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Student Admission Policy

v1.0

Institute of Computer Education (Malta)

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1. Introduction

This policy establishes the framework for student admissions at ICE Malta. It ensures that admissions processes are fair, transparent, and consistently applied, enabling prospective students to make informed decisions about their learning journey.

ICE Malta welcomes applications from individuals of all backgrounds who meet the entry requirements for their chosen programme. The admissions process is designed to identify learners who will benefit from our programmes and guide them to the appropriate course level.

ICE Malta is committed to equality of opportunity in admissions. Applications are assessed solely on the basis of published entry requirements, without regard to age, gender, race, ethnicity, nationality, religion, disability, sexual orientation, or other protected characteristics. This commitment reflects our Equal Opportunities & Anti-Discrimination Policy.

2. Scope

This policy applies to:

- All prospective students applying to ICE Malta programmes.
- All homegrown courses designed, delivered, and certified by ICE Malta.
- All international partner programmes delivered by ICE Malta on behalf of awarding bodies.
- All staff involved in admissions, including the Admissions Team, Academic Team, and Operations Team.
- Corporate clients enrolling teams or individuals.

The majority of ICE Campus programmes are delivered online via live virtual sessions, enabling students to participate from any location worldwide. Certain courses, examinations, or sessions may require in-person attendance at our Malta premises. Prospective students requiring information about attendance requirements for a specific programme should contact the Admissions Team. Visa requirements, where applicable, are addressed in the Student Agreement.

3. Learner Profiles

ICE Malta serves six distinct learner profiles:

- Students complementing academic studies: Learners pursuing formal education who seek practical, industry-relevant skills to enhance their qualifications.
- Career changers: Professionals transitioning into technology, digital marketing, or related fields.
- Career advancers: Experienced professionals seeking globally recognised certifications to progress in their current field.
- Curious learners: Hobbyists and lifelong learners exploring technology subjects for personal interest.
- Entrepreneurs: Individuals building or growing their own business who need practical skills in areas such as digital marketing, web development, or data analysis to drive their venture forward.
- Teams and organisations: Corporate clients investing in workforce development through group training.

Our student population includes EU and non-EU nationals, with the absolute majority based in Malta.

4. Entry Requirements

Entry requirements are designed to ensure students have the foundation to succeed in their chosen programme.

4.1 Publication

Entry requirements for every programme are published on the course page of the ICE Malta website and detailed in the Unit Plan (ICE-009). This ensures prospective students can make informed choices about their studies.

4.2 Course Categories

ICE Malta programmes fall into three categories based on entry requirements:

- Open entry: The majority of courses start from absolute scratch and have no formal prerequisites beyond a good knowledge of English. These are suitable for complete beginners.
- Prerequisite-based: Some courses require completion of a previous certification or equivalent knowledge and experience in the subject area.
- Postgraduate: The postgraduate programme requires a Bachelor's degree or 3+ years proven experience plus an IELTS Academic certification (see Section 5).

ICE Malta accepts any student who meets the published entry requirements, provided the maximum number of participants in the class has not been reached.

5. English Language Proficiency

All ICE Malta programmes are delivered in English. As English is a national language of Malta and the vast majority of students are Malta-based, English proficiency is expected but not formally assessed for most programmes.

Applicants are expected to have a good knowledge of written and spoken English sufficient to participate in classes, complete assignments, and engage with learning materials.

6. Prerequisites and Prior Learning

The majority of ICE Malta courses are designed to start from scratch, requiring no prior knowledge of the subject. However, some programmes have specific prerequisites:

- Certain courses require completion of a previous ICE Malta certification or an equivalent qualification from another provider.
- Some courses accept equivalent professional experience in lieu of formal qualifications, assessed on a case-by-case basis by the Admissions Team.
- The postgraduate programme requires a Bachelor's degree or 3+ years of industry experience, plus IELTS Academic for non-native English nationals.

Where prerequisites apply, they are clearly stated on the course page. The Admissions Team is available to advise applicants on whether their background meets the requirements.

7. Disclosure of Support Needs

ICE Malta is committed to providing equal opportunity for all students to succeed in their learning. Prospective students with disabilities, learning differences, or other conditions that may affect their participation are encouraged to disclose their needs during the admissions process.

7.1 When to Disclose

Students may disclose support needs at any point, but early disclosure enables ICE Malta to put appropriate arrangements in place before the course begins. Disclosure can be made:

- During initial contact with the Admissions Team

- On the application or enrolment form
- At any point before or during the programme

7.2 How Needs Are Addressed

Upon disclosure, the Operations Team discusses the student's requirements and identifies reasonable adjustments. These may include:

- Adjustments to assessment conditions (as detailed in the Student Assessment Policy)
- Accessibility considerations for learning materials
- Support with applying for examination accommodations through awarding bodies
- Flexible arrangements for attendance or participation

7.3 Documentation

Supporting documentation (such as a medical certificate, educational psychologist report, or equivalent) may be requested to facilitate appropriate arrangements. All information is handled confidentially in accordance with GDPR and shared only with staff directly involved in providing support.

