



Policy	Berlitz Acquisition of Soft Skills Credits	Reference	Berlitz Bahrain
		Policy Ref.#	
		Version	2023

## Policies & Procedures

### Berlitz Acquisition of Soft Skills Credits

#### Procedure Purpose

- 1- Describe the Institution's credit system, and the number of credits required to achieve a soft skill qualification.
- 2- Indicate the timeframe for the credit accumulation process.
- 3- Indicate on what basis credit is accumulated (e.g., passing the courses, achievement of learning outcome.)
- 4- Provide formal arrangements relating to internal and external credit transfers.
- 5- Indicate the timeline for processing and approval, and the timeframe for accepting credit transfer requests.
- 6- How will the credit transfer information be communicated to learners?
- 7- Describe the roles and responsibilities of staff at each step of the credit accumulation process.

Who is responsible for receiving, evaluating, and approving both internal and external credit transfer processes?

#### Staff Involved

Directory, Communication Consultants (CC), LIS, Admin. & Instructors.

#### Procedure Method

1. Berlitz is implementing a credit system based on the successful achievement of non-level qualifications or Soft Skills qualifications. An achieved soft skill course will be credited a total of **3 credits** which equals 33 hours.

2. The duration of the soft skill courses is 24 hours, comprising of 24 contact hours and 9 hours of independent learning.

The 24 contact hours are the total hours spent in the centre with the instructor face-to face. The 9 hours of independent learning, are hours spent outside the centre to further develop learners' skills, and consist of:

- 3 hours for lesson review & online practice (including, structure, vocabulary, writing, listening, reading)
- 1 hour for the Review units.
- 3 hours for Oral or written presentations based on the soft skill course.
- 2 hours for final review and online practice assessment.



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3. Learners must achieve the course’s learning outcomes based on the final tests (oral & written) at a minimum of 65% to be eligible to gain the allocated credit. Credits will be accumulated as the learner continues enrolling in other qualifications. The number of credits for the soft skills qualifications depend on the notional hours required for the qualification’s achievement. The number of credits achieved will be inserted in the learners’ transcript upon successful achievement of the qualifications.
4. Learners who have accumulated credits from external bodies in Bahrain (and listed on the NQF portal) will be welcomed to enrol in Berlitz Bahrain based on undergoing Berlitz’s assessment of their competency, to ensure they will be able to successfully continue their learning and development journey. Based on it, Berlitz will recognize the credits awarded prior or not. Upon enrolling in a Berlitz course, credits will be accumulated based on Berlitz policy for credits’ accumulation.
5. Once the learner interacts with the Salesperson or the Communication Consultant and undergoes the assessment at Berlitz, they will be informed of their result within 3 working days.
6. Obtained credits will be inserted on the learner’s transcript upon the program’s achievement.
- 7. Responsibilities**  
The Salesperson or the Communication Consultant who interacts with the learner first, will evaluate the external credits only based on the Assessment test conducted face-to- face by Berlitz experienced instructors, then approved by the Instructional Supervisor.

Additional Notes