LK INTERNATIONAL | MALTA

Student Handbook

2026 / 2027

Learn English. Experience Malta.



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Keep this handbook handy

Use it throughout your studies for academic information, school procedures, student support and practical guidance for life in Malta.



Welcome To

LK International

Welcome to LK International in Malta. We believe that learning English is more than mastering a language: it is about building confidence, connecting with people and opening doors to new opportunities.

Our English language programmes are practical, engaging and student-centred. We support students in developing speaking, listening, reading and writing skills through interactive lessons, real-life communication and personalised academic support.

Studying in Malta also gives you the opportunity to use English beyond the classroom while experiencing Malta's culture, Mediterranean lifestyle and international community.

Why you'll feel supported

- Qualified and experienced teachers.
- Interactive and communicative lessons.
- Personalised academic support and regular feedback.
- Modern learning facilities and Wi-Fi.
- A convenient central location in Msida.
- A welcoming, multicultural learning environment.

Our Mission

Our mission is to provide high-quality, student-centred English language education that builds confidence, develops practical communication skills and fosters meaningful global connections.

Meet the Team

The people here to support your learning and your experience in Malta.



Rafael Carraca

Head of School / Director of Studies

Rafael provides academic leadership for the ELT school and is responsible for maintaining high standards across teaching, learning and student support. His responsibilities include academic planning, curriculum oversight, quality assurance, teacher support and development, student progression, teaching observations and responding to academic concerns.

rcarraca@learnkey.com.mt

Shirley Thomas

Operations Manager

Shirley oversees the operational and administrative side of the school, supporting students with practical matters and coordinating day-to-day services. She works closely with the academic and student support teams to ensure that students receive an efficient, safe and welcoming experience.

shirleyt@learnkey.com.mt

Sales Team

Kimberly, Juliana & Seren

The Sales Team supports students and agents before arrival, including course information, enrolment, bookings and general pre-arrival queries.

Who should you contact?

For academic matters, contact your teacher first and, where necessary, the Director of Studies / Head of School.

For operational matters, contact the Operations Manager.



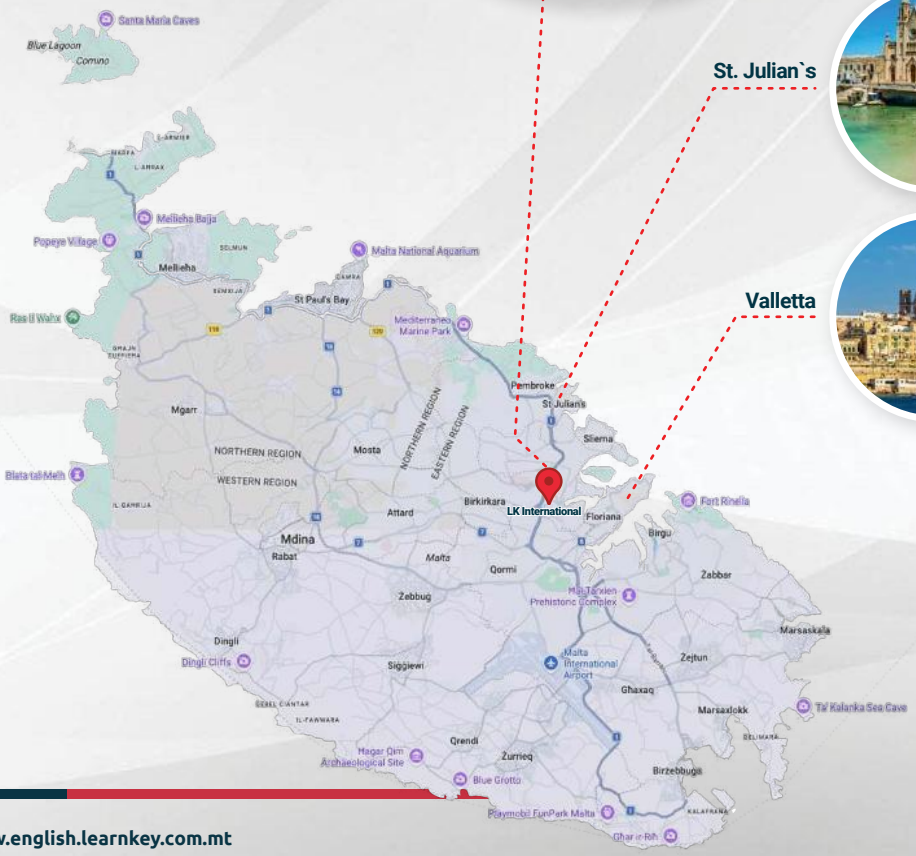
Our Location

LK International - Malta Centre

The school is located in central Msida and is well connected by public transport, with convenient access to Valletta, Sliema, St Julian's and other key areas. Shops, cafés and essential services are nearby.

