

<p>PRO 06 VERSION: 2.0</p>	<p>PROCEDURE</p>	<p>APPLICABLE FOR: All</p>
<h1>Language Course Program</h1>		
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1 Purpose

The purpose of this procedure is to improve the efficiency and quality of language course offerings through trainer-led or virtual courses within locations of RWS Language Solutions & Technology (“Company”).

2 Scope

In Scope: Instructor-led courses (face-to-face), MS Teams courses

Out of Scope: E-learning or any other platforms

3 Eligibility

- Core employees with full-time or part-time contracts
- Temporary employees on RWS contract for 12 months or more

The following types of personnel are excluded from this program:

- Employees on maternity or long-term sick leave.
- Employees in the process of employment contract termination or disciplinary action.
- Employees who refuse to participate in the language skills level testing.
- Agency employees.
- Onsite employees and Managed Services employees.
- Freelancers and vendors.
- Freelancers in Argentina.
- Temporary employees with employment shorter than 12 months.

4 Course Types

There are two types of language courses available:

- Individual courses
- Group courses

Lessons take place in Company offices, on language course providers’ premises or virtually and are delivered by the language course providers selected by the Company.

5 Program Goals

- All employees participating in this program will move one level up as defined by the international language standards equivalency chart within 24 calendar months from the start of the course.

- If there is little or no progress after a defined period of time, the employee's manager decides whether the employee should stay in the program.
- Employee attendance of >70%, measured per quarter from when the employee joins the program.
- All employees participating in the program commit to take an entry test as well as an annual progress test.

6 Costs

6.1 Course costs

The direct cost of all language courses is the responsibility of the employee's department budget and must be approved by the department manager in advance of the employee enrolling in the program.

6.2 Textbooks

Textbooks for language courses will be recommended by the language course provider, and the related costs are covered by the employee's department budget.

6.3 Certifications

Certification is not part of this program. However, if it is requested, it must go through a process of managerial approval to determine participation and the related cost coverage.

7 Responsibilities and Process Steps

7.1 Manager

- The manager approves their employee's participation in the language program by replying to the email notification that is automatically sent to the manager once an employee submits the form. The notification will contain:
 - Information about the requestor.
 - The requested language classes (group or individual).
 - Cost estimation.
 - Employee Cost centre
 - How to approve or deny the employee's participation in the language program.
- Ensures there is budget available in the manager's budget/cost centre.
- The manager is responsible for accurate information about employee cost centre. If the employee cost centre is changed, manager has to inform T&D immediately. The change will be effective from the following month. The same applies in case of employee's contract termination.
- The manager is responsible for monitoring their employee's attendance. This is available in an attendance system called SchoolPartner provided by JCL. The minimum recommended attendance is 70%.

- The manager is also responsible for monitoring the year-end test results in the same system called SchoolPartner. These test results are available for the manager to consider their employee's further participation in the program.

7.2 Employee

- An employee sends a request to enrol in the program and takes the mandatory online placement test. This can be done by completing the form available at this [link](#). Once the form is submitted, the employee's manager receives an email notification to approve or deny their employee's participation in the program. Once the manager approves the request and the placement test result is received by the language school, the employee will be contacted by the language school with the available class dates and times.
- After choosing the date and time, the language school sends a confirmation email to the employee summarizing the class details: start date, time, name, contact information, teacher name, etc.
- There might be additional minor requests, such as sending an Outlook invitation to create the class, etc.
- The employee commits to keeping an attendance rate of 70% or more.
- Every employee who participates in this program is obliged to take knowledge level testing. The test results are used by the language school to evaluate the employee's progress and by the employee's manager to approve or deny further participation in the language program.

7.3 Language School

- The language school Course Manager is responsible for overall program administration. Their common tasks include:
 - Coordinating employee testing and class allocation.
 - Granting managers access to the system called SchoolPartner.
 - Supplying skilled teachers.
 - Handling the distribution of class details.
 - Processing invoices.
 - Distributing all test results in SchoolPartner.

7.4 Talent Development

- Internal invoice processing.
- Point of contact for questions and/or issues.

