

Alignment Decision

Alignment Request Profile	
Alignment ID	AQ23-004
Organisation Name	Berlitz Corporation
Qualification Title	Berlitz Customer Service
Qualification's Provider in Kingdom of Bahrain	Berlitz Training Centre
Aligned to NQF Level	5
NQF Credit	3
Qualification Sector	Vocational Education and Training
Regulatory Body of Provider in Bahrain	Ministry of Labour
Qualification Description	The programme comprises one unit and three NQF Credits. It can be undertaken either as a stand-alone programme or to supplement Berlitz Business English and English Essentials programmes. It focuses on fundamental vocabulary, expressions, and customer service techniques needed for business-to-business client relations. Upon completion of this programme, learners can practice business-to-business client relations in a wide variety of settings, will be able to interact confidently with customers in person, solve customers' problems and guide clients through purchasing procedures using business English.
Delivery Mode	On Campus

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Attendance Mode	Part-time
Target learners	This programme targets learners who aim to develop the English language skills needed to handle business-to-business customer service situations.
Other Qualifications Framework where the Qualification is placed on/aligned to	None
<p>Overall Alignment Judgement</p> <p>“Berlitz Customer Service” owned by Berlitz Corporation and offered in the Kingdom of Bahrain meets all the Alignment Standards, and thus the Overall Judgement is: ‘Aligned to NQF Level 5’.</p>	