LK International – Malta Centre
75 Triq il-Wied ta' l-Imsida
L-Imsida MSD 1050 - Malta





Our Courses

English programmes for adults and international students.

LK International offers English programmes designed for adults and international students. Course availability, timetables and entry requirements depend on the programme and the student's level.

- **General English GE20**
- **Intensive English GE30**
- Academic Year Programme AYP20
- Intensive Academic Year Programme AYP30
- Exam Preparation - Trinity, Cambridge B2 First (FCE), Cambridge C1 Advanced (CAE) and IELTS.
- Business English
- One-to-One Tuition
- Pathway Programmes
- Junior Summer Programme
- PCTO
- Groups
- Erasmus+ programmes



General & Intensive English

GE20
20 lessons per week / 15 hours
GE30
30 lessons per week / 22.5 hours.

General and Intensive English are available from A1 to C1, subject to placement and class availability.

Academic Year Programme

AYP20 and AYP30 provide a structured 24-week learning experience. AYP20 offers 20 lessons per week / 15 hours, while AYP30 offers 30 lessons per week / 22.5 hours.

Exam Preparation

LK International prepares students for Trinity College London, Cambridge B2 First (FCE), Cambridge C1 Advanced (CAE) and IELTS examinations.

Preparation combines language development with exam strategies, practice tasks, targeted feedback and familiarisation with the format and requirements of each examination.

Business English

Business English focuses on professional communication, including meetings, presentations, emails, telephone and video communication, negotiations, networking, interviews and cross-cultural workplace communication.

Note: Course information is based on the current LK International English Programmes brochure and may be updated as programmes develop.

Placement & Progression

Starting at the right level and moving forward with confidence.

Placement Testing

All students complete the LK International placement test so that we can place them in the most appropriate class. Students are encouraged to complete the test before arrival so that the academic team has sufficient time to review the result.

Placement Test

Complete the official LK International placement test online.

The placement result is an initial indication of level. Final placement may also take account of the student's performance, needs and available classes.



Progression Testing & Moving Level

Student progress is monitored through classroom performance, assessment, teacher feedback and progression testing. A level change may be considered when the student consistently demonstrates the learning outcomes of the next level.

- Teacher recommendation.
- Evidence from assessments and continuous classroom performance.
- Balanced development across speaking, listening, reading and writing.
- Appropriate grammar, vocabulary and communicative ability.
- Suitable attendance and participation.
- Availability of a suitable class.

Moving Class / Level Checklist

Students who feel that their level is not appropriate should first speak with their teacher. The academic team will review the request and make the final academic decision.

Sample Programme

An indicative example of how a General English week may be structured.

Level	Intermediate (indicative)
Course	General English
Schedule	Monday to Friday
Core materials	National Geographic Learning Life, 2nd Edition, supported by the CEFR-aligned syllabus and supplementary LK International materials.



Sample Weekly General English

Day	Indicative focus
Monday	Language Development - Grammar, Vocabulary & Speaking
Tuesday	Communication Skills - Listening, Pronunciation & Real-Life English
Wednesday	Integrated Skills - Reading, Writing & Collaborative Activities
Thursday	Skills & Exam Practice - Strategies, Tasks & Language Development
Friday	Review & Progress - Progress Check & Fluency Practice

This is an indicative programme. Content and sequencing may vary according to level, course type, timetable, student needs and academic requirements.

Course Structure

Courses follow a CEFR-aligned syllabus. Teachers plan lessons around the learning outcomes for each level and use a communicative approach with opportunities for meaningful interaction, skills development, feedback and learner independence.

The core coursebook is National Geographic Learning Life, 2nd Edition. Teachers may use supplementary materials, authentic resources and internally developed materials to meet the needs of the class.

