

Student Agreement

1. Parties to the Agreement

This agreement governs the relationship between EEC-ITIS Malta Tourism and Languages Institute (License Number: 2008-TC-003), hereinafter referred to as 'the educational institution,' and _____, holding Identity Card or Passport Number _____, hereinafter referred to as 'the student.' By accepting an offer to study and completing the process of registration and enrolment, both the institution and the student agree to abide by the terms of this agreement.

2. Mission Statement

We are dedicated to delivering high-quality training that enhances career prospects in the tourism and hospitality sectors. Our aim is to provide enjoyable and accessible learning experiences that foster professional growth.

3. Duties of the Educational Institution

- Provide teaching, assessment, and support services in accordance with this agreement.
- Ensure students receive assessment results once all programme requirements are completed.
- Advise overseas students to update the institution with any changes in contact details.

4. Duties of the Student

The student shall:

- Provide accurate academic and personal information for admission, registration, and enrolment.
- Notify the institution promptly of any changes to personal or academic details.
- Fulfill all academic requirements, including attending lectures, submitting assignments, and participating in assessments.
- Adhere to the institution's policies, rules, and regulations.

Overseas students must provide updated contact information for the duration of their studies and after graduation if residing in Malta.

5. Terms and Conditions

The terms of this agreement shall become effective upon the student's registration and payment of tuition fees for the educational programme. Forwarding payment to the educational institution demonstrates the student's acceptance of these terms.

6. Educational Programme

Name of Programme (please tick the programme you are applying for):

- ☐ 1. Certificate in Tourism and Hospitality Management
- ☐ 2. Diploma in International Tourism and Hospitality Management
- ☐ 3. Higher Diploma in International Tourism and Hospitality Management
- ☐ 4. Bachelor of Arts in International Tourism and Hospitality Management

	1 Certificate	2 Diploma	3 Higher Diploma	4 Bachelor degree
MQF/EQF Level	3	5	5	6
Credits	60 ECTS	60 ECTS	120 ECTS	180 ECTS
Duration	1 academic year	1 academic year	2 academic years	3 academic years
Total Learning Hours	1800 hours	1800 hours	3340 hours	4840 hours

- Start and end date: Refer to the scheduled timetable
- Awarding Body: EEC-ITIS Malta Tourism and Languages Institute
- Mode of Delivery: On-site
- Mode of Attendance: Full-time
- Language of Instruction: English
- Location: No.4 EEC-ITIS Building, St Pietru Street, San Gwann, Malta
- Placement/Clinical Training: Various affiliated hotels and tourism organizations across Malta
- Entry Requirements:
 - Minimum age: 17 years (at the start of the first semester)
 - High School certificate or relevant work experience (for applicants aged 21+)
 - Proficiency in English (TOEFL 500 / IELTS 5.0 / JETSET level 5 or higher)
 - Successful interview
 - Proof of work experience or school testimonials (if applicable)
- Intended Learning Outcomes: Skills in hospitality management, tourism operations, and entrepreneurship
- Teaching, Learning & Assessment: Coursework, exams, and industry placement
- Qualification to a Regulated Profession: Pathway to managerial roles in tourism and hospitality industries
- Grading System: A+ to F, per Institute grading scale
- Educational Fees: Refer to student invoice.

7. Payments and Refund Policy

Course fees

Fees for all courses are per year, payable at the latest 4 weeks before the commencement of the semester. If paying in instalments, an agreement must be made at registration.

Deposits

- Registration / Application deposit for courses held in Malta for EU students – In addition to course fees, all students must pay a registration/application deposit of €600 with the application. If accepted this deposit guarantees student place in the school. The deposit is used for any Federal taxes, Administrative fees and University registration fee.
- Non-EU students (Student Visa applicants) – At the time of application, and before the student applies for a student visa, the student must pay a non-refundable application fee of €200 together with 50% of the total tuition fees. The application fee is non-refundable under any circumstance, including if the visa application is unsuccessful.
- If the student's visa is granted, the remaining 50% balance of tuition fees must be paid in full before the student travels to Malta.
- No refund of any amount paid (application fee or tuition fees) will be given once the student's visa has been approved, regardless of whether the student subsequently withdraws, cancels, or fails to travel.
- Academic Year Deposit — At the end of each study academic year, a deposit of €600 is payable to guarantee student's place in the next semester course. The deposit fee may be used for any “top up” to cover shortfalls in any insurance charges or other incidentals.

Unpaid bills

No student will be admitted into the class until all school fees and deposits have been settled. Students whose bills are overdue by 30 days will face instant dismissal, they are still legally obliged to pay fees for the entire course semester. Should any student be in arrears of fees payable to the school by the end of their course, EEC-ITIS Malta reserves the right to withhold any graduating certificates, transcripts and testimonials.

Refund policy

The student may request a refund of tuition fees under the following conditions:

- The €200 non-refundable application fee is not refundable under any circumstances, including visa refusal.
- Student whose applications are not accepted for reasons other than not satisfying the entry requirements, or whose visa application is rejected, will receive a refund of the 50% tuition fees paid at application, less bank charges and an administration fee of €150.
- Once a student's visa has been approved, no refund of the 50% tuition fees paid at application (or the remaining 50% paid before travel) will be issued, as set out above.
- Cancellation from student, the school must be notified in writing by registered mail at least 30 days before commencement of course. In such case, 50% of the academic year deposit will be refunded — provided the student's visa has not yet been approved. No refund will be given if the student's visa has already been approved.

This agreement does not prevent the student from seeking further legal remedies under the Consumer Affairs Act (Cap. 378).

8. Institution's Default Clauses

EEC-ITIS Malta management and academic teams are committed to run our business to the highest ethical, legal and professional standards.

We provide high quality service and deliver a positive experience throughout the students relationship with us.

We ensure to operate with no discrimination on the basis of gender, nationality, political opinion, religious or philosophical beliefs.

We ensure that all our tutors are qualified, have sufficient work experience and will provide professional trainings to the students throughout the course.

We offer the opportunity to put the course on hold and continue it at a later date if student has a personal circumstance which prohibits him/her from attending. This would only be valid if the course is being continued, since all the courses are subject to have enough number of students to start. A course can be put on hold for a maximum period of 6 months – from the last attended lecture. Course extension fees maybe applied. Student will then have to follow newer version of the course that is available. This means student will be given a new timetable of the course with study units, assessment, teachers, days of the week and times of the day of the course.

If a course is cancelled by EEC-ITIS Malta, we will inform students at least 1 week in advance, prior the planned starting date of the course. Full refund will be offered if the course is discontinued, otherwise a postponed starting date will be announced for enrolment.

9. Student's Default Clauses

The student is considered in default and is not eligible for refunds if:

- The student withdraws less than 30 days from the programme begins or after commenced of the course.
- The student fails to start or pay fees for the programme.
- The student breaches visa conditions or other institutional policies.

10. Dispute Resolution

Both parties agree to attempt to resolve disputes through internal grievance procedures. Should disputes remain unresolved, they may be referred to arbitration or other legal remedies under Maltese law, including the Consumer Affairs Act (Cap. 378).

11. Data Sharing Clause

In accordance with the Further and Higher Education Act (Cap. 607) and General Data Protection Regulation (EU 2016/679), the institution may share student information with the Malta Further and Higher Education Authority (MFHEA) as required for regulatory purposes.

By signing this agreement, the student confirms they understand and accept the terms and conditions outlined above.

EEC-ITIS Malta Tourism and Languages Institute

Signature: _____

Name: _____

Title: _____

Date: _____

Student

Signature: _____

Name: _____

Date: _____