

Berlitz Languages, Inc.
Berlitz Languages Centers
Catalog

California

Berlitz®

This institution is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

January 1st, 2019 until December 31st, 2019

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ABOUT BERLITZ

MISSION

Our mission is to enable customers to achieve their goals in a global environment by understanding their individual needs and providing the most effective solutions in language, communication, and cultural competence anywhere in the world.

Berlitz helps individuals and businesses, governments and non-profit organizations develop the language, cross-cultural and leadership skills necessary for success.

The objective of all Berlitz courses is to facilitate the language, communication, and cultural competency goals of our students.

BERLITZ STUDY ABROAD

There is no better way to learn a language than surrounding yourself with its native culture and people. That's exactly the experience Berlitz Study Abroad offers. Berlitz Study Abroad (BSA) is the only international study program backed by the power of Berlitz, the most experienced language and cultural services provider in the world.

Every Berlitz Learning Center is a part of the Berlitz network, which spans over 70 countries. This worldwide scope allows Berlitz to maintain a standard of quality at every Learning Center — for both language instruction and overall experience — no matter which destination you choose. It also means you can begin your course of study abroad, and then continue it at home, or vice versa.

A unique mix of curriculum, experience, instructors, and global resources means Berlitz Study Abroad is the most complete, most effective program available.

With Berlitz Study Abroad, you learn quickly because you have the opportunity to use your new language inside and outside the classroom.

The Berlitz Experience is a multi-faceted learning program that combines the proven Berlitz Method® with world class instructors and progressive course materials through one-on-one and/or group instruction.

The Berlitz Method®, a conversational teaching style based on listening and speaking rather than on rote memorization, has become the standard by which language learning is measured. Delivered through 10 levels of learning proficiency, the method assures global consistency. Berlitz continues to be “the one that works” by routinely refining programs based on customer feedback and adapting the latest technologies.

When you study with Berlitz, you'll gain the confidence to speak and understand your new language through the world-famous Berlitz Method, proven to be the most natural and effective way to learn a language. All classroom conversation takes place in the target language led by our highly trained native fluent instructors, totally immersing you in your new language. This simulates real-life situations and eliminates the cumbersome process of introducing a concept first in your native language and then transferring it to the target language. Oral mastery comes first; reading and writing skills follow. This “direct” Based on your needs, Berlitz can customize course content incorporating specialized terminology, business presentations, or high-level business and

professional writing into its programs. To enhance learning, Berlitz continually evolves its curriculum and multi-media support materials based on years of teaching experience.

WHY BERLITZ?

When it was introduced in 1878, the Berlitz Method® changed the way language was taught. Today, Berlitz continues to revolutionize language training around the world. Berlitz is also an industry leader in cross-cultural consulting and global leadership development, with programs that help companies overcome cultural differences, manage diversity, and leverage similarities for maximum performance. Berlitz was the first to offer multiple-platform delivery of its programs, with options to learn at work, at home, or on the road. Berlitz has helped millions of people speak new languages and has helped countless business professionals communicate effectively across cultural boundaries.

To deliver even greater value to its clients, Berlitz also provides services to support the development of global leaders. As a result, Berlitz offers the most comprehensive portfolio of programs available to develop a workforce prepared to succeed in today's changing world. No other company is better prepared to help your organization develop the skills needed for success in the global marketplace.

When you choose Berlitz, you can expect engaging, up-to-date course materials delivered in a format that's most convenient for you: face-to-face or live online instruction; multimedia self-study; blended options; study abroad programs and more. Our online programs incorporate the latest technology for the highest-quality experience. The strength of our global organization and our quality assurance processes ensure consistent high quality.

APPROVAL, ACCREDITATION AND FOREIGN STUDENT ELIGIBILITY

Berlitz Language Centers is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

Berlitz Learning Centers is accredited by the Accrediting Council for Continuing Education and Training (ACCET) and is authorized under Federal Law to enroll non-immigrant alien students and we will vouch for their student status to the United States Customs and Immigration Service (USCIS) at no cost to the student.

FACILITIES

BERLITZ LEARNING CENTER IN PALO ALTO

All classes are held at 159 Homer Ave. Palo Alto, CA 94301, year-round. At the Berlitz Learning Center in Palo Alto, in the suburbs between San Francisco and San Jose, we serve the Bay Area with innovative, high-quality language classes, global leadership training and cross-cultural solutions for individuals and organizations. Just five miles from Silicon Valley, our state-of-the-art Learning Center is conveniently located at Homer Avenue and High Street near Heritage Park. We are a mile from major freeways and only four blocks from the Palo Alto CalTrain metro station.

