



INTEGRATION SERVICES PLATFORM

User Guide

For Applicants and Participants

Registration • Account Access • Profile • Certificate Submission

Human Rights Directorate | September 2026

ABOUT THIS GUIDE

This guide provides step-by-step instructions for using the Integration Services Platform. It explains how to complete registration, access your account, review your profile, use optional integration support services, upload relevant documentation and follow the next steps shown in your profile.

The guide is intended for individuals registering for or participating in services provided through the Integration Services Platform, including the **I Belong Programme** and services offered through the **National Integration Support Centre (NISC)**.

PLEASE NOTE: The platform may be updated from time to time. Screens, functions or wording shown in this guide may therefore change. Always follow the instructions displayed on the platform and refer to the Human Rights Directorate website for the latest information.

Contents

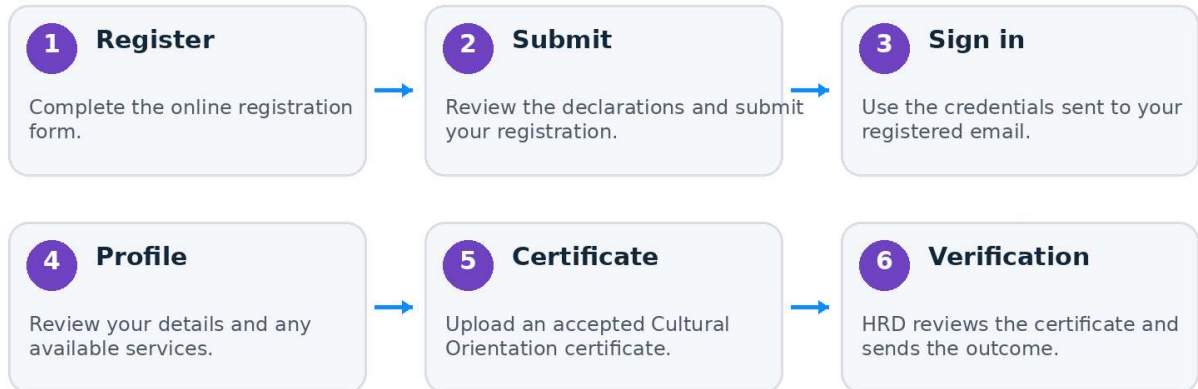
A practical guide to the platform

01	Getting started What you need before registration and how the platform is organised.
02	Registration Complete the seven registration sections and submit your application.
03	Account access Sign in using email and password or a mobile OTP.
04	Your profile Understand the information and services available after sign-in.
05	Integration Support Meeting Request optional one-to-one integration support through NISC.
06	Certificate submission Upload an accepted Cultural Orientation certificate for HRD review.
07	What happens next Understand certificate verification outcomes and next steps.
08	Help and troubleshooting Resolve common issues and know where to get support.

Your journey at a glance

The main steps from registration to certificate verification

Your journey on the Integration Services Platform



IMPORTANT: The exact options shown in your profile depend on your current status and the services available at that time.

CURRENT REGISTRATION ROUTE

This version of the guide describes the current registration route for individuals residing in Malta. The platform registration form is designed to support integration services and collects the information needed to create your profile and identify the services relevant to you.

Getting started

Before you begin your registration

Before opening the registration form, prepare the information and documents you are likely to need. Having these ready will make the process quicker and help you complete the form accurately.

HAVE THESE READY

- A valid identification document or residence permit.
- An active email address that you can access.
- A mobile number, including the correct country code.
- Your current residential address in Malta.
- Your date of first arrival in Malta and the issue and expiry dates of your identification document.
- A clear digital copy of your identification document in an accepted file format.

TIP: Use an email address and mobile number that you expect to keep using. Important platform notifications are sent to the contact details recorded in your profile.

