

عزيزي السيد / السيدة / السيدة

مرحبًا بكم في Berlitz (بيرلitz)! لقد اتخذت للتو الخطوة الأولى في فتح حياة من الاحتمالات. مهارات اللغة الأجنبية هي حقًا جواز سفر للعالم ، وتعرض المتعلمين على ثقافات جديدة ومختلفة ، مما يمنحك طرقًا للتواصل وتكوين صداقات ، وتوسيع الخيارات المهنية. علاوة على كل ذلك ، في Berlitz ، تعلم اللغة أمر ممتع!

في الحزمة المرفقة ، ستقرأ المزيد حول فوائد تعلم اللغة معنا ، وتجربة الفصل الدراسي ، ونصائح للمساعدة في إثراء تجربة التعلم الخاصة بك في المنزل ، بالإضافة إلى بعض الإجابات على أسئلتك الأكثر شيوعًا. لقد حددنا أيضًا مستويات الكفاءة لإعطائك فكرة عما يمكن أن تتوقعه من تجربتك في Berlitz (بيرلitz). نأمل أن نكون قد تناولنا الكثير مما قد تتساءل عنه ولكن هذه ليست سوى بداية الرحلة ونشجعك على الحضور والتحدث معنا إذا كانت لديك أسئلة إضافية تتعلق بتجربتك في Berlitz (بيرلitz).

(بيرلitz) هي الشركة الرائدة عالميًا لتعليم اللغة للأطفال والكبار مما يعني أنك تحصل على أفضل تجربة تعلم لغة متاحة.

إذا كان لديك أي أسئلة حول برنامجك أو أي من خدماتنا الأخرى ، يرجى الاتصال بنا على: 17827847 أو 17694233

، berlitz@berlitz-bahrain.com

mona@berlitz-bahrain.com

crd@berlitz-bahrain.com

أو تفضل بزيارتنا على <https://www.berlitz-bahrain.com/en>

ونحن نتطلع إلى العمل معكم!

بإخلاص،

فريق Berlitz Bahrain (بيرلitz البحرين)

مهمتنا

مساعدة العالم على التواصل. خاصة لدعم المجتمع المحلي في تحسين مهارات الاتصال لديهم ليكونوا على قدم المساواة مع السوق المحلية والدولية.

رؤيتنا

أن نكون مركز اتصالات رائدًا بجميع اللغات وأن نكون مزودًا واحدًا لجميع احتياجات الاتصالات في مملكة البحرين.

المبادئ الخمسة الأساسية :

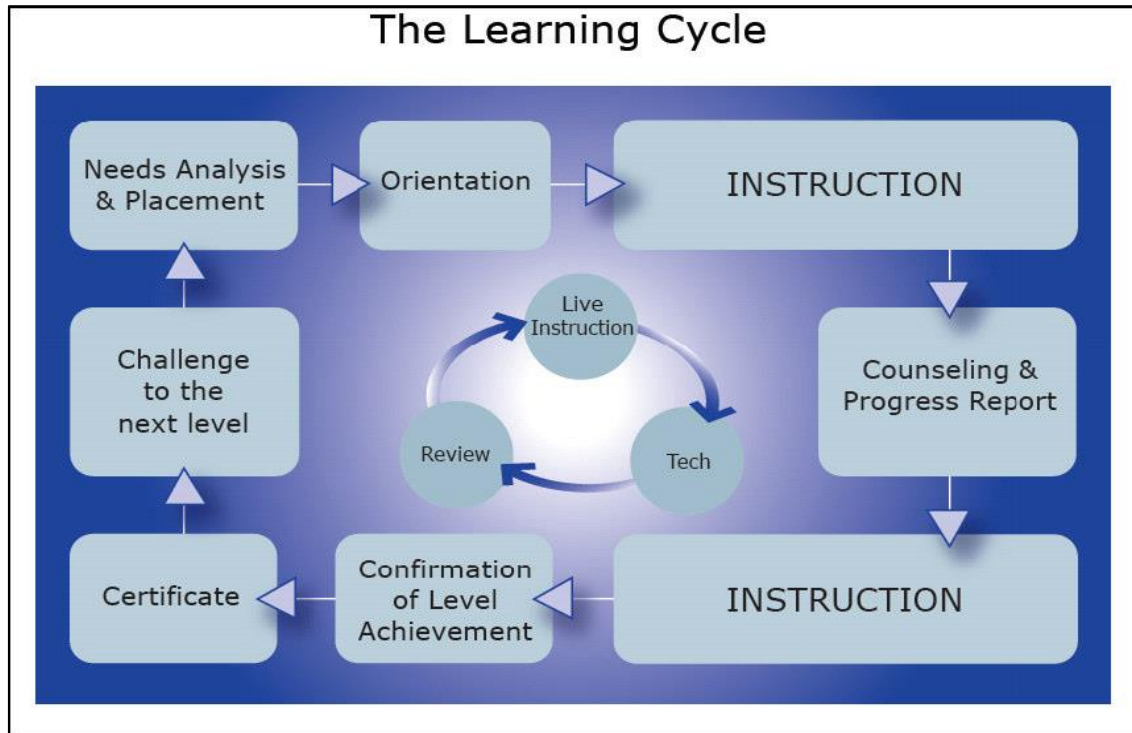
1-التوجيه الكامل للمتدرب.

2- المشاركة النشطة والتفاعل.

3- روح الابتكار والتحدي.

4- بنية وهيك عمل متفوق.

5- خطة تدريبية استراتيجية .



قوانين المعهد

اهلا بكم في بيرلنر® البحرين لتمضية وقت مفيد وممتع معنا، الرجاء ملاحظة الآتي:

الحضور والغياب

- سيقوم المدرب بأخذ الحضور عن كل درس .
- إلغاء درس في نفس اليوم سيؤدي الى احتساب قيمة ذلك الدرس.*
- يجب الحضور بنسبة 75% من فترة الدورة .
- لا يمكن الالتحاق بالمجموعة بعد مرور خمس دروس من تاريخ بدء الدورة.
- بتوجب عليك العودة للصف فوراً بعد انتهاء وقت الاستراحة.
- بعد ابتداء الدورة لا يسمح بتغيير المجموعة أو تأجيل الدراسة.
- تعمل مؤسستنا على تطوير مواردها وبنيتها التحتية اللازمة لاستيعاب المتدربين ذوي الاحتياجات الخاصة
- يتم تسليم مواد التدريب الكترونياً، أما بالنسبة لأولئك الذين يحتاجون إلى مواد مطبوعة فسيكون متوفر بمبلغ قدره 20 دينار بحريني.

الجدول:

- للحصول على أفضل النتائج ، يوصى بأن يتبع المتدربون الجدول المقترح.

