

Service Providers Policy & Procedure

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Version History

VERSION	DESCRIPTION	AUTHOR	APPROVAL	EFFECTIVE DATE
1	This policy outlines the procedure for Service Providers to submit time sheets / Invoices and receive payment.	Stephanie Muscat		

External Refences

N/A

Definitions

Service Provider	The Person who is providing services to ITS, against a payment.
Line manager	The ITS employee responsible for supervising a Service Provider.

Abbreviations

ITS	Institute of Tourism Studies
VAT	Value Added Tax

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A. Policy and Procedure

1. Purpose

- 1.1. The purpose of this policy is to establish clear guidelines for the submission of time sheets, application of breaks, invoicing procedures, and payment processing for Service Providers engaged by the Institute of Tourism Studies (ITS) Malta. This policy ensures transparency, compliance, and consistency across all service provider engagements.

2. Scope

- 2.1. This policy applies to all Service Providers engaged by ITS Malta, irrespective of department or function.

3. Weekly Schedule

- 3.1. The Service Provider shall submit a weekly work schedule to the designated Line Manager in advance of each working week, outlining the planned days, hours, and locations of service delivery for review and approval. The approved schedule shall be submitted to the People & Culture department on hr@its.edu.mt before the working week commences.

4. Remote Work

- 4.1. Where the nature of the duties permits, a Service Provider may request to work remotely. Any such arrangement shall require the prior approval of the Line Manager and must be in accordance with the Institute's Remote Work Policy.
- 4.2. Following remote work, the Service Provider must submit a log sheet to the Line Manager for approval. The approved log sheet must be submitted together with the monthly time sheet and invoice.

5. Break Entitlement and Deductions

- 5.1. Breaks are determined based on the total hours worked per day, as follows:
 - 5.1.1. Up to 6 hours: Break time is not obligatory.

5.1.2. More than 6 hours up to 8 hours: Obligatory 15 minute break.

5.1.3. More than 8 hours: Obligatory 30-minute break.

5.2. Break time is unpaid.

5.3. Service Providers are responsible for accurately recording break periods. Where mandatory break periods are not recorded on the timesheet, Finance will deduct the applicable unpaid break in accordance with this policy.

6. Time Sheet

6.1. Time Sheet Submission

6.1.1. Submission must take place by the 05th day of the following month;

6.1.2. Once approved by line Manager, time sheets must be submitted to the People and Culture Department for verification and approval by the 05th of the following month, by email on hr@its.edu.mt;

6.1.3. The time sheet (Annex 1) outlines the following details:

6.1.3.1. Day

6.1.3.2. Date

6.1.3.3. Time In

6.1.3.4. Time Out

6.1.3.5. Break

6.1.3.6. No of Hours performed

6.2. Accuracy and Punch Clock Alignment

6.2.1. All recorded times must tally with the punch clock system.

6.2.2. In case of any discrepancies between the time sheet and punch clock, the time of the punch clock will be taken as correct.

6.2.3. In the event of a missed clocking ("no punch"), the service provider shall notify their Line Manager via email, copying hr@its.edu.mt, requesting approval for the correction of the attendance record. The Line Manager shall review and approve the request before the clocking adjustment is processed.

6.2.4. Academic personnel not using the punch clock system must provide supporting timetables

7. Invoice

7.1. Invoice Submission

7.1.1. An invoice (Annex 2) must be completed and submitted to the People and Culture Department, together with the monthly time sheet for approval.

7.1.2. The invoice must reflect the approved hours worked, net of unpaid breaks.

7.1.3. Invoice must be delivered by hand to the People & Culture department or by email on hr@its.edu.mt.

7.2. VAT Requirements

- 7.2.1. Service Providers must provide a valid VAT Number (where applicable).
- 7.2.2. All invoices must comply with VAT regulations and ITS requirements.

8. Mandatory Signatures

- 8.1. Both the time sheet and invoice must be:
 - 8.1.1. Signed by the Service Provider, and
 - 8.1.2. Countersigned by the Line Manager.
- 8.2. Unsigned or incomplete documentation may result in delayed payment.

9. Payment Processing

- 9.1. Payments are processed by the Finance Department.
- 9.2. Approved payments will be issued by the fourth (4th) week of the month following submission and approval of the time sheet and invoice. If the time sheet submitted is incorrect payment will be delayed.

10. Compliance

- 10.1. Failure to comply with this policy may result in:
 - 10.1.1. Delayed payments.
 - 10.1.2. Adjustments to claimed hours.
- 10.2. Failure to comply with this policy and procedure may result in termination of contract.

11. General Compliance Requirements

- 11.1. All Service Providers shall comply with all Institute of Tourism Studies (ITS) policies, procedures, and guidelines [People & Culture](#) applicable during the course of their engagement. Service Providers are required to familiarise themselves with such policies and procedures to ensure full compliance with the standards and expectations of ITS.

B. Document Retention

Type / Description	Retention Period
Timesheets	10 years
Invoices	10 years
Weekly schedule	5 years
Remote work logs	5 years

C. Review

This policy shall be reviewed annually or earlier where required due to legislative, regulatory or operational changes.

D. Document Control

Version	Purpose of Review/ Changes	Date Published	Date of Next Review
1	This policy outlines the procedure for Service Providers to submit time sheets / Invoices and receive payment.		