

Student Communication Policy

21

ACADEMY





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to offer excellent face to face and online academic courses with the aim of providing students with a learning experience comprising of quality of teaching, learning facilities and a positive education experience.

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1. Preamble

21 Academy is committed to providing students with a professional, efficient, and supportive administrative and academic service environment. As the institution continues to expand and the student population grows, it is essential to implement clear and enforceable communication standards. This policy establishes the official communication channels and mandatory format requirements to ensure that all student correspondence can be accurately identified, appropriately directed, and processed in a timely and compliant manner. Adherence to this policy is a condition of effective engagement with 21 Academy and supports the Academy's obligation to deliver fair, consistent, and customised services to its students.

2. Purpose of the Policy

The purpose of this policy is to facilitate clear, structured, and efficient communication between students and the 21 Academy Administration and academic support teams.

As the student community at 21 Academy continues to grow, the Administration cannot be expected to identify students based solely on an email address, informal signature, or display name. In many cases, email addresses do not clearly reflect the sender's identity, and names may be duplicated across the student body. Without precise identification, the Administration cannot verify records, access the correct files, or provide accurate, customised service.

Strict compliance with this policy ensures that:

- Students can be correctly and immediately identified.
- Requests can be processed without delay.
- Responses can be accurate, personalised, and compliant with institutional and regulatory requirements.

Any communication received that does not comply with this policy will not be processed or answered.

3. Scope

This policy applies to all current and former students communicating with 21 Academy through phone calls, WhatsApp messages, and email correspondence. It covers all administrative, academic, and course-related requests.

4. Official Communication Channel

Phone:

2099 5486

Monday to Friday, 08:30 to 17:30

WhatsApp:

+356 9949 0255

Available 24/7 (urgent cases only after office hours)

Email – Administration:

info@21academy.education

Monday to Friday

Email – Course Related:

info@advisory21.com.mt

Monday to Friday, with intermittent responses on weekends and public holidays.

5. Administration Communication

The Administration operates on weekdays only, excluding public holidays. Emails should be sent to info@21academy.education.

Examples of Administration requests include but are not limited to:

- Public Transport Card
- TRC documentation
- Health Screening
- Acceptance Letters
- Work Authorisation
- Travel Authorisation
- Student status confirmations
- Official institutional letters and forms
- Attendance Records

6. Course-Related Communication

Course-related emails must be sent to info@advisory21.com.mt. Consult your course resource centre before, as more often than not the information is already available there.

Examples of course-related reasons include but are not limited to:

- Timetables and scheduling queries
- Course content clarification
- Assessment and assignment guidance
- Examination information
- Academic progression and completion requirements
- Workshop, seminar, or training session details
- Learning materials and platform access
- Trainer or academic support coordination

Course-related emails are primarily monitored Monday to Friday but may be answered intermittently on weekends and public holidays depending on operational requirements and urgency.

7. Mandatory Email Format (Strict Compliance)

All students must strictly follow the email format requirements below when communicating with either the Administration or course-related departments. This format is mandatory.

Subject Line:

The subject line must clearly state the purpose of the email and contain only the heading of the request.

Email Body:

The email body must clearly explain the purpose of the email, state what is being requested or submitted, and reference any attachments.

Every email must include:

- Student Name
- Student Number

8. Mandatory Identification at the End of Every Email

Every email must end with:

- Student Name
- Student Number

This applies even if the information appears earlier in the email.

9. Non-Compliance

Any email missing any of the following will not be processed or answered:

- A clear subject line
- Explanation of purpose
- Student name
- Student number

Students are solely responsible for ensuring compliance.

10. Rationale and Service Commitment

This policy ensures students can be accurately identified and provided with customised, compliant, and timely service. Without this structure, the Administration cannot safely or effectively process requests.



+356 2099 5486



info@advisory21.com.mt



21 Business Centre
20, Triq in-Nutar Debono
Naxxar NXR 2525, Malta



www.21academy.education



@workmatters4u



@21AcademyMalta



@21Malta

