



***Future Focus ~ Student Handbook***

*Agreement & Admission Procedure*

**Future Focus Institution (License No. 2006-TC-001)**  
is licensed as a Further and Higher Education Institution  
by the Malta Further & Higher Education Authority

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**In accordance with Art. 26 of the Further and Higher Education (Licensing, Accreditation and Quality Assurance) Regulations S.L. 607.03 this student agreement and admission procedure shall govern the relationship between Future Focus Institution (License No. 2006-TC-001) hereinafter ‘the educational institution’**

**And**

\_\_\_\_\_ (name) \_\_\_\_\_ (ID no)  
**hereinafter ‘the student’.**

**By accepting an offer to study at the Institution and by completing the process of registration and enrolment, the Institution and the student agree to abide by the terms of this agreement and its annex (A).**

**1. Terms and Conditions**

The terms in this agreement shall become effective upon registration and payment to the institution of the fees for the educational program detailed in Annex A of this agreement.

These terms apply to the student’s application for the program of study and subsequent matters arising from that application. They aim to outline the student’s obligation as a learner and our obligation to the student. All bookings and alterations to bookings are subjects to availability. For the purposes of this document “program” refers to the Future Focus course of study registered for, including related assessment(s).

**2. Mission Statement**

We are committed to achieving sustainable growth to the benefit of our stakeholders by providing a comprehensive range of high-quality training that will enhance the career prospects of our students. We are committed to providing life-long learning opportunities and to make learning fun, interesting and exciting.

**3. Business Philosophy**

We put our Customers first and strive to secure their loyalty through top quality service.

We value our Employees and seek to help them achieve their full potential.

We embrace Professionalism and seek Excellence in everything we do.

We do our best to help our Communities be better places in which to live, work and grow.

The educational institution shall:

- i. Provide to the student the teaching, assessment and other educational services for which the student is enrolled, and the educational institution shall take steps which are reasonable in its

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- power to provide these educational services in accordance with the terms of this agreement.
- ii. Guarantee the student's rights including the right to obtain assessment results upon the student having completed all the necessary assessment requirements of the program or part thereof.
  - iii. Advise the intending overseas students of their duty to furnish the educational institution with any change in their contact details, which include the residential address and telephone number in Malta as well as a contact address overseas, following the completion of their studies.

#### **4. Corporate Responsibility**

We recognize that our corporate actions and decisions have a significant impact on the society in which we operate, and we are committed to managing this impact in a very responsible manner. We are committed to running our business to the highest ethical, legal and professional standards.

##### *Dealings with Customers*

We undertake to:

- i. treat customers fairly, openly, honestly and with the utmost courtesy and to ensure, at all times, that the fair treatment of customers is central to our behaviour;
- ii. provide high standards of service and deliver a positive experience throughout the customer's relationship with us;
- iii. promote and provide value for money training that meet the needs of our customers;
- iv. operate an effective complaints procedure to deal with disputes;
- v. maintain the confidentiality of customer information, other than where the law requires or permits disclosures, or where our customer has given prior written consent;
- vi. continue to develop clearer and more explicit application forms, product information guides and other documents whilst bearing in mind the legal nature of certain documentation;
- vii. ensure that we do not discriminate on the basis of gender, nationality, political opinion, religious or philosophical beliefs. In considering applications for training, we will ask questions about your education and background, factors likely to influence your acceptance on a course. It is only by asking these detailed questions that we can accept the majority of our students.
- viii. avoid conflicts between personal interests and our duties to all our customers;
- ix. ensure that all our tutors are qualified, have sufficient work experience and carry out their training in a professional manner.

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### *Customer Privacy*

In accordance with Article 5 of the Further and Higher Education Act, CAP 605 of the Laws of Malta and without prejudice to the data protection provisions established by virtue of Regulation (EU) 2016/679 (GDPR law), Future Focus shall grant access to the Malta Further and Higher Education Authority (MFHEA) to the information collected through this student agreement. The data shall be transmitted to the Authority within a reasonable time from when it was requested and shall be used by the Authority in pursuance of its functions.

In line with the aforementioned data protection laws, Future Focus shall process the student's personal information as per the principles for fair and lawful processing of this law. Moreover, the student shall have the right to request access, rectification and, where applicable, erasure of such information relating to them that we hold in our records. These rights are subject to certain conditions under the Act. We undertake not to transfer or exchange any information that we hold about the student with any third-party other than detailed above without first obtaining written consent to such processing of information.

### *Health & Safety*

All learners must comply with the legislation relevant to the working areas and behave in a manner that does not put him/herself or others at risk. All learners must familiarise themselves with Fire Evacuation Procedures. Corridors and stairways, which are provided for the safe passage of people using the venues, should not be obstructed.