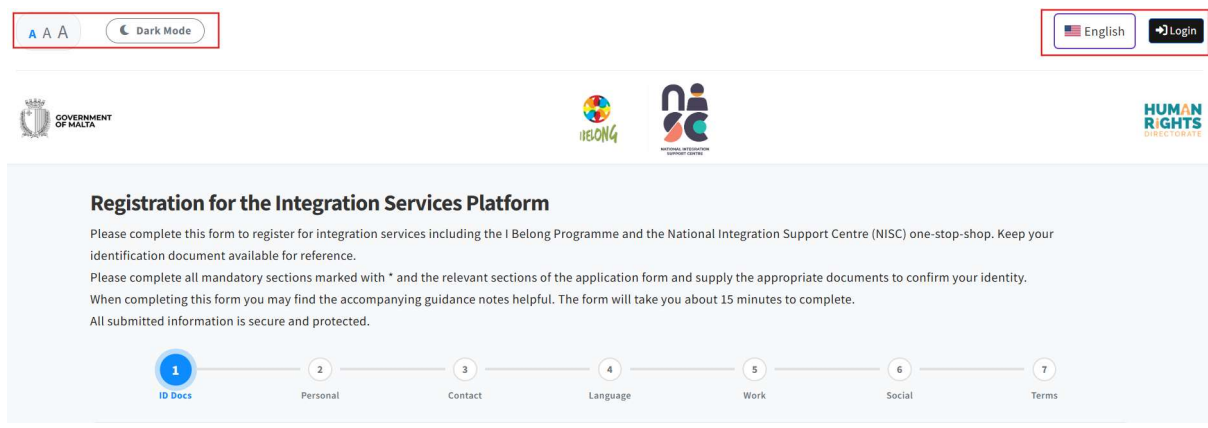
MANDATORY AND OPTIONAL SECTIONS

Fields marked with a red asterisk (*) are mandatory. Some later sections, such as language skills, educational background, employment information and social participation, are optional unless the platform indicates otherwise.

Accessing the registration form

Navigation and accessibility features

The registration page includes accessibility and navigation controls at the top of the screen. These controls are available before you begin entering your information.



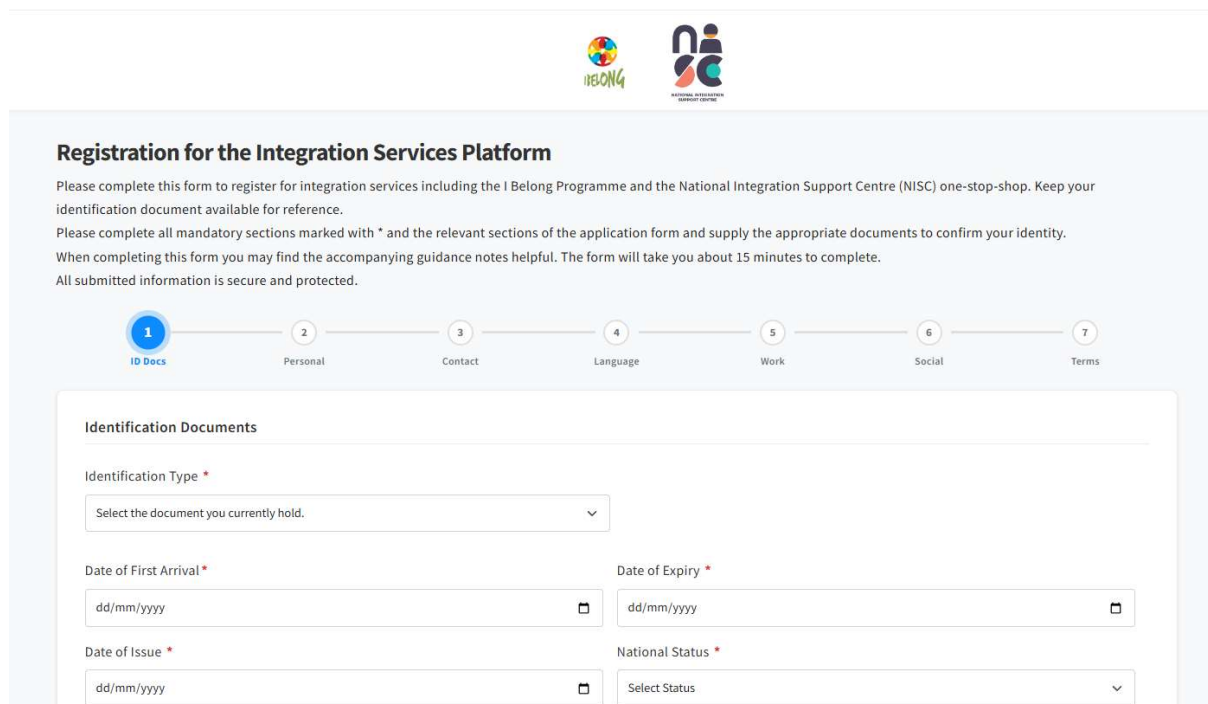
Registration page controls and navigation

1	Font size Use the text-size controls to increase or decrease the size of the text displayed on screen.
2	Dark mode Switch between light and dark display modes according to your preference.
3	Language Use the language menu to select an available interface language.
4	Login If you already have an account, select Login instead of completing a new registration.

Registration

Complete the seven sections in sequence

The registration form is divided into seven sections. A progress indicator at the top of the form shows where you are in the process. Complete the required fields on each screen and select Next to continue.



Registration for the Integration Services Platform

Please complete this form to register for integration services including the I Belong Programme and the National Integration Support Centre (NISC) one-stop-shop. Keep your identification document available for reference.

