



ENGLISH DOMAIN

CUSTOMER CARE POLICY

We aim to meet your needs with efficiency, effectiveness, fairness and courtesy.
Your progress is our promise.

The SWO and DOS

The Students' Welfare Office (SWO) is the main contact for our students should they require any kind of assistance. The SWO will endeavor to solve any issues raised by the students or seek the Director of Studies' assistance.

English Domain Office (EDO)

The English Domain office has an open door policy. If a student would like to speak to a staff member, they need to inform reception who will advise the office. Should a student wish to speak to the DOS, the English Domain office must be informed. Then the DOS can book an appointment to meet them.

Feedback

Students studying at English Domain for three or more weeks receive three evaluation forms (initial evaluation sheet, mid-course evaluation sheet and end of course evaluation sheet) and students studying at English Domain for one or two weeks receive two evaluation forms (initial evaluation sheet and end of course evaluation sheet). These evaluation forms are completed during the course and are collected by the end of the respective week.

If a student marks any of the questions in the sheet as '3' (or lower), the DOS or the Students' Welfare Manager arranges a meeting with the respective student. When the underlying issue is identified, a course of action is determined.

Accommodation

We strive to provide our students with the best options and selection of self-catering apartments and host families. If a student is facing any difficulty during their stay with us, the EDO will contact the apartment's owner or host family immediately. Any issue is to be resolved as soon as possible.

Academic

A placement test is taken prior to starting the course. In case the student feels that the level they have been placed in isn't suitable, the DOS consults the teacher to make a decision. If the student finds the level very easy and the teacher feels that they aren't prepared for the next level, then the DOS may suggest additional one to one sessions. In case the student finds the level too difficult, then a review of the placement test is carried out to determine whether the student needs to be moved to a lower level.

In both scenarios, the issue is discussed individually with the students to ensure that they are satisfied with the decision.

Excursions & Activities

At English Domain, we are committed to offer our students a rich experience through their courses and leisure activities. ED takes the responsibility to swiftly deal with any issues resulting from delays in pick up times or cancellations due to unforeseen circumstances. In situations where the students experience a serious inconvenience, students may be offered complimentary activities as a gesture of good will.

Emergencies:

The majority of Domain Group staff members are First Aid certified; in case of injury one has to seek help from the nearest Domain Group employee.

Consultation

We will carry our Customer Satisfaction surveys on frequent basis to always improve our well-established services.

Help us to help you

You can help us by:

1. Treating all our staff politely and with courtesy.
2. Making comments or suggestions about the services you receive.
3. Informing us how we performed.
4. Approaching us whenever needed and never be shy.

Students Complaints Procedure

Evaluation forms are distributed to our students two or three days following their arrival. This procedure allows those who prefer to write down their issues rather than speak about it. The individual evaluation sheets are collected and analysed. Any comments, scores of 3, or under are highlighted and tackled immediately. The SWO or the DOS will then contact the student and discuss with them individually.

If a student would like to make an official verbal complaint then they are to:

- Contact the SWO /DOS to agree on a meeting time to resolve the issue.
- Allow the SWO /DOS some time to look into and rectify the matter
- Agree on a time to meet again when the issue can be re-discussed with the relevant follow up information
- If the student is still not satisfied then they are to request a Complaints Form.

The student fills in Complaint form, the SOW /DOS have 3 working days to look into the matter:

- DOS goes through the complaint form and gather necessary information.
- Agree a course of action
- Feedback given to the student and ensuring that they are satisfied.

Non-Registered Parties:

People who are not registered as students with the school including friends, boyfriends/girlfriends and family members are not allowed on the premises without informing the Director of Studies.

Evaluation Sheets

Initial Student Evaluation sheet

1. On their 2nd or 3rd day, students are given the first evaluation form.
2. The form is reviewed by the DOS.
3. Any score of 3 or under is to be questioned and tackled.
4. Problems are to be immediately rectified and the evaluation form is to be signed by the DOS.

Mid-Course Evaluation sheet

1. Mid-way through the course, students are handed in the second evaluation form.
2. The form is filled in completely and collected by operations
3. Any score of 3 or under is to be looked into and discussed with the respective student.
4. Problems are to be immediately rectified and the evaluation form is to be signed by the DOS.