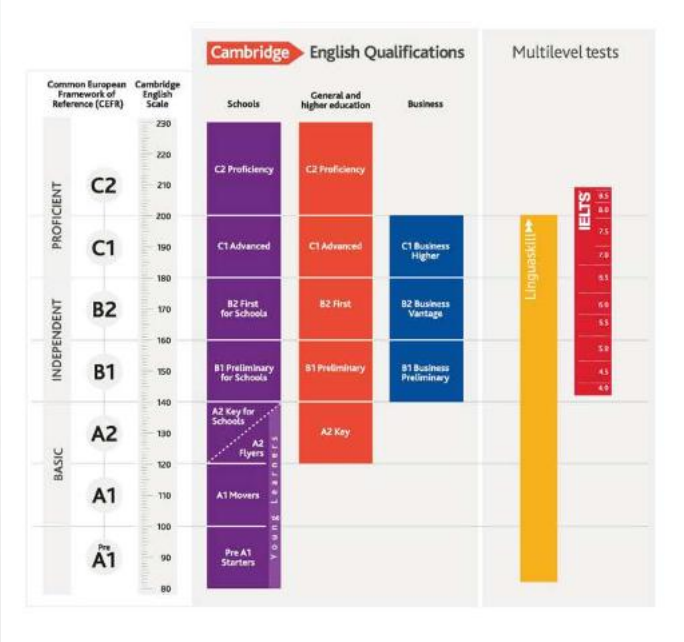
Students should regularly review classwork, complete assigned tasks and use English outside the classroom to reinforce progress.

Target Learning Outcomes

Building confident, accurate and independent English users.

Across the programme, students work towards improving their ability to communicate effectively and confidently in English. Learning outcomes cover listening, reading, spoken interaction, spoken production, writing, grammar, pronunciation, vocabulary and discourse.

- Understand and respond to spoken English appropriate to the learner's level.
- Read and understand texts for gist, detail and specific information.
- Participate in conversations and respond appropriately in everyday and professional situations.
- Speak with increasing fluency, accuracy and confidence.
- Write connected and appropriately organised texts at the target level.
- Use grammar and vocabulary with increasing range and accuracy.
- Develop pronunciation, stress and intonation to support effective communication.
- Become a more independent and reflective learner.



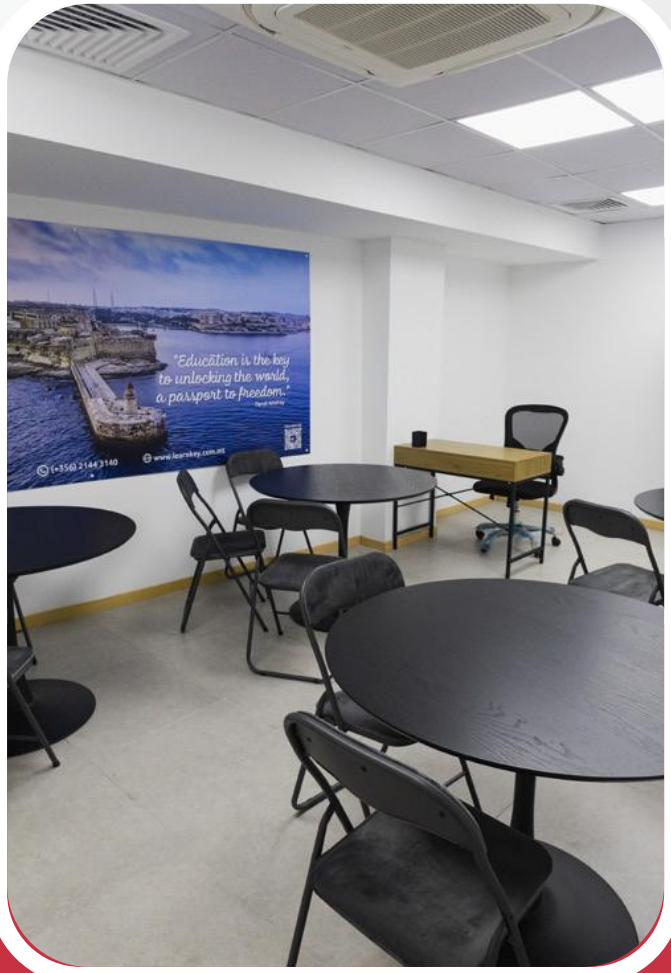
Sample CEFR Reference - B1

- **Listening:** understand the main points of clear standard speech on familiar matters.
- **Reading:** understand texts containing high-frequency everyday or job-related language.
- **Spoken interaction:** deal with most situations likely to arise while travelling and participate in conversations on familiar topics.
- **Spoken production:** connect phrases to describe experiences, plans, ambitions and opinions and give brief reasons.
- **Writing:** write simple connected texts on familiar or personally relevant topics.

Lesson Times & Tutorials

Your timetable may be scheduled in the morning or afternoon.

Students may be scheduled in the morning or afternoon. The timetable allocated to a student depends on the course, level, availability and academic requirements.



Morning

09:00 - 10:30

10:45 - 12:15

13:00 - 14:30

Afternoon

13:00 - 14:30

14:15 - 15:45

16:00 - 17:30

Please note: The exact timetable may vary. Students should always follow the timetable provided by the school.