Please complete all mandatory sections marked with * and the relevant sections of the application form and supply the appropriate documents to confirm your identity.

When completing this form you may find the accompanying guidance notes helpful. The form will take you about 15 minutes to complete.

All submitted information is secure and protected.

Progress indicator: 1 (ID Docs), 2 (Personal), 3 (Contact), 4 (Language), 5 (Work), 6 (Social), 7 (Terms)

Identification Documents

Identification Type *
Select the document you currently hold. ▼

Date of First Arrival *
dd/mm/yyyy

Date of Expiry *
dd/mm/yyyy

Date of Issue *
dd/mm/yyyy

National Status *
Select Status ▼

Registration form – Identification Documents section

REGISTRATION SECTIONS

1	2	3	4	5	6	7
ID Docs	Personal	Contact	Language	Work	Social	Terms

Step 1 - Identification documents

Provide the document details used to establish your identity

Registration for the Integration Services Platform

Please complete this form to register for integration services including the I Belong Programme and the National Integration Support Centre (NISC) one-stop-shop. Keep your identification document available for reference.

Please complete all mandatory sections marked with * and the relevant sections of the application form and supply the appropriate documents to confirm your identity. When completing this form you may find the accompanying guidance notes helpful. The form will take you about 15 minutes to complete.

All submitted information is secure and protected.

1 ID Docs

2 Personal

3 Contact

4 Language

5 Work

6 Social

7 Terms

Identification Documents

Identification Type *

Residence Permit

Identification Document Number *

1234567a

Date of First Arrival *

09-03-2026

Date of Expiry *

03-01-2027

Date of Issue *

27-07-2026

National Status *

Work/Residence Permit

Upload ID Document *

Choose file
Moving Ads - Infopack 2026.pdf

Upload a clear image of the front and back of the card, or the page that shows your personal details and validity. Accepted formats: PDF, JPEG/JPG, PNG. Maximum file size: 3 MB.

Next

Identification Documents section

1. Select the identification document you currently hold.
2. Enter your date of first arrival in Malta.
3. Enter the issue date and expiry date of your identification document.
4. Select your national status from the available options.
5. Upload a clear copy of the required identification document.
6. Select Next to continue.

FILE UPLOAD: Follow the file-format and maximum-size instructions displayed below the upload field. Make sure the document is clear and readable before continuing.

Step 2 - Personal details

Enter your information exactly as it appears on your identification document

Registration for the Integration Services Platform

Please complete this form to register for integration services including the I Belong Programme and the National Integration Support Centre (NISC) one-stop-shop. Keep your identification document available for reference.

Please complete all mandatory sections marked with * and the relevant sections of the application form and supply the appropriate documents to confirm your identity. When completing this form you may find the accompanying guidance notes helpful. The form will take you about 15 minutes to complete.

All submitted information is secure and protected.

Instructions: Provide your personal details as recorded on your identification document.

Some personal information may have been populated from Person Register records and therefore may not be displayed on this form. Please complete all visible fields using the details exactly as they appear on your identification document. Accurate information is required to create your profile and to communicate next steps.

Personal Details

☐ On behalf of

Email * ✓

First Name * ✓

Surname * ✓

Date of Birth * ✓

Gender * ✓

Country of Birth * ✓

Nationality * ✓

Country Code * ✓

Mobile Number * ✓

Country Code ✓

WhatsApp Number ✓

Provide only if different from the mobile number. Include the country code.

Personal Details section

Some information may be automatically populated from official records and may not be displayed as an editable field. Complete all visible mandatory fields accurately.

- Email address
- First name and surname
- Date of birth
- Gender
- Country of birth
- Nationality
- Mobile number and country code
- WhatsApp number, if different from the mobile number.

IMPORTANT: Check your email address and mobile number carefully. These details are used for account access and future notifications.

Registering on behalf of another person

Additional representative information

Registration for the Integration Services Platform

Please complete this form to register for integration services including the I Belong Programme and the National Integration Support Centre (NISC) one-stop-shop. Keep your identification document available for reference.

Please complete all mandatory sections marked with * and the relevant sections of the application form and supply the appropriate documents to confirm your identity.

When completing this form you may find the accompanying guidance notes helpful. The form will take you about 15 minutes to complete.

All submitted information is secure and protected.

Progress bar: 1 ID Docs, 2 Personal, 3 Contact, 4 Language, 5 Work, 6 Social, 7 Terms

Instructions: Provide your personal details as recorded on your identification document.

Some personal information may have been populated from Person Register records and therefore may not be displayed on this form. Please complete all visible fields using the details exactly as they appear on your identification document. Accurate information is required to create your profile and to communicate next steps.

