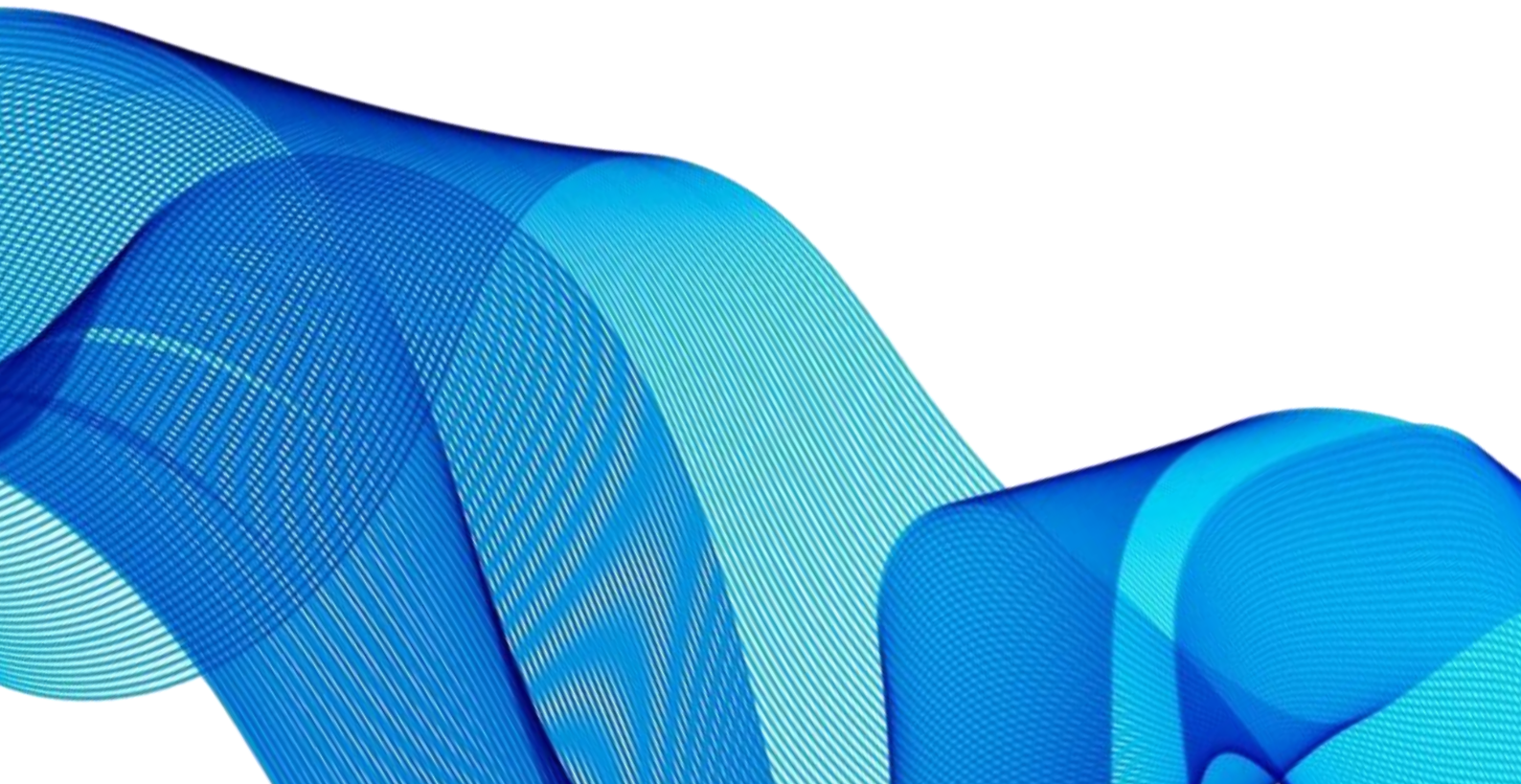




MCAST

STAFF QUICK GUIDE

to student
support



FOREWARD

This Staff Guide was compiled and produced through the collaborative efforts of a purposely set up working group involving professionals from the following departments:

- Quality Assurance Department
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- Support Services Department
Dr John Bartolo
- Inclusive Education Unit
Joseph Zammit

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- Inclusive Education Unit | *Joseph Zammit*
- Wellbeing Hub | *Josef Mizzi, Isabel Camilleri, Sara Ann Desira, Jeanette Cachia, Dr Marilyn Muscat*
- Applied Research & Innovation Centre | *Dr Lorna Bonnici West*
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- Erasmus+ Projects and Mobility Office | *Ing Louis Aquilina*
- Student Support Services Coordinators | *Matthew Xuereb, Moyra Felice, Jean Paul Tabone*
- Student Liaison Office | *Mary Rose Formosa*
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- Chaplaincy | *Fr Richard Ebejer SDB obo Fr Aurelio Mulè Stagno SDB*
- Kunsill Studenti MCAST | *KSM*
- Student Support Service Coordinators | *Rozita Bonnici Lautier, Ivan Briffa, Antonella Brincat, Christian Brincat, Zona Callus Drummond, Joanne Cardona Scerri, Juan Debono, Moyra Felice, David Kenely, Yana Mizzi, Ylenia Peresso, Jean Paul Tabone, Vanessa Titley, Matthew Xuereb*
- Student Liaison Office | *Mary Rose Formosa*
- International Office at MG2i | *Maxine Micallef*

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OBLIGATORY REPORTING:

legal obligations & internal policy

✉ legal@mcast.edu.mt

☎ 2398 7173

📍 MCAST Paola | Students House | Floor 1 | 101

Relevant Laws/ Regulations:

- Minor Protection (Alternative Care) Act, Cap. 602 (Malta) – this law sets obligations to report cases where a minor (i.e. someone under 18) is suffering, or at risk of suffering, significant harm, abuse (physical, sexual, emotional), or neglect. Mandatory Reporting Guidelines developed under this Act, which help professionals determine when to report. The following link sets out guidelines - fsws.gov.mt
- MCAST's internal Wellbeing Hub Policy which requires practitioners to inform the Director Outreach Services and Student Affairs in cases where the client (student) manifests a "serious risk of posing grave harm to self or others" or other crisis situations. DOC 013 WELLBEING HUB POLICY.
- Criminal Code – Chapter 9, Laws of Malta

SERVICES

- The Wellbeing Hub Policy states that practitioners must inform the Director Outreach Services & Student Affairs when a student is at serious risk to self or others, or in other crisis situations.
- If threat is imminent, referral to appropriate mental health professional should happen immediately. (WELLBEING HUB POLICY (DOC 013))
- Reports must be documented, signed, filed, in accordance with MCAST protocols.

What Happens When Reports Are Made:

- Authorities (e.g., Child Protection Services, Executive Police) carry out investigations.
- Possibly MCAST internal investigation or support plan (disciplinary, health, counselling)
- Follow-up for student wellbeing (support, accommodations, etc.)

ADDITIONAL INFO



My MCAST Services App



Student Handbook



Official Policy



Forms

OBLIGATORY REPORTING:

legal obligations & internal policy

QUICK GUIDANCE

Situations when reporting is obligatory, either by law or internal policy. MCAST staff are to be aware of these, and should any action be required, they are to consult with their line management.