Tutorials

Tutorials provide an opportunity to review academic progress, discuss learning outcomes and identify areas for improvement. Students may discuss their strengths, challenges, study strategies and progression with their teacher and/or the academic team.

Exam Preparation & Student Support

Know where to go when you need academic or practical help.

Exam Preparation

Exam preparation is available for Trinity College London, Cambridge B2 First (FCE), Cambridge C1 Advanced (CAE) and IELTS, depending on the student's level and chosen programme. Students should discuss their target examination and intended exam date with the academic team as early as possible.

Official examinations are subject to the relevant examination board's dates, registration requirements, availability and fees.

Student Support
Dealing with Problems

Students are encouraged to raise concerns early. Teachers can help with academic matters, while the Operations Manager and Head of School can assist with operational or more complex issues.

Academic matters
Rafael Carraca, Head of School & Director of Studies
rcarraca@learnkey.com.mt



Student Email & Address Change

Students are responsible for keeping LK International informed of any changes to their contact details or address.

For general school correspondence, use **elt@learnkey.com.mt** .

Student Feedback

We value student feedback and use it to improve the student experience. Feedback may be collected informally in class, through tutorials, student meetings, surveys and other school feedback channels.

Course Materials & School Rules

Simple expectations that support a productive, respectful learning environment.



Course Materials

The first coursebook is included in the course price and is provided to students on their first day at the school.

When students change level or class, they may be required to purchase another coursebook appropriate to the new level. Students are expected to purchase additional books where required. The school will advise students which materials are needed.

Students should bring a notebook, pens/pencils and any other materials required for learning.

School Rules & Code of Conduct

- Speak English as much as possible on school premises and during school activities to maximise learning and inclusion.
- Attend lessons punctually and remain in class for the scheduled lesson periods.
- Follow teacher instructions and participate actively.
- Mobile phones should be kept away during lessons unless the teacher authorises their use for a learning activity.
- Respect classmates, teachers and all members of the LK International community.
- Respect cultural differences and communicate politely, including in electronic communication.
- Take responsibility for personal belongings.
- Keep classrooms, common areas and toilets clean and dispose of rubbish appropriately.
- Smoking and vaping are not permitted inside the school.
- Bullying, harassment, discrimination, threats, violence, theft, wilful damage or other serious misconduct are not tolerated.
- Illegal drugs and other unlawful activity are prohibited on school premises and during school activities.

Serious or repeated misconduct may lead to disciplinary action in accordance with LK International procedures and applicable Maltese law.



Visa Regulations
Malta

Students who require a Maltese visa or residence permission are responsible for ensuring that they comply with the conditions attached to their permission to stay. Immigration rules can change, so students must check the latest official information from Identità Malta.

LK International can provide general administrative guidance and supporting school documentation where appropriate, but students remain responsible for their immigration status, documents and deadlines.

Important

Immigration rules can change. Always check the latest official requirements from Identità Malta.

Student Visa - Work Permission

For eligible international students, work permission in Malta is subject to immigration and employment rules. Identità states that students following eligible courses exceeding 90 days may be allowed to work up to 20 hours per week after their first three months of study, subject to the applicable conditions and employment licence. Rules can change and eligibility depends on the student's circumstances and course.

Students must not assume that holding a student visa automatically gives them unrestricted permission to work. Always check the latest Identità Malta and Jobsplus requirements before accepting employment.

Attendance

Regular attendance is essential for learning, progression and immigration compliance.

Attendance Rules

Attendance is an important part of learning. Students are expected to attend all scheduled lessons, arrive on time and remain in class for the full lesson.

- Attendance is recorded by the school.
- Students should arrive before the lesson begins.
- Late arrival or early departure may affect attendance recording.
- Students should notify the school as soon as possible if they are unable to attend.
- Students on immigration permission must comply with any attendance requirements attached to their status.

80% Attendance

Where a minimum attendance requirement of 80% applies to a student's immigration permission, the student must maintain at least 80% attendance.

Students should not rely on the minimum threshold as a target: regular attendance is essential for learning and progression.

Absenteeism Policy

If a student is absent because of illness or another serious circumstance, they should inform the school as soon as possible and provide supporting documentation where requested.

Absence for work, leisure or other personal activities does not automatically constitute an authorised absence. Students should discuss exceptional circumstances with the school before assuming that attendance will be excused.

Attendance Obligation

Students who require immigration permission should maintain the required level of attendance throughout their course. Where attendance concerns arise, the school may contact the student and request an explanation or supporting documentation.

For attendance letters, immigration-related academic documentation or significant attendance concerns, contact Rafael Carraca at **rcarraca@learnkey.com.mt** .