Personal Details

☒ On behalf of

Representative Information

Representative Full Name *

Representative Contact Number *

Representative Email *

Relationship with Applicant *

On behalf of another person – representative details

If you are completing the registration form on behalf of another person, select the On behalf of option in the Personal Details section. The form will display additional fields for the representative.

- Representative full name
- Representative contact number
- Representative email address
- Relationship with the applicant

IMPORTANT: The applicant's own personal details must still be entered accurately. Representative details are additional information and do not replace the applicant's information.

Step 3 - Contact details

Provide your current residential address in Malta

All submitted information is secure and protected.

Progress bar: 1 ID Docs, 2 Personal, 3 Contact, 4 Language, 5 Work, 6 Social, 7 Terms

Instructions: Provide your current residential address in Malta for correspondence regarding the requested service.

Some address details may have been populated from Person Register records and therefore are not visible on this form.

Contact Details

House Number * House Name

Street Name * Postcode

Island * Locality *

Correspondence Address (if different)

If the correspondence address is the same as your current residential address registered in your identification document, please leave this section blank.

Contact Details section

Some information may be automatically populated from official records and may not be displayed as an editable field.

Enter your current residential address in Malta. Complete the mandatory address fields and use the correspondence address field only when your correspondence address is different.

- House number
- House name, if applicable
- Street name
- Postcode, if applicable
- Island
- Locality
- Correspondence address, if different

TIP: Use the address where you currently receive correspondence. If your correspondence address is the same as your residential address, follow the on-screen instruction and leave the additional field blank.

Step 4 - Language skills and education

Optional information that helps tailor services

Registration for the Integration Services Platform

Please complete this form to register for integration services including the I Belong Programme and the National Integration Support Centre (NISC) one-stop-shop. Keep your identification document available for reference.

Please complete all mandatory sections marked with * and the relevant sections of the application form and supply the appropriate documents to confirm your identity.

When completing this form you may find the accompanying guidance notes helpful. The form will take you about 15 minutes to complete.

All submitted information is secure and protected.

1

ID Docs

2

Personal

3

Contact

4

Language

5

Work

6

Social

7

Terms

Instructions: This is an optional section. The information will help us tailor our services to your needs better.

Educational Background

Education Level

Select your highest completed qualification

Computer Skills

Computer Skill Level

Select the option that best reflects your current digital skills

Language Skills (Maximum 3 languages)

Instructions: For each language, select your level for Speaking, Understanding, Reading, and Writing. Choose the most accurate level for your current ability.

Language Level Guide:

A1 - Basic User: I can understand familiar words and very basic phrases concerning myself, my family and immediate concrete surroundings when people speak slowly and clearly.

A2 - Basic User: I can understand phrases and the highest frequency vocabulary related to areas of most immediate personal relevance (e.g. very basic personal and family information, shopping, local area, employment). I can catch the main point in short, clear, simple messages and announcements.

B1 - Independent user: I can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. I can understand the main point of many radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.

B2 - Independent User: Can communicate easily, handle most travel situations, and express opinions.

C1 / C2 - Proficient User: Can express ideas fluently and spontaneously without much obvious searching for expressions.

Language Skills and Educational Background section

This section is optional. You may provide information about your educational background, computer skills and the languages you use.

- Select your highest completed education level, if you wish to provide it.
- Select the option that best reflects your current computer skills.
- Add up to the number of languages permitted on the form and indicate your level for speaking, understanding, reading and writing.

Step 5 - Work information

Optional information about your employment in Malta

Instructions: This is an optional section. The information will help us tailor our services to your needs better.
Provide information on your current employment status in Malta and recent work experience.

Employment Information

Employment Status: First Work Permit Issue Year:

Work Experience (last 2 years):

[Previous](#) [Next](#)

Work section

This section is optional. Provide the information requested about your current employment status and recent work experience if you wish to do so.

- Employment status
- First work permit issue year, where applicable
- Recent work experience

PLEASE NOTE: Only provide information that is accurate at the time of registration. If a field does not apply to you, follow the options available on screen.

Step 6 - Social and community participation

Optional information about your participation in community life

Registration for the Integration Services Platform

Please complete this form to register for integration services including the I Belong Programme and the National Integration Support Centre (NISC) one-stop-shop. Keep your identification document available for reference.

Please complete all mandatory sections marked with * and the relevant sections of the application form and supply the appropriate documents to confirm your identity.

When completing this form you may find the accompanying guidance notes helpful. The form will take you about 15 minutes to complete.

All submitted information is secure and protected.

1

ID Docs

2

Personal

3

Contact

4

Language

5

Work

6

Social

7

Terms

Instructions: This is an optional section. The information will help us tailor our services to your needs better. Indicate any local organisations or activities you participate in.