These cases are to be addressed in a timely manner.

Situation	To Whom / Where to Report (Following internal consultation)	What Must be Reported
1 Child abuse or neglect of a student under 18, or suspicion thereof <i>physical / sexual / emotional neglect</i>	<ul style="list-style-type: none"> Director (Child Protection) Executive Police Child Protection Services Internally: Outreach Services & Student Affairs Department 	<ul style="list-style-type: none"> Nature of alleged/suspected/observed abuse/neglect Who is involved When and where Evidence or indicators Any immediate risk
2 When students express intention to harm themselves or others <i>grave self-harm / suicidal ideation / threats of violence</i>	<ul style="list-style-type: none"> Internally: Outreach Services & Student Affairs Department Externally: if imminent risk, contact emergency services 	<ul style="list-style-type: none"> Details of the threat What student has said/done Assessment of immediacy of risk
3 Serious medical issues / health conditions that affect ability to study, or pose a risk to self or others <i>untreated infectious disease / severe mental health crisis etc.</i>	<ul style="list-style-type: none"> Health Services Outreach Services & Student Affairs Department Possibly external health authority depending on severity Internally: Direct line management 	<ul style="list-style-type: none"> Type of issue Potential risk What assistance is needed Consent where applicable
4 Disclosure or evidence of criminal activity involving students or staff <i>assault / sexual assault / harassment / abuse / violence / drug trafficking etc.</i>	<ul style="list-style-type: none"> Internal security Officer in charge of MCAST security Police 	<ul style="list-style-type: none"> What occurred When and where People involved Any physical evidence or immediate threats
5 Harassment / bullying / discrimination <i>especially where persistent, severe, or protected characteristics are involved</i> <i>Refer to DOC 370 Dignity at MCAST An Anti-harassment procedure</i>	<ul style="list-style-type: none"> Outreach Services & Student Affairs Department (when students are involved) HR (when staff are involved) 	<ul style="list-style-type: none"> Nature of behaviour Parties involved Duration Impact
6 Vulnerable students being exposed to risk situations or exploited <i>students with disabilities / mental illness etc.</i>	<ul style="list-style-type: none"> Outreach Services & Student Affairs Department External social welfare services (possibly) 	<ul style="list-style-type: none"> What risk How vulnerable What is needed to protect or support

INCLUSIVE EDUCATION UNIT

✉ inclusiveducation@mcast.edu.mt

☎ 2398 7237 / 7324 / 7127

📍 MCAST Paola | Students House | Floor 2

MCAST aims to create an inclusive environment where learners receive the educational support required to develop their full potential. Students with particular needs or disabilities (including dyslexia, autism, visual/hearing impairment etc.) are registered with the IEU through an online application followed by a meeting to discuss their needs further. IEU services are spread over all levels and institutes, reaching out to all IEU students.

SERVICES

- | | |
|---|---|
| 1 Access Arrangements | Provision of support in accessing Time Constrained Assignments |
| 2 Individual Support Sessions | Extra one-hour weekly one-to-one support sessions in Maltese, Mathematics, English (Levels Intro A – 2) and General Support (Levels Intro A – 6) with an Inclusive Educator |
| 3 In-Class Support Sessions | Inclusive Educator support to all students in identified classes according to the group abilities |
| 4 Making Action Plan Sessions (MAPS) | Sessions involving various stakeholders to establish students' challenges and the support required |
| 5 Multi-Disciplinary Support | Integration of support expertise to adopt an informed way forward |
| 6 Peer Preparation Sessions | Sessions aimed at raising awareness among classmates regarding a particular student's condition, fostering sensitivity and encouraging peer support |
| 7 Student Needs Notification | Informing and updating institutes about students' conditions and support required |
| 8 Reasonable Accommodation | Implementing arrangements to enhance course and campus accessibility on a case-by-case basis |

ADDITIONAL INFO



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Forms

INCLUSIVE EDUCATION UNIT

QUICK GUIDANCE

When students disclose an impairment, disability, or an intellectual/physical/medical/mental health condition and are not registered with the IEU.

1

Let the students know that MCAST has a dedicated unit to support students with such conditions and encourage them to make the first contact with the IEU by submitting the Application for IEU Registration (DOC 265) if they have not already contacted the IEU. The IEU will then get in touch with them by phone/mail for an appointment.

Relevant Policies and Procedures:

- IEU REGISTRATION PROCEDURE (DOC 253)



Application for
IEU Registration

When students enquire about Access Arrangements for an upcoming TCA.

Reassure students that Access Arrangements (AAs) are available at MCAST through the Inclusive Education Unit.

If students have not yet registered with the IEU, direct them to fill in the Application for IEU Registration (DOC 265) above since AAs are only granted to IEU-registered students.

If students are registered with the IEU, confirm whether they are actually registered and included in the IEU Students Database of the current academic year. If you teach the enquiring students, you should be able to find them on the IEU Students List which is communicated to you at the beginning of the academic year through the institute administration.

2

If students confirm that they are registered with the IEU but are not included in the IEU Students List, direct them to inform the IEU through the contact details above.

If the students are registered with the IEU, feature on the IEU Students List, and you are the lecturer of the TCA in question, make sure to fill in the IEU TCA SUPPORT REQUEST FORM (DOC 264) and submit it at least 10 working days beforehand to request readers and scribes accordingly.

Relevant Policies and Procedures:

- IEU TCA SUPPORT REQUEST FORM (DOC 264)



IEU TCA Support
Request Form

When IEU students no longer require particular Access Arrangements or request to drop them in part/full.

Let students know that Access Arrangements (AAs) (e.g. reader, scribe, extra time) can be fully or partially dropped upon request. A student can opt to drop one AA and keep another. The IEU encourages such decisions which help students gain increased independence on their way to industry.

Direct students to submit the form below so that their records are updated accordingly at the IEU.

Relevant Policies and Procedures:

- DECLARATION TO DROP ACCESS ARRANGEMENTS (DOC 261)



Declaration to
Drop Access Arrangements

3

INCLUSIVE EDUCATION UNIT

When students require extra support.

4

Inform students that the IEU offers extra support sessions in Maltese, Mathematics and English in Levels Intro A, Intro B, 1 and 2. Sessions in General Support relating to time management, study skills, organisational skills, and assignment structuring are provided to students in all levels. These sessions are provided on a one-to-one, weekly one-hour basis with an Inclusive Educator and scheduled outside the students' timetable. Students can apply through the Application for IEU Individual Support Sessions (DOC 247).

Relevant Policies and Procedures:

- PROVISION OF IEU SUPPORT SESSIONS PROCEDURE (DOC 250)



Application for IEU
Individual Support Sessions

When students would like to drop their Individual Support Sessions

5

Inform students that such sessions can be stopped at any point throughout the academic year if students have gained the required skills and no longer need such support. Direct students submit the DECLARATION TO DROP IEU SUPPORT SESSIONS (DOC 263).

Relevant Policies and Procedures:

- PROVISION OF IEU SUPPORT SESSIONS PROCEDURE (DOC 250)



Declaration to Drop IEU
Individual Support Sessions

When lecturers require Inclusive Educator support in class to assist them in the students' learning experience.

