

# Academy for Disciplined Forces

## WHO WE ARE

The Academy for Disciplined Forces is a licensed, autonomous, further education institution (MQF Level 4, License Number 2021 – 008) set up to carry out training and professional development of members of the following Disciplined Forces in Malta: The Malta Police Force, The Armed Forces of Malta, The Civil Protection Department, and The Correctional Services Agency. The Academy ensures the Disciplined Forces can attract and employ the best candidates and gives them the opportunity to develop themselves continuously. Through training, the Academy promotes a combination of skills, expertise, professional behaviour and attitudes. The policies, regulations, and laws governing the Disciplined Forces allow the Academy to assist in the recruitment of candidates applying for jobs with the forces and provide recruits with induction training. The Academy also provides comprehensive training to serve the highly specialised skills required on the job and for continuous professional development.

## OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- The list of services offered can be found in the following link <https://academy.gov.mt/overview-of-courses>

## WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

### When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

### When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 5 - 10 minutes under normal circumstances.

## CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

## WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- Contact us as per details shown here: [adf@gov.mt](mailto:adf@gov.mt)
- Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 10 working days

### When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

### Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 15 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

## HOW TO CONTACT US

- Academy for Disciplined Forces, Mqabba Road, Siġġiewi SGW 2606 Malta
- Monday to Friday: 07:15-15:30 Weekends, & Public Holidays: Closed
- <https://academy.gov.mt/>
- Contact us: [adf@gov.mt](mailto:adf@gov.mt) – +356 2269 0000