

LEARNER HANDBOOK

**Welcome to
Malta Business School**



MBS Offices address:

The Penthouse

Sean Building, Psaila Street

Birkirkara, BKR 9078 Malta

Our offices are located at Level 4

Call us on:

21311326 - 1 General inquires

21311326 - 2 Academic matters

Welcome message from the Dean

Dear learner,

Welcome to the Malta Business School (MBS).

Whether you are continuing your studies or returning to your studies, well done on taking this step to an exciting future. Here at Malta Business School, we will do all that we can to make your time here both pleasant and successful.

This Learner Handbook is designed to help you get to know MBS quickly and to help you plan for your studies. It also contains useful information about policies and regulations.

MBS is a friendly place to learn in. We have a first class teaching and support staff committed to helping you to achieve both your qualification and personal goals.

We are committed to continuous improvement and to this end we will gladly receive your feedback. Tutors and learners are complimentary about the quality of student support and learners' experience. We have a clear purpose and that is to help you succeed.

Welcome and Introduction

Who is this handbook for

As one of our learners at Malta Business School, this is your handbook to gather a better understanding of who we are and what is important for us and for your studies. This handbook serves as a practical guide to help our learners navigate their studies, understand MBS values and expectations, and make the most of the learning opportunities designed to support their growth and success.



MBS educational focus

MBS educational focus centers around professional development, applied learning, and leadership growth, making sure that learning experience is practical, purposeful, and transformative. Through professional development, we help learners enhance their transferable skills and broaden their professional competencies. Through focusing on applied learning, we bridge theory and practice, enabling learners to apply knowledge to real-world context and their professional challenges. By fostering leadership growth, MBS encourages learners to develop confidence, integrity, and the ability to inspire and lead others ethically.



MBS mission and core values

The mission statement of Malta Business School is “Helping adults achieve their personal and professional development goals to create value for themselves, their organisations and their communities.” We pride ourselves in delivering high quality, applicable training. Our aim is to always give our students the training they need for their personal and/or organisational needs.

In view of this the School aspires to:

- Offer a comprehensive range of business orientated qualifications at professional, undergraduate and postgraduate levels in a range of disciplines within the field of management.
- Ensure that learners have the requisite transferable skills and applicable knowledge so as to be better equipped for the ‘world of work’.
- Nurture the importance of each individual learner.
- Provide appropriate ongoing training and continuing professional development for all staff.



In our aspirations and goal to provide excellent applicable training, we are guided by the following core values:

Learning

We cannot and will not stop learning. Every mistake is an opportunity to learn and improve. Innovation cannot happen without a culture of constant learning.

Fairness

Whether on the job or during studies, fairness is an uncompromising principle for us. There is no shame in admitting a mistake or giving acknowledgment to others. It shows strength of character.

Responsibility

We believe in what we do and take responsibility for our actions, whether it involves the sustainability of reputation, relationships, society or the environment.

Care

We believe in being compassionate towards the difficulties faced by colleagues, learners and other stakeholders. We listen to their needs, do our very best to be flexible, and guide them to reach their goals.

Safety

By creating a safe and secure environment, we make it easier for all concerned to take calculated risks and try things out. The cost of a risk gone wrong should not outweigh any benefit that could be gained.

Excellence

We push ourselves to reach higher standards and strive to be excellent at what we do. This goes for the quality of our programmes, our customer service and our operational processes.

Thinking

We strongly believe in using that wonderful machine that we all have: our brain. This can be through thinking critically, being creative, and through problem solving.

Commitment

We always strive to deliver on what we promise. We can only achieve that by being fully committed to what we do. Half measures will not cut it.

Diversity statement

At MBS, we hold the utmost respect for all individuals and backgrounds. We are committed to promoting, maintaining, and supporting equal opportunities across every aspect of our work. Our goal is to create an environment where everyone can reach their full potential, build self-esteem, and cultivate mutual respect.