The Palo Alto school is located within a small plaza with two other storefront properties. The single-story building houses 7 classrooms, 1 office, and additional open office space for administration.

There is a kitchen/common area for eating and lounging, two computer stalls for students, and a section of books for student use while in the center. Restrooms are available. The facility is wheelchair accessible, has adequate lighting (including natural light in 2 classrooms), and is centrally conditioned. All classrooms are equipped with flat screen monitors connected to tablets for instructor and student use. There are free parking spaces in the front of the school and also in lots directly across the street.

Call (310) 328-7722 to find out more or find us on the web at <https://www.berlitz.com/language-centers/palo-alto>.

BERLITZ LEARNING CENTER IN SAN FRANCISCO

All classes are held at 201 Mission Street, 12th Floor, San Francisco, CA 94105. The Berlitz Learning Center in San Francisco serves the Bay Area with a comprehensive range of innovative language classes for business professionals and individuals, as well as global leadership training and cross-cultural solutions. Learn Spanish on your lunch hour, enjoy Italian classes after work or take English courses in one of the world's most popular tourist destinations.

Berlitz has taught millions of people across the globe to speak new languages quickly and effectively. Our experienced, native-fluent instructors provide personalized one-on-one and small group language training, helping you learn practical language skills you can use right away. You can expect engaging, up-to-date materials, customizable content, consistent high quality—and measurable results.

Give us a call at (415) 986-6464 or find us on the web at <https://www.berlitz.com/language-centers/san-francisco>.

BERLITZ LEARNING CENTER IN COSTA MESA - IRVINE

All classes are held at 17901 Von Karman Avenue Suite 600, Costa Mesa, CA 92614. Conveniently located in Costa Mesa, the Berlitz Language Center serves Orange County with global leadership training, cross-cultural solutions and innovative language classes. Our state-of-the-art Language Center is easily accessible from the 405 Freeway and offers plenty of covered parking.

The proven-effective Berlitz Method® is the fastest, most effective language learning instruction available. Our conversational approach to language learning ensures the lessons are transferrable to real-world usage, allowing students to be confident speaking the new language in any setting.

Give us a call at (714) 557-3535 or find us on the web at <https://www.berlitz.com/language-centers/costa-mesa>.

BERLITZ LEARNING CENTER IN PASADENA

All classes are held at 600 South Lake Ave., Suite 101, Pasadena, CA 91106. The Berlitz Learning Center in Pasadena, home of the Tournament of Roses Parade and the Rose Bowl Stadium is located minutes from Old Town Pasadena. Berlitz Pasadena serves the Pasadena, Burbank, Glendale and San Fernando Valley areas. Our state-of-the-art Learning Center is located on South Lake Avenue at Eastern California Boulevard, within easy walking distance of many fine restaurants, shops and department stores. The facility is a 13 room suite in a 55,000 square foot 5-story building, with 9 well lighted, comfortable classrooms, one small office, a spacious admin room, a lobby, an inventory room and a lounge/kitchen area for staff and students. Teaching equipment is provided in every classroom, fully equipped with tables and chairs, white boards, one room is provided with a

computer and another room with a TV/DVD player.

Give us a call at (626) 795-5888 or find us on the web at <https://www.berlitz.com/language-centers/pasadena>.

BERLITZ LEARNING CENTER IN SAN DIEGO

All classes are held at 1455 Frazee Rd., Suite 880 San Diego, CA 92108. Our state-of-the-art Learning Center is centrally located, close to major attractions, including the San Diego Zoo and Sea World, the restaurants and nightlight of the historic Gaslamp Quarter District, shopping at La Jolla Cove, and beautiful parks and beaches. Our Learning Center is easily accessible by public trolley as well as from the Cabrillo, Mission Valley and Jacob Dekema freeways.

Located in the Pacific Center, a first-class business environment in highly a desirable campus-style setting. The property consists of iconic twin-towers that feature attractive building design, ideally-sized 22,000 square-foot floor plates with up to twelve corner-offices per floor, and spectacular views of Mission Valley and the surrounding area. The Project is situated among some of Mission Valley's finest amenities with quick and convenient access to luxury hotels, numerous retail services, an abundance of quick-service and sit-down restaurants, quality housing, and several recreation and entertainment facilities including Qualcomm Stadium and a 27-hole championship golf course.