6

Direct lecturers to apply for IEU In-Class Support Sessions through the respective application which is communicated to all Key Skill and Vocational Level 1 and 2 lecturers in the beginning of the academic year by the IEU.

Relevant Policies and Procedures:

- PROVISION OF IEU SUPPORT SESSIONS PROCEDURE (DOC 250)



Application for IEU
In-Class Support Sessions

CAREER GUIDANCE UNIT

✉ careerguidance@mcast.edu.mt

☎ 2398 7135 / 7136

📍 MCAST Paola | Students House | Floor 3

The Career Guidance Service supports students and applicants in making informed decisions about their education, training and career paths. Through individualised counselling and group career planning sessions, students can receive personalised guidance. Students are empowered to identify their strengths, explore career interests, set attainable goals and develop employability skills.

SERVICES

- | | | |
|----------|--|--|
| 1 | Individualised Sessions with MCAST Students | One-to-one career guidance sessions with current students who are unsure about their course or career choice |
| 2 | Individualised Sessions with Applicants | Applicants who are considering courses at MCAST can book an appointment to discuss their course options and goals. |
| 3 | CV Building Assistance | MCAST students can benefit from extra support with preparing their CV for employability and apprenticeship placements. |
| 4 | Employment Acquisition Skills | Students can receive support and tips on looking for employment. |
| 5 | Multi-Disciplinary Support | The career guidance team can support students by liaising with other departments within MCAST to address the students' concerns. |

QUICK GUIDANCE

Students who would like to meet the Career Guidance Team for an appointment can do so by sending an email to careerguidance@mcast.edu.mt OR by calling on 23987135 / 23987136. We also address any course and career related queries.

ADDITIONAL INFO



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Official Policy



Forms

WELLBEING HUB

✉ counsellors@mcast.edu.mt

☎ 2398 7188

📍 MCAST Paola | Students House | Floor 3

MCAST takes a proactive approach to help individual students be better equipped to cope with the demands they may encounter during their educational and vocational journey at the College. The staff at the Wellbeing Hub are professionally committed to providing and delivering a high quality service to students to enhance their educational attainment.

The supporting process encourages personal growth leading to a more proactive self-enhancing and fulfilling personal and professional life.

SERVICES

- | | |
|------------------------------------|--|
| 1 Therapy Services | Provision of effective and efficient, professional personalised therapy to enable individual achievement and growth |
| 2 Addiction Related Issues | Personalised support to students experiencing addictions, such as drugs, alcohol and gambling |
| 3 Clinical Psychology | The Clinical Psychologist provides psychological assessments and offers therapeutic interventions |
| 4 Educational Psychology | The Educational Psychologist provides students who have difficulties related to their academic learning and social development with professional assessments and recommendations on effective interventions |
| 5 Psychiatric Services | Psychiatric services are provided for students who require specialised medical attention to their mental health difficulties. This service can be accessed through an initial referral to the wellbeing hub's therapy services |
| 6 Nutrition Advice | Information about improved food choices, nutritional facts about food, one's BMI and advice about losing weight in a healthy manner. |
| 7 Sexual Health Services | Sexual health information, treatment available, advice about the prevention of sexually transmitted infections, advice about related services, vaccines and smear testing |
| 8 Smoking Cessation Support | Addresses smoking trends and helps individuals to stop smoking in a planned manner for a better and healthier lifestyle |

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Forms

WELLBEING HUB

QUICK GUIDANCE

When students need to be referred to Therapy Services.

1

Relevant Documentation:

- WELLBEING HUB REFERRAL FORM (DOC 207)



Forms

When students need to be referred to Educational Psychology.

2

Relevant Documentation:

- MCAST WELLBEING HUB – EDUCATIONAL PSYCHOLOGIST REFERRAL FORM (DOC 419)

APPLIED RESEARCH & INNOVATION CENTRE

✉ research.innovation@mcast.edu.mt

☎ 2398 7172 / 7178 / 7372

📍 MCAST Paola | MCAST Resource Centre

The Applied Research & Innovation Centre (ARIC) at MCAST offers postgraduate research programs, including the Master by Research, Master in Research Methods, and a Professional Research Doctorate, providing flexible pathways for students to pursue applied research across a range of disciplines. ARIC also oversees the research ethics process to ensure alignment with ethical standards. Additionally, ARIC provides access to a variety of educational technologies, such as immersive learning tools, which students can borrow with approval from their lecturer.

SERVICES

- | | | |
|---|---|--|
| 1 | Research Ethics Committee | Research Ethics reviews of research projects |
| 2 | Educational Technologies | A range of educational technologies that students can borrow with approval from their lecturer |
| 3 | Post-Graduate Degrees with a Focus on Research | Coordination of post-graduate degrees with a focus on research |

ADDITIONAL INFO



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Forms

APPLIED RESEARCH & INNOVATION CENTRE

QUICK GUIDANCE

When undergraduate or postgraduate students are conducting research, they must submit for research ethics clearance.

Research proposals are submitted to the Institute Research Committee (IRC), which oversees research activities within each institute, ensuring alignment with MCAST's strategic priorities. It plays a key role in evaluating proposals, which, once approved, are forwarded to the Research Ethics Committee (REC). The REC independently reviews research projects to ensure ethical standards are upheld.

1

Relevant Policies and Procedures:

- RESEARCH ETHICS POLICY AND PROCEDURE (DOC 074)
- Undergraduate research proposal form:
RESEARCH PROPOSAL FORM (DOC 164)
also referred to as the 'Statement of Intent Form', or SOI
- Post-graduate research proposal form:
RESEARCH PROPOSAL FORM (DOC 181)
to be completed by Internal / External Senior Researchers only



Official Policy



Forms

When students require some specialised Education Technology Equipment.

ARIC hosts a range of educational technologies that students can borrow with the approval from their lecturer. These tools are showcased in the ARIC EdTech catalogue.

2

Relevant Policies and Procedures:

- EDTECH CATALOGUE APPLIED RESEARCH & INNOVATION CENTRE
<https://mcast.edu.mt/aric-edtech/>



EDTECH Catalogue Applied
Research & Innovation Centre

When students would like to pursue a post-graduate degree with a focus on research.

ARIC offers a Master by Research, a Master in Research Methods, and a Professional Research Doctorate, providing flexible pathways for students to engage in applied research across diverse disciplines. Post-graduate students can also apply directly for a Post-Graduate Certificate in Research Methods.

Relevant Policies and Procedures:

- Master by Research Programme Regulations (MQF / EQF 7) (DOC 016)
- SUBSIDIARY LEGISLATION 327.665 (LEGAL NOTICE 302 of 2021)
DOCTORATE IN RESEARCH PROGRAMME REGULATIONS
<https://legislation.mt/eli/sl/327.665/eng>
- MCAST Professional Research Doctorate (DRes) on the
Competitive Behaviour of Small Organisations Catalogue
<https://mcast.edu.mt/wp-content/uploads/DRes-Brochure-2023-LowRes.pdf>



Official Policy



Legal Notice 302



MCAST Professional
Research Doctorate
Catalogue

3

OFFICE OF THE REGISTRAR

✉ registrar@mcast.edu.mt

☎ 2398 7104 / 7295

📍 MCAST Paola | Students House | Floor 3

Opening Hours: (Monday to Friday - excluding public holidays)

1st October to 15th June - 8.00am – 1.30pm

16th June to 30th September - 8.00am – 1.00pm

The Office of the Registrar is the central point of reference for all matters related to registration, progression, and certification. It is accountable for the efficient management and maintenance of all student records (including entry requirements, personal data, attendance, and performance) and the effective delivery of related services. Additionally, it handles a wide array of academic support duties, such as preparing the academic calendar, setting enrolment/application requirements and procedures, and interpreting educational policies, including the evaluation of credits/loads earned and academic requirements for graduation. Finally, the office provides leadership and recommendations on academic policies to the MCAST Principal and President.