الدروس التعويضية

- في حال التغيب عن الدرس ، يمكن ترتيب دروس تعويضية خاصة بسعر دينار بحريني. 14.500 / بالإضافة إلى 10% ضريبة القيمة المضافة

الاختبارات

- يحق للطالب الذي لم يجتاز الاختبار النهائي، طلب إعادة الاختبار على أن يقتصر خيار إعادة الاختبار على مرة واحدة فقط في غضون 14 يوم من المحاولة الاولى.

التسجيل للدورة القادمة

- نتائج الامتحان تكون جاهزة بعد اسبوع من تاريخه
- يتم تغيير المدربين دورياً لكل مستوى.
- يتم تحديد تواريخ المجموعات والدروس من قبل الإدارة.

الطعام والشراب

- الرجاء عدم الأكل والشرب، ويمنع التدخين أثناء الحصة الدراسية

الهواتف النقالة

الرجاء إغلاق الهاتف النقال أثناء الحصة.

استلام الشهادة

- يرجى الحضور لاستلام الشهادة بعد ثلاثة أسابيع من تاريخ الامتحان، مع مراعاة الإتصال بالمعهد قبل الحضور شخصياً لتجهيز الشهادة.
- سيتم احتساب مبلغ وقدره خمسة وعشرون ديناراً لتسليم كل شهادة بعد مضي ثلاثة اشهر من انتهاء الدراسة.

استرجاع المبالغ

- نود إعلام زبائننا الكرام أن القانون المعمول به منذ الأول من يونيو 2004 في معهد بيرلنر بأننا لا نقوم بإرجاع المبالغ بعد ابتداء الدراسة.

شروط وأحكام التسجيل والقبول في بيرلitz

- سيتصل بك مدير علاقات العملاء بمجرد إكمال التسجيل والدفع للتوجيه وشرح البرنامج .
- لا يسمح بإجراء أي تغييرات على جداول المجموعة ، المواعيد أو الأيام.
-
- **شروط وأحكام التسجيل في بيرلitz :**
- مدة كل درس 45 دقيقة بما في ذلك استراحة قصيرة.
- تشمل الرسوم الدراسية رسوم تسجيل غير قابلة للاسترداد (15 دينار بحريني)
- يوافق الطالب على مراقبة أو تسجيل الدروس لأغراض تربوية من قبل الموظفين الإشرافيين و BQA ولن يتم مشاركة هذه المعلومات مع أي عملاء (غائب / حاضر لأي سبب من الأسباب).
- يوافق الطلاب على أن يتم تحصيل رسوم مقابل الدروس التي يتم أخذها وفقا للاقتراح والاتفاق أعلاه. يجب على المتدربين المعيّنين إكمال متطلبات التدريب الخاصة بهم بمجرد بدء الجدول الزمني، وبيرلitz ليست مسؤولة عن أداء المتدرب من حيث التقييم النهائي للحضور.
- يجب على الطالب تأكيد أنه لائق عقليا وبدنيا للحضور في الصف حيث تعمل مؤسستنا على تطوير مواردها وبنيتها التحتية اللازمة لاستيعاب المتدربين ذوي الاحتياجات الخاصة..
- بمجرد بدء برنامج المجموعة، لن يكون هناك تغيير في الجدول الزمني أو امتيازات الإلغاء.
- لتأجيل درس خاص أو تغيير الجدول ، يجب على الطالب طلب التغيير قبل الساعة 4 مساء من يوم العمل السابق للدرس المقرر. * إذا تم استلام الإخطار في وقت متأخر عن الوقت المحدد ، أو لم يتم استلامه على الإطلاق ، ستحسب الدروس ، وسيتم فرض رسوم على الطالب كما لو تم أخذ الدروس بغض النظر عن سبب الإلغاء. ينطبق هذا أيضا على الطلاب المسجلين بالدروس شبه الخاصة والمجموعات ، والطلاب الذين يقومون بجدولة دروس تعويضية.
- إذا فاتك درس ، يمكن ترتيب دروس تعويضية بأفضل سعر خاص وهو 14.500 - / بالإضافة إلى 10٪ ضريبة القيمة المضافة.
- سيتم حجز المدرب والجدول الزمني فقط لمدة أقصاها أسبوع واحد. يحق لبيرلitz تغيير المدرب أو الموظفين الذين يديرون عملية التدريب.
- بمجرد التسجيل ، لن يكون هناك استرداد للمبلغ، للفصول الخاصة أو شبه الخاصة أو الجماعية .
- تحتفظ Berlitz (بيرلitz) بالحق في تغيير الوحدات اعتمادا على العدد الإجمالي للطلاب المسجلين.
- يلتزم طلاب المجموعة / شبه الخاصة بالدورة التدريبية الكاملة ولا يمكنهم إيقاف الدروس أو نقلها بمجرد بدء الدورة.
- بالنسبة للدروس خارج المركز ، سيتم إضافة رسوم إضافية لكل زيارة إلى إجمالي الرسوم.
- تختار Berlitz (بيرلitz) الحق في إنهاء البرامج إذا لم يسجل المتدربون في الدفعة التالية.
- تحتفظ Berlitz (بيرلitz) بالحق في تأجيل التعليمات دون إصدار المبالغ المستردة، ولن يتم رد المبالغ المدفوعة إلا إذا لم تتمكن Berlitz (بيرلitz) من تشكيل مجموعة أو خدمات متفق عليها.
- يحق للطالب الذي لم يجتاز الاختبار النهائي، طلب إعادة الاختبار على أن يقتصر خيار إعادة الاختبار على مرة واحدة فقط في غضون 14 يوم من المحاولة الأولى.
- تخضع جميع الأسعار لضريبة القيمة المضافة بنسبة 10٪
- تتعامل بيرلitz مع جميع المعلومات على أنها سرية ولن تفصح عن أي معلومات دون موافقة العميل.
- تنفذ Berlitz (بيرلitz) نظاما للانتماء يستند إلى النجاح في الحصول على أي مؤهلات على أساس المستوى. سيتم إضافة الدورة التدريبية المحققة على أساس المستوى بإجمالي 8 ساعات معتمدة أي ما يعادل 80 ساعة (40 ساعة اتصال و 40 ساعة تعلم مستقلة). ومع ذلك ، سيتم إضافة البرنامج القائم على المهارات الشخصية بإجمالي 3 ساعات معتمدة فقط إذا كان البرنامج متوافقا بالفعل مع الإطار الوطني للمؤهلات.

شروط الدفع:

- سيتم إصدار الفاتورة بمجرد استلام تأكيد الدورة التدريبية لحسابات الشركات فقط.
- يمكن إكمال الدفع للأفراد بالضغط هنا.
- يجب على المتدربين المعيّنين للتدريب إكمال متطلبات التدريب الخاصة بهم بمجرد بدء التدريب ، وسيكونون مسؤولين عن أي رسوم في حالة فشلهم في تلبية متطلبات البرنامج مثل الحضور أو جلسة التمرين أو المتطلبات النهائية.
- من خلال دفع رسوم الدورة أو الموافقة عبر البريد الإلكتروني ، أقر بأنني تلقيت جميع الشروط والأحكام المذكورة في الاقتراح الذي تم استلامه و / أو التوجيه الذي حضرته.
- لقد قرأت ووافقت على الشروط والأحكام أعلاه.
- الاسم..... التوقيع..... التاريخ.....
- رقم البطاقة السكانية.....