Non-Attendance Procedure on a Student Visa

1. Initial attendance concern / warning. **2.** Further warning and meeting if attendance does not improve. **3.** Academic or administrative measures may be taken where non-attendance continues. **4.** Where required by law or immigration conditions, relevant authorities may be notified.

The exact action depends on the circumstances, applicable immigration requirements and school procedures.

Academic Calendar 2027 • Malta

LK International operates an ongoing academic programme throughout the year. Exact course start dates, level cycles, tutorials and class schedules may vary according to the programme.

Malta Public Holidays - 2027

Date	Day	Public Holiday
1 January 2027	Friday	New Year's Day
10 February 2027	Wednesday	Feast of St Paul's Shipwreck
19 March 2027	Friday	Feast of St Joseph
26 March 2027	Friday	Good Friday
31 March 2027	Wednesday	Freedom Day
1 May 2027	Saturday	Workers' Day
7 June 2027	Monday	Sette Giugno
29 June 2027	Tuesday	Feast of St Peter and St Paul
15 August 2027	Sunday	Feast of the Assumption
8 September 2027	Wednesday	Victory Day
21 September 2027	Tuesday	Independence Day
8 December 2027	Wednesday	Feast of the Immaculate Conception
13 December 2027	Monday	Republic Day
25 December 2027	Saturday	Christmas Day

Public holidays are based on Malta's national public holiday framework. Students should check the school timetable for any course-specific changes.








Social Activities

Learning English goes beyond the classroom.

LK International's social activities give students opportunities to practise English in real-life situations, make new friends and experience Malta.

- Games Night - relaxed games and international socialising.
- Talk Time - informal English conversation and confidence building.
- Karaoke Night - socialising and communication in a lively setting.
- Social Mixer - meet students, locals and international visitors.
- Hiking Adventures - explore Malta's landscapes and coastal trails.
- Blue Grotto excursion.
- Comino & Blue Lagoon excursion.
- Marsaxlokk & St Peter's Pool excursion.
- Sunday hiking adventures.

Activities and excursions are subject to availability, season, weather, minimum numbers and any applicable charges. The programme may be updated during the year.

Keys to Success

Practical habits that help you make the most of your time at LK International.

Keys to Success

- Speak English as much as possible.
- Participate actively in every lesson.
- Do not be afraid of mistakes - they are part of learning.
- Review your classwork regularly and complete homework.
- Use English outside the classroom.
- Take responsibility for your own learning.
- Ask your teacher or the academic team for help when you need it.
- Respect Malta's culture, customs and the people around you.
- Make the most of your time in Malta by exploring, meeting people and using English in everyday situations.



Important Things to Remember

- Review the booking, payment and cancellation conditions before enrolling.
- Make sure all tuition and other applicable fees are paid by the specified deadlines.
- Submit any cancellation, deferral or programme-change requests in writing and within the required time limits.
- In case of visa refusal, provide official documentation and written notice at least 14 days before your scheduled arrival.
- Please note that certain fees, including administration, examination and course material fees, are non-refundable.
- Refund eligibility depends on the reason for cancellation, the timing of the request and the applicable Terms & Conditions.
- Once your course has started, refunds for missed lessons or early withdrawal are generally not available.
- Need assistance? Contact our team for guidance before making changes to your enrolment.

Practical Immigration Support

Bank letters, residence permissions and Identità Malta appointments.

Opening a Bank Account

If you wish to open a bank account in Malta, requirements vary between banks. Students should contact the bank directly for its current documentation requirements.

For a school letter or assistance with an academic confirmation document, contact Rafael Carraca, Head of School & Director of Studies, at **rcarraca@learnkey.com.mt** .

Maintaining / Renewing Immigration Permission

Students are responsible for keeping their visa, residence permission and supporting documents valid throughout their stay. Students should monitor expiry dates and begin any required renewal or extension process in good time.

For guidance about your school documentation or academic status, speak to Rafael Carraca. For immigration decisions and procedures, always follow the latest instructions from Identità Malta.

Instructions for Booking - Identità Malta

Students who need an immigration, residence or identity-related appointment should use the official Identità Malta appointment system and follow the instructions applicable to their specific service.

Official website:
https://identita.gov.mt/

Official expatriates booking portal:
https://expatsbooking.identita.gov.mt/

- Select the service relevant to your situation.
- Choose an available appointment date and time.
- Read the current document requirements carefully before attending.
- Bring the original documents and any copies or supporting documents requested.
- Keep your appointment confirmation and reference details.
- Arrive on time and follow the instructions provided by Identità.

Requirements differ depending on whether you are an EU/EEA national, a third-country national, or another category of resident. Do not rely on outdated information or third-party booking websites.