Social Activities Participation

Have you been involved in any local organisation(s) or activities? Select all that apply.

☐	No.	Activity
☐	1	Hobbies
☐	2	Social clubs
☐	3	Sports teams
☐	4	Volunteer work
☐	5	Religious groups
☐	6	Cultural associations
☐	7	Other
☐	8	None

☐ Would you like the HRD to invite you to social events?

Previous

Next

Social Activities section

This optional section allows you to indicate whether you take part in local organisations or activities. Select the options that apply to you, or choose None if none apply.

You may also be given the option to indicate whether the Human Rights Directorate may invite you to future activities based on your interests.

PRIVACY: Only select activities that you are comfortable sharing. Review the declaration and data-protection information before submitting your registration.

Step 7 - Declaration and terms

Review the information before you submit

Declaration and Terms

Terms

☐ I understand that my personal information collected by means of this Form shall be processed in accordance with the provisions of the [Maltese Data Protection Act, Chapter 586 of the laws of Malta](#) and the [General Data Protection Regulation \(2016/679\)](#) for the purposes of the Personal Integration Plan. *

☐ I understand that my personal information so collected will not be disclosed to any third parties other than those referred to in these terms, unless strictly required by law or regulation. I hereby give my consent to the Human Rights Directorate to share my data if requested by immigration and/or law enforcement authorities, Identità, health authorities for purposes of public health, MCAST, Lifelong Learning, University of Malta and/or accredited or authorised private educational institutions, insofar as is necessary for them to provide services directly related to this application, and for statistical purposes. *

☐ I Understand that I have the right to request access to my personal data, as well as the right to rectify and where applicable, erase any inaccurate, incomplete or immaterial personal data; to request restriction of processing, to object to processing, and to request data portability for the data held. Such requests may be made in writing and should be addressed to the Directorate's Data Protection Officer (dpd.hrd@gov.mt). *

☐ I understand that if I consider that the processing of my personal data is carried out in an unlawful manner, I may lodge a complaint with the Information and Data Protection Commissioner ([idpc.info@idpc.org.mt](mailto:info@idpc.org.mt)). *

☐ I understand that the retention period of the personal data I provided in this application is of period of five (5) years. Data will be securely disposed of, ensuring that all personal data collected, whether in physical or digital form, is permanently destroyed and cannot be recovered. *

☐ I have read and agree to the [Terms and Conditions](#) of the I Belong Programme *

☐ By ticking this box, I hereby give my consent to be bound by the terms and conditions provided in this form. *

[Previous](#) [Submit Application](#)

Declaration and Terms section

The final section contains the declarations, data-protection information and terms that apply to your registration. Read each statement carefully before accepting it.

1. Review the declarations and linked information provided on the page.
2. Tick each mandatory confirmation box after you have read and understood the relevant statement.
3. Review your registration details before submitting.
4. Select Submit Application to complete the registration.

IMPORTANT: Do not submit the form until you are satisfied that the information entered is accurate and that you have reviewed the applicable declarations and terms.

After you submit your registration

Your account and profile are created

After a successful registration, the Integration Services Platform creates your personal profile and sends a confirmation email to the email address you provided.

THE CONFIRMATION EMAIL INCLUDES

- A link to the login page
- Your username, which is normally your registered email address
- A temporary password
- Information about the next steps available through your profile

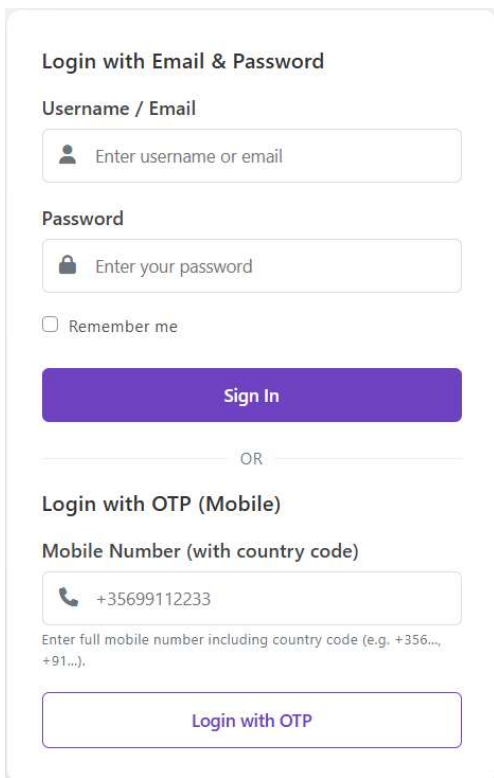
SECURITY: Change the temporary password immediately after your first login. Do not share your login credentials with other people.