MBS maintains a zero-tolerance policy toward all forms of harassment or discrimination. Every member of our community — including staff, tutors, and learners — has the right to work and study in a setting that is respectful, safe, and free from intimidation or abuse.

For further details on the measures MBS takes to promote equality and ensure a safe learning environment, please refer to the MBS Equality and Diversity Policy and the MBS Harassment Policy.



Quality assurance

MBS is dedicated to fulfilling its mission by ensuring that all academic programmes are carefully designed, validated, and regularly reviewed in collaboration with staff, students, industry partners, and other key stakeholders. This collaborative process ensures that programmes remain relevant, effective, and aligned with stakeholder expectations. The School upholds a comprehensive Quality Management System that fully meets the standards of the National Quality Assurance Framework for Further and Higher Education and, where applicable, adheres to recognised international benchmarks. Through this structured approach, MBS seeks to promote excellence and continuous enhancement across all areas of its operation.

Contact us

You are always welcome to come to our premises, call us, or send us an email with any questions that you might have.

School offices are open

Monday to Friday
from 8.30 hours to 17:30 hours.

MBS adopts an open-door policy and every learner is welcome to come to the reception and request a meeting.



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Malta

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Send us an email at:

info@mbs.edu.mt

Call us on:

21311326
Extension 1 –
General inquiries

21311326
Extension 2 –
Academic matters

Reach out to us on:

Instagram 

Facebook 

LinkedIn 

Keep up-to-date with the MBS community

Studying at MBS

Our programmes and teaching and learning approach

MBS offers a diverse range of programmes and training opportunities designed to meet the needs of both individual learners and organisations. These include short courses (Awards) at MQF Levels 5 and 6, customised one-day Professional Development Workshops, and tailored training sessions aligned with clients' specific goals and resources.

The School also provides Certificate, Diploma, and Degree programmes at MQF Levels 6 and 7 in various areas of Business and Management. All programmes and courses offered by MBS are accredited by the Malta Further and Higher Education Authority (MFHEA).

In addition, MBS actively fosters collaborations and partnerships to deliver relevant, industry-informed training that supports learners in achieving their personal and professional development goals. Several MBS programmes carry dual accreditation — both by MFHEA and partner institutions, such as the Awards for Training and Higher Education (ATHE, UK),

as well as professional awarding bodies like the Chartered Management Institute (CMI, UK). A full list of MBS's partnerships and collaborations is available on the MBS website.

MBS teaching and learning approach is based on learner-centred, equitable and inclusive adult learning principles. Depending on the programme of studies, MBS offers fully online, blended or in-person sessions. During the sessions, learners are encouraged to create collaborative learning environment, be curious, to contribute ideas, and to give and ask for critical feedback.

At MBS we fully understand the importance of balancing the demands of work, studies, and personal commitments during the self-improvement journey. Therefore, MBS strives to offer maximum flexibility for the programmes curricula and delivery and employs broad range of teaching and learning methodologies to create fruitful educational environment.

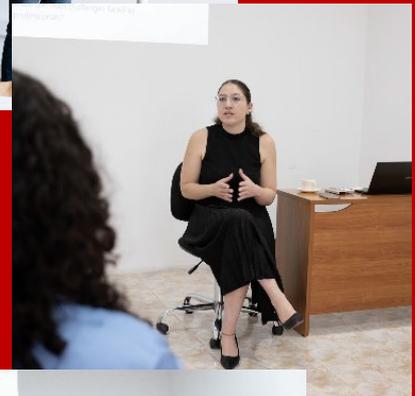
MBS tutors

MBS places strong emphasis on the practical applicability of its programmes and the development of transferable skills that equip learners for real-world success. MBS tutors are therefore experts within their field and this experience is also backed-up by relevant qualifications. Tutors continuously strive to maintain and enhance their professional expertise, ensuring that their knowledge remains current and relevant within their respective fields. Information about MBS tutors is available at the Our Team section of the MBS Website.