Dear Mr/Ms./Mrs.



Welcome to Berlitz! You have just taken the first step in opening a lifetime of possibilities. Foreign language skills are truly a passport to the world, exposing learners to new and different cultures, giving you avenues to communicate and make friends, and expanding career options. On top of all that, at Berlitz, learning a language is fun!

In the enclosed package you will read more about the benefits of learning a language with us, the classroom experience, tips to help enrich your learning experience at home, as well as some answers to your most-commonly-asked questions. We have also outlined the proficiency levels to give you an idea of what you can expect from your experience at Berlitz. We hope to have covered a lot of what you may be wondering about, but this is only the beginning of the journey, and we encourage you to come in and speak with us if you have additional questions regarding your experience at Berlitz.

Berlitz is the global leader of language instruction for kids and adults which means that you're getting the best language learning experience available.

If you have any questions about your program or any of our other services, please contact us on: 17827847 or 17694233, berlitz@berlitz-bahrain.com, mona@berlitz-bahrain.com, crd@berlitz-bahrain.com or visit us at <https://www.berlitz-bahrain.com/en>

We look forward to working with you!
Sincerely,

The Berlitz Bahrain team

Berlitz Training Centre
Berlitz Language Centre, Translation, and Interpretation
P.O. Box:15342, Adliya, Kingdom of Bahrain
Adliya: Tel: +973 17827847

This Centre is independently owned and operated.

Welcome to Berlitz® Bahrain!

STRATEGY

Berlitz Language Institute is a vivid translation for the aspiration and orientation of the Bahrain towards investing in people, with full awareness that the most vital aspects for any country are a competent skilled workforce and education.

Among Berlitz Language Institute's major targets is to raise knowledge acquisition and enhance career and professional performance that guarantee distinction through gaining more skills and specialized knowledge in the field of languages.

Our Mission

To help the world communicate. Especially, to support the local community in improving their communication skills to be on par with the local and international market.

Our Vision

To be a leading communication centre in all languages and, to be a one stop provider for all communication needs in the Kingdom of Bahrain.

Our Core Values

Our five main principles of operation are:



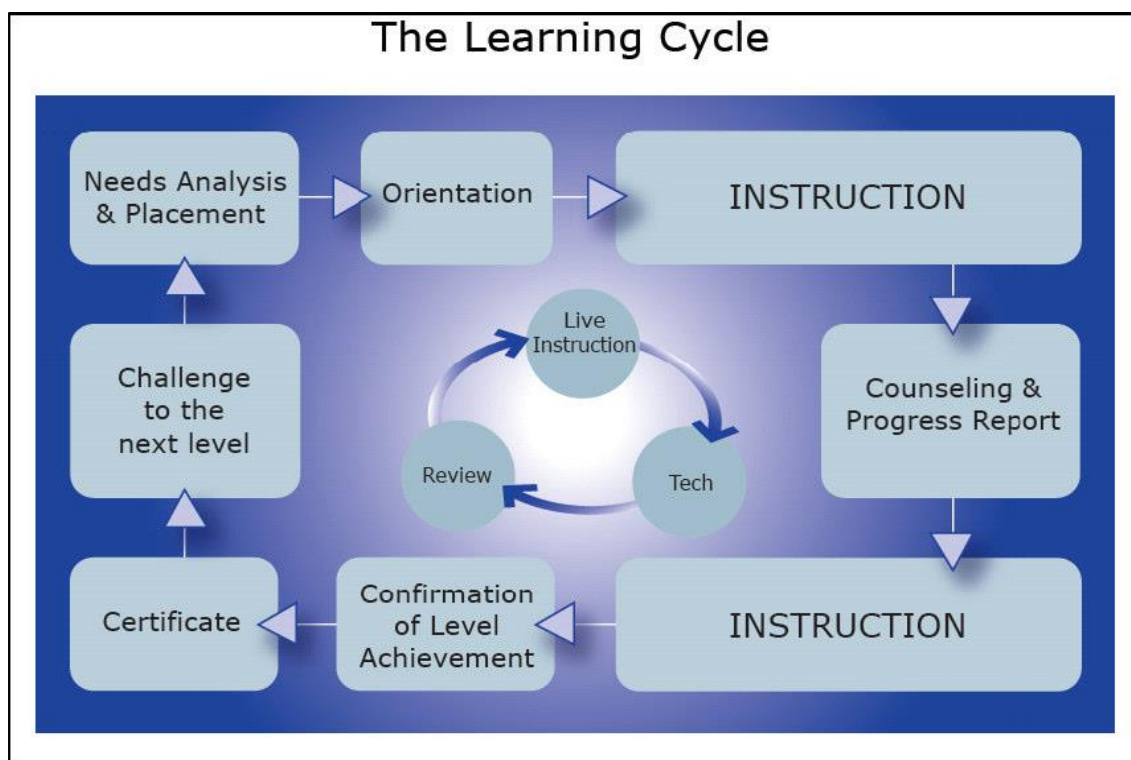
FIVE PRINCIPLES

1. Total Customer Orientation.
2. Open and Active Participation.
3. A Spirit of Innovation and Challenge.
4. A Superior Business Structure.
5. Strategic Oriented Planning.

The Berlitz philosophy and practice are what sets us apart from the competition. Berlitz benefits from 145 years of experience in education; our innovative, goal-oriented materials are developed by subject experts, our training is conducted using the proven Berlitz

Method[®], and our native-fluent instructors are trained intensively ensuring a high quality of instruction. Our style of delivery includes:

- Tailored courses and lessons
- Maximized student participation through active learning
- Goal and learner focus
- Following a learning cycle for maximized development and involvement
- Creating a positive and engaging learning environment
- Utilizing a variety of training methods and resources



Berlitz Policy

To make your experience with Berlitz more enjoyable and useful, please take note of the following:

Attendance

- The instructor will take attendance every lesson, and an attendance report will be sent to your sponsor / training manager.
- Berlitz practice a 75% attendance policy on all courses.
- We cannot accept a new candidate in the Group if he / she has missed the first 5 classes.
- Cancelling a class on the same day will result in that lesson being charged.
- If your class takes a break, you are expected to return to the classroom promptly, after the break.
- Once a group course starts, students are not allowed to drop out or change their group unless otherwise instructed.
- The institution is developing its necessary resources and infrastructure to accommodate Learners with special needs.
- Berlitz offers materials that are digital and will be sent to the client upon completing all registration and payment processes. Any student who requires a physical will be charged BD 20.