Holiday Policy

Plan breaks carefully and protect your attendance.

Students should plan holidays and breaks in accordance with their course conditions and, where applicable, the conditions of their Maltese visa or residence permission.

- Any planned break should be requested and agreed with the school in advance.
- Students on immigration permission should ensure that planned holidays do not conflict with their attendance or immigration obligations.
- Unscheduled breaks are not automatically authorised.
- Emergency or exceptional circumstances should be reported to the school as soon as possible and may require supporting documentation.
- Students should speak to the Head of School before booking travel that could affect their attendance.

Immigration requirements may change.
Students should always check the latest Identità Malta requirements concerning study, attendance and breaks.

Safety, Safeguarding & Complaints

A respectful environment and a clear route for raising concerns.

Child Safety Policy

LK International is committed to providing a safe, respectful and inclusive learning environment. Where students under 18 are present in a programme or activity, additional safeguarding measures apply in accordance with the school's child safety procedures and applicable Maltese requirements.

Any safeguarding concern should be reported immediately to a member of the school management team.

Complaints Policy

LK International welcomes feedback and takes complaints seriously. Students may raise concerns about administration, admissions, academic programmes, teaching, facilities, operations, sales, social activities, accommodation or other services.

1
Raise it informally

Raise the matter with the relevant staff member where appropriate.

2
Escalate appropriately

For academic or teaching matters, speak to the teacher and, if unresolved, the Director of Studies / Head of School. For operational matters, speak to the Operations Manager.

3
Submit in writing

If the matter cannot be resolved informally, submit the complaint in writing so that it can be reviewed formally.

The school will investigate the complaint fairly and communicate the outcome and any appropriate action. Complaints will be handled as promptly and confidentially as reasonably possible. Serious safeguarding or safety concerns should be reported immediately.

Study & Exam Tips

Small, consistent habits make a significant difference to progress.

Academic Reading Tips

- Read graded readers or other material appropriate to your level.
- Read for the overall meaning before focusing on individual unknown words.
- Use context, word parts and related words to infer meaning.
- Look for key words and paraphrases rather than expecting the exact wording from a question.
- Use the process of elimination in multiple-choice tasks.
- Read regularly outside class to build vocabulary, speed and confidence.

General Exam Tips

- Know the format and assessment criteria of your chosen exam.
- Practise under timed conditions.
- Read and listen carefully to instructions.
- Develop clear strategies for each task type.
- Use teacher feedback to identify recurring errors.
- Build vocabulary and grammar through regular practice.
- Do not sit an exam before you are academically ready simply because the date is convenient.

Self-Study Tips

- Review new vocabulary every day.
- Keep a personal vocabulary notebook.
- Read English news, websites and graded books.
- Watch English-language videos with and without subtitles.
- Practise speaking with classmates and people you meet in Malta.
- Write short texts and ask your teacher for feedback where appropriate.
- Set weekly learning goals and monitor your own progress.





Public Transport in Malta

Malta has an extensive public bus network operated by Malta Public Transport. Students can use route information and journey-planning tools to travel around Malta and Gozo.

- Use the official Malta Public Transport website for current routes, timetables and fares.
- Consider a personalised tallinja card if you are eligible.
- Tap/validate your card when boarding where required.
- Keep your ticket or valid travel card available during your journey.
- Check your route and service information before travelling, especially late at night or during weekends and public holidays.

Official public transport information
www.publictransport.com.mt

BUS

Plan before you travel

Routes and timetables may change, especially around public holidays and late-night services.

Health & Emergency Information

Keep these numbers easy to find when you need them.

112
Emergency

Call 112 for life-threatening emergencies, including serious medical emergencies, fire and police assistance.

1400
Medical Advice

Malta's 1400 helpline provides 24/7 nurse-led guidance for eligible patients who are unsure which healthcare service is appropriate. In a life-threatening emergency, call 112.

Primary Healthcare

For non-emergency medical assistance and healthcare services, use Malta's official health services information and follow the guidance applicable to your situation.

Emergency	112
Non-emergency medical guidance	1400
Primary Healthcare / Telemedicine	2123 1231 or 2122 2444
Mental health assistance	1579
Social support / child abuse	179

Health insurance

Students should ensure they have appropriate health insurance and understand the healthcare arrangements applicable to their visa or residence status.








Places of Interest in Malta

Malta is a compact island with a rich history, coastline, cultural life and outdoor activities. Students are encouraged to explore safely and responsibly.

