Learn Key Institute | Malta Campus

EST.1995

2005-TC-007
Further and Higher Education Institution

STUDY. CONNECT. GROW.

Student Handbook

A new place. A new perspective.

Your next chapter starts in Malta.



LEARN KEY
SINCE 1995

Your guide to studying and living in Malta

www.learnkey.com.mt

WELCOME

Welcome to Learn Key.

Welcome to Learn Key Institute, Malta. This is your guide to settling in, studying confidently and making the most of life on the islands.



A welcome from Learn Key

Starting a course in a new country is an exciting step. You will meet new people, discover different perspectives and develop skills that can shape your future. Give yourself time to settle in, ask questions and build a routine that works for you.

How to use this handbook

Read the arrival and first-week guidance before you travel, then keep this handbook handy throughout your studies. The sections on learning, support and everyday life will help you find the right next step when you need assistance.

Your programme comes first

Use this guide alongside your offer letter, enrolment agreement, programme handbook, assessment briefs and official notices. Course requirements vary by qualification and awarding body. Ask the Institute to clarify anything that is unclear before making decisions about your studies.

> You are part of an international learning community.
> Be curious, participate and ask for help early.

YOUR GUIDE

Find your way.

From your first preparations to your next steps after study.

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THE INSTITUTE

Learning with Learn Key.

Education that connects knowledge, practical skills and personal ambition.

Our purpose

Learn Key has been supporting learners since 1995. The Institute's mission is to equip students with the knowledge, skills and support they need to succeed in a changing world. Its educational approach connects academic understanding with practical development.

Your field of study

The academic prospectus includes programmes in business and management, accounting and finance, information technology, software design, tourism and hospitality, health and social care, and nursing studies. Entry criteria, credits, assessment and progression routes are specific to each programme.

Understanding your qualification

Check the exact qualification title, level, awarding body and credits in your offer and programme documents. MQF levels describe the level of a qualification in Malta; ECTS credits describe the associated learning workload. Do not assume that similarly named courses have identical requirements.

A shared commitment

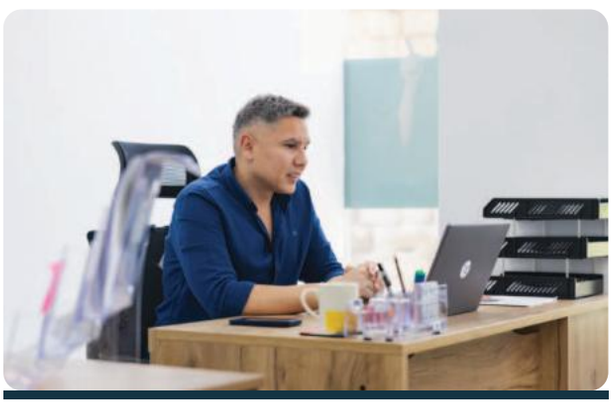
Bring preparation, curiosity and respect to your studies. Engage with feedback, collaborate constructively and take responsibility for your progress. If you need academic or practical guidance, contact the Institute before a small difficulty becomes a larger one.

> Keep your programme title and student reference number available whenever you contact the team.

OUR PEOPLE

Meet Our Team

Meet Rafael and Shirley, part of the team supporting your experience in Malta.

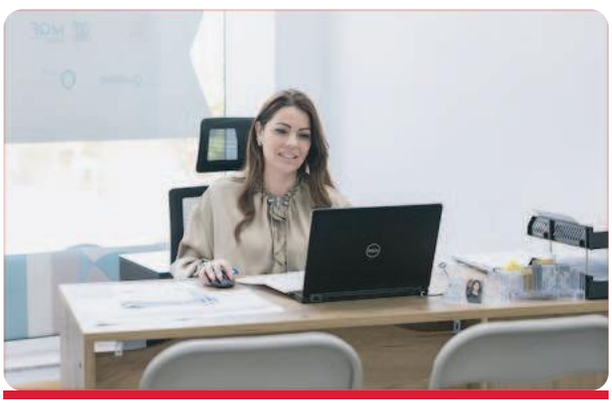


Rafael Carraca

**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

> For practical or student support enquiries, contact support@learnkey.com.mt.
> The team can direct your request to the right person.