Should you have any questions during class, please do not hesitate to ask. We take participation during classes very seriously and will encourage you to question, comment or suggest your ideas. You can also get in touch with your tutor via the forum and here you can send a message to your tutor individually or in a group.

Staff, tutors, and colleagues

Kindly ensure that you respect your colleagues and all members of staff by using adequate language on the premises. Please also turn off any loud devices. If you need to take a phone call in the middle of the class, please excuse yourself and leave your classroom.



Learner responsibilities and ethics

It is your responsibility as a learner to familiarise yourself and act fully compliant with the MBS Learner Terms and Conditions that you have signed upon your enrolment to your programme of studies, with the MBS Code of Ethics for learners, and with MBS Policies, Guidelines and Procedures applicable to your programme of studies.

As a member of the MBS community, you are expected to exercise responsibility and care towards your duties as a learner and those around you.

This includes but is not limited to:	Acting with respect at all times and in accordance with the policies, procedures, code of conduct and guidelines of the School.
	Acting with professionalism at all times.
	Treating fellow learners, staff members, tutors, management and contributors respectfully.
	Contributing to a learning environment free from harassment, discrimination, intimidation or violence.
	Serving as positive role models at School and within their community.
	Maintaining clear professional boundaries, including in digital communication.
	Fulfilling your duties with transparency and accountability and always acting in a trustworthy and respectful manner.
	Supporting the values of MBS and strive to promote life-long-learning.
	Maintaining the standards of education and seeking continuous improvements.
	Complying with applicable laws and regulations.

	Represent yourself and MBS with honesty and integrity.
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Substance abuse by learners

The School is committed to providing a safe, healthy, and supportive learning environment for everyone. The use of drugs or alcohol can seriously affect your ability to concentrate, make sound decisions, and participate safely in class or group activities. More importantly, being under the influence of drugs or alcohol (for example) can endanger not only your own wellbeing but also the safety of others.

If you are struggling with substance use or know someone who might be, please remember that support is available. You are encouraged to speak confidentially with a member of staff, who can help direct you to professional services and resources that provide assistance and guidance. Our goal is not just to enforce rules but to help ensure that all students can study and succeed in a safe and respectful environment.

Dress code

There's no strict dress code at the School, and you are free to express your personal style. However, we do ask that your attire remains decent, professional, and appropriate for a learning environment. This applies to both in-person and online classes, where a neat and respectful appearance helps maintain a positive and professional atmosphere for everyone.



Environment

Please ensure that you contribute to a cleaner environment by turning off taps in the bathrooms and also disposing of any unwanted matter in the bins provided. Bins are labelled for ease of reference and adhering to the separating of waste is requested. Kindly ensure that you take care of the premises and the facilities' amenities.

Absenteeism

Regular attendance is an important part of your learning journey at the School. Attending classes, workshops, and sessions helps you stay engaged with the course content, take part in discussions, and learn from both tutors and peers. Missing classes, or being frequently late, or leaving classes early, can have a serious impact on your academic progress, your understanding of the material, and even your final results. It can also affect your ability to work effectively in group activities or meet important assessment deadlines.

While occasional absences can happen due to illness or unexpected personal matters, persistent absenteeism may suggest that you are struggling to balance your commitments or facing difficulties that need attention. The School encourages you to speak openly with a member of the academic or support team if you are finding it hard to attend classes regularly. Early communication allows us to offer advice, guidance, or support you through options that might help you get back on track.

If you know that you will be absent for an extended period of time, for example due to health issues, family circumstances, or work commitments, it is essential that you inform the School as soon as possible. You may be asked to provide documentation, such as a medical certificate, and arrangements can often be made to support you during your absence. In some cases, we might suggest that you defer assessments or temporarily suspend your studies to continue at a later time.