- **Valletta**- Malta's capital and UNESCO World Heritage city.
- **Mdina** - the historic 'Silent City'.
- **Three Cities** - Birgu, Senglea and Cospicua.
- **Marsaxlokk** - traditional fishing village and harbour.
- **Blue Grotto**- dramatic coastal scenery and sea caves.
- **Golden Bay** - popular sandy beach and coastal area.
- **St Peter's Pool** - natural swimming spot near Marsaxlokk.
- **Comino & Blue Lagoon** - famous turquoise waters and day-trip destination.
- **Gozo** - Malta's sister island, with villages, coastline and countryside.
- **Ħaġar Qim and Mnajdra** - prehistoric temple sites.
- **Mosta Rotunda** - one of Malta's best-known churches.
- **Sliema & St Julian's** - waterfront areas, shopping, cafés and entertainment.

Official visitor information: www.visitmalta.com

Supporting Academic Documents

Use the latest versions and ask the academic team if you are unsure.

The following documents may be provided separately by the academic team or made available through the student information area. They should be read together with this handbook where applicable.

- Cambridge B2 First (FCE) information / preparation document
- Cambridge C1 Advanced (CAE) information / preparation document
- IELTS information / preparation document
- CEFR Grid
- Classroom Rules
- Exam Preparation / Exams Document
- Trinity College London information / preparation document



Students should always use the latest version of these documents and ask the academic team if they are unsure which examination or pathway is appropriate.

Important Information

This handbook has been adapted for LK International's Malta ELT operation from the existing student handbook structure and the current LK International English Programmes materials. Immigration, transport, health and public-holiday information should be checked against official Maltese sources because requirements and services may change.

Current official sources include Identità Malta, Malta Public Transport, the Ministry for Health and Visit Malta.

Terms and Conditions

Fees, deferral, cancellation and refund policy

1. Programme Cancellation or Non-Commencement

1.1. Learn Key Institute ("Learn Key Institute", "the Institute", "we", "us" or "our") reserves the right to cancel, postpone, defer or otherwise not commence any scheduled programme where circumstances warrant, including, without limitation, insufficient student enrolment or demand.

1.2. Where a scheduled programme does not commence, the student shall be offered the opportunity to defer their enrolment to the next available intake or sitting.

1.3. Where the student elects not to accept the offered deferral, the student shall be entitled to a full refund of the tuition fees paid for the affected programme, subject to the provisions concerning non-refundable fees set out in these Terms and Conditions.

2. Payment of Fees and Late Payment

2.1. All tuition fees, examination fees, accommodation fees and any other amounts payable to Learn Key Institute must be paid in accordance with the applicable payment schedule and by the applicable due dates.

2.2. Learn Key Institute reserves the right to impose a reasonable late-payment charge in respect of any amount that remains outstanding after its applicable due date.

2.3. Where any fees or other amounts remain unpaid, Learn Key Institute reserves the right, without prejudice to any other rights or remedies available to it, to suspend the student's enrolment, restrict access to services or facilities, or terminate the student's enrolment.

2.4. Learn Key Institute reserves the right to dismiss or withdraw a student from the programme at any time where the student fails to pay fees or any other amounts properly due and payable.

3. Deferral of Enrolment

3.1. Where the student has paid the full amount due for the relevant programme, the student may request a deferral of their course placement for one subsequent intake or sitting.

3.2. Any request for deferral must be submitted to Learn Key Institute in writing and received by Learn Key Institute no later than 10 working days prior to the scheduled commencement date of the programme.

3.3. A deferral shall be permitted for one intake or sitting only and shall be subject to availability of the relevant programme.

3.4. Amounts already paid shall be carried forward and applied to the deferred programme. No refund shall be payable solely as a result of a deferral.

3.5. Where the deferred programme requires updated, revised or replacement course materials, the student may be required to purchase such materials separately. The cost of any such materials shall not be included in amounts previously paid and shall be invoiced separately.

4. Course Materials

4.1. Where course or study materials have been supplied, issued or otherwise made available to the student, the amounts paid in respect of such materials shall be non-refundable.

4.2. This provision shall apply irrespective of whether the student subsequently withdraws, cancels, defers or changes their programme, subject to any mandatory rights that may apply under applicable law.

5. Examination Fees

5.1. Fees relating to internally assessed examinations and computer-based examinations ("CBEs") are strictly non-refundable and non-transferable, except where otherwise required by applicable law.

5.2. Examination fees shall not be transferred to another student, programme or examination sitting unless Learn Key Institute expressly agrees otherwise in writing.

6. Programme Commencement and Student Demand

6.1. The commencement of any programme is subject to sufficient student demand and Learn Key Institute's confirmation that the programme will proceed.

6.2. Once a programme has commenced, tuition fees shall be deemed committed to the student's enrolment and shall not be refundable solely because the student subsequently withdraws, fails to attend or elects not to complete the programme, subject to any applicable statutory rights.