End of Course Evaluation sheet

1. On their last day of their course, students are handed in the final evaluation form.
2. The form is filled in completely and collected by operations.
3. Any score of 3 or under is to be looked into and discussed with the respective student.
4. Problems are to be immediately rectified and taken into consideration for future reference. The evaluation form is to be signed by the DOS.

Student's Complaint Form

This form must be filled in completely by the student/legal guardian/parent when they believe that a formal complaint must be put in place.

Student's Name _____

Course _____

Level _____

Parent / Legal
Guardian's Name* _____

Mobile Number _____

Date of Incident _____

**if the student is under the age of 18*

Please write a brief description of the incident.

Has this incident been reported to an English Domain staff member?

- No
- Yes

_____ *Name and Position*

How was the incident dealt with?

Received by _____ Date _____

Student/Legal Guardian signature

Date

Complaint Corrective Action Report

Complaint Details

Complaint No: _____ Agent/Direct: _____

Date Lodged _____ by _____ Department _____

Student Details Name: _____ Course Dates: _____

Contact Address & Telephone number:	
Malta:	Overseas:

Facts of Complaint:

Verification:

Corrective Action:

Additional Comments:

Valid Part	Part Valid	Invalid	Pending	Solved	Ref. Type	Ref. Value

Date & Signature of Staff Member	Date & Signature of M.D. or G.M. :
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Correspondence and Communication Dates:

Attachments:

Preventive Action:

	Review Date:
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Written Warning for Absenteeism

Date: _____

Dear Student,

The purpose of this letter is to emphasize the seriousness of your attendance record (absenteeism) as a student with English Domain and to reprimand you for failing to meet acceptable attendance standards. Further, you are hereby warned of additional disciplinary action if your attendance does not improve.

Name _____ Surname _____

Course _____ Level _____

Course dates _____

Nationality _____

Director of Studies

School Stamp

Teacher

Disciplinary Verbal Warning

Date: _____

Dear Student,

The purpose of this warning is to emphasize on your behavioral conduct as an English Domain student and to reprimand you for failing to meet acceptable disciplinary standards. You are hereby warned of additional disciplinary action if your behavior does not improve.

Name _____ Surname _____

Course _____ Level _____

Course dates _____

Nationality _____

Director of Studies

School Stamp

Teacher

Procedure for Absenteeism Control

There are two types of absenteeism, each of which requires a different approach.

1. Innocent Absenteeism

Innocent absenteeism refers to students who are absent for reasons beyond their control; like sickness or injury. Innocent absenteeism is not culpable and thus cannot be treated by disciplinary measures.

2. Absenteeism for no reason

This type of absenteeism refers to students who are absent without reason. *Procedures for disciplinary action* would apply in such cases.

A. Identifying Excessive Absenteeism

Attendance records should be reviewed to make sure that students are attending lessons on regular basis. If the DOS or the SWO confirms that a student has missed a number of lessons without any valid reason, the following steps are taken:

- I. Gather as much information as possible in order to get a clear picture of the situation.
- II. The student's actions should be reviewed; making sure all documentation is present.
- III. *Written Warning* – A written warning shall be issued to the student.

B. If absenteeism persists

After sending a warning letter and monitoring the student's attendance carefully the DOS will individually meet with the student in question.

Learner Dismissal

If the student insists on further missing lessons a forced termination of the courses is considered through the following:

1. Have the DOS and the SWO provided all possible assistance?
2. Have the DOS and the SWO informed the student about the situation?

A decision is taken accordingly.

Our Commitment to You

We are committed to providing an excellent quality service to all our students in an efficient, effective and caring manner.

- **Courtesy and Consideration**

We undertake to:

1. Deal with enquiries promptly and in a courteous manner;
2. Treat everyone fairly and with respect
3. Give the best possible service and provide clients with useful advice regarding their courses as well as all other services offered.
4. Provide privacy and confidentiality where necessary

- **Openness and Impartiality**

We undertake to:

1. Be honest and open in dealing with clients.
2. Discuss the details regarding any concerns raised by students.
3. Explain our decision making procedures.

- **Our Performance**

We undertake to:

1. Monitor and evaluate our performance
2. Examine the development and delivery of our courses in order to meet the students' needs.
3. Provide trained staff to ensure the quality of the course delivered.

- **Access and Communication**

We undertake to:

1. Advertise our policies on refunds, cancellations, and complaints procedures.
2. Deal with enquiries as quickly as possible.
3. Respond to all written queries within 24 hours. If we cannot do this, we will write to explain why and advise when students should expect a full reply..
4. Explain in a precise manner the information requested by students.