OUR CAMPUS

Location

Learn Key Institute, Malta campus in Msida.



The Learn Key campus entrance at 72/74 in Msida.

Learn Key Institute | Malta

Lowlands 72/74, Sqaq Dun Andre,
Triq Il-Wied Ta' L-Imsida,
Msida, Malta, MSD 1050.

Before your first visit

Check your timetable and arrival instructions for your teaching location.
Plan your journey in advance and allow extra time for traffic.

BEFORE YOU TRAVEL

Arrive prepared.

A little organisation before departure makes your first days in Malta much easier.

Confirm your arrangements

Check your course start date, reporting location, accommodation and arrival instructions directly with Learn Key. If you have requested an airport transfer, obtain written confirmation of the meeting point and contact arrangements. Do not assume a transfer is included.

Keep essential documents accessible

Carry your passport, relevant visa or residence documents, acceptance letter, course fee payment receipt, accommodation confirmation and flight details in your hand luggage. Keep secure digital copies separately and bring any original academic documents requested for enrolment.

After visa approval

Learn Key's published arrival instructions ask students to send a visa copy to enrolment@learnkey.com.mt, provide travel plans within five working days and confirm the final arrival date within ten working days. Ask Enrolment for the current pre-departure checklist and any required Institute arrival letter.

Pack for study and everyday life

Bring a laptop if your programme requires one, chargers, a Type G plug adaptor and suitable clothing for classes. Carry prescribed medication with its documentation and check transport rules in advance. Have a working payment method and a small amount of euros for arrival.

> Before departure: save your accommodation address, Learn Key contact details and your arrival instructions offline.

ARRIVAL & ORIENTATION

Your first days in Malta.

Settle in, complete your registration and get ready for your first classes.

01 Check in and let us know

Confirm your arrival with Learn Key and follow your accommodation check-in instructions. The Institute's published guidance requires students to report in person within two working days of arriving in Malta. Contact Enrolment promptly if travel disruption affects your plans.

02 Complete your registration

Bring the documents requested by the team. Check that your name, telephone number, email address, local address and emergency contact are correct. Ask how to notify the Institute if any of these details change.

03 Attend your orientation

Confirm your timetable, teaching location, student systems and the best way to contact your lecturer or programme team. Learn where to find classrooms, exits, toilets and study facilities. Ask about access arrangements if you need them.

04 Prepare for the week ahead

Test your journey to class, sign in to the learning systems and check the first assessment dates. Find out how attendance is recorded and how to report an absence. Read official messages daily so that you do not miss timetable changes or important requests.

> First-day essentials: identification, requested documents, a notebook, your timetable and any required study equipment.

LIVING IN MALTA

The essentials.

A Mediterranean setting, an international community and a new daily routine.

MALTA

An island full of possibilities.

Build your daily routine and get to know yournew surroundings.



Islands, language and culture

The Maltese archipelago includes Malta, Gozo and Comino. Maltese and English are the official languages. English is widely used in daily life, giving you opportunities to communicate with people from many backgrounds and build confidence outside your studies.

Money and payments

Malta uses the euro (€). Cards are widely accepted, but some small purchases may require cash. Check your bank's overseas charges and keep an alternative way to access funds. Never share your PIN or banking security codes.

Weather and clothing

Malta has hot, dry summers and milder winters. Pack light clothing for warmer months and layers for cooler, windy or rainy days. Bring appropriate footwear for walking and clothes suitable for an educational setting.

Power and connectivity

Malta uses Type G three-pin plugs and a 230V, 50Hz supply. Check that your equipment is compatible. Review roaming charges before you arrive, compare local mobile options if needed and keep your number updated with Learn Key.

> Respect local customs, places of worship and the people who live and work around you.

GETTING AROUND

Make the journey part of your routine.

Plan your route before the first day and leave time for traffic.

Travelling by bus

Malta Public Transport operates services across Malta and Gozo. Use its official website and tallinja journey-planning tools to check routes and live service information. Review the current conditions for personalised cards, fares and eligibility before applying.