Our learning center has 6 dedicated classrooms and 3 auxiliary classrooms, as well as a break room, a reception area and a common area. The dedicated classrooms are all well lighted, comfortable and spacious with white boards, tables and chairs, iPads for teachers and students, laptop computers and CD players.

Call us at (415) 986-6464 if you have any questions or find us on the web at or find us on the web at <https://www.berlitz.com/language-centers/san-diego>.

LEARNING RESOURCES

All Berlitz California facilities include a small section of language books that students may access. Students are required to sign out a book with a staff member and to return it before they leave for the day. The books may not leave the learning center. All Berlitz facilities have wireless access.

Language study does not require an extensive library; all resources needed for study are provided by Berlitz and consist of course books and online materials. Berlitz course books are complemented by Berlitz online courseware CyberTeachers which students can access from the Berlitz computer lab or on their own computers. There are no charges associated with these resources.

All Berlitz students also make use of the internet to obtain information. This may involve researching practical questions, such as nearby restaurant recommendations or planning a museum visit. Students may also use internet-based research for more in-depth research on local history, politics or economics. Such work may be assigned under the guidance of their instructor.

ADMISSIONS

CERTIFICATION BY SEVP

The Berlitz Language Centers are certified by the U.S. Department of Homeland Security's Student and Exchange Visitor Program (SEVP) to issue the I-20 eligibility form which enables a prospective student to apply for an F-1 student visa. Receiving an I-20 to attend a Berlitz Language Centers is no guarantee for a student visa; the final decision is made by the US Embassy in the prospective student's home country. Only the Berlitz Language Centers in San Francisco, Santa Monica, and San Diego can provide and support I-20s.

ADMISSIONS REQUIREMENTS

Berlitz International Language Centers admit any non-native English speakers at any level of English language proficiency who are 16 or older who wishes to learn English and improve their language, communication, and cultural competence level. Any non-US resident wishing to study full time (i.e. 18 hours per week or more) must have an F-1 Student visa and proof of health insurance. Any non-US resident wishing to study while on a B1 Business Travel Visa must have a letter of support from their company and proof of health insurance.

ADMISSIONS PROCESS

General admissions process for all programs is for applicants to:

- complete an interview with a school representative to determine desire, ability and commitment.
- take an English language proficiency test to ascertain the appropriate placement level.
- review the school catalog.
- review, complete and sign the school's enrollment agreement.
- arrange payment terms.

ENGLISH LANGUAGE PROFICIENCY

Ten levels of proficiency assure consistency in delivery of the Berlitz Method.

BERLITZ LEVEL 1: Your language skills are sufficient to make yourself understood with questions and answers in simple everyday situations.

BERLITZ LEVEL 2: You possess basic skills in the language and can conduct simple conversations in at least one tense.

BERLITZ LEVEL 3: You can follow the gist of a conversation on familiar subjects. You can initiate, maintain and end a conversation, and discuss a range of subjects.

BERLITZ LEVEL 4: You can understand information on familiar subjects in the relevant context and can hold a conversation on a range of general subjects.

BERLITZ LEVEL 5: You can hold a conversation and describe things in a coherent way. You can ask and respond to questions in the workplace. You can understand all sentence structures.

BERLITZ LEVEL 6: You can communicate effortlessly in a variety of professional and private situations, and use a variety of expressions.

BERLITZ LEVEL 7: You can express views and defend these in discussions. You can handle challenging professional situations and also use the language in demanding situations.

BERLITZ LEVEL 8: You can communicate efficiently and correctly in demanding activities and situations, and participate in discussions in all environments. You can express yourself using different nuances.

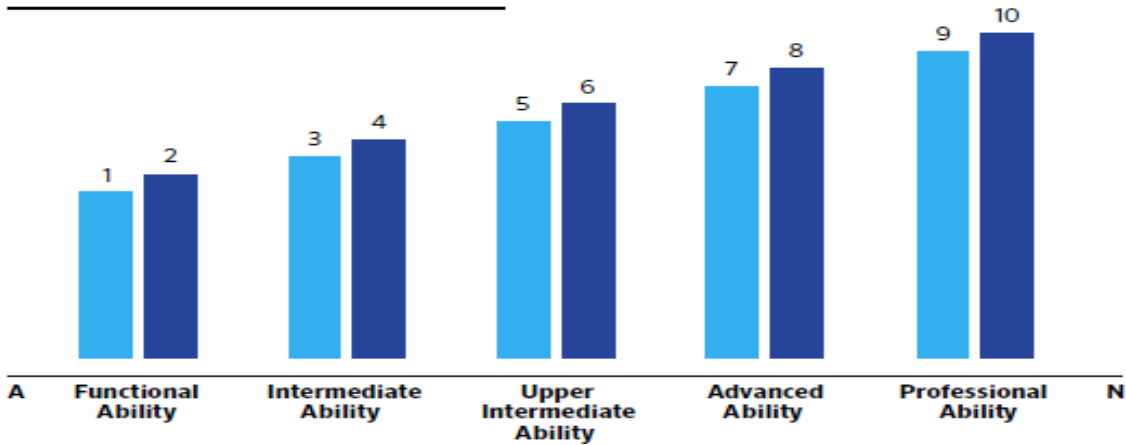
BERLITZ LEVEL 9: You can communicate in detail and use expressions to lead a discussion on complex topics a certain style.

