

1.1.1 Admission Policy

1.1.1.1 Policy Statement

- Admission to the Berlitz Language Institute is entirely on merit and on the basis of 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.

1.1.1.3 Responsibilities

We have appointed Academic Advisors for each sector in order 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 in order 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 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 in order 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 in order to review and improve and simplify the process of Registration at the Institute.

1.1.3 Attendance Policy

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 in order 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 of 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.

- 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 or not 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.
- In order to support learners with learning difficulties or unattended lessons, the centre provides makeup lessons twice a week where students attend in order 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, as long as it is within six months from completion. Otherwise, the student has to 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 in order 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.