7.4 Awarding Body Accommodations

For international partner examinations, accommodations are governed by the policies of the relevant awarding body. ICE Malta supports students in applying for accommodations, including guidance on required documentation and application timelines. Students should initiate requests well in advance of their scheduled examination.

8. Application and Enrolment

Prospective students may apply to ICE Malta through the following channels:

8.1 Guided Application

Most students communicate with the Admissions Team prior to booking. The team is trained in course content and entry requirements and provides guidance to help applicants select a suitable programme. The Academic Team may be consulted to assess applicant readiness.

8.2 Direct Online Booking

Applicants may enrol directly through the ICE Malta website. The website displays entry requirements for each course. All online bookings are reviewed by the Admissions Team to verify eligibility.

8.3 Corporate Enrolments

Organisations enrolling multiple employees should contact the Admissions Team to discuss group arrangements and corporate training options.

8.4 Taster Classes

ICE Malta offers taster classes for selected programmes, allowing prospective students to experience a session before committing to enrolment. Taster classes provide an opportunity to meet the Educator, understand the teaching style, and assess whether the programme is the right fit.

Available taster classes are listed on the ICE Malta website or can be requested through the Admissions Team.

9. Verification of Eligibility

The Admissions Team reviews every booking to verify that applicants meet the published entry requirements.

1. For courses with specific entry requirements, a member of the Admissions Team contacts the applicant to confirm eligibility.
2. Applicants may be asked to provide evidence of qualifications, certifications, or experience.
3. Where entry requirements are not met, the Admissions Team discusses alternatives with the applicant, which may include a different course level or a preparatory programme.
4. If requirements cannot be satisfied, the booking is amended or cancelled with a full refund.

10. Student Agreement and Terms

10.1 Student Agreement

Upon enrolment, all students are required to accept the Student Agreement. This agreement is a binding contract between the student and ICE Malta that outlines:

- The student's rights and responsibilities
- ICE Malta's obligations and commitments
- Data protection and privacy terms
- Payment terms and refund conditions
- Academic regulations and conduct expectations
- Procedures for complaints and appeals

The Student Agreement protects student rights and lawful interests.

10.2 Terms and Conditions

Students must accept the terms and conditions of enrolment before their booking is confirmed. These are presented during the online checkout process or included on the application form or corporate proposal for guided enrolments.

10.3 Code of Conduct

All students are expected to conduct themselves in accordance with ICE Malta's Ethical Guidelines and Obligations, which govern expected behaviours and outline procedures for handling breaches. These guidelines are made available upon enrolment and accessible through the student area.

10.4 Related Policies

Students are advised to familiarise themselves with the following policies, which are available on the ICE Malta website:

- Student Assessment Policy
- Academic Appeals Policy
- Academic Integrity and E-Learning Fraud Prevention Policy
- Data and Privacy Policy

11. Enrolment Confirmation

Upon successful verification and payment, students receive:

- An email confirmation including invoice and receipt.
- A welcome email sent before the course start date, containing information about the first session and any preparatory materials.
- Access credentials for the online student area.
- A call to confirm their booking, answer any immediate questions, and outline next steps by the Operations Team.

11.1 Payment Options

ICE Malta offers flexible payment options to support access to learning:

- Full payment: Payment in full at the time of booking.
- Split payment: 50% at enrolment and 50% the following month.
- Monthly payment scheme: An introductory fee of €100 at enrolment, with the balance spread over 4, 6, 8, or up to 24 months depending on the course.

Payment options are subject to availability and may vary by course. Full details are provided during the enrolment process.

11.2 Funding Schemes

ICE Malta courses may be eligible for national funding schemes, including:

- Get Qualified Scheme (self-funded individuals).
- Training Pays Scheme (self-funded individuals).
- Investing in Skills (employer-sponsored individuals).

The Admissions Team provides guidance and support with funding applications and paperwork. Eligibility and availability vary by scheme and course. Prospective students are encouraged to enquire about funding options before enrolment.

12. Pre-Class Onboarding

The majority of ICE Malta training is delivered online via live virtual sessions. To ensure students are prepared for their learning experience, all students receive a pre-class onboarding call a few days before their first session.

The pre-class call covers:

- Technical setup and system requirements for accessing virtual sessions.
- Navigation of the online student area and learning materials.

- Overview of the course structure, schedule, and assessment methods.
- Introduction to the Educator and support teams.
- Attendance requirements and procedures.
- Opportunity to ask questions before the course begins.

This call is conducted by a member of the Operations Team and ensures students can participate fully from day one.

12.1 Technical Requirements

To participate effectively in online-live sessions, students require:

- A computer (desktop or laptop) with a reliable internet connection
- A webcam and microphone for interactive participation
- A modern web browser (Chrome, Firefox, Edge, or Safari)
- A quiet workspace suitable for focused learning

Specific software requirements vary by course and are communicated before course commencement. The Operations Team provides technical support for setup issues.