### *Right to complain*

We aim to meet the needs of our clients in the most professional and efficient manner. It is therefore very important that clients inform us when our level of service or products does not meet expectations. For complaints about our services, please submit a complaint in writing to:

The Managing Director Future Focus Ltd  
8, Triq L-Imhazen  
Floriana FRN 1119

Although our aim is to resolve all complaints in an efficient and fair manner, we may not resolve all complaints to the satisfaction of our clients and there may therefore be instances when our clients may not be satisfied with our written reply. In such instances we would always be prepared to meet our clients individually in order that we may explain our position in more detail.

### *Additional support for learners with individual needs*

Future Focus will offer support to learners with individual learning needs and/or disabilities. It is the learner's responsibility to inform Future Focus of any individual needs on the applications form so

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that appropriate support can be provided.

## **5. Administration and other matters**

### *Contact by e-mail:*

We will respond to your e-mail request for information within 7 business days. We may communicate with each other by electronic mail and/or other forms of electronic communication. By consenting to this method of communication both the institution and the client are accepting the inherent risks.

Whenever communication is done by email there is no guarantee that any e-mail sent will be received or that the contents of any such e-mail will remain private during transmission. Should clients have any such concerns they may prefer to phone or call our office in person, instead.

### *Contact by telephone:*

Whenever communication is made by phone, we may not always be in position to provide you with the information that you require over the phone because we may not be in a position to verify your identity. In certain cases, we may have to ask you to call at our offices in person.

### *Invoice bookings*

For courses paid by companies rather than individuals, we require a completed application form and purchase order which includes (in block capitals) the full name, address and telephone number of the authorising signatory, accepting our terms and conditions.

### *Telephone bookings*

Telephone bookings must be accompanied by online payment. In such cases, registration forms must be duly filled in and sent to the Institution within three working days.

### *Postal Bookings*

Future Focus will not take responsibility for delayed postal applications. Course bookings will always be processed on a first come, first served basis, and will only be accepted when accompanied by a completed, dated, and signed application form and appropriate payments. A deposit (where applicable) must accompany applications submitted more than four weeks prior to the course start date to guarantee a place. Purchase order payments must be accompanied by a completed, dated, and signed 'purchase order cover sheet' and a fully completed, dated and signed application form.

### *Waiting list*

Students on waiting lists will be contacted on a first-come-first-served basis.

## **6. Payments and acceptance**

Balance payments are due on the first day of the course. Students who would like a payment instalment agreement should ensure that this is prepared and signed on the day they register for the

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course. Where students opt to pay by instalments, a one-time charge of Euro 60 applies – this fee is to be settled upon registration. Payments made cannot be transferred to third parties.

#### *Confirmation of Acceptance*

Once the student acceptance confirmation is granted, Future Focus will not contact the student again prior to the start of the course unless there is a change in venue.

On the first day, in the case of class-based lessons, the student is requested to arrive at least 30 minutes before the start of the lesson in order to settle outstanding fees. Future Focus has the right to choose another venue for its courses if it deems that another venue will be more suitable for the course. For courses held online, payment can be made online by the first day. Students are requested to log into the institution online system/portal 10 min prior to the start of the lesson and wait for the lecturer to accept them into the virtual classroom.

#### *Cancellation by Institution*

Future Focus will advise learners of any intention to cancel a course at least one week before the intended course start date, where permitted. If a course is cancelled within this time frame, or ceases before completion, a free transfer or refund will be offered.

A refund of full tuition paid shall be due when:

- i. The educational program is not provided in full to the student due to a condition or restriction imposed on the educational institution by the Authority in accordance with the regulations in S.L. 607.03 or due to the revocation by the Authority of the applicable license or accreditation in accordance with the regulations in S.L. 607.03 or due to the revocation by the Authority of the applicable license or accreditation in accordance with S.L. 607.03  
Provided that where the intending student or the student has withdrawn from the program before the day on which such circumstances arise, the educational institution shall not be deemed to be so in default.
- ii. The educational institution fails to issue all examination and other assessment results to the student upon the student having completed all the necessary assessment requirements of the program or parts thereof.

#### *Non Refundability*

In cases where the student withdraws from a course, there will be NO refund of deposit paid. The full course fee remains due in full even if the student discontinues attendance.

The student is in default and hence not eligible for a refund of tuition fee and any other expenses such as travel, and accommodation expenses incurred for the purpose of studying in Malta

- i. When the student withdraws from the program either before or after the agreed starting date
- ii. Where the student not having previously withdrawn from the program fails to start the program on the agreed starting date.

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- iii. Where the student fails to pay an amount they were directly or indirectly liable to pay the educational institution in order to undertake the program.
- iv. Where the student breaches a condition on the student visa.

### **7. Recognition of courses**

Future Focus provides homegrown courses which are designed by the Institution and accredited by MFHEA. Provision of courses by Future Focus also includes foreign-awarded qualifications. All our programs are accredited by MFHEA and pegged to the Malta Qualifications Framework (MQF). Future Focus is licensed as a Further and Higher Education Institution by the MFHEA under license number 2006-TC-001.