We understand that life can be unpredictable, and we are here to help you succeed. Keeping in touch and being honest about your situation allows us to provide the right support — whether that means academic adjustments, pastoral care, or planning your return to studies. Keeping communication open and honest with us is key.



Learner support and resources

MBS aspires to nurture the importance of each individual learner. The School seeks to create a learning environment which provides the necessary support for students to achieve their potential. This approach is implemented through offering comprehensive academic support, opportunities for skill and career development and wide range of online tools and resources.

Student Representative Council

MBS recognises the pivotal role of student representation and autonomy in shaping a meaningful and engaging educational experience. To support this, The SRC is composed of one elected Class Representative from each accredited/academic course and intake delivered at the time of the meeting. A Class Representative is a learner chosen by their intake to represent the group's interests and to facilitate clear communication between learners and the School. Their main role is to ensure that collective feedback from their class is shared effectively with MBS.

Class Representatives are selected within the first few weeks of the programme and act as the primary point of contact between the School and their group — for example in situations such as last-minute schedule changes, updates, or important announcements.

To learn more about student representation at MBS please refer to the MBS Student Representative Council Policy.



Communication with you

The email address that you shared with us on application is the email address that we will use for our correspondence with you. If you would like to change this email address, please do not hesitate to inform us.

Please take care that the email address you shared with us is one that you use frequently and one that you can access easily. Please do also check your spam or junk box in your email account so that you make sure that you are up-to-date with all of our communications.

Learner support

Our staff will be happy to assist you via email, phone or in person. The following examples are some topics that we will be happy to discuss with you:

- Programme-related questions, that is, clarification of the syllabus, tutor feedback, assessment requirements, etc.
- Questions related to finding a mentor to aid your personal and professional development.
- Advise on academic progress, questions and concerns.
- Guidance on personal issues that you might be experiencing at the moment.

If you are experiencing personal challenges that might be making it difficult for you to keep on-track with your studies, do reach out to discuss with us. We offer the services of 4 qualified coaches at the office where your issue can be discussed in a confidential manner. We might also suggest the services of other professionals who might be able to help you. Furthermore, if you have extenuating circumstances we will be able to guide you on the next best steps whether this will be to pause your studies for some time, or ask for an extension on your assignment submission. Such suggestions will be tailored to you and your situation and we strongly recommend and encourage you to talk with us as soon as possible.



At the start of every programme, a face-to-face or online induction session is held at the MBS premises for you to meet the MBS team, your tutor/s and also to learn more about the programme including School rules and expectations.

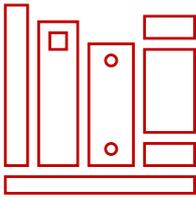
If you have any questions about your programme of studies or need any advice or guidance on your next steps, please contact us via email to

Polina Sedova
at polina@mbs.edu.mt
or call us on **21311326**
Extension 2

One of the members of MBS staff will be happy to have a chat with you, whether this will be online or in-person meeting.

Library and access points

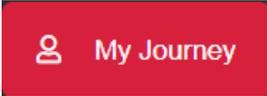
Digital resources and online materials have become one of the main driving forces in academia worldwide. The digital landscape now offers unprecedented convenience through open-access journals and academic databases, e-learning platforms, and vast collections of online reading materials from both industry and academia. These tools have made it much easier to find and access relevant and current sources and assess their reliability and credibility.



To foster an inclusive and dynamic learning environment and ensure learners have access to a wide range of academic and industry resources, MBS has compiled a comprehensive list of Library and Access Points. This list includes open-access libraries, news websites, databases, and web collections covering various areas of Business and Management, helping learners stay up to date with emerging trends in research and industry. It also provides practical guides on assignment writing and dissertation research to support academic success.

Online resources - My Journey portal

MBS has its own Learning Management System (LMS) designed to provide a smooth and seamless learning experience. Within this system, you can find everything you need throughout your learning journey, including study materials, links to access live online sessions, and recordings of past sessions. Through your My Journey, you will also have access to important documents, such as the Programme and Module Handbooks, Guidelines and Policies which are available for you at any time from the LMS.