Schedule:

- For best results it is recommended that trainees follow the schedule to complete a full course.

Makeup lessons

- If you miss a lesson, make-up lessons can be arranged at the most favorable private rate of BHD. 14.500/- excluding 10% VAT.

Tests:

- The student who has failed the test will be eligible to request a retest.
- The retest option is limited to one time only within 14 days from the first attempt.

Re-enrolments

- Test results are ready within a week from test date.
- Instructors are rotated at least once for every level.
- The dates of courses will be determined by the management.

Food and Drinks

- No food or drinks during class time.

Mobile Phones

- Please switch off your mobile phones during class time.

Certificates

- Please collect your certificate three weeks after your last class. Please call Berlitz before coming to collect your certificate enabling us to prepare it for you before you come in.
- Please note that B.D. 25 will be charged for issuing new certificates after 3 months of completion.

Internal Policies

Berlitz Training Centre Admission Policy

- All clients must be age 16 and above.
- All clients must be fit for training in terms of mental and physical capabilities. our institution is developing its necessary resources and infrastructure to accommodate Learners with special needs.
- All clients must have the willingness to learn.
- Berlitz will provide training and consultation services within the areas of communication and languages only.

1.1.1.1 Policy Statement

- Admission to the Berlitz Language Institute is entirely on merit and based on ability to achieve at least satisfactory results. We operate an admissions policy which ensures equality of opportunity to all applicants. Applications are welcomed from students on our public or private or in house courses without discrimination or unfair dismissal in ground of race, colour, and age.
- The Institute understands the importance of admitting applicants to a training programme suited to their previous knowledge, ability, and future progression route. If the course is intended to be public, there is a selection process which values every aspects of the learning experience and not just an applicant's academic profile.
- Whenever it's possible we advise individuals or a corporate for dismissing their admission and recommend suitable alternative programmes if applicable.

1.1.1.2 Scope

This policy applies to all prospective learners who want to study for any programmes at the Institute.

Internal Policies

Berlitz Bahrain terms

- The Client Relation Manager will contact you once you complete the registration and payment for orientation As well as program walk through.
- No changes are allowed to group schedules, timings, or days.

**Berlitz treats all information as confidential and shall not divulge any information without the client's approval.*

Berlitz Enrollment Terms & Conditions:

1. Each lesson is 45 minutes including a short break.
2. Tuition includes a non-refundable registration fee (BHD.15)
3. Student consents to monitoring or recording of lessons for pedagogical purposes by Supervisory Personnel & BQA and will not be shared with any clients (Absent/Present for any reasons).
4. Student must confirm that he/she is physically & mentally fit to attend the class. The institution is developing its necessary resources and infrastructure to accommodate Learners with special needs.
5. Student agrees to be charged for lessons taken according to the proposal and agreement above.
6. To postpone a private or charter lesson, or change the schedule, the student must request the change prior to 4 p.m. of the working day preceding the scheduled lesson. * If notification is received later than the time indicated, or not at all, lessons are forfeited, and students will be charged as if lessons had been taken regardless of the reason for cancellation. This applies only for Semi-Private students who schedule private make-up lessons. Group clients may schedule private lessons at BHD 14.500/- excluding 10% VAT.
7. The instructor and schedule will be reserved only for a maximum period of one week.
8. Once registered there will be no refund for private, semi-private or group classes:
9. Berlitz reserves the right to change the units depending on the total number of enrolled students.
10. If you miss a lesson, make-up lessons can be arranged at the most favorable private rate of BHD. 14.500/- excluding 10% VAT.
11. Once a Group/Semi-Private/Charter program begins, there will be no schedule change or cancellation privileges.
12. Group/Semi-private/Charter students are committed to the full course and cannot stop or transfer lessons once the course begins.
13. For lessons out of the center, an additional travel charge per visit is calculated and added to the total fees.
14. Berlitz offers materials that are digital and will be sent to the client upon completing all registration and payment processes.
15. Berlitz is implementing a credit system based on the successful achievement of any level-based qualifications. An achieved level-based course will be credited with a total of 8 credits which equals 80 hours (40 contact hours and 40 independent learning hours). However, a soft skill based program will be credited with a total of 3 credits only if the program is already aligned with the NQF.
16. 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 have achieved the same learning outcomes so they can 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.
17. The student who has failed the test will be eligible to request a retest. The retest option is limited to one time only within 14 days from the first attempt.
18. All rates are subject to 10% VAT.

**Berlitz treats all information as confidential and shall not divulge any information without the client's approval.*

Payment

terms:

1. Invoice will be issued once course confirmation is received for corporate accounts only.
2. Payment for individuals can be completed by clicking [here](#).
3. Trainees assigned to training must complete their training requirements once they start training, they will be responsible for any charges should they fail to meet program requirements such as attendance, exercise session or final requirements.
4. By paying the fee of the course or approving by email I declare that I received all terms and conditions mentioned on the proposal received and/or the orientation attended.

Internal Policies

1.1.1.3 Responsibilities

We have appointed Academic Advisors for each sector to have consistency and reliability on making decisions on admission at the Institute. The Communication Consultant reviews each application on its merit which takes into consideration the academic achievements, competency of the applicant, knowledge and understanding of the prospective subject, and ability of the application to achieve satisfactory results at the end of the programme. The Customer Relation Manager ensures the placement of customers at the right level, their achievement, and the re-enrolment to the next level.

1.1.1.4 Actions to Implement and Develop Policy for all Learners.

To engage more students from the wider community, the Institute is highly committed to promote its programmes using different marketing strategies and techniques. We are committed in providing initial advisory services plus support in completing the application forms to our prospective learners. Our policy is to deal with all admission applications accurately and fairly. Our public courses have quotas which should not be exceeded under any circumstance.

We encourage individuals, public sectors, or private sectors to enquire about any programmes at any time and we respond to any initial enquiry within 2 working days.

1.1.1.5 Monitoring and Evaluation

The Institute Senior Management Team will monitor the operation of this policy by receiving regular reports on admissions including those applications which have been declined. Monthly reports will be prepared to review and improve the process of admission at the Institute.

1.1.2 Registration Policy

1.1.2.1 Policy Statement

Learner should register fully for the programmes which intended to be undertaken by using the designated Registration Form. The registration forms must be completed fully and retained to academic service coordinators. By signing the Registration Form, the learner

Internal Policies

agreed to adhere to all policies and codes of practices as a learner at Berlitz Language Institute. Learner will not be allowed to attend a programme that he/she has not registered in. The Berlitz Language Institute will support all the learners to complete their registration process accurately.

1.1.2.2 Scope

this policy applies to all prospective learners who want to enrol / register for any programmes at the Institute.