### **8. Duties of the student**

The student shall:

- i. Disclose to the educational institution full and accurate academic and personal information as required for applications for admission, registration and enrolment purposes.
- ii. Inform the educational institution if there is any change to the academic or personal information that was provided at admission, registration or enrolment stage as soon as is reasonably practical.
- iii. Fulfill all the academic requirements of the educational program; including participating in lectures/tutorials or other guided-learning activities, submitting coursework/assignments on time, participate in course-related activities and adequately prepare and sit for examinations/assessments.
- iv. Abide by any statutes, regulations, rules and policies which are in place in the educational institution, and which apply to students.
- v. Overseas students shall furnish the educational institution which any change in their contact details, which include their residential address and telephone number in Malta as well as a contact address overseas, following the completion of their studies.

#### *Confirmation of choice*

Signing an application form and/or the terms and conditions section on the application form confirms that learner is attending the course of his or her own choice and that, even if an employer or other party is paying the fee, the learner accepts the value of the course and its benefits.

#### *Course material*

Course notes are given during the course, but it is also important to carry out additional reading or research.

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*Attendance*

Students are expected to fulfil at least 80% attendance of course lectures. Should a student fail to complete this attendance percentage, he/she will be required to take extra sessions to reach the mandatory 80% attendance. Extra sessions are subject to a fee.

*Exams*

It is not possible to change exam dates. If for any reason the student does not attend an exam, the student will be required to join the exam sitting with the following group. The sitting as aforementioned will be regarded as a re-sit where the grade cannot exceed the 50% mark.

*Re-sits*

A student can re-sit the examination unless that student has been disqualified from sitting the exam. The first resit of each assessment within the course is free of charge. A further resit is possible, in which case a fee of Eur30 applies. The grade given for a resit cannot exceed the 50% mark.

Where a student fails to achieve a pass mark following the aforementioned three (3) attempts, he/she will be required to repeat the module with a following group. Repeated modules are subject to a fee of Eur100.

*Completion of the course*

All course requirements are to be completed within 12 months from the last lecture. This gives the student ample time to complete any work placement and pending assignments. For courses starting as from 1<sup>st</sup> January 2024, all course requirements must be completed within 6 months from the last day of the course.

Any student not completing within the time frames stipulated above may before the expiry of this said time frame, extend by another 6 months. Applications for extension submitted after this timeframe will not be accepted. In such cases of late submission, a fresh application for the course will have to be made.

To apply for an extension a form is required and the prescribed fee of Eur150 will need to be paid.

*Putting a course on hold*

If during the course a student has a personal circumstance which prohibits him/her from attending, Future Focus gives the student the opportunity to put the course on hold and continue it at a later date. This would only be possible if the course is being continued, however Future Focus does not give any guarantee that this will be so. If the course is continuing but there are changes to it in terms of units and assessment, the student will need to follow the newer version when he/she resumes the studies. Putting a course on hold will only be allowed subject that all course fees are paid in full prior to the pause being taken. A course can be put on hold for a maximum period of 6 months – from the last attended lecture. Course extension fees may be applied. Future Focus does not guarantee that the same teacher will be teaching the course after the student resumes his/her studies nor does it guarantee that

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the course will be on the same day or at the same time.

#### *Transfer of course*

Requests for transfer to a different course, or the same course with a different commencement date, made within two weeks preceding the starting date of the course applied for, will be subject to an administration charge of Eur100.

#### *Changes to personal details*

It is the learner's responsibility to ensure that Future Focus is provided with correct personal information. Changes to name require a copy of legal documentation. Future Focus will not be liable for any errors due to incorrect personal information.

#### *Certificates*

It is important to check that your name is spelt correctly on the application form and on the exam paper. For homegrown courses, if a certificate is issued and needs to be amended, a fee of Eur50 is payable. This fee also applies for cases of lost certificates. In the case of foreign awarded certificates, special terms and conditions apply for re-ordering of certificates.

Certificates will not be issued unless the course fee has been paid in full. It is expected, provided all course requirements have been fully satisfied, that certificates are issued within 10 weeks from the last day of the course. Pending issuance of the certificate, students may order an Institutional Official Letter attesting course completion. The official letter carries a fee of Eur20.

#### *Guarantee of employment*

Future Focus does not guarantee employment of any kind. Employers may or may not accept the qualifications when offering employment. It is important to check eligibility with prospective employers. In signing these terms and conditions, the student is confirming that s/he has been informed by Future Focus staff that the eligibility requirements for employment may differ from the entry requirements of the course, and that Future Focus cannot give employment advice.

### **9. Unacceptable behaviour**

Aggressive discriminatory and/or threatening behaviour and any other conduct likely to cause offence will not be tolerated. Any student guilty of such behaviour will be removed from the course and all fees paid will be forfeited. If any student's behaviour results in breaches of the law, Future Focus reserves the right to involve the police and to prosecute the individual(s) concerned.

### **10. Disputes**

The Institution and the student shall attempt to resolve any dispute primarily via discussion to reach a mutual agreement. This agreement is governed by Maltese Law and does not preclude the parties from seeking other legal remedies provided under the Laws of Malta.

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