SERVICES

- | | | |
|----------|---|---|
| 1 | Local and International Admissions and Records | Manages all Academic Admissions for MCAST, following policy for local, international, continuing, progressing, part-time, and industry training students. Eligible applicants are offered a Course Acceptance leading to student registration. |
| 2 | Non-MCAST Examinations | Management of ACCA exam scheduling and Maritime Transport Malta Exams. External students book ACCA exams by emailing exams@mcast.edu.mt, while MCAST students book via a link sent to their student email. |
| 3 | Publication of Certification
<i>Certificates / Transcripts / Europass / Diploma Supplements</i> | Publishing and issuing of certificates and transcripts upon students' successful completion of their programme. |
| 4 | Graduation Ceremonies
<i>across all MQF Levels</i> | After eligibility is confirmed, the Office of the Registrar emails students an official graduation notification and a detailed pack. Certificates and Transcripts are issued on graduation day. |
| 5 | Publication of the Annual Full Time Courses Prospectus | The Office of the Registrar compiles the content related to the Courses on offer by MCAST and which are shown on the FT Prospectus published annually by MCAST. |
| 6 | Records Section | Handles the issuing and filing of all student academic records, such as transcripts and references. It also maintains records for the Professional and Vocational Council, Boards of Studies, and Admissions Board Meetings. Certificates are collected by students from this office. |
| 7 | Examinations Section | Processes registrations for examinations, manages examinations and issues the respective results in accordance with the regulations stipulated by the respective foreign Awarding/local Body. |

OFFICE OF THE REGISTRAR

SERVICES

8 Blockcerts Section

MCAST issues MQF level-rated certificates as Blockcerts digital certificates on the blockchain. This makes verification for employment or higher studies (local or international) easy and efficient, as they can be verified on any Blockcerts portal. Students receive a download link from the Registrar's Office via email one month after graduation.

9 Recognition of Prior Learning (RPL) Policy

The Office of the Registrar established the RPL Policy to recognize all types of prior learning (formal, non-formal, informal) acquired by students. This recognition is used solely for granting course entry or ECTS exemptions from a programme. The overarching policy (Doc 358) differentiates the processes for Prior Certified Learning (RPCL, Doc 360) and Prior Experiential Learning (RPEL, Doc 361).

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Forms

OFFICE OF THE REGISTRAR

QUICK GUIDANCE

When students enquire about Recognition of Prior Learning.

- 1 Refer students to the overarching framework for all RPL at the College.
 - RPL POLICY (DOC358)

When students ask about Prior Certified Learning (RPCL).

- 2 Refer student to the policy focusing specifically on the concepts and procedure for RPCL.
 - RECOGNITION OF PRIOR CERTIFIED LEARNING (RPCL) POLICY FOR EXEMPTION (DOC360)

When students enquire about Recognition of Prior Experiential Learning (RPEL).

- 3 Direct students to the policy providing procedures and guidance specifically for RPEL.
 - RECOGNITION OF PRIOR EXPERIENTIAL LEARNING (RPEL) POLICY FOR ADMISSION AND EXEMPTION (DOC361)

When students intend to resign.

- 4 Students who wish to resign from the programme they are enrolled in are required to submit their resignation to their institute as the first step in the process by completing Form DOC278, after which the student will be called for an exit interview. The form will then be submitted to the Office of the Registrar for official processing and record-keeping.
 - RESIGNATION LETTER FORM (DOC278)

When students need a re-print of certificates or transcripts.

- 5 This form is to be filled in by any Client requiring a reprint service from the Office of the Registrar. Students who require their transcript before graduation day may also complete this form.
 - APPLICATION FOR TRANSCRIPTS AND REPRINTS FORM (DOC414)

When students request transfer of course.

Students who wish to transfer to a different course after the academic year has started should:

- 6
 - Inform the institute of their intention to change courses by filling in the Transfer of Course form and submit it through the Office of the Registrar through the institute.
 - Check the Transfer Window – Course transfers for applicants are permitted from 1st to 31st October.

This process ensures that both the institute and the Registrar's Office are officially informed of the course change.

- REQUEST FOR TRANSFER OF COURSE FORM (DOC404)
- TRANSFER OF COURSE FORM (DOC421)



Official Policy



Forms

ERASMUS+ PROJECTS & MOBILITY OFFICE

☎ 2398 7219 / 7408 / 7308 / 7422 / 7014 / 7142

📍 MCAST Paola | Students House | Floor 3

The Erasmus+ Projects and Mobility Office is here to connect MCAST students with opportunities to learn, train, and gain valuable experiences abroad. Through Erasmus+, you can take part in study or work placements across Europe, develop new skills, meet people from different cultures, and boost your career prospects.

Our office guides you through every step of the process – from applications and preparation, funding to travel, support during your mobility, and recognition of your achievements when you return. We also welcome international students coming to MCAST, making our campus a more vibrant, multicultural community.

By participating in Erasmus+, you will not only grow academically and professionally, but also personally – becoming more confident, adaptable, and globally minded.

SERVICES

- | | |
|--------------------------------------|---|
| 1 Access Arrangements | Full support for all students to participate in Erasmus+ mobilities. |
| 2 Preparation Sessions | Introductory and pre-departure sessions aimed at raising awareness among students about Erasmus+ procedures and offer guidance. |
| 3 One-to-one Sessions | Should the participant request it, one-to-one meetings with the Erasmus+ coordinators are held to guide the participant step by step in the process. |
| 4 Accompanying Person Funding | Fully-funded accompanying person for students with special needs after interview with IEU. |
| 5 Support | The Erasmus+ Office offers continuous support to students from the moment they apply to participate in Erasmus+, throughout their mobility and until they return back to Malta. |

ADDITIONAL INFO



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Forms

STIPENDS OFFICE

✉ stipends.information@mcast.edu.mt ☎ Freephone: 153 (servizz.gov) 📍 MCAST Paola | Students House | Floor 3

Students' Maintenance Grants are provided by the Government of Malta for students attending at approved Post-Secondary, Vocational and Tertiary Educational Institutions. Students' Stipends and Grants are regulated by the Subsidiary Legislation 605.06. This legislation also determines the applicants' eligibility.