BERLITZ LEVEL 10: You can express yourself linguistically at an extremely high level, virtually on a par with a native speaker.

Ability levels include:

- **FUNCTIONAL (LEVELS 1-2)** Has sufficient knowledge of the language to communicate in a limited way.
- **INTERMEDIATE (LEVELS 3-4)** Can follow the general meaning of a conversation about familiar subjects and hold sustained conversation with others
- **UPPER/INTERMEDIATE (LEVELS 5-6)** Can initiate, sustain and conclude communication competently and comfortably
- **ADVANCED (LEVELS 7-8)** Can use the language in more complex and demanding situations, over the phone, socially and in meetings.
- **PROFESSIONAL (LEVELS 9-10)** Can engage in fluent communication on a wide range of topics and can meet most personal, academic and professional demands. Language is used appropriately and is well organized.

BERLITZ PROFICIENCY LEVELS



TRANSFER OF CREDITS

Berlitz will not accept credits earned at other institutions. If a student transfers from another Berlitz English Language Center, the student will be placed in the same level as in the previous Berlitz. If the student has been taking a break of one month or longer between language courses, the student will be retested.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION.

The transferability of credits you earn at Berlitz Language Centers is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Berlitz Language Centers to determine if your credits or certificate will transfer.

DESCRIPTION OF PROGRAMS

Our language instruction features the proven-effective Berlitz Method®. We offer flexible programs for adults and children, including tutoring as well as public school enrichment programs and testing services. We also offer language and cultural agility training for executives, government employees and other busy professionals in the technology industry, financial services and other fields. Our unique, family-friendly learning programs also include relocation training for international assignees and their families, and facilitator-led programs that help build the cultural competencies essential for success in today's global marketplace. We hold classes mornings, afternoons and evenings at our Learning Centers or at your location.

Berlitz® has taught millions of people across the globe to speak new languages quickly and effectively. Our experienced, native-fluent instructors provide personalized one-on-one and small group language classes, helping you learn practical language skills you can use right away. You can expect engaging, up-to-date materials, consistent high quality—and measurable results.

There are a variety of reasons to learn a new language: personal growth, greater employability, or communicating with family and friends, to name a few. Berlitz recognizes the way you learn a new language should be as unique as the reasons you are learning it. Our learning solutions are highly customized to best suit your learning style and needs – study face-to-face or virtually, in a Berlitz learning center or in a location convenient to you.

- Language classes for almost any language
- Multiple delivery platforms, including face-to-face, online, self-study, and blended options
- Personal attention to your goals, learning style, and learning preferences
- First-rate customizable programs and course materials
- The Berlitz Method® - A proven technique that has delivered superior results to millions of people worldwide

TOTAL IMMERSION®

The world's fastest and most intense language learning solution, Berlitz Total Immersion is completely customized and designed to help individuals communicate in the new language in as little as one week.

Berlitz Total Immersion is designed to engage individuals in a variety of real-life situations, including communicating over the phone, using the target language in social situations, using the language in business settings, and confidently interacting in both one-on-one and group settings.

Your day includes lunch with a Berlitz Total Immersion-certified coach, so you can practice speaking in either business and/or social settings. Scheduled team sessions with two coaches provide experience with three-way conversations.

Choose this course if you:

- Want to make the greatest progress in the shortest possible time
- Want a concentrated, completely customized learning experience
- Can focus full-time on language learning for at least a week
- Need to meet professional or personal goals

Program includes:

- Pre-course survey and personalized study plan
- 55 45-minute sessions scheduled at your convenience during a 1-week period
- All educational materials
- Lunch with the instructor completely in the target language at the Berlitz Learning Center or at a local restaurant for 5 days
- Unlimited access to the CyberTeachers by Berlitz online program for 1 month (for available languages)

PRIVATE INSTRUCTION

Berlitz Private Instruction is our most flexible language learning program, customized exclusively to your needs and set at a pace designed to accommodate your busy lifestyle. Your Berlitz Instructor will develop a personalized learning plan specifically designed to meet your objectives and time frame. Progress at your own comfortable speed to help ensure your studies are useful and relevant to your goals.