NO EMAIL RECEIVED?: Check your spam or junk folder first. If you still cannot locate the registration email, contact the relevant support team using the details at the end of this guide.

Account access

Sign in using your registered contact details

The platform provides two sign-in methods: email and password, or a one-time password (OTP) sent to your registered mobile number.



The screenshot shows a login interface with two main sections. The first section is titled 'Login with Email & Password'. It contains a 'Username / Email' field with a person icon and the placeholder 'Enter username or email', and a 'Password' field with a lock icon and the placeholder 'Enter your password'. Below these fields is a checkbox labeled 'Remember me'. A purple 'Sign In' button is positioned below the checkbox. A horizontal line with the word 'OR' in the center separates this section from the second section, 'Login with OTP (Mobile)'. This section has a 'Mobile Number (with country code)' field with a phone icon and the placeholder '+35699112233'. Below the field is a note: 'Enter full mobile number including country code (e.g. +356..., +91...)'. A 'Login with OTP' button is located at the bottom of this section.

Email and password

- Enter your registered email address or username.
- Enter your password.
- Select Remember me only on a trusted personal device.
- Select Sign In.

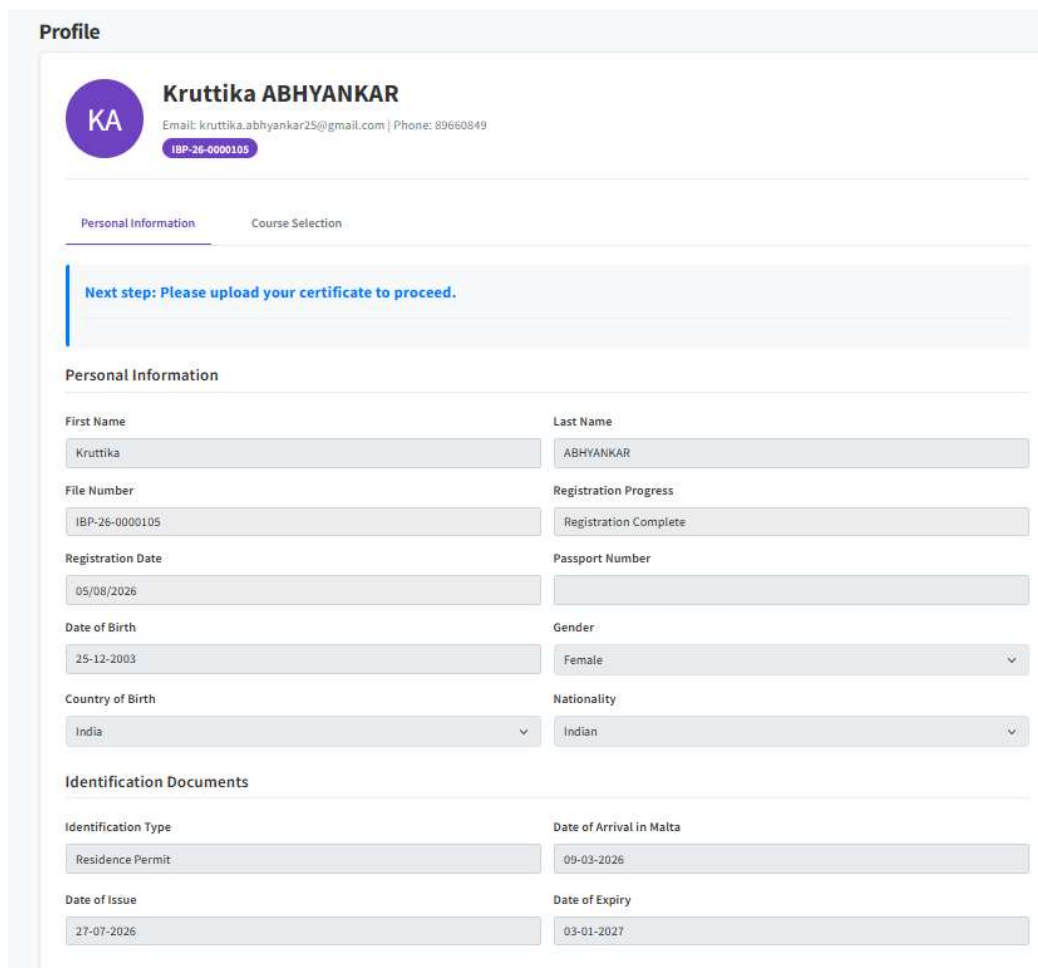
Mobile OTP

- Enter your full mobile number including the country code.
- Select Login with OTP.
- Enter the OTP sent to your mobile number.
- Select Verify OTP & Sign In.

