

# STUDENT HANDBOOK



PEOPLE  
LEARNING

PEOPLE & CO  
Developing People's Potential

Prepared by People Learning

The training division of People & Co Ltd

Licensed by The National Commission for Further and Higher Education,

License No. 2013-FHI-009, as a Further and Higher Education Institution 2025

## Contents

1. Introduction .....	4
1.1 Welcome message from the CEO .....	4
1.2 About People & Co .....	4
1.3 Quality Policy .....	5
2. Our Vision .....	6
2.1 Mission Statement .....	6
2.2 Our Core values .....	6
3. Learning Programme Information .....	7
3.1 Key contacts and Course Tutors .....	7
3.2 Our Courses .....	8
3.3 Programme delivery .....	10
3.4 Online and Blended learning .....	10
3.5 Scholarships .....	11
4. Student Enrolment .....	11
4.1 How to enrol .....	12
4.2 Course entry requirements .....	12
4.3 Course Participants commitment .....	12
4.4 Attendance regulations .....	13
4.5 Student code of conduct .....	13
4.6 Plagiarism .....	14
5. Student Wellbeing .....	15
5.1 Inclusion and diversity .....	16
5.2 Feedback and support .....	17
5.3 Resources .....	17
6. Course fees and refunds .....	17
7. Other regulations and Guidelines .....	18
7.1 Data Protection and Confidentiality .....	18
7.2 Complaints .....	18
7.3 Health and Safety .....	20
7.4 Evacuation Procedures .....	21
7.5 Grievances .....	21



## **ACRONYMS**

ECTS	European Credit Transfer System
GDPR	General Data Protection Regulations
MFHEA	Malta Further and Higher Education Authority
MQF	Malta Qualifications Framework
EQA	External Quality Assessment



e-mail: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)  
website: [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt)  
number: +356 79787892

## 1.Introduction

This handbook serves as an information guide for all course participants following our Level 4, Level 5, and certification only courses. This handbook provides guidance and includes policies and procedures to support course participants throughout their educational journey with People Learning.

### 1.1 Welcome message from the CEO

Foreword by the Principal



#### **Mr David Cutajar MSc BA (Hons)**

Who are we at People Learning? We are an energetic team who strive to develop peoples' potential. For 30 years, People and Co and People Learning have developed and run a myriad of courses. Our experience coupled with our endeavour to offer individual attention has kept our courses in high demand. Our commitment to offer highly professional and engaging training has kept people constantly seeking our services.

We are all the way with you in nurturing your progress and opening of new opportunities.

Email: [dave@people.com.mt](mailto:dave@people.com.mt)



### 1.2 About People & Co

People Learning has been managed by People & Co since 1994 and subsidiary People Contracting Services Ltd. since 2007. People & Co is international recruitment firm also providing quality training and development. People & Co recruit for a variety of industries including iGaming, Financial Services, Energy, ICT, Technology, Retail, Manufacturing, Life Sciences, Medical and Legal. People & Co also specialise in senior C Level and senior technical and professional recruitment.

As a sub-division of People & Co, People Learning designs and delivers engaging Professional & Organisational Development programmes. Modes of delivery include in-house and public training courses as well as executive coaching and consultancy.

People Learning's headquarters are in Ta'Xbiex.

In everything we do at People Learning, we believe in creating & nurturing relationships that enable people to realise their highest potential.



e-mail: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)  
website: [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt)  
number: +356 79787892

### 1.3 Quality Policy

People Learning fulfils the requirements of the National Quality Assurance Framework for Further and Higher Education and other international standards and aims to produce the best possible course participant experience.

People Learning's EQA process serves as a tool for development and accountability towards stakeholders. It is developmental as it gives providers access to independent data and recommendations to promote excellence. It also ensures accountability to stakeholders, including course participants and employers, and the fulfilment of national goals in further, higher and adult formal education.