Choose this course if you:

- Prefer personalized instruction and more scheduling flexibility
- Would like to achieve your objectives by finishing each program within 60 days
- Prefer flexible scheduling to accommodate your busy lifestyle
- Want to make changes to your schedule
- Like to learn at your own pace- you decide how fast or slow to take this course
- Want maximum opportunities to speak and practice your new language

Program includes:

- 42 private lessons (45 minutes each)
- Sample schedule:
 - 14 sessions, each lasting 2 ¼ hours to be completed within 60 days
 - Or other more intensive schedules available
- Multi-component materials (physical and/or digital)
- Unlimited access to CyberTeachers by Berlitz (self-study program) for the duration of your program (for available languages)

SEMI-PRIVATE/GROUP INSTRUCTION

Our small group face-to-face language programs offer immediate feedback and personalized attention, with just two to six learners in each group. Led by a highly-trained, native-fluent Berlitz instructor, this interactive program is designed to give you maximum opportunity to practice your new language. Lessons help you prepare for real-life situations.

Choose this course if you:

- Enjoy interacting with others in a small group
- Prefer face-to-face instruction rather than online instruction
- Want to learn English, Spanish, French, German, or Italian
- Live near a Berlitz Language Center

Program includes:

- Orientation on your first day
- 16 group sessions over 4 weeks
- All educational materials
- Access to the CyberTeachers by Berlitz online program for the duration of your program

SMALL GROUP

Interact with others for a dynamic learning experience. Small Group Instruction offers students the unique opportunity to interact and socialize with others while learning in a cost effective program. Small groups mean greater interaction with your instructor and classmates, so you can achieve success in a shorter period of time. You will receive the personal attention and motivation you need while practicing your new language in small groups of up to six people.

Choose Small Group Instruction if you:

- Are looking to interact with others as you learn
- Want to learn on a fixed schedule in order to plan ahead
- Learn with our Berlitz Method in a cost-effective program
- Enjoy learning in a face-to-face setting with a native-speaking Berlitz instructor

Program Includes:

- Fixed monthly schedule: 4 sessions of 2 ¼ hours, once a week for one month
- Multi-component materials (physical and/or digital)
- Small class size (2 to 6 students)

BERLITZ VIRTUAL CLASSROOM

Learn a language with a real, live instructor from your home, office or anywhere with an Internet connection. Enjoy the undivided attention, interaction and real-time feedback of a highly trained Berlitz instructor without traveling. Now you have maximum flexibility to schedule learning at your convenience to meet your personal or professional goals. As an added benefit, sessions are recorded, so you can review them later.

Berlitz Virtual Classroom offers Private or Small Group programs.

Choose this course if you:

- Want a highly personalized learning experience
- Need greater scheduling flexibility
- Do not live near a Berlitz Language Center or simply prefer to learn without having to travel
- Want to learn online with a live instructor

Program includes:

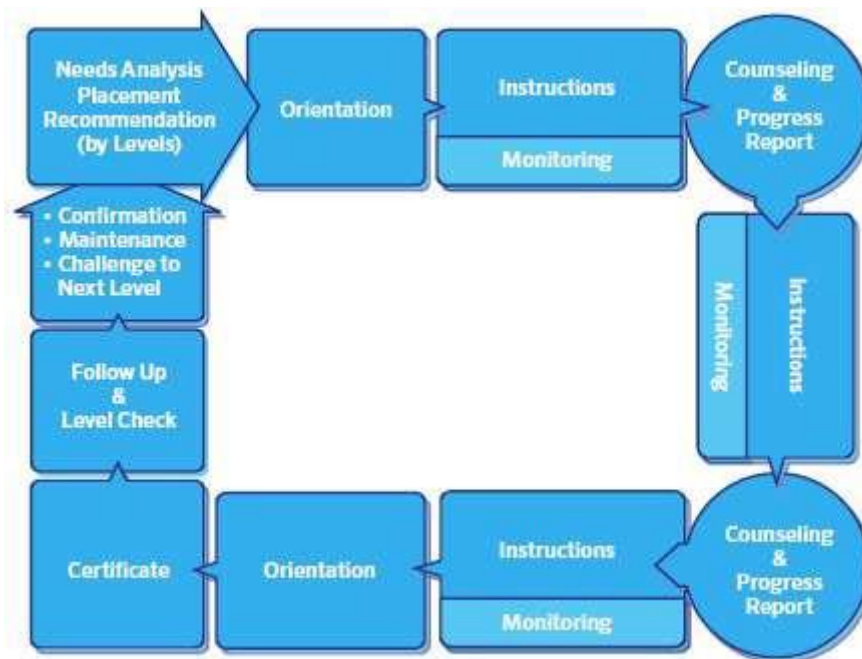
- Pre-course orientation to the Berlitz Virtual Classroom® set-up, process and platform interface
- 42 private lessons (45 minutes each)
- Sample schedule:
 - 14 sessions, each lasting 2 ¼ hours to be completed within 30 days
 - More intensive schedules available
- Multi-component materials (physical and/or digital)
- Recorded sessions for further practice and review
- Unlimited access to CyberTeachers by Berlitz (self-study program) for the duration of your program (for available languages)