 My Journey

The system also includes a private chat function, which you can use to directly contact your module tutor or programme coordinator. Additionally, each module has its own forum space, where coordinators or tutors may share updates, post additional materials, and facilitate discussions.

All your assessment submissions must be uploaded through My Journey portal. You can also access your assessment results and tutor feedback directly from this system.

Online resources – Turnitin

All MBS learners are provided with access to the Turnitin platform for the submission of written assignments. Turnitin is used to check the originality of submitted work and ensure adherence to academic integrity standards. You are encouraged to review your similarity reports carefully and use them as a tool to improve referencing, citation, and overall academic writing quality.



Academic matters

This section sets out the general rules and requirements that govern academic matters at MBS. For specific details on assessments relevant to your programme, please consult relevant Assessment Guidelines and Handbooks. Should you have any questions or need clarification, the MBS academic support staff will be happy to assist you.

Learner calendars and academic policies and procedures

Our programmes aim at offering a high-quality flexible learning experience. To help you organise your schedule and ensure you allocate sufficient time for your studies, learner calendars are distributed some weeks before the start of the programmes. The calendars include session dates and time for each study unit. Assessment submission deadlines are also provided early on so that you can plan accordingly.

Upon completion of your enrolment, you will gain access to a range of documents, policies, and procedures that outline the assessment requirements and rules applicable to your programme, as well as provide guidance to support your studies. These documents include, but are not limited to:

Relevant Programme Assessment Guidelines or Handbooks

Relevant Assessment Briefs with indicated submission deadlines

MBS Referencing Guide

MBS Malpractice Policy

MBS Guidelines on the Use of AI Composition Software

MBS Turnitin User Guide for plagiarism self-checks

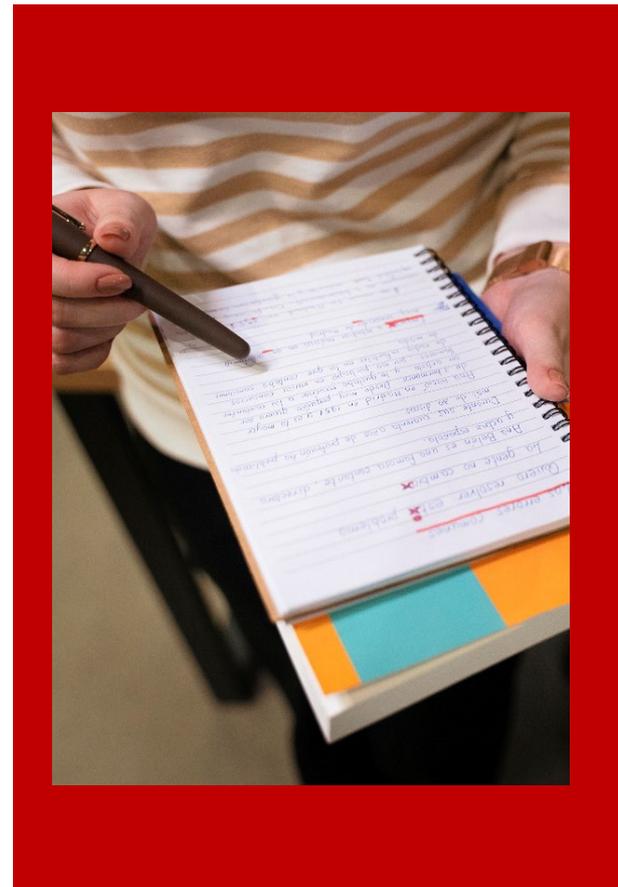
MBS Writing assignments Student Guide

Assessment and tutor feedback

Assessment submission deadlines are included in the Programme Schedule and also available for the learners from day one of their studies. In the unlikely event that there are changes to submission deadlines, these will be communicated in advance. For each programme you will be required to submit written assignments and, in some cases, other means of assessments within the stipulated deadline.