Getting to Learn Key

Confirm the teaching location stated in your enrolment or timetable. The Institute's published Malta address is in Msida. Save the address on your phone and check the walk from your bus stop. Test the route at the time you would normally travel to class.

Walking, taxis and other journeys

Use pavements and designated crossings wherever possible. Traffic drives on the left. Take extra care at junctions and when stepping out between parked vehicles. If using a taxi or ride service, check the vehicle details and fare arrangements before starting your trip.

Exploring beyond your neighbourhood

Check ferry schedules, return journeys and weather conditions before visiting Gozo or Comino. Build in a buffer when travelling for an appointment, class or flight. For cycling or other transport, check current local rules and choose a route suitable for your experience.

> Live travel information: publictransport.com.mt.
> Keep enough phone battery for your return journey.

ACCOMMODATION & BUDGET

Feel at home. Plan your spending.

Understand what you are booking and keep a clear record of your arrangements.

Before accepting accommodation

Ask for the full address, rental period, total price, deposit conditions and written agreement. Check whether utilities, internet, cleaning and other charges are included. Confirm the check-in procedure and the person to contact if something goes wrong.

When you move in

Read the house rules, check the inventory and record existing damage with dated photographs. Find out how keys, maintenance, waste collection and emergencies are managed. Keep receipts and copies of any communication about your booking.

Sharing respectfully

Agree practical routines for cleaning, noise, visitors and shared spaces. Respect other residents' privacy and belongings. Report faults or unsafe conditions promptly. If Learn Key helped arrange your accommodation, tell the team about problems while there is time to assist.

Build a realistic monthly budget

Allow for rent, utilities, food, transport, mobile data, study materials and personal expenses. Include initial deposits and an emergency reserve. Prices vary with the location, season and type of accommodation; confirm actual costs before committing.

> Accommodation assistance can help you explore options.
> Always check the conditions of the specific booking you accept.

HEALTH & WELLBEING

Take care of yourself.

Settling into a new country takes energy. Your wellbeing supports your learning.

Prepare your healthcare arrangements

Check that your insurance or healthcare entitlement is appropriate for your stay, course and immigration status. Keep your policy details and assistance number accessible. Confirm what is covered, how to obtain treatment and whether payment is required in advance.

If you are unwell

Seek suitable professional care and let Learn Key know if illness affects your attendance or assessments. Ask what supporting documentation is needed. Keep copies of relevant certificates and receipts. For an emergency, follow the guidance on the next page.

Build a sustainable routine

Make time for sleep, regular meals, movement and contact with friends or family. In hot weather, carry water, seek shade and plan outdoor activities with care. Balance work, study and rest so that tiredness does not become your normal routine.

When things feel difficult

Homesickness, stress and uncertainty can affect anyone. Speak to someone you trust and ask the Institute about student support. Explain how you are feeling and what is affecting your studies. You do not need to wait until the problem feels serious to ask for help.

> Support contact: support@learnkey.com.mt.
> In an immediate emergency, contact the emergency services directly.

SAFETY & EMERGENCIES

Know what to do.

Save essential details now, so that they are easy to find when you need them.

112 EMERGENCY SERVICES
Ambulance · Police · Fire

In an immediate emergency

Call 112 for an ambulance, the police or the fire service. Give your exact location, describe what has happened and follow the operator's instructions. If possible, ask someone to meet the responders. Do not put yourself at risk to help.

At the Institute

Follow staff instructions and the displayed evacuation signs. Leave belongings behind if told to evacuate, use the designated exit and go to the assembly point. Do not re-enter until authorised. Report accidents, hazards or damaged equipment to staff.

Personal safety

Keep your valuables secure and avoid leaving bags unattended. Plan how you will get home, especially at night. Do not share personal or financial information with unknown callers. If documents or property are stolen, contact the police and seek guidance on replacement arrangements.

By the sea

Choose suitable places to swim, observe warning flags and follow local advice. Conditions can change quickly. Avoid swimming alone or after drinking alcohol, and never enter rough water to recover an object.

> Learn Key office: +356 2144 3140. This is an office contact, not a dedicated 24-hour emergency line.

YOUR STUDIES

Learn with purpose.