OTP: If the OTP expires, use the resend option when it becomes available. Make sure the mobile number entered matches the number registered on your profile.

Your profile

Review your information and available services



Profile

Kruttika ABHYANKAR
 Email: kruttika.abhyankar25@gmail.com | Phone: 89660849
 IBP-26-0000105

Personal Information Course Selection

Next step: Please upload your certificate to proceed.

Personal Information

First Name Kruttika	Last Name ABHYANKAR
File Number IBP-26-0000105	Registration Progress Registration Complete
Registration Date 05/08/2026	Passport Number
Date of Birth 25-12-2003	Gender Female
Country of Birth India	Nationality Indian

Identification Documents

Identification Type Residence Permit	Date of Arrival in Malta 09-03-2026
Date of Issue 27-07-2026	Date of Expiry 03-01-2027

Example of the profile screen

After signing in, your profile shows your personal information, registration progress and the services currently available to you. The tabs shown may change depending on your status and the stage you have reached.

YOU MAY SEE

- Personal Information
- Integration Support Meeting (ISM) options
- Course Selection or certificate-related information, where applicable
- Status messages showing your current next step

STATUS MESSAGES: Pay attention to the highlighted message near the top of your profile. It explains the action you should take next.

Personal information

Understanding editable and non-editable fields

The Personal Information tab displays information supplied during registration together with information retrieved from connected official records where applicable.

- Some fields may be editable and can be updated directly in your profile.
- Some fields may be read-only because they are linked to official records or system-controlled information.
- Use the Save button when you make an available change.
- If important information is incorrect and cannot be edited, contact the relevant support team.

IMPORTANT: Do not create a second registration simply because you need to correct information in an existing profile. Contact support if a required field cannot be updated.

Integration Support Meeting

Optional one-to-one support through NISC

Profile

Midhun TEST
Email: midhun.manohar@outlook.com | Phone: 78978978
IBP-26-0000134

Personal Information | **ISM Slot Selection** | Course Selection

Integration Support Meeting (OPTIONAL)

The Integration Support Meeting (ISM) is optional and can be booked if integration assistance is required.

The one-to-one meeting with a member of the National Integration Support Centre team is designed to help you understand and access the services, opportunities, and support available as you settle and build your life in Malta.

The meeting is free of charge and aims to help you identify the integration support best suited to your individual needs.

What kind of support do you need?
Please tell us what type of support you are seeking. This information will help us prepare for your meeting and identify any services that may be relevant to your situation.

Support needed

Employment Assistance

Save support need

Select Date and Time for ISM Session

Important:

Integration Support Meeting section in the profile

The Integration Support Meeting (ISM) is optional. It is a one-to-one meeting with a member of the National Integration Support Centre team and is designed to help you understand and access relevant services, opportunities and support in Malta.

1. Open the ISM section in your profile.
2. Select the type of support you are seeking.
3. Save your support need if the platform asks you to do so.
4. Use the booking option to select an available date and time.
5. When booking, use the same registered email address linked to your Integration Services Platform account.

MEETING ARRANGEMENTS: Follow the booking confirmation sent to your email. Current booking communications indicate that ISM appointments are held through Microsoft Teams and contain the meeting link and appointment details.

NISC ENQUIRIES: For questions specifically related to NISC or an Integration Support Meeting, use the NISC contact details listed in the Help and Support section.

Certificate submission

Upload an accepted Cultural Orientation certificate

Profile



Kruttika ABHYANKAR
 Email: kruttika.abhyankar25@gmail.com | Phone: 89660849
 IBP-26-0000105

Personal Information

Course Selection

Certificate Upload

Registration Complete

Thank you for registering for the I Belong Programme.

What you need to do now

Please upload one of the following certificates:

- I Belong Stage 1 Cultural Orientation Certificate
- New Course on Maltese Language and Culture Certificate

You will be notified once the certificate is vetted

Certificate Upload section

After registration, the next step displayed in your profile may ask you to upload an accepted Cultural Orientation certificate for verification by the Human Rights Directorate.

ACCEPTED CERTIFICATE CATEGORIES SHOWN ON THE PLATFORM

- I Belong Stage 1 Cultural Orientation Certificate
- New Course on Maltese Language and Culture Certificate

CURRENT PROCESS: The options available to you depend on your registration status and the current I Belong Programme workflow. Follow the certificate types displayed in your profile.

How to upload your certificate

Check the file before submitting

Upload Your Certificate

Please upload your certificate here.

Certificate Type *

-- Select Certificate --

Choose File

Choose file No file chosen

Accepted file types: PDF, JPG, JPEG, PNG
Maximum file size: 3 MB

Before You Submit

Please tick the box below before you submit.

☐ I confirm that this certificate is mine and the information is correct.