People Learning ensures that the internal quality management system is:

- Fit for purpose according to courses and service users.
- Compliant with standards and regulations and contributing to the development of a national quality culture.
- Contributing to the fulfilment of the broad goals of Malta's Education Strategy 2014-2024,
- Implemented with effectiveness, comprehensiveness, and sustainability.

Ref: National Quality Assurance Framework for Further and Higher Education (2015), NCFHE, Ministry for Education and Employment, Malta.

People Learning understands that it is crucial to keep abreast of external developments and best practice in further and higher education and sees this as part of being a self-critical academic.

and commercial training community which evaluates and enhances its quality assurance procedures to develop a culture of continuous improvement. The maintenance and enhancement of this depend primarily on the commitment of all staff to constantly evaluate and reflect on the quality of the educational experiences provided for course participants.

People Learning has well-established, comprehensive, and rigorous arrangements for the approval, review, modification and annual monitoring of its academic and commercial training provision. The key principles set out below, together with the policies and procedures published on People Learning's website [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt), are important as guides

to all involved in training delivery in their efforts to secure the standards of the awards and a high-quality course participant experience.

## 2. Our Vision

Our vision at People and Co is to be a leader in the provision of live streamed, blended and on-premises public and bespoke training courses along with seminars for Personal Development and Corporate Training that have practical, tangible outcomes and positive change and impact for learners. In summarising these objectives, we use our guiding principal/motto /mission statement:

“Developing People’s Potential” underscored by our philosophy of “Relationships not just Transactions”.

### 2.1 Mission Statement

‘Developing People’s Potential’ is our motto and as such we aim to provide stimulating multi-sensory learning, development, and learner care to enable the achievement of educational and career goals.

We do this by enhancing the process of positive change and learning for both career development or simply personal growth and the love of learning. We focus on individual outcomes of learners with a broad spectrum of educational levels. We believe building long term relationships is an important part of the learning process. We want to enhance the process of change by following up with our learners, setting targets after each course and in some cases, assisting them with career advice and even recruitment opportunities.

### 2.2 Our Core values

1. Relationships over transactions
2. Positive change – we wish to help learners implement knowledge and with their personal growth.
3. Synergy and Collaboration – with a network of trainers who are expert practitioners in their field.
4. Excellent customer care, respect, integrity, and culture of openness and diversity.
5. Training that has an immediate direct, practical benefit to learners – there is a process of presentation- practice- feedback -practice.



## 6. Creativity and continuous improvement

Our culture code video can be viewed here:

<https://www.youtube.com/watch?v=zGCyJlnl2ys&t=97s>

## 3. Learning Programme Information

### 3.1 Key contacts and Course Tutors

Information on courses and general inquiries can be sent through [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt) or +356 79 7878 92.

The first contact for course participants regarding issues relating to course timetables, attendance and general administration and operations is Mr. David Cutajar

[support@peoplelearning.edu.mt](mailto:support@peoplelearning.edu.mt)

Academic Staff:

People Learning strongly encourages the academic staff/trainers to be aware of up-to-date teaching and learning methodologies as well as of Continuing Professional Development (CPD) opportunities. While trainers do need to keep abreast with updates and development in their own specific fields of expertise, they are also expected at the same time to enhance their knowledge and skills in teaching and learning approaches as well as managerial and leadership skills in an academic setting. People Learning firmly believes that CPD in its broadest sense encompasses all those activities that help academic staff/trainers to improve their capacity to become more effective instructors, as well as perform other parts of their multifaceted tasks.

People Learning is therefore committed to provide academic staff/trainers with regular CPD opportunities such as in-house workshops, discussions with other professionals in their field, attending and presenting in seminars and conferences (local and abroad), participating in accredited and non-accredited courses (local and abroad), phase sessions, yearly INSET organised by People Learning etc. Academic staff/trainers are strongly encouraged to make use of the physical and online libraries through which a vast range of journals, eBooks and case studies can be accessed. All academic staff/trainers are committed to continuous improvement.



e-mail: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)  
website: [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt)  
number: +356 79787892

Mr. David Cutajar – CEO and Trainer and information contact for all trainers

[dave@people.com.mt](mailto:dave@people.com.mt)

Mrs. Maria Cutajar – Owner of Manzoni Fashion School and Trainer. Contact for fashion related courses only

[Maria@manzonifashion.edu.mt](mailto:Maria@manzonifashion.edu.mt)

We work with a large network of professional trainer and details may change. For specific courses instructors are normally listed on the website or contact the above.

