



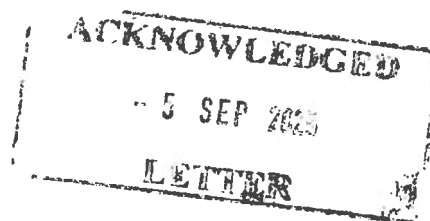
GOVERNMENT OF MALTA
OFFICE OF THE PRINCIPAL PERMANENT SECRETARY
OFFICE OF THE PRIME MINISTER



CEDUC-25-5854

4 September 2025

Judge Emeritus Joseph Zammit McKeon
Ombudsman



Chief Justice Emeritus Vincent A De Gaetano
Commissioner for Education

Dear Sirs

Reference is made to my letter dated 5 August 2025, regarding the case quoted in reference. In that letter we indicated our commitment to implement necessary changes to facilitate the method of applying for access arrangements.

As planned, a meeting was held with MATSEC officials from the University of Malta, on 11 August 2025, to discuss improvements to the online application system, particularly when applying for special access arrangements.

I am informed that MATSEC will be implementing the following improvements:

1. The wording on the online application form will be reviewed, removing any superfluous or ambiguous wording to enhance clarity, thus helping applicants to better understand the method of applying for special access arrangements.
2. Students are now able to register for special access arrangements as early as Form 2.
3. A record of applicants who applied for special access arrangements will be retained by MATSEC.
4. As from May 2026, applications received for the approaching session will be matched with records held, so that applicants who had previously applied for special access



arrangements will be reminded whether they intended to apply for again for these arrangements.

5. A video with step-by-step instructions on how to apply for special access arrangements will be uploaded on the applications portal.
6. It is planned to include a Chatbot on the portal.

Apart from these initiatives, , a comprehensive FAQ section is available on the portal to guide applicants requesting special access arrangements. Moreover, a dedicated helpline remains active throughout the application period to provide real-time support and assistance.

The combination of these initiatives will surely minimise the possibility that a case like the one under consideration recurs.

Yours sincerely

Tony Sultana
Principal Permanent Secretary

cc: The Honourable Prime Minister
Permanent Secretary (MEYR)