SERVICES

- 1 Vetting and processing of online applications for MCAST students' maintenance grant**

Applications are vetted and processed for eligibility as per S.L. 605.06, based on the students' individual educational history.
- 2 Processing and checking of grant and stipend payments**

Grants are paid according to students' eligibility. Stipend payments are processed as per endorsed attendances submitted by the institutes/departments by the period deadline.
- 3 Issuing requests for a refund as per S.L. 605.06**

MCAST Stipends officers issue requests to refund in accordance with the Subsidiary Legislation 605.06 article 12 (2), which stipulates that Students who resign, fail or do not abide by the course regulations shall be obliged to refund the initial yearly grant received for that course of studies and the one time grant received for degree courses if it be the case, or part thereof, in accordance with determined criteria established by the Board.
- 4 Answering queries relating to students' maintenance grants**

All MCAST students requiring a personalized reply are to send queries pertaining to students maintenance grant on stipends.information@mcast.edu.mt from their MCAST email account for verification purposes and in accordance with G.D.P.R. MCAST Stipend officers will then be able to provide a personalized reply and guidance accordingly.

Students may also visit the reception desk on Level 3, Room 306, Students' House, MCAST Main Campus, Paola, between 8:30 am and 1:15 pm daily (Monday to Friday, except on P.H.)

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STIPENDS OFFICE

QUICK GUIDANCE

When students enquire how to apply for the Student Maintenance Grant (SMG).

Refer students to the following resources:

1

- MCAST Stipends Office Webpage:
<https://mcast.edu.mt/stipends-office/>
- Student Maintenance Grant Overview:
<https://educationservices.gov.mt/en/studentsgrants/Pages/About%20Us/Overview.aspx>
- Student Grants Login Webpage:
<https://studentgrants.gov.mt/login>
- Instructional Video:
<https://www.youtube.com/watch?v=whGlrYjrTtA&t=2s>



Video

When students ask how to apply for Supplementary Allowance.

Refer students to the following resources:

2

- Supplementary Assistance Overview: <https://stipendsandgrants.gov.mt/en/supplementary-grants/>
- Instructional Video:
<https://www.youtube.com/watch?v=n9VidcBLdXw>



Video

When students enquire about the documents they should attach to the online application for the Stipends and Grants.

Inform the students that first-year students studying at a Post-Secondary Institution and at MCAST must attach all pages of their Secondary School-Leaving Certificate and Profiling.

3

All students should also attach the Jobsplus Employment History and proof of five years' residence in Malta prior to their date of application. The Students' Maintenance Grants' Board reserves the right to request further documentation to reach a decision regarding eligibility in certain cases.

- Instructional video how to download Jobsplus Employment History
<https://www.youtube.com/watch?v=-ZTH64KVNq8W>

When students ask for assistance with completing their online application.

Direct students to EduServizz.gov or to the One-Stop-Shop where officials are available for assistance at the Ministry for Education, Sport, Youth, Research and Innovation, Great Siege Road, Floriana. Opening hours are from Monday to Saturday: 08:00 – 13:00 and on Wednesday: 16:30 – 19:00. Ideally, students calling directly at the Ministry are to ensure that they have all soft copies of the necessary documentation.

4

MCAST students may also seek assistance from the Mentor within their respective institute by speaking to the institute Secretariat for guidance.

When students ask about what happens when they're absent from lectures.

- 5** Inform them that students following studies at post-secondary institutions and MCAST have their stipend deducted according to the absenteeism recorded by the respective institute. Students must consult the Institutions' Regulations regarding attendance rules and records. Students who do not agree with the attendance percentage forwarded to MCAST Stipends office for the period should clarify the issue with the Institute Secretariat.

When students need to speak to someone when the attendance record shown on their pay slip for the pay period is incorrect.

- 6** Inform them that students' pay slips are issued and sent by email by the OPM on the email address submitted on the SMG application. Attendance for the pay period shown on the pay slip is for government employees ONLY.

Stipend payments are credited periodically in backdated four-weekly payments to the bank account specified in the SMG application.

For more information regarding stipend pay-dates and attendance periods, students may access the link:

- <https://mcast.edu.mt/maintenance-grants-paydates/>



Pay Dates+

LIBRARY & LEARNING RESOURCE CENTRE

✉ llrc@mcast.edu.mt

☎ 2398 7500 / 1 / 2 / 3

📍 MCAST Paola | MCAST Resource Centre

Welcome to the MCAST Library, a vibrant hub offering an extensive range of services and resources to support your academic journey. Our facilities include comprehensive collections, state-of-the-art study spaces, and expert and friendly staff ready to assist with research, teaching, and learning needs.

SERVICES

1 Access

MCAST staff and students can access all MCAST libraries (Paola, Mosta, Qormi). The main Paola library requires a valid MCAST ID scan for entry (Staff: email staffcards@mcast.edu.mt for ID; Students: valid physical or digital ID accepted).

All libraries are physically accessible, featuring elevators, accessible restrooms, and workstations.

The public can access library services by registering as a Friends of the MCAST Library member via the MCAST Library webpage or by emailing LLRC@mcast.edu.mt.

2 Physical and Electronic Resources

The MCAST Library offers access to an extensive range of online resources, including over 200,000 e-books and more than 7 million online articles and e-journals, supporting research and learning across all disciplines through subscriptions to multidisciplinary databases like EBSCO, Emerald, IEEE, Elsevier Science Direct, Elsevier Clinical Skills, ProQuest, and WebLinks.

The physical collection comprises books, Journals, Newspapers, Dissertations, DVDs, and Early Years Resources.

3 Off-Campus E-Access

All electronic resources offered by the MCAST Library, accessible via our online catalogue page, are available for use from home, office, laptop, or mobile phones. Use your MCAST email username and password to sign in.

4 Information Services & Research Support

- Information literacy workshops tailored for individuals and groups.
- Customised training on how to use library databases and how to find resources.
- Regular orientation sessions are held for new students and staff to familiarise themselves with library services.
- One-on-one research consultations with librarians
- Library Tours to help staff and students use the library effectively.
- Email, chat, in-person, and phone support for reference inquiries.

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LIBRARY & LEARNING RESOURCE CENTRE

SERVICES

Library users may borrow library items at the Library reception by presenting a valid MCAST ID card. The following regulations apply:

5 Lending Services / Borrowing Facilities

- Loan Limits: Staff/Admin: 6 items; Levels 1-3 students: 4 items; Levels 4-8 students: 5 items.
- Loan Period: General items may be borrowed for three weeks and are automatically renewed three times (up to three months total), provided no one else reserves them.
- Renew/Return: Items must be returned by the due date. Renewals can be done online, via email, or in person.
- Fines: Fines vary by item; general items incur a fine of €0.12 per day.
- Special Services: Extended loan periods for users with disabilities; Interlibrary loan available; Reserving books on loan; Request to purchase items (form available online).
- Year-End: All borrowed items must be returned by June 28th.

6 Online Library Catalogue

Staff and students can access and search the library's online catalogue, which makes it easier to find, renew, and reserve needed materials.

7 Study Spaces

The library offers group (2nd floor) and quiet study areas (3rd floor). To book a reservable study room, email llrc@mcast.edu.mt.

8 Print, Copy and Scan

The library provides colour printing services (A4 and A3). Black and white A4 prints cost €0.05. Staff and students can purchase a photocopier card for a minimum of €3 at the counter and top it up for continued use of both printing and photocopying services.