### 3.2 Our Courses

Name of Course	MQF Level
AgilePM Foundation and Practitioner	AgilePM® Foundation and AgilePM® Practitioner
Anti Money Laundering	Certificate of attendance, valid towards CPD.
AML Fundamentals in iGaming	Certificate of Attendance
Award in Fashion Design	MQF Level 4
Award in Advanced Fashion Design	MQF Level 5
Award in Sustainable Fashion	MQF Level 5
Coaching Skills for Managers and Leaders	Certificate of Attendance



e-mail: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)  
website: [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt)  
number: +356 79787892



Effective Communication	Certificate of Attendance
Employment Law Essentials	CPD
Award in Human Resource Management Foundations	MQF Level 5
MS EXCEL 2016 Basic - Advanced	Certificate of Attendance
Occupational Testing & Personality Assessment	Certification of completion / competence
Operations Management Fundamentals	Certificate of attendance
Payroll Essentials	MQF Level 4
Award in Payroll Administration	MQF Level 5
Prince 2 – Foundation (Project Management)	CPD
Prince 2 – Foundation and Practitioner (Project Management)	CPD
SEO Fundamentals	Certificate of Attendance
Award in Train the Trainer	MQF Level 5

Time Management Essentials	Certificate of Attendance
----------------------------	---------------------------

### 3.3 Programme delivery

The language of instruction and assessment is English.

### 3.4 Online and Blended learning

People Learning offer the opportunity for fully online and blended learning courses. Blended or online learning offers learners from *all* levels of society, access to further studies, whether purely passionate reasons or professional goals. Learners who may have not ventured into further studies in a classroom-based setting can now access formal higher education at the touch of a button. With full online support on hand, (pre-course, during training and post-course assistance) we can enable learners of all abilities, inclusive rights to online access.

All sessions are recorded with the consent of the tutors and trainees and should any one of the participants have a justifiable reason for missing a session, s/he will be provided with the recorded session. As far as possible, tutors always try to adjust days of sessions for the convenience of all participants. All the Trainers at People and Co/ People Learning make use of audio-visual tools like slide decks, videos, images and voice recordings, as well as co-creative aspects that can best be done on the flipchart or online whiteboard. At the same time, care is taken to ensure that such educational aids do not outweigh the importance of more 'traditional' pedagogical tools that ensure that the relevant content matter is covered. The considerable experience that tutors have in the subject matter relative to the course they are conducting ensures that they are able to inject a higher degree of relevance by sharing their experiences. Emphasis is also placed by the organisation on ensuring that they impact their presentations with their own personality and anecdotes where appropriate. With online live training, the course is primarily delivered via the Microsoft Teams platform Course workbooks, and sometimes assignments, together with the one-to-one sessions are used to test the effectiveness of the training and the knowledge achieved.

### 3.5 Scholarships

Course participants are encouraged to explore the different scholarships opportunities under which our programmes are eligible. Course participants following accredited programmes leading to a certification are eligible to apply for the Get Qualified Scheme, unless they already benefit from another scholarship as per Get Qualified Regulations. On successfully completing the course, the course participant will be able to benefit from a tax credit enabling them to partially recover costs incurred. Please carefully check conditions and regulations for the Get Qualified Scheme on: <https://education.gov.mt/en/get-qualified/Pages/Student.aspx>.