ACADEMIC POLICIES

THE BERLITZ LEARNING CYCLE

The Berlitz Learning Cycle was developed as a quality assurance process to ensure consistent delivery of the Berlitz Method and ensure each student reaches his or her targeted level of learning proficiency through the following:

- **NEEDS ANALYSIS:** Determines the Berlitz Proficiency Level needed to attain your personal goal.
- **PROGRAM RECOMMENDATION** Determines the amount of training required to reach that goal.
- **ORIENTATIONS:** The participant meet the instructor and receives program materials, including a road map for how the program works.
- **COUNSELING & PROGRESS REPORTS:** Formal progress reports and counseling sessions with instructors enable participants to assess their ongoing progress.
- **LEVEL CHECKS:** Achievement assessments enable participants to see how well they have mastered their program before moving to the next level.
- **CERTIFICATE OF COMPLETION:** Acknowledges the achieved level of proficiency.
- **REASSESSMENT:** Goals for continued learning are reassessed and recommendations for goal achievement are provided.



SATISFACTORY ACADEMIC PROGRESS STANDARDS

Satisfactory progress is defined as the acceptable performance of the required language skills. If a student is not able to perform the language skills required they are encouraged to repeat the level.

ATTENDANCE POLICY

Students must attend a minimum of 80% of a program to be eligible for a certificate of completion.

PROBATION AND DISMISSAL POLICY

All Berlitz language programs are avocational. The only situation in which a Berlitz student would be under probation and/or dismissed would be for failure of payment. Upon payment of lesson, students are reactivated and can resume their lessons. In the case of international students on F-1 Visas, in order to maintain their status, they must attend a minimum of 80% of their classes unless they have a doctor's note. Failure to maintain attendance puts their F-1 status in jeopardy and will lead at first to a warning and then to reporting of their lack of attendance through SEVIS and ultimately dismissal from their Berlitz program.

LEAVE OF ABSENCE POLICY

For Berlitz Study Abroad students, the following leave of absence policy applies:

In order to get the maximum benefit from the program students are expected to attend all classes. Students who are on a F-1 Student Visa MUST attend ALL classes, to comply with U.S. Immigration policy. For any changes to the program; students must complete a Request Form for the following:

- A break in Study (vacation) – students can only receive a break in study after completing 26 consecutive weeks of study
- Transferring to another school
- Extending your BSA Program (Berlitz Study Abroad)

Students on F-1 Visa must notify the center and inform the BSA Coordinator if you cannot attend class. Students who have 3 consecutive absences must provide a doctor's note explaining the absence.

Please note the importance of maintaining proper status of F-1 Student Visa. Berlitz is required by law to report a student who has violated status to the Department of Homeland Security.

For students not on an F-1 visa, the following leave of absence policy applies:

Below are the steps that must be followed, when an exception to the Berlitz Forfeiture and Expired Fixed Term Contract Policy is requested to extend the end date of a fixed term contract. A fixed term contract is being defined as a contract that has an end date.

In the case where an extension of the term date is being requested, the following must be obtained:

1. A request in writing or by email from the student requesting to extend the term with a specific reason for the request.
2. The Request for Extension Form completed by the Learning Center Manager with a copy of the original signed contract and District Director Approval.

STUDENT SERVICES INFORMATION

Berlitz Language Centers provide visa services and will vouch for student status.