MBS employs a variety of assessment methods and provides both formative and summative feedback to support learner development. Formative assessment is continuous throughout the learning journey and is often delivered through verbal feedback from tutors, peers, and MBS staff. Its main purpose is to help learners recognise and correct their own mistakes, fostering independent learning and self-reflection. Summative feedback, on the other hand, is provided by the tutor on each submitted assessment and indicates whether the learner has met the learning outcomes and assessment criteria. This feedback is recorded on the Assessment Front Sheet for each submission and addresses all relevant assessment criteria for the respective study unit.

Results are usually available after around 6 weeks from the submission deadline. Turnaround time on longer pieces of work (for example the Dissertation or the Work Placement) will have a longer timeframe and this will be communicated with you early on in the programme. This turnaround period is necessary to complete the assessment and the Internal Verification process to ensure consistency and high standard of marking. We will endeavour to communicate with you in advance if any delays in the release of results will be a possibility. Of course we will try our utmost to avoid delays as much as possible.



Extension requests

Flexibility is the cornerstone of MBS teaching and learning approach. If you realise that you will not be able to submit any one of your module assignments by the due date you may request an extension of the submission deadline.

Assignment extension requests are considered on a case-by-case basis. An extension for assignment submission is approved for cases where unexpected circumstances beyond your control occur that prevent from submitting your work on time. It is your responsibility as a learner to request an extension at least three (3) working days prior to the submission deadline. In the event of extenuating circumstances, an extension request may be submitted up to three (3) days after the assignment submission deadline and must be accompanied by supporting evidence as proof of the circumstances.

While up to two (2) weeks long extensions are usually accepted without the need to submit any supporting evidence, it is crucial to accompany your request with supporting documentation if you need to request a longer extension.

All extension requests must be submitted to the programme coordinator via email using the official MBS extension request form. The form can be downloaded from the LMS or requested to be sent to you via email in case it cannot be accessed through the system.



Late submissions

Submission of an assignment by the original due date or by the agreed extended due date will not incur any penalties. However, submission of an assignment up to four (4) weeks after the due date, without an approved extension will result in deduction of the mark depending on the length of the delay. Assignments submitted over four (4) weeks from the submission deadline will be considered as a non-submission and will not be marked.

Resubmissions and retakes, study breaks and deferrals

Typically, learners are allowed one resubmission per study unit within their programme. Second resubmissions or retakes may be considered on a case-by-case basis.

Requests for study breaks or deferrals are also evaluated individually and usually involve a discussion with a member of the MBS academic support team. The Deferral/Break in Studies Form is available on LMS and should be submitted via email to your programme coordinator.

If you experience any difficulties or anticipate challenges affecting your studies, we strongly encourage you to contact the academic support team to discuss the best way forward and identify appropriate solutions.

Recognition of prior learning

Recognition of prior learning (RPL) is a formalised process through which credit may be awarded for learning undertaken prior to the commencement of a course offered by Malta Business School (MBS) or learning completed together with, but not a part of MBS course for which a prospective course participant has applied or is registered.

Additional Information regarding Recognition of Prior Learning can be found in the MBS Recognition of Prior Learning Policy and Procedures.

Academic integrity and academic misconduct

MBS is committed to thoroughly investigating all cases of potential academic misconduct, with the primary aim of educating learners on producing high-quality academic work. The primary document that regulates academic integrity matters is the MBS Academic Malpractice Policy that is regularly reviewed and updated by the academic management.

MBS Academic Malpractice Policy categorises academic misconduct is addressed according to its severity, categorised as either minor or major. A minor case typically involves plagiarism resulting from poor study or organisational skills. Major cases include, but are not limited to, multiple instances of plagiarism or confirmed intent to cheat, such as submitting purchased or commissioned work.