1.1.2.3 Responsibilities

- All prospective learners have responsibility on filling the registration form accurately and return it back to the designated department at the agreed date and time. Failing to comply with this requirement might result in the learner not being admitted to the programme.
- We have appointed an academic advisor for each sector to maintain consistency and reliability on registration process at the Institute. The academic advisor reviews each registration forms on its merit and advises the learners accordingly.
- If an external awarding body is involved in the process of registration on a programme, then their registration policy will be used alongside this policy.

1.1.2.4 Actions to Implement and Develop Policy for all Learners.

The Berlitz Language Institute will not tolerate any registration malpractices including registration abuse and registration tempering. All prospective learners are required to provide at least one form of photo identifications as part of the registration process at the Institute. We will encourage the talented individuals to consider taking more challenging programmes. At the same time, we will aim to support those with less ability and talent to achieve satisfactory academic performance.

1.1.2.5 Monitoring and Evaluation

The Institute Senior Management Team will monitor the operation of this policy by receiving regular reports on Registration Progress. Regular reports will be prepared to review and improve and simplify the process of Registration at the Institute.

1.1.3 Attendance Policy

Internal Policies

1.1.3.1 Policy Statement

- Attendance for private and groups classes is recorded daily. We recommend a minimum 75% attendance in the course prior to progressing into the next level.
- Attendance refers to the scheduled time spent on the Institute programmes, and this can be categorised as lessons, workshops, or courses as specified in individual learning plan.
- The Institute regularly record the attendance of the learner at the Institute to ensure satisfactory achievement of their learning progression. Poor attendance always leads to students' failures on completing their programmes successfully. Therefore, the Institute firmly record and monitor all attendance during the courses.
- If a third party is sponsoring the learner, it is our policy to keep them informed of learner absenteeism unless there is alternative arrangement is agreed with this third party to monitor the attendance of their learners.
- The Institute appreciates that there could be valid and justifiable reasons of absenteeism in some cases. Therefore, the Institute will consider each case on its merit and grounds.

1.1.3.2 Scope

This policy applies to all learners participating on short or long programmes at the Institute.

1.1.3.3 Responsibilities

- All students are expected to attend all their timetabled sessions unless prior agreement has been made and agreed with the Institute.
- Academic advisors are responsible for the timely response to student attendance issues, and the reporting of such issues to the Academic Directors directly.
- Course leaders are required to monitor student attendance and to address issues of absenteeism according to this policy.

Internal Policies

- It is the responsibility of the Academic Advisors or Course Coordinator to fill in withdrawal forms as soon as a learner is known to have withdrawn from their programme.

1.1.3.4 Actions to Implement and Develop Policy for all Learners.

- All students are expected to report absences either to their course instructor or to the Institute administrative support staff.
- Students expecting prolonged absenteeism should contact their course leader/ instructor to discuss the possibility of an alternative study arrangement. In addition, students can contact Academic Services, if they wish to discuss reasons for prolonged absenteeism, and where alternative support arrangement can be offered.
- Individual instances of absenteeism should always be raised by course instructors, either with the student informally or through courses.
- Instructors are expected to make a professional judgement on whether an attendance mark is given (e.g., in the event of a late arrival due to illness conditions) or an absence is approved in advance. This judgement will also consider whether equality

issues could have any bearing on the student attendance levels and make suitable allowances where this occurs.

- To support learners with learning difficulties or unattended lessons, the centre provides makeup lessons twice a week where students attend to catch up on their lessons. Student's signature is required as a confirmation of attendance.
- Completion of registers, student transfer forms, withdrawal forms and exit interviews remain the responsibility of all teaching staff in conjunction with programme leaders and Academic Director.
- If a student has had two consecutive weeks of non-attendance, then they must be withdrawn from the Institute. For some cases, this might be extended upon reaching a justifiable agreement between the learner and the management. It is the responsibility of the Course Instructor to inform the Academic Director, so that the withdrawal form can be completed.
- Re-enrolment to the programs can be done automatically after completion of a level if it is within six months from completion. Otherwise, the student must be re-assessed for the level.

Regular and consistent attendance at the Institute is expected and in some areas of the Institute the Awarding Body dictates the attendance level expected. Where specific attendance policy is dictated by the awarding body, then this will be adhered to by the programme administrators. It is the instructor's responsibility to make students aware of the Awarding Body's attendance requirements and ensure that they attain them or make alternative attendance arrangements.

1.1.3.5 Monitoring and Evaluation

The Institute Senior Management Team will monitor the operation of this policy by receiving regular reports on student attendance. Monthly reports will be prepared to improve the performance of the policy and if needed inform any third party has an interest of the attendance of the learner at the Institute.

1.1.4 Plagiarism Policy

Berlitz applies zero tolerance policy towards plagiarism. Those found in transgression of such policy will be automatically dismissed from the course or program.

1.1.5 Document / Record Keeping Policy

1.1.5.1 Policy Statement

- Records management is the process of keeping records in any formats from initiating the documents to disposal according to the legal and business requirements.
- Effective management system for records is essential to have fast, accurate and safe access to the information and data stored in the system at the Institute.
- All records and data are stored and kept according to the legislations, best practices and recommendation for record keeping standard internationally.

1.1.5.2 Scope

The policy applies to all staff at Berlitz. It applies to all records, data and information created or transmitted in any forms during the conduct of the Institute's business. This includes for instance database applications, systems, websites, and e-mails.

1.1.5.3 Responsibilities

- The Director is responsible for approving this policy.
- The LIS is responsible for ensuring awareness of and compliance with this policy in its areas.
- The CRD/LIS/LCD is responsible for maintaining this policy, promotion of best practices on record keeping and provision of advice, awareness, training, and support of other staff in the Institute.
- Berlitz staff should receive information on the policy for managing records as part of their induction. Training is equally available to established staff on demand from the LIS/LCD or Berlitz online.
- Berlitz staff are responsible for:
 - a) The creation and maintenance of accurate and reliable records, where applicable to their role
 - b) Ensuring that electronic records are properly maintained, and that they capture

Internal Policies

core information and remain accessible, readable, and authentic beyond reasonable doubt.

- c) Ensuring the security of records, irrespective of format, and for ensuring that access to records is only granted to those persons authorised to view them
- d) Ensuring records of a sensitive or personal nature are handled in strict confidence and in accordance with legal requirements
- e) Supporting efficiency and the Institute green agenda by avoiding duplication, and only printing e-mails and electronic records when necessary

1.1.5.4 Actions to Implement and Develop Policy

This policy should be read in line with other relevant policies and guidance such as the Data Protection Policy, the e-mail policy, etc.

Everyone who handles personal information for or on behalf of Berlitz should adhere to the safety and security of that information. Mishandling any information is a breach of Berlitz code of practices and might lead to criminal offense.

1.1.5.5 Monitoring and Evaluation

- This policy is reviewed regularly and at least every once a year.
- Review of the policy will be conducted by management team in line with current legislation, codes of practice and regulatory standards.