School Protocol

The Institution is a safe haven for all students who are following their studies at Domain Group. These rules are there to ensure the safety and learning of all the stake-holders.

- No Smoking on Institution grounds, on the stairs in front of Institution and on neighbour's steps or door-ways.
- The following rules apply to corridors and public areas within the institution.
- Gambling, Alcohol , Drugs and using other illegal substances and items during institution hours is strictly forbidden
- Use of narcotics will also be reported to the police.
 - Damaging Institution Equipment and Theft.
- Premises are protected by CCTV cameras which are active 24/7. Damaging Institution equipment will lead to a disciplinary hearing with the possibility of expulsion. Any damages, including the equipment and the man power used to fix the damage will have to be paid for by the offender.

Official Disciplinary Procedures

Verbal Warnings

Verbal warnings are documented procedures that Academic Staff use as they deem fit and necessary. When the student breaks any of the rules specified by Domain Group or other relevant entities the academic staffs has the duty of issuing a verbal warning. Once the verbal warning is issued it cannot be cancelled and will be entered into the student's file.

If the academic staff does not issue the verbal warning he/she himself will be in breach of the rules and regulations.

The verbal warning has to be signed by the student. There is a designated place on the verbal warning where to write the student's comments if he/she does not agree with the warning but the warning must be signed nonetheless.

3 verbal warnings will result in a disciplinary board hearing.

Disciplinary Board Hearings

If the student has 3 verbal warnings in his/her student file the student will be called for a disciplinary hearing.

Expulsion

Should further misconduct occur after a first formal warning to a student has been given, the student will be requested to appear before a Board. After the hearing, the Board will advise the student in writing about the outcome of the hearing. If disciplinary action of any kind is taken then this should be stated clearly in writing.

In case of an expulsion, Domain Group shall inform the competent authorities in case of international students who would have obtained a VISA to enter Malta on the basis of the course they follow at Domain Group.

Respecting your teacher is of utmost importance

- Teachers have a senior position in the school structure and they are experts in their field of study, thus they are to be treated respectfully.
- Teachers have one priority; that the students get the best out of their lessons. Hence they will do the utmost to make sure that nothing hinders this prerogative.
- Any form of disrespect towards the teacher (and classmates) such as talking back, insulting etc. cannot be tolerated and appropriate disciplinary actions would have to be used.
- Students are expected to refer to the DOS/SWO to discuss any problem they may encounter with their teacher.
- The school invites its students to talk to their teachers when they feel they have been treated unfairly. This is expected to be done in a polite manner.
- Students are invited to interact with their teacher during lessons to improve the learning outcomes.
- If there is a case of disagreement between students and teachers, the students are invited to express their views in a constructive manner to the DOS.

Terms and Conditions

1. Registration

All applicants are subject to the following conditions, which become legally binding on acceptance of application by English Domain. Failure to comply with our payment terms, as described in our application form, will result in the cancellation of the booking.

1.1 Changes to bookings

-Prior to arrival: all changes to bookings must be made in writing
-After arrival: all changes are subject to the school's approval and are subject to an administration fee of €30 for each change.

2. Payments

2.1 Payments by Bank Transfer:

All payments should be paid in full at least 20 days prior to the student's arrival date. In the case of late bookings, payment must be made in full on confirmation of the said booking.

2.2. Individual Bookings:

75% of the final invoice must be paid within a 2 week period from the booking confirmation by English Domain Limited.

The full payment or, in the case of direct bookings, the balance due is to be effected 2 weeks prior to arrival. All fees are to be settled before the course start date, no students will be allowed to start their course until payment has been received.

Failure to comply with the above Terms and Conditions may cause the booking to be revoked at the company's discretion, thus forfeiting the 25% Deposit Payment.

The person/s responsible for the settlement of the invoice issued by English Domain Limited must ensure that all of the Bank Charges and Intermediary Bank Charges are taken care of by the Payer.

3.Cancellation/Charges/Refunds

Cancellation of bookings must be received in writing and are subject to the following cancellation fees:

- 25% of the total fee
- Should a cancellation be made after the commencement of the course, no fees will be refunded.
- If a student fails to arrive at their accommodation or lessons, no fees will be refunded.
- Under no circumstance are fees transferable to third parties.

If a student decides to shorten their course, or change from a more expensive course to a cheaper course, no refund for the difference in price will be made.