7. Processing of Refunds

7.1. Where a refund is approved under these Terms and Conditions, Learn Key Institute may require the student to provide all documentation reasonably necessary to process the refund.

7.2. Approved refunds may take up to 30 working days to process from the date on which Learn Key Institute has received all required information and supporting documentation.

7.3. Refunds shall normally be made to the original payer or by the original payment method, unless Learn Key Institute agrees otherwise in writing.

8. Visa Refusal

8.1. Where a student's visa application is refused and the student wishes to cancel their enrolment on that basis, the student must provide Learn Key Institute with:

(a) written notice of cancellation; and

(b) official documentary evidence confirming the visa refusal.

8.2. The notice of cancellation and supporting visa-refusal documentation must be received by Learn Key Institute at least 14 days prior to the student's scheduled arrival date.

8.3. Where the requirements of Clause 8.2 are satisfied, Learn Key Institute shall refund 100% of the tuition fees paid, subject to the non-refundable charges specified in Clause 9.

8.4. Where the student fails to provide the required visa-refusal documentation within the period specified above, a cancellation charge equivalent to one week's tuition fees and one week's accommodation fees, where applicable, shall be deducted from any amount otherwise refundable.

8.5. The student acknowledges that visa decisions are made by the relevant immigration authorities and are outside the control of Learn Key Institute.

9. Non-Refundable Fees and Charges

Unless otherwise required by applicable law or expressly stated in these Terms and Conditions, the following fees and charges shall be non-refundable:

(a) postage and courier charges, including DHL and FedEx charges;

(b) accommodation placement fees;

(c) an administration fee of €250 for Diploma and Undergraduate programmes and €350 for Master's and Postgraduate programmes;

(d) bank transfer and payment processing charges; and

(e) any loss arising from fluctuations in currency exchange rates between the date of payment and the date of any refund.

10. Cancellation Prior to Arrival

10.1. Where a student wishes to cancel their enrolment prior to arrival, the cancellation must be submitted to Learn Key Institute in writing.

10.2. Where written cancellation is received 20 or more days prior to the programme commencement date, the applicable fees shall be refunded, subject to deduction of the €250 non-refundable deposit/administration fee and any other applicable non-refundable charges specified in these Terms and Conditions.

10.3. Where written cancellation is received between 7 and 19 days prior to the programme commencement date, the student shall be entitled to a refund of 50% of the applicable course fees, subject to deduction of any applicable non-refundable fees and charges.

10.4. Where cancellation is received less than 7 days prior to the programme commencement date, no refund of course fees shall be payable, subject to any rights that may apply under applicable law.

11. Cancellation or Withdrawal After Arrival

11.1. Once a student has arrived at Learn Key Institute and commenced their programme, the student is expected to complete the full period of study for which they have enrolled.

11.2. For the purposes of this policy, the "full course of study" means the initial enrolment period stated in the student's enrolment documentation or offer letter.

11.3. Where a student voluntarily withdraws from or abandons the programme after commencement, no refund of tuition or course fees shall be payable, regardless of the remaining duration of the programme, except where a refund is required under applicable law or expressly approved by Learn Key Institute in writing.

12. Changes to Programmes

12.1. A student wishing to change from their enrolled programme to an alternative programme must submit a request to Learn Key Institute in writing.

12.2. Any proposed programme change shall be subject to availability, eligibility requirements and Learn Key Institute's approval.

12.3. Where the replacement programme has a higher tuition fee than the student's original programme, the student shall be responsible for paying the applicable difference in fees before the programme change takes effect.

12.4. Where the replacement programme has a lower tuition fee, no refund or credit shall be provided for the difference in price, unless Learn Key Institute expressly agrees otherwise in writing.

12.5. A change to a less intensive or lower-priced programme shall not entitle the student to a refund of the difference in fees.

13. General Conditions

13.1. All requests for cancellation, deferral, programme changes or refunds must be submitted in writing and within the applicable time limits specified in these Terms and Conditions.

13.2. Failure to comply with the applicable notification periods may result in the loss of the student's entitlement to a refund or deferral.

13.3. Nothing in these Terms and Conditions shall exclude, restrict or limit any right or remedy that cannot lawfully be excluded, restricted or limited under applicable law.

13.4. Learn Key Institute reserves the right to amend these Terms and Conditions from time to time. Any amendments applicable to an existing student shall be communicated in accordance with applicable law and the student's contractual rights.

13.5. By accepting an offer of enrolment, making payment, or commencing a programme, the student acknowledges that they have read, understood and agreed to be bound by these Terms and Conditions.

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Your future starts with communication.

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