9 Policies and Facilities

- Access & Security: Internet and Wi-Fi access is available in all libraries. The library is monitored by security cameras.
- Bags & Lockers: Bags, cases, and parcels are not allowed inside. Lockers are free for library users during opening hours only; a refundable €1 coin is required to lock them.
- Food & Drink: Food, snacks, and chewing gum are strictly prohibited. Only drinks in sealed containers (e.g., capped bottles or secure mugs) are permitted.
- Noise & Conduct: Smoking, vaping, e-cigarettes are prohibited. Use headphones for audio. Photography and recording require prior permission from the Librarian.

10 Library Updates through MCAST Libraries Facebook Page

The library informs staff and students about new services, resources, and events through regular updates on the MCAST Libraries Facebook page and MCAST circulars.

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LIBRARY & LEARNING RESOURCES CENTRE

QUICK GUIDANCE

1

When students enquire about the library opening hours and contact points.

The library's opening hours and contact information help staff and students by allowing them to plan their visits according to their needs and reach out for assistance whenever required, ensuring they have access to resources and support at convenient times.



Library Opening Hours and
Contact Points

2

When new users enquire about the library services.

The 'New Users' web page provides staff and students with a brief outline of essential information on accessing and utilising library services, ensuring they can effectively navigate and benefit from all available resources.



Information for New Users

3


When students ask about accessing library resources and services.

The Library Services web page provides staff and students with easy access to various resources, support services, and information tailored to their diverse academic needs. Lecturers are encouraged to inform their students that they can fully utilize the comprehensive library services available on the Library Services web page.



Library Services

MENTORS

 *Mentors are available in every institute across all MCAST campuses.
For individual contact details, please contact the respective institute administration.*

MCAST aims to create a supportive environment where students are guided throughout their academic, personal and social journey. Students are paired with mentors who provide both one-to-one and group support, helping them develop autonomy, confidence and life skills. Mentors assist students in managing their studies, overcoming challenges and exploring career and personal development opportunities. Mentoring services are available across all institutes, with a focus on levels 1, 2, and 3; ensuring that students have access to guidance, encouragement, and practical support tailored to their individual needs.

SERVICES

1 Mentoring	Providing day-to-day mentoring and support to students throughout their learning journey, covering academic, social, and personal aspects. We offer both 1-to-1 and group support to help students manage studies, time, deadlines, and personal challenges.
2 Outreach	Conducting active outreach across campus to ensure students can easily approach us whenever they need support or guidance.
3 Youth Work Approach	Providing practical and emotional support from a youth work perspective, helping students build resilience and develop positive life skills.
4 Personal and Social Support	Addressing issues such as bullying, social exclusion, domestic violence, and anxiety by offering support, referrals, and accompaniment to specialised MCAST services when needed.
5 MCAST Platforms Assistance	Helping students access and navigate official MCAST platforms, including Classter, Moodle, MS Teams, and Outlook.
6 Orientation and Engagement Activities	Participating in inductions and Freshers' activities, and organising projects and events to foster community building and student involvement.
7 Stipend Application Support	Assisting students throughout the entire stipend application process, from gathering required documents to successfully submitting applications.
8 Attendance and Academic Progress Monitoring	Tracking attendance and assessment results, addressing the causes of absenteeism, and supporting students at risk of dropping out.
9 Collaboration with Lecturers	Liaising with lecturers on a need-to-know basis to monitor student progress, share concerns, and identify those needing additional support.
10 Work-Based Learning and Employability	Mentoring students during placements, apprenticeships, and CSR voluntary work, assisting them in finding opportunities and developing essential workplace skills.
11 Referral to respective service	Liaising with and referring to the respective College service providers.

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STUDENT SUPPORT SERVICES COORDINATORS

 *Contact institute administration*

Student Support Services Coordinators are the extended arm of the Outreach and Student Affairs Department which includes the Wellbeing Hub, Career Advisors and Student Liaison Office. These Coordinators are present within each Institute/Centre providing students with different options of support.

SERVICES

- | | |
|---|--|
| 1 Mapping Services | To support the student in a holistic way. This involves meeting and consulting with all stakeholders. |
| 2 Referral to Therapy Services | Counselling and therapeutic interventions are offered to assist students through a process of personal growth |
| 3 Referral to Student Liaison Services | Providing students with support in their basic needs such as food, clothing and course resources including loans of required technological equipment |
| 4 Health Awareness Services | Organizing health awareness services relating to nutrition, sexual health and smoking cessation. |
| 5 Referral to Career Guidance Services | Guiding and assisting students with their choice of course and career path |
| 6 Referral to Educational Psychologist Services | The Educational Psychologist provides students who have difficulties related to their academic learning and social development with professional assessments and recommendations on effective interventions |
| 7 Referral to Centre for Learning and Employability Services | The CLE helps learners at all levels in specific subjects or areas of development |
| 8 Induction Meeting Support Services | Be present and offer support during the induction meetings at the beginning of the academic year. |
| 9 Referral to Inclusive Education Unit Services | The IEU supports students with particular needs or disabilities to reach their academic goals throughout their studies at MCAST. They are also sustained in developing independence skills to be better equipped for employment. |
| 10 Referral to Stipends Office Services | The Stipends office assist students with issues pertaining to Maintenance grants. |
| 11 Referral to Chaplaincy Services | Services to support the students and staff in creating an MCAST that feels like home, a community that upholds positive values, a college that prepares students for life, and a space where young people feel loved and valued. |
| 12 Referral to Aġenzija Żgħażaġh Youth Hub Services | The Youth Hub is a safe space for young people where they can chill out, relax and enjoy different indoor activities. |
| 13 Referral to Institute Administration | The institute administration provides support to students like progression, timetables and other academic queries. |

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STUDENT LIAISON OFFICE

✉ student.liaison@mcast.edu.mt

☎ 2398 7310

📍 MCAST Paola | Students House | Floor 3

The Student Liaison Office (SLO) promotes the active participation and well-being of all students through asset- and need-based support. Its core functions include providing personal and material assistance to help students stay in education, enhancing the overall student experience via CSR projects, peer training, and event involvement, and offering study skills tutoring and a drop-in guidance service. The SLO also manages two MCAST funds, collaborates closely with the Kunsill Studenti MCAST (KSM) on activism and events, and coordinates with all MCAST departments to ensure its services and strategies reach students at every level.

SERVICES

1 Student Academic Resources

Provision of laptops, tablets, calculators, uniforms, kits, safety equipment and other resources connected with academic units. On referral, these resources are lent for one academic year or for shorter periods as required.

2 Student Personal Support

Provision of stationery, personal care products, food, meals, snacks and any other resource required by students to enable them to continue their educational journey.

3 Better Futures MCAST Student Fund

The Office promotes and manages this Fund (previously known as the “Help Me Succeed” Fund) which is used to purchase/source items needed to offer Services nos. 1 and 2 mentioned above. This is supported by fundraising activities in and out of campus. It receives monetary/material donations from MCAST staff and students together with outside benefactors.

4 Raw Materials Fund

The Raw Materials Fund enables students studying at Level 4 and Level 6 to apply and claim back up to €200 spent on resources bought for the completion of a project-based unit. Other criteria apply.

More info on: <https://mcast.edu.mt/funding-for-materials/>

Email: rawmaterialsfund@mcast.edu.mt

5 Student Organisation

Works closely with the KSM and aims to encourage the formation of other student bodies within MCAST.

6 General Student Support

Supports students with information, guidance and support for any query that they might have.