Successful study combines participation, independent work and regular reflection.





Understand the learning plan

Read your module outlines and assessment briefs at the start of each teaching period. Note the learning outcomes, required reading, submission dates and assessment criteria. Ask your lecturer to clarify unfamiliar terminology or instructions.

Work independently

Set aside regular time for reading, research, revision and assignment preparation. Break larger tasks into smaller stages and start before the deadline approaches. Keep organised notes and retain the sources you may need to reference later.

Participate in class

Arrive prepared, contribute to discussions and take part in practical or group activities. Listen to different viewpoints and connect classroom ideas with examples from your field. Asking questions is an important part of academic development.

Use feedback well

Read comments alongside the marking criteria, identify a small number of improvements and apply them to your next task. If you do not understand a result or comment, request clarification through the appropriate programme channel.

> Try a weekly review: What have I understood?
> What needs more work? What will I do before the next class?

ATTENDANCE & TIMETABLES

Be present. Stay informed.

Attendance and punctuality are part of your commitment to your programme.

Know your requirements

Confirm the attendance rules for your own qualification and any visa or residence conditions that apply to you. Attendance may be recorded across different learning activities. Do not rely on percentages or policies from another school or programme.

If you cannot attend

Inform the Institute through the agreed channel as soon as possible, giving your name, student reference, class and reason for absence. If illness or another serious circumstance affects your studies, ask what evidence and follow-up steps are required.

Late arrival and missed work

Allow enough time for your journey and follow the lecturer's instructions if you arrive late. Find out what you have missed and arrange to catch up. Missing a class does not automatically create an entitlement to a replacement lesson or a change to an assessment deadline.

Holidays and timetable changes

Check the academic calendar and official notices before booking travel or accepting work shifts. Public holidays, assessment periods and course schedules may affect teaching. Request approval for any planned interruption through the programme team and keep the written response.

> Check your email and learning systems daily.
> Report a timetable clash before it affects your attendance.

ASSESSMENT & INTEGRITY

Show what you have learned.

Prepare carefully, submit your own work and follow your programme's assessment rules.

Before you submit

Read the brief, marking criteria and submission instructions. Check the deadline, time zone, file format and required naming convention. Confirm that the correct version has uploaded successfully and retain a submission receipt or other confirmation.

Academic honesty

Acknowledge the sources of ideas, quotations, images, data and other material. Do not present someone else's work as your own or ask another person to complete an assessment for you. Collaborate only where the assessment explicitly permits it.

Using digital and AI tools

Ask your lecturer which tools are permitted for the specific assessment and how their use must be declared. Check every factual claim and reference. You remain responsible for the accuracy, originality and quality of the work you submit.

Difficulties, results and progression

If serious circumstances may affect a deadline, contact the programme team before it passes and ask about the relevant procedure. Pass marks, resubmissions, appeals and award requirements depend on your programme and awarding body. Obtain the applicable rules rather than assuming a standard policy.

> Qualification certificates depend on meeting the requirements of your programme, not simply attending the final class.

OUR COMMUNITY

Respect makes learning possible.

Help create a professional, welcoming environment for everyone.

Treat people fairly

Respect differences in culture, nationality, religion, identity, disability and personal background. Communicate politely with classmates, staff and neighbours. Avoid bullying, harassment, intimidation or discriminatory language, including in online groups.

Respect the learning space

Keep phones silent during teaching and use devices as directed by your lecturer. Avoid interrupting others, keep shared areas tidy and use furniture and equipment carefully. Do not record lessons or photograph people without the required permission.

Dress and behave appropriately

Choose clothing suitable for classes and any practical activities. Follow safety instructions and any programme-specific requirements. Attend ready to learn; alcohol or other substances must not impair your behaviour, participation or safety. Observe local laws and posted smoking restrictions.

If a concern arises

Speak to a staff member or contact Student Support if you experience or witness behaviour that makes you feel unsafe or unwelcome. Explain what happened and preserve any relevant messages. Ask how the concern will be handled and who will follow up with you.

> Courtesy extends beyond campus: respect your accommodation, shared transport and the wider community.

DIGITAL LIFE

Stay connected. Protect your work.