RECORDS	NUMBER OF YEARS
Financial	5 years
Student Files and records	3 years
Employee Files	3 years
Client Files	3 years

1.1.6 COMPLAINTS & APPEALS POLICY

In the first instance all complaints should be made to the course tutor and /or Client Relations Desk. If resolution is not achieved, the issue should be reported to the Local Instructor Supervisor (LIS). If the concern isn't or cannot be resolved, it will be submitted to the Director.

1.1.6.1 Policy Statement

Berlitz welcomes comments and complaints from all members of Berlitz and from the public. We aim to improve our services to best meet the needs and requirements of the services user or stakeholder in general.

Berlitz Language Institute values positive comments and equally we expect to receive complaints from the service users. Therefore, it is our policy that all complaints must be:

- Treated seriously and in an open manner
- Acknowledged immediately, preferably in writing
- Investigated thoroughly
- Resolved, wherever that is reasonably practicable, within no longer than 12 working days
- Used as feedback to improve the service which the Institute offers

No complainant bringing a complaint under this procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

1.1.6.2 Scope

The policy applies to all members of the Institute but does not replace Institute other relevant procedures for, staff grievances, academic appeals, and student disciplinary action: those procedures should be used where appropriate.

1.1.6.3 Responsibilities

- All Institute Staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

Internal Policies

- CC, LCD, CRD and LIS have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.
- The LCD of the Institute is responsible for resolving complaints which have not been resolved during the previous two stages. The decision made by the LCD is final.
- The GD/Franchise Team is responsible for ensuring that the complaints policy and procedure are operating effectively and may become directly involved if a complaint is directed against the LCD, the other Directors, or members of the senior management team.

1.1.6.4 Actions to Implement and Develop Policy

1.1.6.4.1 Stage One

- Berlitz expects complaints about courses to be made to the LIS/CRD or Instructor in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing on the Institute's official comments form.
- Berlitz usually expects complaints to be made by the person concerned. However, it will consider complaints made by a learner's parent or advocate.
- Anonymous complaints cannot be investigated.
- All comments/complaints will be forwarded to the Administration Director who will acknowledge receipt within one working week. The Administration Director will then forward to the relevant manager.

1.1.6.4.2 Stage two

- The relevant manager will respond in writing within one working week, explaining what has happened because of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work.
- If the complaint requires further investigation that cannot be carried out within the week, the manager shall keep the complainant informed and specify a date when a response can be given.

1.1.6.4.3 Stage three

- If the complainant is dissatisfied with the relevant Institute manager's response, then

the complaint will be forwarded to a member Management Team to resolve.

- The senior manager will acknowledge receipt of the complaint within two working days and a final reply will be completed within 8 working days to allow time for any formal investigations to take place.

1.1.6.4.4 Stage four (final stage)

- If the complainant is still dissatisfied with the response, then the matter will be referred to the Director. The Director or Franchise will respond within one week.
- The Director's decision is final.
- The total complaints procedure should be finalised in no more than 12 working days unless there are exceptional circumstances in which case the complainant will be kept informed of progress.

1.1.6.5 Complaints against the Director or Members of the Senior Management Team

Complaints against the Managing Director should be addressed to the Government Body.

1.1.6.6 Monitoring and Evaluation

The Director should maintain a confidential record of complaints dealt with to feed into the Institute quality improvement processes. The LIS will maintain a record of all complaints, appeals and outcomes and produce a term report for analysis to improve the academic affairs of the Institute.

1.1.7 PROFESSIONAL DEVELOPMENT POLICY

1.1.7.1 Policy Statement

Berlitz is highly committed to the provision of Career Professional Development (CPD) of all staff at the Institute. Berlitz appreciates the contribution of its staff and considers them as the most valuable assets of the Institute.

The objectives of CPD provision for staff include the need to:

- Provide the necessary skills, knowledge and attitudes required to deliver Berlitz programmes.
- Encourage and support staff to develop the personal and professional skills required to provide a high-quality service.

Internal Policies

- Encourage staff to propose improvements to work procedures and practices.
- Promote the dissemination of good practice.
- Equip staff to cope effectively with changes in technology and practice within the Institute.
- Encourage staff to recognise their individual responsibility for their personal and professional development.
- Support the recruitment and retention of a high-quality workforce.
- Ensure value for money from the staff development programme.
- Develop a well-qualified and flexible workforce.

Regular internal trainings are conducted for all staff to ensure continuous professional development and consistency in delivery.

Examples of professional development conducted in previous years:

- Receptionist training / Telephoning Skills and Customer Service
- Corporate sales training
- Worldwide convention highlighting new products and services
- Product training
- Teacher development workshops
- Berlitz Instructor Training

1.1.7.2 Scope

This policy applies to all staff at Berlitz. Every single effort will be made to make the staff development available throughout the year. All CPD programmes are subject to availability of resources, including staff time, funding, and direct interest for both parts.

The CPD programmes for staff might include different activities such as courses, committee work, reviewing journals, participating in conferences, on job training and induction for new staff/ new roles/new projects.

1.1.7.3 Responsibilities

- LIS, reporting to the Director is directly responsible for the operation of this policy.

Internal Policies

- LIS will maintain and implement the CPD programmes for staff. This includes allocating budget, designing CPD plans annually and monitoring the progress of individuals towards the agreed objectives and goals.
- Individual members of staff are expected to share in the responsibility of their own CPD by participating in the training provided, discussing their training needs with their line manager and being aware of developments within the specific area. Where appropriate, staff will be encouraged to register with appropriate professional institutes to share with their peers the good practices.
- Individual members of staff will also be responsible for maintaining their personal staff development and training portfolio.

1.1.7.4 Actions to Implement and Develop Policy

Berlitz will use the Individual Appraisal / Performance Review scheme to identify and analyse the staff training needs. All new staff must attend at least one induction programme to improve their awareness of importance of taking personal responsibility of their career development.

Staff are required to attend any mandatory trainings such as Health & Safety training and equally obliged to attend any training the management team identify as being necessary for the business.

1.1.7.5 Monitoring and Evaluation

All teaching staff are required to maintain a record of their CPD training as a portfolio. They must ensure to raise any training needs to their line manager. Surveys and evaluation forms should be returned to the designated department on time.

Financial Analysis

Management Accounts.

We are as the management of the institute very keen to oversee the preparation of the accounting data (balance sheet, cash flow statement, and income statement) and to be sure that it's prepared and presented on monthly basis. The objective of doing this is to provide the management and the owners on timely and key financial and statistical information that is required by management to evaluate day to day operation and to use it for short-term decisions.

Internal Policies

Financial Audit Report

There is an authorized auditing company which audits all the financial and accounting systems in Berlitz Language Institute, they issue their auditing report on yearly bases, please find a full auditing report.

Activity Pricing

Here is a full list for the prices of almost all activities, matched to our courses categories.

