



Policy	Certifications of Learners	Reference	OM. Comp.2- Learner Retention
		Policy Ref.#	2.2
		Version	2022

Policies & Procedures

Certifications of Learners

Procedure Purpose

- To approve of Learner's course achievement
- To establish the rules of issuing the certificate and storing it
- To measure the achievement of intended learning outcomes based on qualitative and quantitative measures.
- To document assessment process, which includes direct evidence of students' learning progress

Staff Involved

LC director, the Instructional Supervisor (LIS), and the communication Consultant (CC), Reception

Procedure Method

At Berlitz, it's the responsibility of the LC director, the Instructional Supervisor (LIS), and the communication Consultant to approve the certifications of the qualifications' completion.

The steps taken by management in approving the qualifications are as follows:

1-Identifying the criteria that must be met to approve the qualifications which is passing the learning outcomes of a qualification through many forms of test like formative and summative tests. The learner has demonstrated a good understanding of the materials and has been able to apply the material to real-world situations, has been a positive and productive member of the team.

2-Evaluating the learner's performance. Once the criteria for approving the qualifications have been identified, management/instructors need to evaluate the learner's overall performance. This includes reviewing the learner's test scores, projects, or other work products.

3-Making a decision. Based on the evaluation of the learner's performance, management/instructors will decide if to approve the employee's qualification. In addition to these steps, management may also take other factors into



Policy	Certifications of Learners	Reference	OM. Comp.2- Learner Retention
		Policy Ref.#	2.2
		Version	2022

consideration when approving a learner’s qualification, such as the learner’s attendance, attitude, and overall performance. By following these steps, management can ensure that they are approving qualifications for learners who have met the required criteria and who are ready to move on to the next level. The above process does not take more than a week for approval.

Learners who have completed a Berlitz program are entitled to receive a certificate. The type of certificate they receive depends on the program they have completed. If the learner has completed and progressed to one Berlitz proficiency level, they should receive a Certificate of Level Completion. If the learner took part in a workshop or a skills-based program where level progression was not the aim, they should receive a Certificate of Participation. Learners must attend a minimum of 75% of the course to get a certificate of completion. Failing to do this, learners must come for make-up lessons to compensate for the absent sessions.

Certificates will mention:

- The name of the qualification.
- The level of proficiency in the language, according to Berlitz proficiency scale and NQF, plus the number of credits
- The name of the awarding organization.
- The date the certificate was issued.
- The signature of the authorized representative of the awarding organization.
- The serial number
- Anex the transcript that include the learner’s details, attendance percentage, achievement percentage and the number of credits obtained (if applicable).

Certificates are issued after:

- Verification of the assessments results by the LIS.
- Verification of attendance and grades by the CC.
- LC director signature and stamp.
- During the learning process, learners who did not complete an attendance of 75% would take make-up lessons to compensate for the attendance. However, in some cases if learners pass with low attendance, they will be issued a certificate anyhow.

Responsibilities:

- After submission of the assessments’ results by instructors and after LIS verification. Certificates will be issued and printed by the receptionist, then they will be again verified by the director, signed, and stamped by the company’s seal, and a serial number will be added.
- After completion of all the above procedures, the receptionist makes a scan and a copy of the certificates, then calls learners to come and get a hard copy of their certificates. If a learner prefers to receive a copy of his/her certificate, it will then be sent by email.
- All hard copies of certificates are filed by the group’s name and language in a store only accessed by Admin staff.
- Scanned copies of certificates are saved on specific files in the shared folder.
- Hard copies that are not collected by learners will be kept in store for a period of 4 years.



Policy	Certifications of Learners	Reference	OM. Comp.2- Learner Retention
		Policy Ref.#	2.2
		Version	2022

Lost certificates will be re-issued by the center with a fee of BD 25.

Additional Notes

All certificates issued to clients, whether for level proficiency or skill based, are printed on Berlitz certificate templates which is designed and accepted by all Berlitz centers in the world.



Policy	Certifications of Learners	Reference	OM. Comp.2- Learner Retention
		Policy Ref.#	2.2
		Version	2022