Use official channels and develop simple habits that keep your information secure.

Access your student systems

Use the account and platform instructions provided by Learn Key. Check that you can access course materials, notices and submission areas. Tell the team promptly if you cannot log in or cannot see an expected module.

Keep communication clear

Check your email regularly and use a subject line that explains your request. Include your full name, student reference and programme. Send documents only through the channels requested by the Institute and keep a copy of important correspondence.

Protect accounts and files

Use strong, unique passwords and multi-factor authentication where available. Do not share account access. Keep your devices updated and back up your assignments. Take care when using shared computers and sign out when finished.

Respect privacy

Ask before sharing photographs, recordings or personal information about someone else. Avoid posting identity documents, tickets or financial details in group chats. Verify unexpected payment or document requests directly with the Institute using a known contact.

> If you suspect an account or payment request is fraudulent, pause and verify it before sending information or money.

STUDENT SUPPORT

Ask early. We can guide you.

The prospectus describes support for academic life, settling in and practical arrangements.

Academic questions

Start with your lecturer or programme team for help with course content, assessment instructions or progress. Explain the specific difficulty and what you have already tried. Ask for guidance on the next step and the relevant policy where needed.

Personal wellbeing and access

Contact Student Support about concerns affecting your experience. Tell the Institute early if you have a disability, a health condition or an access need that may affect participation. Discuss what information is needed and what arrangements can be considered.

Practical assistance

Learn Key's prospectus includes visa support, accommodation assistance, orientation and airport pickup on request. Confirm the availability, scope, costs and booking conditions of any service before relying on it. Assistance does not replace decisions by public authorities or external providers.

Planning your future

Ask about the employment guidance described in the prospectus and the support relevant to your programme. Build your CV, develop professional communication and keep examples of your work. A course or support service does not guarantee a job or a particular immigration outcome.

> Not sure who to contact? Email support@learnkey.com.mt and explain what you need help with.

CONCERNS & FEEDBACK

Speak up.
Help us understand.

Raise concerns clearly and promptly so that the appropriate team can respond.

Start with the issue

For a routine academic or practical problem, contact the lecturer, programme team or administrative contact closest to the issue. Explain what happened, when it happened and how it has affected you. State the help or outcome you are seeking.

Put the details in writing

If the matter is serious or remains unresolved, write to the Institute. Include your student reference, relevant dates, previous communication and supporting evidence. Keep a copy. Ask for the formal complaints procedure, the responsible contact and the expected next steps.

Safety and welfare concerns

Report bullying, harassment, discrimination or concerns about someone's safety without delay. If there is immediate danger, contact emergency services first. If you feel unable to speak to the person involved, approach another member of staff or Student Support.

Academic appeals and feedback

An academic appeal may follow a different procedure from a service complaint. Ask for the Candidate Appeal Procedures and applicable deadlines. Share constructive feedback during your course as well as at the end; describe specific changes that would improve the student experience.

> Request a private conversation when needed.
> Ask how sensitive information will be handled and who may need to receive it.

DOCUMENTS & WORK

Keep your status and records in order.

Requirements depend on your nationality, course and personal circumstances.

Visa and residence arrangements

Check the current requirements with the relevant Maltese authority and follow your individual instructions. Keep copies of applications, appointments, receipts and decisions. Monitor expiry dates and begin any renewal process in good time.

Keep Learn Key informed

Notify the Institute of changes to your contact details, local address or relevant immigration documentation. If you are considering interrupting, changing or withdrawing from your course, ask about the academic and administrative implications before taking action.

Working during your studies

Do not assume that student enrolment automatically permits employment. Verify whether you need an employment licence, when you may start and what conditions apply. Check the current guidance from Jobsplus and Identità, and ensure work does not conflict with your studies.

Reliable advice and records

Use official sources for application requirements and fees. Keep originals safe and provide documents only through verified channels. If you are unsure how a rule applies to you, seek guidance from the responsible authority rather than relying on another student's experience.

> Official starting points: identita.gov.mt and jobsplus.gov.mt.
> Confirm current requirements before making commitments.

FEES & COURSE CHANGES

Know your agreement.