Note: all Instructors are from inside and outside the country (depending on needs)

LIVE TUITION TYPE	Local/per unit
Charter	BHD. 25 -35
Private Premium Full Flexibility Private 5 cancellations	BHD. 12.5,13.5 and 14.5 maximum five cancellations
Total Immersion	BHD 160 per day
Semi-Private (2-3 people)	BHD 8
G1 (4 – 6 people)	BHD. 5
G2 (7 – 10 people)	BHD 3.200

Travel discussed case by case will be based on location proximity. All rates are subject to 10%VAT.

Berlitz Bahrain Health and Safety policy

The safety and security of our clients and their personal belongings is very important to us here at Berlitz Bahrain.

- AMBULANCE- Please press the Emergency button on your telephone or dial 999 for any assistance.
- LOST AND FOUND- For any assistance with lost and found items, please contact reception.
- MEDICAL EMERGENCIES- In case of illness, accident or emergency please c o n t a c t administration personnel.

EMERGENCY PROCEDURES

- **FOR YOUR SAFETY IN THE EVENT OF FIRE**

We have taken every precaution to ensure your comfort and safety. In the unlikely event of an emergency due to a fire, it is best for everyone in the centre to be familiar with the basic life safety recommendations.

- **PLEASE** listen carefully to the language consultant during orientation about our safety procedures:

Berlitz Bahrain has two exits located on the front end of the entrance.

Berlitz Bahrain is fitted with fire extinguishers in all corridors.

Berlitz Bahrain has a first aid kit at the reception.

- **PREVENTION**

Berlitz Bahrain is smoke free centre; smoking is not permitted in the centre.

- **IF THERE IS A FIRE OR SMOKE IN YOUR CLASS**

Stay calm and leave the class immediately. Do not stop to take any other possession. Close the door behind you to inhibit the spread of fire. Locate the nearest fire alarm pull box and activate the alarm. If you use the telephone, dial 999 and give emergency your name, location, and nature of the fire.

Evacuate via the nearest emergency exit or stairwells by holding the handrail while walking down the stairs. Close all doors behind you to prevent the spread of fire in the stairwell.

REMEMBER: DO NOT USE THE ELEVATORS

- **IF THERE IS A FIRE OR SMOKE CONDITION IN THE HALLWAY**

Stay calm. First extinguishers are provided in all corridors to create a smoke free environment. Make your way to the nearest Emergency Exit.

- **IF EMERGENCY EXIT IS BLOCKED**

Stay calm and try the second exit. If that one is also blocked, return to your class if safe or report to reception.

- **EMERGENCY STAIRCASES**

A minimum of one (1) staircase is provided to create a smoke free escape environment. **DO NOT GO UP.** There is no roof access. Travel downwards always to the final exit point.

FOR YOUR SAFETY IN THE EVENT OF FIRE

- **IF YOU SMELL SMOKE IN YOUR CLASS**

Internal Policies

Stay calm and turn off the air- conditioning if applicable. Feel the door. If the door is hot, do not open the door, stay in your class. Dial 999 or inform your instructor.

- IF THE DOOR IS COOL

Leave the class immediately. Do not stop to take any other possessions. Close the door behind you to inhibit the spread of fire. Locate the nearest fire alarm pull box and activate the alarm. If you use the telephone, dial 999 and give emergency services your name, location, and nature of the fire. Evacuate via nearest Emergency exit or stairwell by holding the handrail while walking down the stairs. Close all doors behind you to prevent the spread of fire in the stairwell.

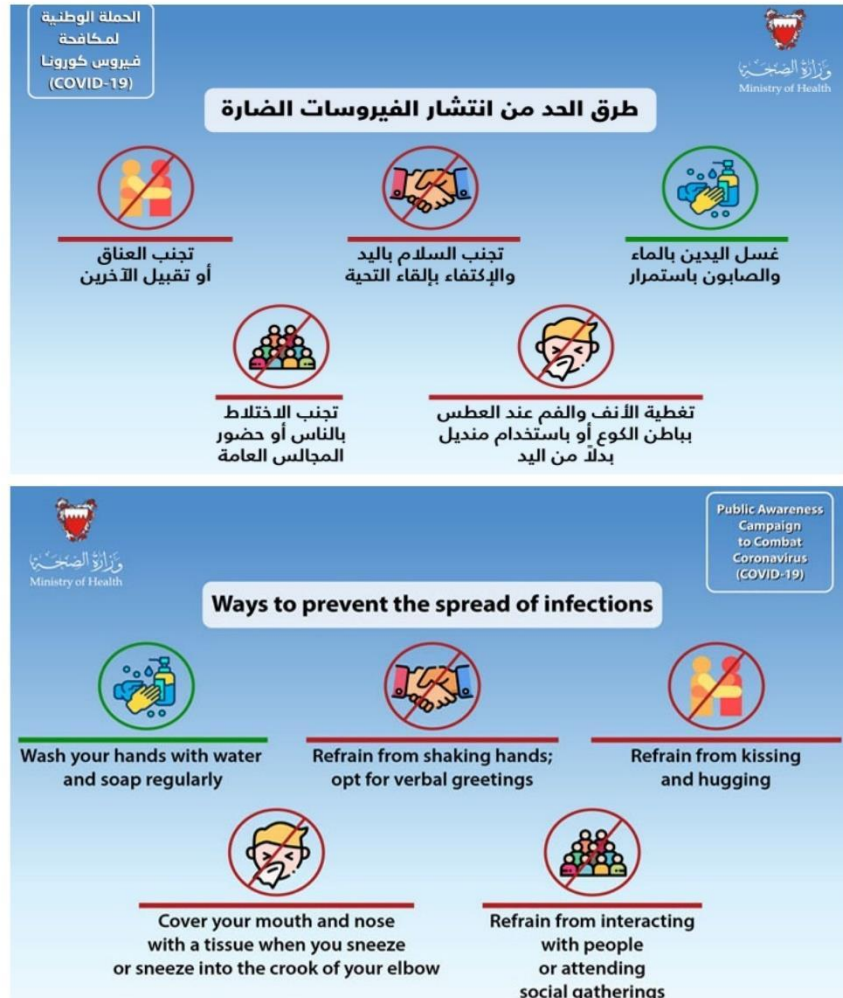
- REMEMBER: DO NOT USE THE ELEVATORS.
- REMEMBER, STAY CALM AND DO NOT PANIC

As soon as an emergency is discovered, the Emergency response Team is also notified. They will carry out their duties by responding to the scene of the alarm and if necessary, assisting client in evacuation and on to the assembly point location at the Berlitz parking spot.

The information and recommendations contained in this document have been compiled from sources deemed to be reliable and to present the best current opinion on this subject. There is no guarantee, warranty, or representation as to the absolute correctness or sufficiency of any representation contained herein. It must not be assumed that all acceptable safety measures are contained in this publication, or that other additional measures may not be required under particular or exceptional conditions or circumstances.