If academic misconduct is suspected, you will be asked to attend a meeting with a representative of the MBS support team or their designate. The purpose of this meeting is to understand your process in completing the work and to discuss the circumstances that led to the concern. Following this initial discussion, MBS may conduct a further meeting to gather additional information. Once the review is complete, the final decision will be communicated to you via email.

It is important to note that ignorance cannot be an excuse for misconduct. Be sure to familiarise yourself with relevant policies and procedures, such as MBS Academic Malpractice Policy and the MBS Academic Malpractice Visual, the MBS Guidelines on the Use of AI Composition Software, and the MBS Referencing Guide.

Appeals

You are encouraged to book a meeting with your programme coordinator or a member of the MBS Academic or Support Team to clarify any questions regarding assessment outcomes or feedback provided by the tutor. Should you disagree with the results of the academic review, you have the right to submit a formal request for an appeal.

Administration matters

Policies, procedures and regulations

MBS General Polices, Regulations and Procedures are publicly available on our website, or can be requested to send via email.

Specific programme-related guidelines, instructions and Handbooks can be accessed through LMS.

Health and safety

MBS Health and Safety ensures that all learners, staff, and tutors can study and work in a safe and supportive environment. MBS is committed to maintaining high health and safety standards and promoting a culture of well-being, so that everyone in the community can focus on learning, growth, and reaching their full potential.

MBS is committed to

Ensure that the Health and Safety Policy is communicated to all staff and that everyone understands their responsibilities.

Allocate adequate resources to support health and safety measures and include safety considerations in all planning activities.

Conduct regular risk assessments and review them periodically.

Implement safe systems of work to minimise risks to health and well-being.

Provide appropriate information, instruction, training, and supervision to protect staff, students, and visitors.

Maintain a safe learning and working environment, including safe access and exit routes.

Offer occupational health support and encourage employee well-being and professional growth.

Ensure that all equipment and facilities are properly maintained and safe to use.

Provide adequate welfare facilities for all staff and learners.

Monitor and review health and safety practices to ensure compliance and continuous improvement.

The School is a non-smoking School. If you want to smoke, please step outside. This also refers to vaping or the use of e-cigarettes inside the School building.

In the unlikely event of an emergency situation please follow this procedure:

Do not panic.

Find the nearest exit.

Follow the tutor or MBS staff member's instructions and orders.

Walk towards the established assembly point which is outside the School building.

Do not use the lift.

Do not stop to collect personal belongings.

Do not re-enter the building until you have been told that it is safe to do so.

Data protection

MBS is responsible for its own records under the terms of the 2001 national Data Protection Act (CAP 440 of the Laws of Malta), and it has submitted a separate notification to the Information and Data Protection Commissioner. For more information about data protection and handling measures employed at MBS please refer to the MBS Data Protection Policy.

Learner feedback and complaints

MBS is committed to providing a high-quality learning experience and welcomes feedback from learners whenever there is a concern or opportunity for improvement. At the same time, learners are expected to uphold their responsibilities as members of the MBS community by meeting programme commitments, adhering to the MBS Code of Ethics for Learners, and demonstrating respect and consideration toward others.

You are encouraged to share your feedback or concerns directly with a MBS staff member, either in person or via email. Feedback may also be provided by completing one of the regular student surveys or submitting the Learner Feedback Form, available through the Learning Management System (LMS).

Funding for your studies

We are always on the look-out on how you can access local funding for your studies and the MBS programmes are part of different local funding schemes. If you would like to know more about this please do not hesitate to contact us.

Graduation ceremony

Following the issue of your final results, you will be formally notified and invited to attend the Graduation Ceremony, during which you will be presented with your certificates. Graduation is a wonderful celebration of your learning journey and it is always our pleasure to host you on this day. Graduations at MBS are usually held in the first quarter of the year and the exact date, time, and venue of the ceremony, along with all relevant details, will be communicated to you in writing well in advance.