ACCOMMODATION OPTIONS

Berlitz Language Centers provide housing assistance services to the students. Berlitz Study Abroad offers several housing options. Students may choose the option that best suits their needs. All accommodation, whether a private home or hotel, is chosen based on the overall quality and location convenience within a city.

HOME STAY

Living with a host family is a very popular option for Berlitz Study Abroad students and can provide unique insight into the culture of the country you're visiting. You'll experience family life and daily routines, plus practice your new language in comfortable surroundings with native speakers. Home Stay students enjoy a private bedroom with a private or shared bath. Breakfast and dinner are generally eaten with the host family.

HOTELS AND BED & BREAKFASTS

If you prefer the privacy and amenities of staying in a hotel or similar facility, we are pleased to provide a list of recommended accommodation within walking distance to your Learning Center as well as pricing options for each so that you can easily arrange your own accommodation.

SHORT-TERM APARTMENT RENTALS

Berlitz can assist students who are staying abroad for an extended period of time in renting a furnished apartment. Short-term apartments are only available.

AVERAGE COST OF HOUSING

Residential living in the areas served by Berlitz Language Centers may include room or apartment rental or private housing rental with costs varying \$550 upwards per month. Student Services will help students with general information on the availability and cost range of community housing in the area where they are studying. Berlitz Language Centers does not have, under its control or ownership, and is not affiliated with any dormitory or housing facilities.

ADDITIONAL SERVICES AND OPTIONS

To help provide you with a complete experience on your trip abroad, Berlitz offers a number of optional services and programs at additional cost. Please check the Berlitz Study Abroad application form for pricing on all options.

AIRPORT PICK-UP/DROP-OFF

We can provide airport pick-up and/or drop-off services for students who request homestay.

HEALTH INSURANCE

We can assist you in obtaining health insurance for the duration of your stay. Ask the Explain how student services can help you get it.

STUDENT RECORD RETENTION

Each Berlitz Language Center maintains a permanent record of all of the following:

1. The certificate granted and the date on which that certificate was granted.
2. The courses and units on which the certificate was based.

STUDENT TUITION RECOVERY FUND

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.”

If any portion of your tuition was paid from loan proceeds, the refund will be sent to the lender or agency that guaranteed the loan. Any remaining refund amount will first be used to repay any student financial aid programs from which you received benefits, to the extent of benefits received. Any remaining amount will be paid to you the student.

PAYMENT POLICY

Students may pay all of their fees (tuition, registration, materials) prior to the beginning of their program or may choose to pay monthly. Payments may be made in cash or by credit card.

Berlitz Language Centers is not approved to participate in the Federal or State Student Aid programs. The school does not participate in any state or federal financial aid programs. At the school's discretion, installment payments may also be arranged.

Students assume the responsibility for payment of the tuition costs in full, through direct payment. No interest is charged.

STUDENTS RIGHT TO CANCEL

You have the right to cancel the enrollment agreement you sign for a course of instruction including any equipment, such as books, materials, and supplies, or any other goods and services included in the agreement, and obtain a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later. Cancellation shall occur when you give written notice of cancellation at the address of the School shown on the top of the front page of the enrollment agreement. You can do this by mail, hand delivery, or email. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid.

Berlitz Virtual Classroom

Berlitz Language Center shall transmit the first lesson and any materials to you within seven days after you are accepted for admission.

You shall have the right to cancel the agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is sent. If Berlitz Language Center sends the first lesson and materials before an effective cancellation notice is received, Berlitz Language Center shall make a refund within 45 days after you have returned all materials.

Berlitz Language Center shall transmit all of the lessons and other materials to you if you have fully paid for the educational program; and after having received the first lesson and initial materials and requested in writing that all of the material be sent.

If Berlitz Language Center transmits the balance of the material that you request, Berlitz Language Center shall also provide the other educational services, such as responses to your inquiries, student and faculty interaction, and evaluation and comment on lessons submitted by you, but shall not be obligated to pay any refund after all of the lessons and material are transmitted.

REFUND & CANCELLATION POLICY

Applicants whose visas are denied receive a full refund.