Read the terms that apply to your booking and keep a written record of decisions.

Your payments

Keep your offer, enrolment agreement, invoices and receipts together. Check payment deadlines and what each charge covers. Clarify whether materials, examinations, resubmissions, accommodation or other services are billed separately.

Changing or deferring a course

Contact the Institute before making a change. Ask whether it is available, what approval is required and whether additional fees or revised dates apply. Obtain written confirmation and consider the implications for accommodation and immigration arrangements.

Cancellation or visa refusal

Submit your request in writing and provide the documents required under the terms applicable to your enrolment. The date the Institute receives your request may matter. Ask for a written explanation of any refund calculation, deductions and processing time.

If anything is unclear

Ask the team to identify the relevant policy before you commit to a payment or cancellation. Different services may have separate conditions. This handbook is a practical guide; it does not replace your enrolment agreement or the policies applicable to your programme.

> Use verified payment details. If bank information changes unexpectedly, confirm it directly with Learn Key before paying.

LIFE BEYOND CLASS

Explore Malta.

Your time in Malta is an opportunity to learn from the place and the people around you.

MALTA

Discover more beyond class.

Culture, coastlines and shared experiences are part of your journey.



Discover the islands

Explore Valletta's historic streets, Mdina, coastal walks and the cultural life of local towns. Plan visits to Gozo or Comino around your studies and check travel conditions. Look for opportunities to meet classmates and practise communication in everyday situations.

Make connections

Be open to different cultures and ways of thinking. Share a meal, join an appropriate activity or organise a study group. Confirm the organiser, total price, meeting point and return arrangements before booking an excursion.

Reduce your impact

Carry a reusable water bottle and shopping bag, avoid unnecessary printing and switch off lights and equipment when not in use. Follow the waste-sorting and collection instructions at your accommodation and on campus. Use water and electricity responsibly.

Respect shared places

Leave beaches, streets and outdoor spaces clean. Observe local signs and protect historic buildings and natural areas. Keep noise down in residential neighbourhoods. Small daily choices help maintain a welcoming environment for students and residents alike.

> Enjoy Malta at a pace that supports your studies, your wellbeing and the communities you visit.



PERSONAL CHECKLIST

Ready for a strong start.

Use this page during your first week, then return to it whenever your arrangements change.

Before departure

- [ ] Check passport and any required visa or residence documents.
- [ ] Save acceptance, payment, accommodation and flight documents.
- [ ] Confirm arrival instructions and any booked transfer.
- [ ] Check insurance and keep important contacts available offline.

During your first week

- [ ] Report to the Institute and complete registration.
- [ ] Confirm your timetable, teaching address and journey to class.
- [ ] Test access to your learning systems and check key deadlines.
- [ ] Understand attendance, assessment and support procedures.

Throughout your studies

- [ ] Check official messages and update your contact details.
- [ ] Plan independent study and keep backups of your work.
- [ ] Track document expiry dates and payment deadlines.
- [ ] Raise concerns early and make time for rest and wellbeing.

> Before you leave: check outstanding assessments, results, certificate arrangements, accommodation checkout and your onward plans.

USEFUL CONTACTS

Keep these within reach.

Use official channels for information, requests and support.

Learn Key Institute, Malta

Main office: +356 2144 3140
Additional contact: +356 7950 8402
General enquiries: info@learnkey.com.mt
Student support: support@learnkey.com.mt
Enrolment and arrival: enrolment@learnkey.com.mt

Find us

Lowlands 72/74, Sqaq Dun Andre,
Triq Il-Wied Ta' L-Imsida,
Msida, Malta, MSD 1050.

Confirm your teaching location in your individual timetable.

Official information

Learn Key and student policies: www.learnkey.com.mt
Student systems: cms.learnkey.com.mt
Public transport: www.publictransport.com.mt
Immigration and residence: identita.gov.mt
Employment information: jobsplus.gov.mt

> Emergency services: call 112. Institute contact details were checked against the official website in October 2026.

FEES, DEFERRAL, CANCELLATION AND REFUND POLICY

Terms and Conditions

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.

Your future.
Your next step.

Learn, connect and build your future
with Learn Key Institute, Malta.

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