**Investing In Skills - Jobs Plus**

**How Many Hours?**

- Upto 25 Hours (CPD Courses)
- Uncapped (Accredited Courses)

**How Much?**

- €25.70 per hour training time for each employee
- €5.15 per hour training wage supplement for each employee

PEOPLE LEARNING

EU funds for Malta 2014-2020

PEOPLE & CO  
Developing People's Potential

Our awards are eligible for funding under the EU Funds for Malta and Get Qualified Schemes. For details of CPE hours entitlement, kindly enquire with People Learning or directly through our website.



### 4. Student Enrolment

Student enrolment and selection - Our Access and Equity Policy ensures that participant selection decisions comply with equal opportunity legislation. All students must be enrolled



e-mail: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)  
website: [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt)  
number: +356 79787892

prior to commencement. Selection of students for all courses is on a first-in, first-served basis, meeting any entry or pre-requisite requirements, based on receipt of a completed enrolment form and payment of fees.

#### 4.1 How to enrol

All courses can be enrolled through the website. All booked participants have the opportunity of a pre course briefing to ensure that have selected the right course at the right level for them prior to committing. There are various payment methods available to cater for all needs.

#### 4.2 Course entry requirements

All booked participants have the opportunity of a pre course briefing to ensure that have selected the right course at the right level for them prior to committing. There are various payment methods available to cater for all needs. Requirements for each course differ and can be found on the website. <https://peoplelearning.com.mt/training-courses>.

#### 4.3 Course Participants commitment

The Course Participants are responsible for:

- Engaging actively in the learning process and participate according to assessment requirements.
- Providing considered, honest, and timely feedback to People Learning and its team on the quality of teaching and Institute services
- Completing assessment tasks diligently and honestly to provide evidence of learning outcomes.
- Meeting assessment requirements as specified in the course outline, including submission of work by the due date.
- Consulting People Learning as early as possible about any disability issues.
- Discussing any concerns, they have regarding their progress in coursework and assessment as early as possible with relevant trainers, and the principal.
- Consulting with the trainer (in the first instance) and Principal if personal circumstances are affecting participation or performance in assessment.

- On assessed programmes- Raising any concerns they may have regarding the marks for each assessment task promptly, rather than wait until the final grade is awarded in the unit.
- Accessing and abiding by all policies, procedures and regulations relating to assessment, plagiarism, copy right, health and safety etc. and seek clarification, where necessary.

#### 4.4 Attendance regulations

A student's attendance is to be regular and punctual. Students must attend at least 80% of the total course to be eligible to receive the Award or Certification. Any justified anticipated lengthy or regular absenteeism must be communicated in writing.

#### 4.5 Student code of conduct

1. Student Dress code – students are expected to present themselves for sessions dressed up appropriately. Smart casual is the accepted standard.
2. Use of mobile phones – these should be switched off during sessions. In case of emergencies, calls or messages may be seen to at the discretion of the trainer.
3. Online classes – Cameras should be kept on throughout the sessions and background noise avoided when unmuted.
4. Submission of written course work – Coursework and assignments for each individual course will be communicated to students in the lectures. Late submissions and request for extensions can be made at the discretion of the Course tutor.

#### 5. Documentation

People Learning People & Co believe that all parts of any assessment should involve critical thinking, self-assessment, and research-based arguments. A student's assignment should reflect their own thoughts and research and should only be the result of their own work. The following type of professional misconduct is not tolerated:

- Plagiarism
- Cheating in assignments/examinations
- False citation

#### 6. Methods of assessment - assignment feedback/transcripts

People Learning adopts a variety of assessment tools, and using assessment to understand and support learning, as well as using learner information to improve teaching as critical in enhancing the course participant's learning experience. Assessment at People Learning is consistent with the objectives of what is taught and learnt. Trainers are encouraged to use a variety of assessment strategies and assessment tasks to allow a range of different learning outcomes to be assessed and different perspectives of learning to be facilitated and acknowledged. Trainers are encouraged to adopt strategies such as self and peer-assessment to increase learners' metacognitive abilities so that learners can take control and manage their own learning. Trainers are also encouraged to provide formative feedback in the form of comments on quality and advice on how to improve. The provision of quality feedback is an essential part of effective learning as it gives clear guidance to course participants on how to improve their learning. When course participants are provided with quality feedback and are given the opportunity to act upon it, learning is enhanced, and assessment performance is improved. People Learning utilises a Trainer Competency Framework.