COVID 19 health Safety Policy:

- Trainees are to keep 2 meters' distance in class
- Trainees, instructors, and Admin are to always wear face masks.
- Berlitz will not allow anyone to enter the centre without wearing a mask



- Admin will take all entering the centre temperature, if that person is found out of the normal temperature norm (36.6 degree) then that individual will be asked to leave the centre.
- No drinking or eating in the centre

In case you are infected or have come into contact with a COVID-19 case

- Individuals must not come to the centre and call the centre as well as call 444
- Individual must follow the national health task by calling 444 and reporting the case as well as follow their SOP.

Internal Policies

- All are encouraged to sanitize and wash with soap their hands regularly

In case infected

- After completing the SOP dealing with COVID-19 infection and are cleared to come back to duty or training, please present all clear documents by the national health service.

Internal Policies

Strategic Objectives

INTERNAL/OPERATIONAL

- To continue delivering quality training solutions to our clients in line with our international quality guidelines and standards
- To promote new products and services with an increased focus on language of soft skills and intensive short-term solutions
- To recruit and train additional qualified trainers to meet with the growing market
- To capitalize on physical facilities (locations, capacity etc...)
- To redirect and restructure available resources in response to changing needs
- To continuously improve on internal communications and follow up systems
- To continuously broaden our customer database by obtaining new information on customer characteristics and needs
- To develop and implement a promotional plan to drive increased business and to meet with seasonal factors
- To improve marketing, advertising, and public relations

FINANCIAL

- To increase our revenue by a minimum of 5% each year
- To decrease unnecessary expenses
- To effectively utilize our resources
- To improve financial efficiency and overall productivity

CUSTOMER

- To expand sales to existing customers maintaining/increasing customer loyalty and retention

Internal Policies

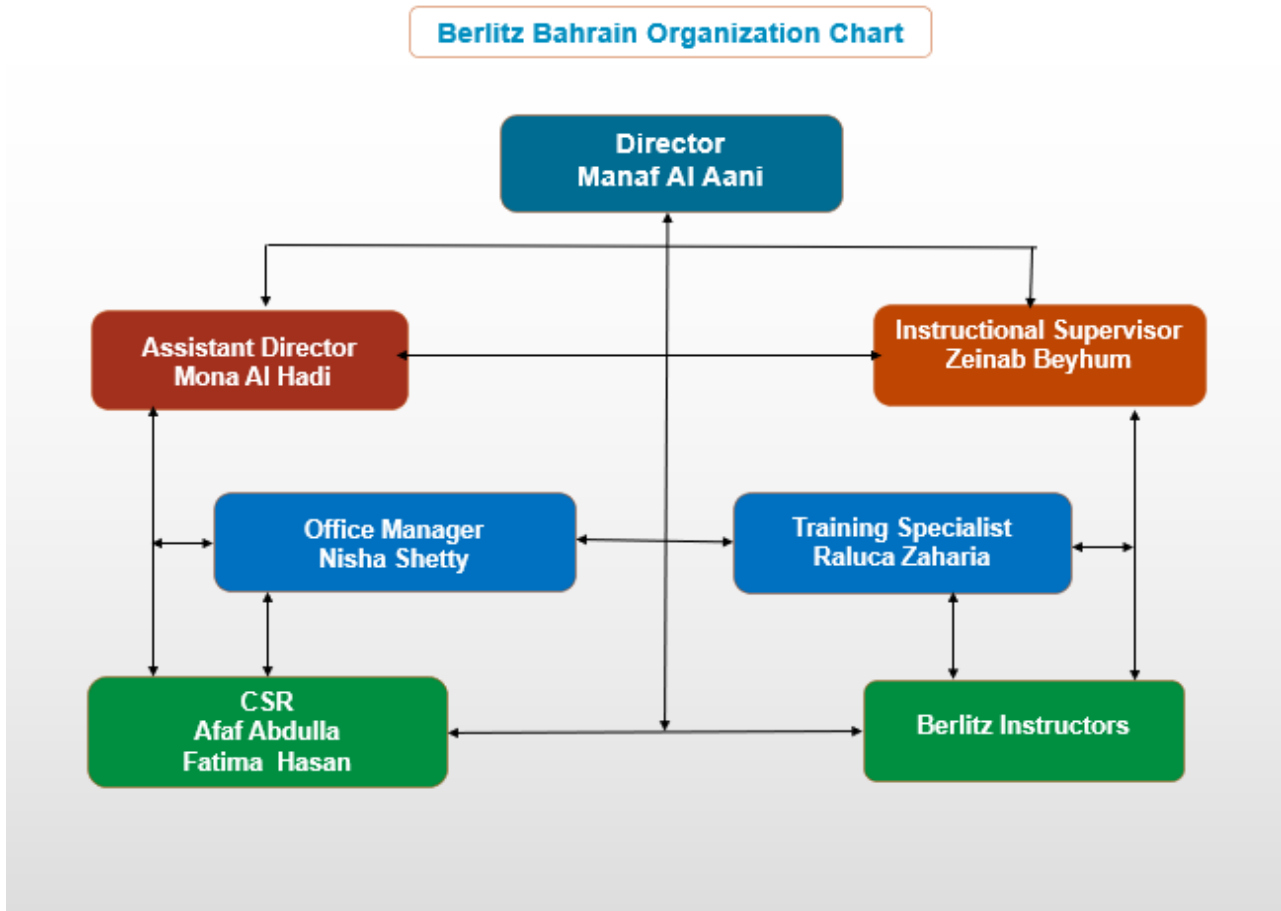
- To expand our clientele basis with a wider range of offerings catering to the different industries
- To anticipate future customer needs through customer feedback
- To improve our customer service approach for new and existing customers

EMPLOYEE

- To hire, develop and maintain a professional team who create success for customers
- To align incentives and staff rewards with performance
- To continually learn and adopt current best practices

Internal Policies

Organizational Chart 2024



Internal Policies

Risk Analysis

- As a result of the economy downturn there has been a slowdown of the training needs activity in the last year but expected some improvements beginning this year.
- This has been outweighed by the increased training requirements for language programs and English courses. This sector needs more pro-active and dynamic approach according to continued changes on governmental policies and increased awareness of the current changes and training needs.
- Reaching out to business companies to meet their training needs is very challenging due to existing international training providers. However, we are aiming to develop marketing strategies to have increased share in the market. Our strategy would aim to introduce a new model combine a high-quality product with a competitive pricing.
- To maintain our competitive advantage, we would aim to increase the number of our partners locally and internationally. This would enable us to have thorough understanding of the requirements of our clients, and then strive to meet these requirements if not exceeding their expectation.
- We pride ourselves of having a pool of affiliated experts, advisors and trainers who would be able to contribute on designing, reviewing, and implementing any proposed programs.



Helping the World Communicate!

Internal Policies