7 Skill Development

Supports students to develop skills in decision making, problem solving, time management, study methods and tools. It provides guidance to any other service within MCAST.

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YOUTH HUB

shaun.busuttil@gov.mt
faye.theuma@gov.mt
jodie.bezzina@gov.mt

2398 7270 / 7243 / 7262 MCAST Paola | Campus Square

The Youth Hub provides a safe and inclusive space where young people can engage in meaningful activities and access opportunities facilitated by Aġenzija Żgħażaġh, the National Youth Agency. Within this space, young people can connect with professional youth workers, fostering associations leading to the development of initiatives tailored to their interests and needs.

Through collaborations with professionals from various Institutes, the Youth Hub serves as a platform for non-formal education. Youth workers facilitate sessions, workshops and seminars on themes that are relevant and significant to young people, supporting their holistic development. The informal setting of the Youth Hub is particularly conducive to promoting active youth participation through diverse and engaging activities. Youth workers collaborate with the Wellbeing Hub and make referrals when deemed necessary.

Voluntary work also forms an integral part of the Youth Hub's programme, particularly through its inclusion in the subject of Community and Social Responsibility (CSR). By adopting varied methodologies, the Youth Hub creates a space where young people can cultivate personal, social, and civic competencies, thereby fostering active citizenship.

Aligned with the objectives of the National Youth Policy, which seeks to empower youth organisations—most notably student councils—the Youth Hub also houses the (Kunsill Studenti MCAST -KSM) student council office. This strategic collaboration between youth workers and the student council presents a valuable opportunity to further enhance youth engagement and advocacy.

Opening Hours: Monday, Tuesday, Thursday, Friday: 9:00 -15:00 Wednesday 9:00 -12:00

SERVICES

- | | |
|---|---|
| 1 Drop-In Service | Young people engage with youth workers to develop initiatives based on their interests. |
| 2 Life Skills Development | Activities aimed at supporting young people's personal, social, and civic development. |
| 3 CSR Opportunities | Providing Community and Social Responsibility (CSR) voluntary work opportunities. |
| 4 Supporting Student Organisations | Supporting the Student Council and other student organizations. |

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CHAPLAINCY

✉ Chaplaincy@mcast.edu.mt

☎ +356 9945 7284

📍 MCAST Paola | Students House | Floor 2

The MCAST Chaplaincy Team is a welcoming presence on campus, accompanying students and staff on their journey toward wholeness, meaning, and purpose. We're here to support everyone in discovering what truly matters in life — through friendship, listening, and genuine human connection.

Rooted in our Christian faith and values, we aim to help each person grow in spirit and character while remaining open and respectful toward all beliefs. We believe that spirituality is an essential part of human well-being, affirming the dignity and worth of every individual.

College Chaplain

Fr Aurelio Mulè Stagno SDB

Assistant Chaplains

Fr Sandro Camilleri SDB, Fr Richard Ebejer SDB, Fr Antoine Farrugia SDB,
Fr Yan Matala SDB, Sr Violeta Nikolli FMA, Fr Vincent Pavia (Gozo)

SERVICES

1 Campus Connect

To nurture this spirit of community, the Chaplaincy operates a dedicated space — Campus Connect — a welcoming and inclusive environment where diversity is celebrated, conversations are encouraged, and everyone is supported to draw on their inner strengths and beliefs to reach their full potential.

2 Prayer & Reflection

MCAST offers two spaces for quiet time and spiritual growth:

- **The Chapel** – open all day for prayer and reflection, with daily Mass at noon.
- **The Quiet Contemplation Room** – located in *Campus Connect* (Block G – in front of ICS), open to people of all faiths or none.

3 Daily Eucharist

12:05 - 12:25 pm - MCAST Chapel
(right in front of the main entrance)

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CENTRE FOR LEARNING & EMPLOYABILITY

✉ cle@mcast.edu.mt

☎ 2398 7518 / 7529

📍 MCAST Paola | MCAST Resource Centre

The Centre for Learning and Employability collaborates closely with the Institutes to ensure that learners receive the necessary academic support to acquire basic skills in English, Maltese, Mathematics, and other key skills. Through different teaching and learning strategies the Centre helps learners become more autonomous and independent as they progress.

SERVICES

- 1 Small Group Support Sessions**

Extra academic support is available for Level 3+ students requiring assistance in key skills (Maths, English, Maltese, I.T., Science, CSR) and Vocational subjects (by request). Sessions are allocated in small groups, first-come, first-served.
- 2 Provision of English as a Foreign Language**

A 30-hour supplementary course for foreign students needing extra help with English. It teaches students to understand and use simple, everyday English. (This course does not replace the English key-skills unit.)
- 3 Dissertation Support**

Dissertation support is provided for the writing and viva-voce phases including: Revision of academic writing, Referencing, Dissertation structuring
- 4 Research Related Support**

Supplementary research support covering methodology, thesis structure, research gaps, and question development. This assistance applies to both research-based assignments and final dissertations.
- 5 Employability Workshops**

Dedicated sessions aimed at helping students prepare better for their transition to work. These sessions will delve into areas that include finalizing CV, covering letter, reference letters, compiling a portfolio and preparing for an interview.
- 6 Learning to Learn Workshops**

Experiential workshops that facilitate the application of prior learning to real-world contexts (home, work, and education). Content includes setting learning objectives, self-reflection, and organising personal development.
- 7 Foreign Language Courses**

Foreign Language courses offered for free to all students and staff. The languages offered are Spanish, German, French, Italian, Chinese and Arabic and are offered at Level 1 or 2.
The lessons are held online except for assessments which are held face-to-face.
- 8 My Personal Journey**

A 15-hour course supporting Level 2 students in building self-awareness and self-esteem through self-empowerment. Students practice reflecting on and communicating their ideas.
- 9 Preventive Classes Youth Guarantee 3.0(ESF+.01.194)**

Summer classes offering targeted academic support during the summer to enable students to recover failed units and progress without repeating the year. This initiative aims to reduce dropout rates and is EU-funded through the Youth Guarantee 3.0 (ESF+.01.194).
- 10 Community College for the Third Age**

A course for senior citizens offering diverse sessions to promote active aging and community. Topics include mental health, first aid, nutrition, environment / sustainability, drama, and field trips.

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FITNESS CENTRE

✉ fitnesscentre@mcast.edu.mt

☎ 2398 7466

📍 MCAST Paola | Gate 4

Opening Hours: 9:30am – 18:30pm

The MCAST fitness centre provides students with a dedicated space to support their physical health, well-being, and overall lifestyle. The gym is equipped with a wide range of modern fitness equipment suitable for all fitness levels—from beginners to more advanced users. Whether students are interested in strength training, cardio, flexibility, or general fitness, the gym offers something for everyone.

The facility includes treadmills, stationary bikes, rowing machines, and a variety of resistance training equipment such as weight machines, free weights, and benches.

One of the main benefits of having access to an on-campus gym is the convenience it provides. Students and staff can easily fit a workout into their daily schedule between lectures or study sessions without having to travel off campus. This makes it easier to maintain a regular fitness routine, which is shown to reduce stress, improve concentration, and boost mood—all of which are especially beneficial during demanding academic periods.