Because of federal regulations requiring institutions to report changes in student status, we require written notification of withdrawal from students as a condition for making refunds.

a. If you cancel your program or your VISA* is denied, you will receive a full refund of tuition and fees (including any fees paid for health insurance.) The \$100 registration fee is non-refundable. If Berlitz terminates your enrollment prior to the start of your program, however, you will receive a full refund of tuition and fees including the registration fee.

b. If you cancel or Berlitz terminates your enrollment after classes have begun in a Total Immersion® or Private program, you will be refunded for all lessons not taken; however, the \$100 registration fee is non-refundable.

c. If you cancel or Berlitz terminates your enrollment after classes have begun in a Semi-Private/Group or Small Group program, you will be refunded for the weeks not taken; however, the \$100 registration fee is non-refundable. If your enrollment is cancelled or terminated, Berlitz will, as required by federal law, notify the Bureau of Citizenship and Immigration Services (BCIS) that you are no longer pursuing a full course of study and, therefore, are in violation of your F-1 (student) visa status. Processing refunds may take 4 to 6 weeks from the date of the student's withdrawal from the program.

DISCLOSURE STATEMENTS

It is the policy of the school to always provide a copy of the latest school catalog either in writing or electronically on the school's website to all prospective students.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

The institute shall provide a catalog pursuant to section 94909 of the Code, which shall be updated annually. Annual updates may be made using supplements or inserts accompanying the catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog.

The institute shall provide a catalog pursuant to section 94909 of the Code, which shall be updated annually. Annual updates may be made using supplements or inserts accompanying the catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (<http://www.bppe.ca.gov/>) Phone Number: (916) 431-6959 Toll Free: (888) 370-7589 Fax Number: (916) 263-1897).

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888-370-7589) or by completing a complaint form, which can be obtained on the Bureau's Internet Web site (www.bppe.ca.gov).

Prior to signing an enrollment agreement, student must be given this catalog and a School Performance Fact Sheet, which they are encouraged to review prior to signing any agreement with the school. This institution is required to have student sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, prior to signing an enrollment agreement.

The Centers' Directors are responsible for monitoring new policies and procedures and maintaining the school in compliance with the California Private Postsecondary Education Act of 2009.

Berlitz Language Centers does not participate in any form of federal or state financial aid including the Federal Work-Study Program.

Berlitz Language Centers does not offer scholarships or any education loans including federal student loans, federal parent loans, private loans, consolidation loans, direct subsidized loans or direct unsubsidized loans.

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

Berlitz Language Centers does not have a pending petition in bankruptcy, and is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Berlitz Language Centers assumes no responsibility for loss or damage to a student's personal property or vehicle (including contents of vehicle) while in, on, or adjacent to institute property.

Berlitz Language Centers does not offer any job placement services to any student.

Berlitz Language Centers does not recognize acquired life experience and prior experiential learning as a consideration for enrollment or granting credit towards any courses.

Berlitz Language Centers does not have an articulation agreement or transfer agreement with any another school, college or university.

Berlitz Language Centers does not accept credit from other schools or programs. The institution has not entered into an articulation or transfer agreement with any other school, college or university at this time.

None of the programs offered leads to positions in a profession, occupation, trade, or career field requiring licensure in California.

GRIEVANCE PROCEDURES

Students wishing to express a concern should adhere, in order, to the following procedures:

1. Discuss the concern with the appropriate instructor. All discussions are to be held before or after class or by a scheduled appointment.
2. If the concern cannot be resolved through the instructor, present the concern in writing to the applicable Center's Director. The written grievance must clearly state the student's name, the nature of the complaint, the name(s) of all parties directly involved in the complaint, and any appropriate documentary evidence. To be timely, a grievance must be filed with the Director no more than twenty (20) calendar days after the event on which the grievance is based.
3. Schedule an appointment to discuss the concern with the Center Director, as appropriate.
4. Meetings will be scheduled with all pertinent parties before a resolution is reached.
5. Students have the right to report their concerns or file a complaint with the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento California, 95833 www.bppe.ca.gov. Tel (916) 431-6959, (888) 370-7589/Fax Number 1 (916) 263- 1897 or by e-mail to: bppe@dca.ca.gov. Student may report their concerns or file a complaint at any time.
6. Complaints may also be filed with our accrediting body Accrediting Council for Continuing Education & Training (ACCET) at ACCET Chair, Complaint Review Committee, 1722 N Street, NW Washington, DC 20036, Telephone: (202) 955-1113, Fax: (202) 955-1118 or (202) 955-5306 Email: complaints@accet.org Website: www.accet.org

HOLIDAYS 2019

New Year's Day	January 1
Martin Luther King Day	January 21
Memorial Day	May 27
Independence Day	July 4
Labor Day	September 2
Thanksgiving Day	November 28
Day after Thanksgiving	November 29

Winter Holidays will last from December 23, 2019 until January 2, 2020. Additional holidays or school closures may be declared at the discretion of the School Director.