#### 4.6 Plagiarism



Checking the authenticity of learners' and trainers work (please note that this section is inspired by and directly quotes from information and templates purchased from [www.anngravell.com](http://www.anngravell.com) adapted for People Learning)

Where appropriate for People learning staff and trainers will include checking:

- spelling, grammar, and punctuation – if they know the learner speaks in a certain way at a certain level, yet their written work does not reflect this.
- work that includes quotes which have not been referenced – without a reference source, this is direct plagiarism and could be a breach of copyright (this also applies to any courseware produced by trainers and the institution)
- word-processed work that contains different fonts and sizes of text - this might show it could have been copied from the internet, or from someone else's electronic file (though one should be sensitive and careful and not over judgmental).

- handwritten work that looks different to a learner's normal handwriting or is not the same style or language as normally used, or work which has been word-processed when they would normally write by hand.
- work that refers to information which has not been taught or is not relevant.
- Information regarding plagiarism can be found [here](http://www.plagiarism.org). [www.plagiarism.org](http://www.plagiarism.org) People Learning encourages trainers/ assessors and learners to refer to this site for guidance.
- We also refer to this document for guidance and to educate both learners and trainers/ assessors produced by Ofqual in the UK - a useful [Guide to Authenticity](#).
- If trainers/ assessors are concerned about a learner using text which is not their own, they can copy and paste it into an internet browser to see if anything shows up.
- Sanctions for clear lack of authenticity and plagiarism in order of severity to be decided on a case-by-case basis:
  - loss of all marks for the section
  - loss of all marks for the component
  - loss of all marks for the unit
  - disqualification from the unit
  - disqualification from all units in one or more qualifications taken in the series
  - disqualification from the whole qualification
  - disqualification from the whole examination series
  - banned for a number of years from taking any further examinations.



## 5. Student Wellbeing

At People Learning, our aim is to help you get the most out of your academic experience with us. We recognise that good health and wellbeing are fundamental for a positive student experience. When designing pedagogical approaches, we are constantly maintaining at the forefront the psychological needs and academic development of our course participants by fostering teaching and learning practices that support a work-life-study balance.



e-mail: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)  
 website: [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt)  
 number: +356 79787892

## 5.1 Inclusion and diversity

As course participants' diverse needs have got more recognized, trainers and all academic staff at People Learning are advised to differentiate teaching, learning and assessment strategies and tasks to identify learning needs and use them to cater for specific needs (refer to the Equal Opportunities Policy). This corroborates with the National Quality Assurance Framework for Further and Higher Education (NCFHE, 2015) and Malta Referencing Report (2016). Educators should use assessment to develop the learners' potential in different perspectives. Basically, educators at People Learning are always advised to use the information obtained to adapt teaching to the needs of the course participants and to change the traditional form of assessment to a more learner-centred and formative one.

To ensure People Learning complies with the relevant Equality and Diversity legislation in Malta and the EU, trainers, staff and assessors are requested to be proactive in all aspects of equality and diversity. They should make sure the delivery style, teaching, learning, assessment and quality assurance activities and resources promote and include all learners in respect of nine protected characteristics. These are known as the personal attributes of individuals and groups who are likely to be discriminated against.

The protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

At People & Co Ltd/ People Learning we embrace inclusion for all our courses. Our on-line and on-premises facilities include many resources to assist with accessibility and inclusion for delegates with disabilities and impairments. To highlight any requirements for registration

16



e-mail: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)  
website: [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt)  
number: +356 79787892



please get in contact with our course registrar and one of our customer service advisors will be happy to assist with further information and guidance.