4. Visa

English Domain must be advised immediately if a visa application is rejected and a copy of the rejection letter must be received at English Domain no later than 15 days prior to the arrival date in order to be entitled to any refund.

Should notification be received less than 14 prior to arrival date, **NO** refunds will be issued.

5. Flight Tickets

A. Flight tickets are to be purchased by the student.

B. Unaccompanied Minors charges are not included in the prices offered by English Domain Limited as these depend on the Airline chosen by the student to travel to and from Malta. Failure to settle any unaccompanied minors fees may result in the student not being allowed on board the plane as per the regulations imposed by the Airlines for child security reasons.

C. All forms in relation to the Unaccompanied Minors boarding the plane on departure date must be completed and signed, up to 3 days prior departure date. English Domain Limited cannot be held responsible for flight cancellations due to the failure of completing all the necessary forms by the student or (in the case of a minor) by their guardian or agency.

6. Accommodation cancellations after arrival

If students wish to cancel a booked accommodation, the following conditions apply:

All accommodation changes incur a 7 day cancellation fee including a €25.00 administration fee. Even if a student should decides to change from one accommodation type to another, no refund is applicable.

7. Accommodation

A. €100 damage deposit is requested upon accommodation check-in, for students residing in our self-catering apartments. This deposit will be refunded on the last day of the course, upon presentation of the damage deposit receipt and after the accommodation has been inspected. The damage deposit is held against any costs that may incur in respect of missing items or inventory, breakages, damages or excessive dirt that students may cause during their stay. School management also reserves the right to fine students where disturbances to other clients or third parties are reported. Fines will be taken from the damage deposit. On the last school day the students are expected to present their deposit receipt at the English Domain office to collect their deposit at 12.30pm (during break time). If on departure inspection, the apartment cleanliness is not found to be acceptable, each student registered in the accommodation shall be fined €25 for extra cleaning.

B. An additional fee for extra cleaning services may apply.

C. Parties must not be held in student accommodation. Loud music, singing shouting or any other disturbances are not permitted. In the event that this regulation is ignored, each student registered in the accommodation will be fined or ordered to leave. Student missing or braking keys will be charged €50.00. If students are given a copy of the host family's front door key and this is lost, they will have to pay the full cost involved in replacing the door lock. Single nationality placement in self-catering apartments is NOT guaranteed but given priority.

Meals – host family

Students must respect the meal times established by their families. Students must inform their family about the foods they like and do not like, or when they are not going to eat at home, or would like to eat at a different time.

8. Airport Transfers

In order for the school to provide airport transfers, all flight details must be forwarded to us not later than 7 days prior to date of arrival.

Should the student not meet the school's airport representatives, for any particular reason, they should not take a taxi, but call the school's emergency number 00356 99901233. The student should wait next to the tourist information office outside the arrivals hall.

9. Tuition

You must attend a minimum of 80% of lessons scheduled for the course in order to receive a certificate of attendance at its end.

Students who would like to change level during their stay are to approach their class teacher first, who will then discuss this with the director of studies. If the request is approved, the student will automatically be moved to the next level from the following Monday. However, if the request is not approved, the student can opt to take a level test, which covers all the language skills, in which he/she must score more than 70% to move to the next level. Course fees do not include exam entrance fees. Students wishing to sit for exams' must bring valid passports for exam entry; identity cards will not be accepted. Transportation to and from testing centers' are not included.

10. Course information

Lessons are held every morning between Monday and Friday during low season. High season lessons can be held in both the morning and afternoon. English Domain reserves the right to change lessons from morning to afternoon and vice versa where demand dictates. English Domain also reserves the right to use classrooms in alternative premises of a similar standard.

10.1 National Feast:

Should a national feast happen to fall between on a weekday, the time lost on the day of the Feast will be distributed equally and recovered over the remaining business days of the week.

10.2 Level of English:

If a student does not have the minimum level of English required to follow a specific course, as determined by English Domain, we reserve the right to move the student to an appropriate course for their level. No refunds are applicable.

10.3 Holiday:

Holiday-breaks for Long-term courses and Academic Year Programs.

Students can have a maximum of 2 weeks-holidays: four weeks, notice in writing must be given. Students returning from their holiday cannot expect to return to the same class, teacher or accommodation. No credit is given for accommodation during holidays breaks. Students requiring visa for study purposes must ensure that their visa is issued for the correct dates to include any holiday breaks.