8 Cancellation Policy

8.1 Course Registration Cancellation

- The course registration is considered binding once the registration form is submitted. The registration can be cancelled free of charge before the moment an employee receives the initial email from the Language School confirming the course details, such as name of the teacher, date, hour, etc.
- Each course will last at least 2 months as of the 1st lesson. After this period, an employee may cancel the course. The notice period is 1 month and starts on the first day of the month following written notice of cancellation. In the event of the Employee's request to cancel the course earlier than after the expiry of the agreed notice period,

the Language School shall be entitled to remuneration in the amount of 50% of the regular remuneration per each lesson not held before the expiry of the regular notice period.

8.2 Group Course Cancellation

- If the employee decides to withdraw from the group course, they shall give notice of the intention one month in advance.
- The notice period for cancelling the entire group course is 1 month and starts on the first day of the month following written notice of cancellation. In the event of the Employees request to cancel the course earlier than after the expiry of the agreed notice period, the Language School shall be entitled to remuneration in the amount of 50% of the regular remuneration per each lesson not held before the expiry of the regular notice period.

8.3 Individual Course Cancellation

- The notice period for cancelling the individual course is 1 month and starts on the first day of the month following written notice of cancellation. In the event of the Employee's request to cancel the course earlier than after the expiry of the agreed notice period, the Language School shall be entitled to remuneration in the amount of 50% of the regular remuneration per each lesson not held before the expiry of the regular notice period.

8.4 Duly Excused Absence

- Course participant(s) or the teacher are obligated to excuse their absence at a lesson at least 24 hours before the lesson starts. If the preceding day falls on a Sunday, Saturday, holiday or rest day, the person excusing their absence is required to give notice no later than 3 p.m. on the preceding working day. If the intensity of the course exceeds 1x 90 minutes per week, the course participant(s) may excuse their absence from no more than 50% of lessons planned for the month. For excused lessons exceeding this quota, the Language School is entitled to the agreed price of these lessons as if the lesson had taken place.
- If the reason for cancelling the lesson is the absence of the teacher, the relevant teacher shall replace the lesson on another date based on an agreement with the course participants, or the Language School will arrange for a different teacher to attend the given lesson.

8.5 Late Excused Absence

- If the course participant(s) fail to meet the deadline to excuse themselves, the Language School is entitled to the price of the lesson in the agreed amount as if the lesson had taken place.

9 Time Reporting in Replicon

In Timesheet, the employee records the time spent in the language course under project number 43 and is compensated from the department cost centre budget.

10 International Language Standards Equivalency Chart

The diagram below shows English language standards used in various countries describing language ability. This makes it easy for anyone involved in language teaching and testing, such as teachers, learners or managers, to see the level of different qualifications. It also means that employees and managers can easily compare qualifications to other exams in other countries.

		LANGUAGE STANDARDS						
		CEFR	TOEFL	TOEIC	City and guilds	Cambridge exams	British general qualifications	IELTS
LEVEL	Absolute beginner	A0	No knowledge of the language to be studied at all					
	Beginner	A1	8-12 (speaking)	60-105 (listening); 60-110 (reading), 50 (speaking), 30 (writing)	Preliminary	KET 45-59	Foundation Tier GCSE	
	Elementary	A2	13-18 (speaking), 11-16 (writing)	110-270 (listening), 115-270 (reading), 90 speaking, 70 (writing)	Access	PET (45 to 59)	Higher Tier GCSE	
	Intermediate	B1	57 to 86	275 - 395 (listening), 275 - 380 (reading), 120 (speaking), 120 (writing)	Achiever	FCE (45 to 59)	GCE AS level / lower grade A-level	4-5 (5 is borderline between B1 and B2)
	Upper intermediate	B2	87 to 109	400-485 (listening), 385-450 (reading), 160 (speaking), 150 (writing)	Communicator	CAE (45 to 59) / FCE grade B or C	GCE A-Level (known as A2)	5-6.5 (5 is borderline between B1 and B2)
	Advanced	C1	110 to 120	490-495 (listening), 455-495 (reading), 200 (speaking), 200 (writing)	Expert	CPE (45 to 59) / CAE grade B or C / FCE grade A		7-8 (8 is borderline between C1 and C2)
	Proficiency	C2	29-30 (reading)		Masters	CPE grade A, B or C / CAE grade A		8-9 (8 is borderline between C1 and C2)