### 5.2 Feedback and support

People & Co will provide support to all students in their learning. The official contact person for student support services is the Programme Manager and is the first point of contact with students. The Programme Manager will then meet with the student to discuss the support that is required. In collaboration with the Managing Director, the Director will decide on the appropriate support that can be provided to the relevant student. It may be decided to assign a relevant mentor/coach/supervisor for the student who encounters difficulties in their studies. People Learning will ensure that communication with students is timely, clear, respectful, and effective.

People Learning will provide orientation programmes according to the needs of student cohorts and provide students with the contact information of their Trainer/Supervisor/Mentor as appropriate.

### 5.3 Resources

People Learning administers its resources in an ethical manner and assures effective systems of enterprise risk management, regulatory compliance, internal controls, and contingency management. People Learning is equipped with all the necessary learning facilities and resources including a small physical library with new books added regularly; a virtual library through which a range of journals, eBooks and case studies can be accessed; wireless internet access which is available at People Learning and at our centre a Whiteboard and an All-in-One computer, projectors or Smart TVs which are available in each lecture room. People Learning's facilities are constructed and maintained in accordance with legal requirements to ensure access, safety, security, and a healthy environment with consideration for environmental and ecological concerns. Our online platform is currently based on fully licenced corporate access to Microsoft Teams which includes full shared integration with presentation software such as PowerPoint and the full Office Suite, full video, audio, blurring, recording facilities for participants depending on security level, a virtual whiteboard, document repository, online chat etc.

Course participants also have access to trainers/ tutors via email which can be an effective means to providing support. Support and guidance to course participants is also provided by the principal.

## 6. Course fees and refunds



e-mail: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)  
website: [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt)  
number: +356 79787892

Our website has a comprehensive range of information that will help you make an informed decision concerning the training we provide. <https://peoplelearning.com.mt/course-schedule>

For information about course fees, refer to course information on People & Co website.

People Learning have a strict policy on refunds however if students have a justifiable reason and are unable to join the course booked, they will be placed on the next available course once a deposit has been paid.

## **7. Other regulations and Guidelines**

### **7.1 Data Protection and Confidentiality.**

Data Protection - All information and any other material holding information about students shall remain the property of the employer when these are taken out of the school/workplace for homeworking; henceforth the employee is bound by all policies and regulations related to such matters as applied in the school and shall take all the measures normally taken in the school.

Confidentiality – our aim is to deal with conduct matters sensitively and with due respect for the privacy of any individuals involved. All parties must treat as confidential any information communicated to them in connection with a matter which is subject to this procedure, subject to the need to seek appropriate advice and guidance. We will, during or at the conclusion of the procedure, inform such members of its staff as it considers necessary, having due regard to all the relevant circumstances.

### **7.2 Complaints**

People and Co Ltd. And subsidiary People Contracting Services Ltd / (Collectively People Learning- PL) agree to and operate a complaints procedure, which learners, trainers, assessors/tutors, IQAs and employers can use in the event that they wish to make a complaint in relation to an appropriate aspect of the centre's operation.

People Learning have a responsibility to inform learners of their complaints policy. Any relevant training partners can request to see evidence of the centre complaints procedure as part of their quality assurance monitoring.



The complaints procedure will:

1. Identify the person, process, or training course with whom the complaint is directed at.
2. Describe the manner in which the complaint needs to be made.
3. Make clear the times within which complaints may be presented and must be concluded.

Learners who have a complaint with People Learning must first raise the matter using their centre's complaints/appeals procedures. The process is outlined below:

Learners can access the learner complaint procedure by completing [a course evaluation form](#) (example provided in link) and also discussing with the Principal/ Head of Institution.

There are three stages to the complaint's procedure:

Stage One – Informal

Stage Two – Formal

Stage Three – Appeal

Stage One – Informal - PL encourages learners, staff, trainers, assessors, employers, and clients to aim to resolve any issues or concerns through open and informal procedures in the first instance by speaking to the Principal or a director. Any person with a complaint or concern is invited to discuss the matter first. In the case of learners this could be their trainer. They will respond with advice and guidance as how to proceed from this point to resolve the issue raised. In the case of employees or trainers, this should always be the Principal or Operations Director.