✓ Submit Certificate

Certificate upload and submission fields

1. Select the certificate type from the dropdown list.
2. Choose the certificate file from your device.
3. Check that the file is clear, complete and belongs to you.
4. Tick the confirmation box before submitting.
5. Select Submit Certificate.

ACCEPTED FILES: The current certificate-upload screen accepts PDF, JPG, JPEG and PNG files, with a maximum file size of 3 MB. Always follow the limits shown on screen in case these are updated.

After certificate submission

HRD will review the document you uploaded

When your certificate is successfully submitted, the platform records the submission and an automatic confirmation email is sent to your registered email address.

WHAT HAPPENS NEXT

1	Certificate received Your uploaded certificate is recorded by the platform.
2	HRD review The Human Rights Directorate checks the certificate and the information provided.
3	Outcome notification You receive a further notification once the verification process has been completed.
WHILE YOUR CERTIFICATE IS UNDER REVIEW: You do not need to upload the same certificate again unless the platform or HRD asks you to do so.	

What happens next

Understanding the verification outcome

IF YOUR CERTIFICATE IS VERIFIED

Your profile status is updated to reflect that your eligibility has been verified. You will receive further information about the next available step in the I Belong Programme.

SERVICE PROVIDER SELECTION: At the time of this guide, service-provider selection is not yet available to applicants. Once approved service providers become available, eligible users will receive a further notification with instructions on how to proceed.

IF YOUR CERTIFICATE CANNOT BE VERIFIED

You will be notified that the certificate could not be verified. Return to your profile and upload one of the accepted certificates shown on the platform. Make sure the new file is clear, complete and contains the correct information.

KEEP YOUR PROFILE: A rejected certificate does not mean that you should create a new account. Continue using the same Integration Services Platform profile.

Common status messages

A quick reference to the main stages

Status	What it means
Registration Complete	Your registration has been submitted and your profile has been created. Follow the next instruction shown in your profile.
Pending Eligibility Verification	A certificate has been submitted and is awaiting HRD review.
Eligibility Verified	The submitted certificate has been accepted for the current eligibility process. Follow the next instruction shown in your profile.
Eligibility Rejected	The submitted certificate could not be verified. Review the notification and upload an accepted certificate as instructed.

Help and troubleshooting

Practical solutions to common issues

•	I did not receive my registration email. Check your spam or junk folder. Confirm that you entered the correct email address. If the email cannot be located, contact the relevant support team.
•	I cannot sign in with my password. Check that you are using the registered email address and the correct password. If available, try the mobile OTP sign-in option using the mobile number linked to your account.
•	I did not receive an OTP. Check the mobile number and country code, wait for the resend option to become available, and try again. If the issue continues, contact support.
•	My certificate will not upload. Check that the file type and file size meet the requirements displayed on screen. Make sure the file is not corrupted and try again.
•	My information is incorrect. Update any editable field in your profile and save the change. If the field is not editable, contact support rather than creating a duplicate registration.
•	I am unsure what to do next. Read the highlighted next-step message shown in your profile. It is designed to reflect your current registration status.

Support contacts

Use the contact point that matches your enquiry

I BELONG PROGRAMME

For questions about the I Belong Programme, certificate submission, eligibility verification or programme-related steps:

ibelongcourses@gov.mt

NATIONAL INTEGRATION SUPPORT CENTRE (NISC)

For NISC-related enquiries and Integration Support Meeting matters:

nisc.hrd@gov.mt

HUMAN RIGHTS DIRECTORATE WEBSITE

humanrights.gov.mt

WHEN CONTACTING SUPPORT: Include your full name and, where available, your Integration Services Platform file number. Do not send passwords or one-time passwords by email.

Glossary

Key terms used in this guide

Term	Meaning
Applicant	A person completing or progressing through registration on the Integration Services Platform.
Participant	A person participating in a programme or service accessed through the platform.
Integration Services Platform	The online platform used to register for and access integration-related services provided through the Human Rights Directorate.
I Belong Programme	An integration programme administered by the Human Rights Directorate.
NISC	National Integration Support Centre.
ISM	Integration Support Meeting – an optional one-to-one support meeting offered through NISC.
OTP	One-Time Password – a temporary code used to verify identity and sign in.
HRD	Human Rights Directorate.
Eligibility Verification	The HRD review of a certificate submitted through the platform as part of the current programme workflow.

Thank you

You have reached the end of this guide

Keep this guide for reference while using the Integration Services Platform. The Human Rights Directorate may issue updated versions when platform functions or programme processes change.

LATEST INFORMATION: For current information, always refer to the instructions shown in your profile and the Human Rights Directorate website.

INTEGRATION SERVICES PLATFORM

Human Rights Directorate

September 2026