If the revised enrolment extends into high season the difference in course fees will apply.

10.4 Public Holidays:

The School is closed on all Maltese Public Holidays. Any classes falling on such days will be replaced by additional class-time, within the same week.

11. Student Assistance Student Issues

If, at any time a student is unhappy with any aspect of their course, accommodation, leisure activity or the school's subcontractors they must inform the English Domain team through the school reception either verbally at the time of occurrence or in writing within 24 hours. English Domain will not accept any complaint received at the end or after a student's stay in Malta, if it has not been brought to our attention as explained above.

12. General Condition Health

Students must possess adequate health insurance to cover the length of stay in Malta. English Domain reserves the right to be fully reimbursed for any medical or related costs it may

incur on behalf of any student who requires urgent medical attention in Malta, and to immediately repatriate, at the student's expense, any student who suffers from a serious medical or psychological condition.

Absenteeism

A. If a student is unable to attend a lesson/s, s/he must send a request by e-mail to dos@domaingroup.com.mt at least two academic days before. In his/her request, the student must state the exact day/s for such absenteeism and the reason/s justifying it. The student shall be notified by return e-mail of the Institution's decision. In case of approval by the institution, the student shall be considered as "excused" for the concerned missed lesson/s. In this case, no lessons will be made up for the ones missed.

B. If a student is sick and therefore unable to attend a lesson, s/he must report such absence by not later than 09.00 hrs of the same day by sending an e-mail to dos@domaingroup.com.mt. In this case, no lessons will be made up for the ones missed.

C. If a student is sick for more than one day and as such unable to attend more than two (2) consecutive days of lessons, s/he must produce a medical certificate to Students Welfare Office on his/her return back to the institution. The student should still need to report such absence as per clause (b). The students shall be recorded as "sick" for the concerned missed lessons. In this case, it is at the discretion of English Domain management to allow for the student to make up for the missed lessons.

D. If a student arrives more than ten (10) minutes late for a lesson, it would be at the sole discretion of the Teacher to decide whether to allow the student in class or not. If the Teacher decides not to allow the student in class, the student shall be considered as being "absent" and marked as such on the attendance records. In this case, no lessons will be made up for the ones missed.

13. Loss of Property/Insurance

English Domain will not be held responsible for the loss or theft of any student's property from the School, accommodation or any other location. Student's property is the sole responsibility of the student at all times. English Domain advises all students to take out a travel insurance policy which covers them for the duration of their stay in Malta. Insurance may also be booked through the English Domain website.

14. Student Conduct

English Domain expects all students to be motivated, polite and considerate towards members of staff, host families and fellow students at all times. English Domain reserves the right to expel/repatriate any person that in the opinion of English Domain, behaves in an unacceptable manner. This includes, but is not limited to, possession or consumption of any illegal drugs and/or alcohol, damage to property, any behavior that endangers or impairs the health, safety or comfort of other persons using the same services, non-abidance to local(s) and/or not adhering to curfew times. Any damage to, or loss of English Domain or third party property must be paid for by the student prior to departure.

15. Liability

Unless liability is legally imposed, English Domain will not accept any liability in the case of illness, accident, loss, damage or injury to persons or property.

16. Force Majeure

In the event that English Domain is unable to fulfill any of its obligations, as a result of an event(s) beyond the reasonable control of English Domain, we will not accept responsibility or liability. Such events will include, but are not limited to: terrorist attacks, war or threat of war, riots, industrial action, natural or man-made disasters, unusually adverse weather conditions or any other event(s) which may class Malta as an 'at risk destination' by the Ministry of Foreign Affairs.

17. Photography and Filming

English Domain may use photographs or film footage to illustrate its promotional material. If students do not wish to participate, English Domain will respect their wishes, provided that we have been notified within one month of the photo-shoot. These photos and film-footage have no commercial or contractual value.

18. Jurisdiction

Any agreement entered into with English domain is governed by the Laws of Malta. By entering into such an agreement, all Parties agree that should a dispute arise, they will submit to the jurisdiction of the Maltese Courts.

19. Data Protection

By submitting their information students agree to the storage and use of the information by English Domain. All information collected by the school will not be passed on to any other organization or third parties and will be stored and processed in accordance with the data protection act of the country

20. Leisure

English Domain reserves the right to make changes to the leisure program due to weather conditions or any other reasons beyond our school.