The gym is maintained to high standards of cleanliness and safety, with staff available to provide assistance, guidance on proper equipment use, and basic workout advice. Locker rooms, showers, and changing areas are also available, making it easy for students and staff to transition from workouts to lectures or other college activities.

In addition to individual workouts, the gym encourages a sense of community through fitness challenges and health awareness events. These initiatives aim to foster healthy habits and promote a balanced lifestyle. Overall, the fitness centre is a valuable resource that supports both the physical and mental well-being of students throughout their academic journey.

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MAGIC WONDERS CHILDCARE CENTRE

✉ magicwonders@mcast.edu.mt

☎ 2398 7370

📍 MCAST Paola | Magic Wonders | Gate 1

The Magic Wonders Childcare Centre offers a high-quality childcare service purposely designed for babies and young children aged between 0 and 3 years. The centre provides a nurturing and stimulating environment where the individual developmental needs of infants and toddlers are met with care and professionalism. At Magic Wonders, we strictly adhere to the National Standards for Early Childhood Education and Care Services, ensuring that every child receives the highest level of attention, safety, and early learning opportunities during their formative years.

Our childcare programme is led by qualified professionals who are equipped with the latest knowledge and practices in early childhood education. These dedicated educators follow the emergent curriculum approach, to ensure that practice is based on the child's interests and need. This approach allows our caregivers to create personalized and engaging learning experiences that support a child's natural curiosity and promote cognitive, emotional, and social growth from the earliest age.

Magic Wonders Childcare Centre is part of the Government's Free Childcare Scheme. The scheme supports families in accessing early childhood education without the financial burden, while still maintaining the standards expected from a licensed, professional childcare provider. MCAST students are also encouraged to make use of the Magic Wonders Childcare Centre.

If you are interested in enrolling your child, we invite you to book a visit. This provides an opportunity to meet our team, tour our facilities, and discuss how our service aligns with your child's needs.

SERVICES

1 Flexible booking options to accommodate different family needs

Parents can enroll their child for a minimum number of hours a week, allowing for part-time attendance while still ensuring consistent care and early learning. This flexible scheduling is ideal for parents who work part-time, study, or need occasional support throughout the week.

2 To arrange a visit

Contact us via email at magicwonders@mcast.edu.mt

3 Opening hours

Winter opening hours:
Monday to Friday 7:00am-4:45pm
Summer opening hours:
Monday to Friday 7:00am-1:00pm

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KUNSILL STUDENTI MCAST (KSM)

✉ ksm@mcast.edu.mt

☎ 2398 7310

📍 MCAST Paola | Youth Hub

Kunsill Studenti MCAST (KSM) is the official student representative body at MCAST. It serves as a bridge between students and the College administration, ensuring that the student's voice is heard and that academic and social experiences are continuously improved.

KSM provides advocacy, organizes events, promotes wellbeing initiatives, and collaborates with staff to support a positive learning environment across all campuses.

SERVICES

- | | | |
|----|---|---|
| 1 | Student Representation | Acts as the official voice of students on college boards, committees, and working groups. |
| 2 | Academic Support | Collects and communicates student feedback regarding courses, facilities, and teaching quality. |
| 3 | Welfare & Wellbeing | Offers guidance and support on student wellbeing matters and refers students to relevant support offices when needed. |
| 4 | Events & Activities | Organises educational, cultural, and social events to enhance campus life and foster community. |
| 5 | Awareness Campaigns | Runs initiatives on issues such as mental health, sustainability, equality, and student rights. |
| 6 | Clubs & Societies | Encourages student participation in extracurricular groups and helps set up and manage student societies. |
| 7 | Volunteer & Leadership Opportunities | Provides platforms for students to gain leadership experience through projects and volunteering. |
| 8 | Collaboration with Staff | Works closely with lecturers and administrators to improve student engagement and resolve student concerns. |
| 9 | Information & Referrals | Guides students to appropriate MCAST departments. |
| 10 | Community Engagement | Builds partnerships with NGOs and external organisations to provide opportunities beyond MCAST. |

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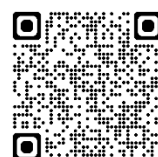
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KUNSILL STUDENTI MCAST (KSM)

QUICK GUIDANCE

When students need to be referred to KSM.

When they express concerns about representation, class issues, or course-related challenges that affect multiple students.

When they show interest in joining student activities, campaigns, or committees.

When they wish to raise ideas, feedback, or suggestions to improve the MCAST experience.

Contact email:

ksm@mcast.edu.mt

When staff should collaborate with KSM

When planning events, campaigns, or projects involving student participation.

When seeking student input for institutional initiatives or surveys.

When addressing common student issues or communication gaps.

Contact email:

ksm@mcast.edu.mt

INTERNATIONAL OFFICE AT MG2i

✉ mcastintapp@mcast.edu.mt

☎ 2398 7879/ 7160 / 7008

📍 MCAST Paola | Students House | Floor 1

Students are encouraged to visit the International Office (MG2i) at MCAST for clear, practical support throughout their studies. The office assists with all Identity related processes, guides students through the application of exemption of fees, and supports with the payment of tuition fees.

The office also provides dedicated support for prospective international applicants registering for a full-time programme. The International Office is here to help students navigate administrative processes with confidence and focus on their academic journey.

SERVICES

- | | | |
|---|---|--|
| 1 | Visa / Residence Support | Assistance with visa renewals, residency applications and extensions. |
| 2 | Exemption Application Support | Guidance on how to apply for an Exemption of Fees through the Ministry of Education. |
| 3 | Payment of Tuition Fees | Receiving Tuition Fee Payments, issuance of invoices and providing personalised payment plans when possible. |
| 4 | Assistance with Part Time Work License | Guidance on how to navigate Part Time work License with Jobs Plus |
| 5 | Support for prospective international applicants | Guidance on how to register for a full-time programme for International Students. |

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INTERNATIONAL OFFICE AT MG2i

QUICK GUIDANCE

When students ask for letters to extend their residency or highlight that their residence card is about to expire

1

Advise the students to visit the International Office at MG2i, so all required letters can be provided. If students do not apply for an extension in time, they risk being deported.

When students ask to travel abroad and be excused from classes

2

Remind students that if they are residing in Malta on a student visa, this is not always possible and they always need to check with the international office before making any travel arrangements. Travelling when the necessary documentation is not in order may result in the student not being allowed back into the country.

When an international student misses several lectures

3

It is important to remind international students that missing classes may affect their status in Malta – if the students are in possession of a student visa.

For further information, refer to students to the below links

4

- Central Visa Unit: <https://identita.gov.mt/central-visa-student-visa-extension-of-stay-in-malta/>
- Expatriates Unit: <https://identita.gov.mt/expatriates-unit-main-page/noneu-nationals/non-employment-permits/study-research-trainees-volunteers-interns/>
- Servizz.Gov: [https://www.servizz.gov.mt/en/Pages/Education -Science-and-Technology/Education-Services/Higher- -Tertiary-Education/WEB542/default.aspx](https://www.servizz.gov.mt/en/Pages/Education--Science-and-Technology/Education-Services/Higher--Tertiary-Education/WEB542/default.aspx)
- Central Visa Unit: <https://identita.gov.mt/central-visa-student-visa-extension-of-stay-in-malta/>