12.2 Attendance Expectations

Students are expected to attend all scheduled live sessions. Regular attendance is essential for achieving learning outcomes and, where applicable, for eligibility for attendance certificates.

Attendance certificates are awarded only where at least 80% of live sessions have been attended. Lesson recordings are available to support learning but do not count toward attendance requirements.

Students experiencing difficulties attending should contact the Operations Team to discuss support options.

13. Age Requirements and Safeguarding

The standard minimum age for enrolment at ICE Malta is 18 years.

13.1 Summer Programmes for Under-18s

ICE Malta offers two summer courses that accept students aged 15-17. These programmes are specifically designed for younger learners and operate under enhanced safeguarding measures as detailed in the Child Protection Policy.

Safeguarding measures for under-18 participants include:

- Parental or guardian consent required at enrolment.
- Enhanced staff awareness and training.
- Age-appropriate communication and content.
- Designated safeguarding lead oversight.

The Admissions Team flags all under-18 enrolments to the Operations Team for appropriate handling.

14. Complaints

Applicants who are dissatisfied with an admissions decision may raise a complaint on the following grounds:

- Procedural irregularity in the handling of an application.
- Failure to apply published criteria consistently.
- Discrimination or bias.
- Misleading information provided during the admissions process.

14.1 Procedure

1. The applicant submits their complaint in writing to student@icemalta.com within 10 working days of the decision.
2. ICE Malta acknowledges receipt within 2 working days.
3. The QA Team investigates the complaint.
4. A written response is provided within 10 working days of acknowledgement.

The response will include a summary of findings and a decision on whether the complaint is upheld. Decisions are final. For full procedures, refer to the Complaints & Investigation Policy.

15. Data Protection

All personal data collected during admissions is handled in accordance with the EU General Data Protection Regulation (GDPR) and ICE Malta's Data Protection Policy.

Applicant data is used solely for processing applications, verifying eligibility, and administering enrolments. Admission records are stored on the ICE Malta internal system for a minimum of 40 years.

Applicants have the right to access, correct, or request deletion of their personal data. Requests should be directed to the Operations Team.

16. Withdrawal and Cancellation

16.1 Student-Initiated Withdrawal

Students who wish to withdraw from a programme should notify the Operations Team in writing at student@icemalta.com. The notification should include the student's name, course title, and reason for withdrawal.

16.2 Refund Eligibility

Students may exercise the right to a refund of tuition fees only when:

- The course is cancelled by ICE Malta, or
- The course commencement date is delayed more than 90 days from the original start date.

Students may apply for a refund by sending an email to student@icemalta.com outlining their request. This agreement does not preclude students from taking further action under the Consumer Affairs Act (Cap 378, Laws of Malta).

16.3 Cancellation Terms - Postgraduate Diploma Courses

For Postgraduate Diploma programmes, the following cancellation terms apply:

- Cancellation 60+ days before course commencement: 50% of programme fee payable
- Cancellation 31–59 days before course commencement: 75% of programme fee payable
- Cancellation within 30 days of course commencement: 100% of programme fee payable
- Discontinuation after course commencement: 100% of programme fee payable

16.4 Cancellation Terms - All Other Courses

For all other programmes (excluding Postgraduate Diploma courses), the following cancellation terms apply:

- Cancellation 60+ days before course commencement: 25% of programme fee payable
- Cancellation 31–59 days before course commencement: 50% of programme fee payable
- Cancellation within 30 days of course commencement: 100% of programme fee payable
- Discontinuation after course commencement: 100% of programme fee payable

16.5 ICE Malta-Initiated Cancellation or Rescheduling

ICE Malta reserves the right to postpone scheduled lessons. If a lesson is postponed, ICE Malta ensures the lesson is rescheduled keeping the same weekday(s) and time slots, with the course end date extended accordingly.

ICE Malta is obliged to refund tuition fees paid (and any other expenses incurred for the purpose of studying in Malta, where applicable) when:

- The programme does not start on the agreed date and does not commence within 90 days of the original start date
- The programme ceases to be provided after it starts but before completion
- The programme cannot be provided in full due to regulatory action by MFHEA

16.6 Easy Payment Scheme

Students enrolled through the Easy Payment Scheme are subject to additional terms and conditions as outlined at icecampus.com/eps-terms-and-conditions/. These terms apply in addition to the cancellation terms above.

16.7 Funding Scheme Considerations

Students enrolled through national funding schemes (Get Qualified, Training Pays, Investing in Skills) should be aware that withdrawal may affect their funding eligibility. ICE Malta assists students with funding applications but is not responsible for changes to grant terms, rejected applications, or decisions made by the granting entity. The Operations Team can advise on implications before withdrawal is finalised.

17. Confidentiality

All admissions matters are handled confidentially. Information is only shared with individuals directly involved in processing applications or investigating complaints.

This policy can be changed by Management from time to time.