Stage Two – Formal - If the person is not satisfied with the informal route, then they can submit a formal complaint. This can be submitted via one of the below methods.

Email: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)

Letter: The Director, People Learning, People and Co. Ltd, Suite 4, Paolo Court, 13 Giuseppe Cali Street, Ta'Xbiex XBX 1423, Malta

Complete complaint form: [Here is an online sample form](#)

Receipt of the complaint will be acknowledged within 2 working days from when the formal complaint is received. A member of the People Learning management team will deal with the complaint and a full investigation will be carried out. This may include further discussions, clarifications, or meeting with the complainant. We will reply within 15 working days with a full response outlining the outcomes of the investigation in writing. If it is not possible to respond within this time, for example because a detailed enquiry is still taking place, or staff absence -

19



e-mail: [information@peoplelearning.edu.mt](mailto:information@peoplelearning.edu.mt)  
website: [www.peoplelearning.com.mt](http://www.peoplelearning.com.mt)  
number: +356 79787892

we will issue an interim response, explaining what is being done to deal with the complaint and when a full reply can be expected. Notifications will be given within 10 working days if the complaint is not upheld, reasons will be given as to why.

Stage Three – Appeal - If the complainant is not satisfied with the outcome they are entitled to, the decision may be appealed in writing to an appointed person who is not involved in the complaint or investigation within 5 working days from the date the outcome letter was received. The appointed person should be a senior staff member and have had no substantial involvement in the dealing of the complaint. All complaints will be monitored and where possible used to improve and develop our services.

For further information on any of the above please talk to your Trainer, Assessor, People Learning Principal or one of the directors.

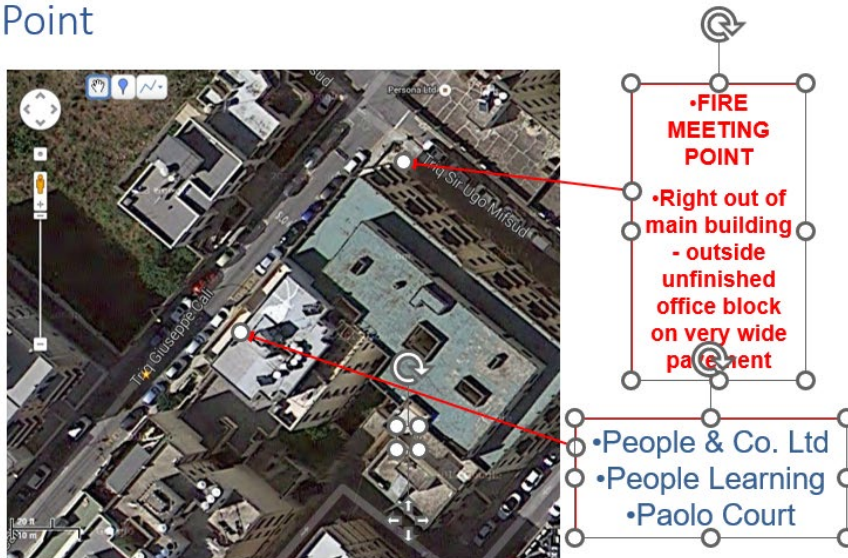
### 7.3 Health and Safety

#### Emergency Evacuation Procedure

1. Do not panic
2. Find the nearest exit
3. Walk to the established meeting point.
4. Do not make use of the lift
5. Do not stop to collect personal belongings
6. Do not re-enter the building until it is safe to do so

## 7.4 Evacuation Procedures

### Assembly Point



## 7.5 Grievances



Students have access to established procedures for respectfully presenting and addressing their concerns or complaints. Students have the right to expect prompt and courteous responses to their grievances. Fair Process and Justice: Subject to disciplinary action, students have a right to appeal and shall be assured of a fair and transparent process.