

Professional Service

Linguarama provides the following services to all clients:

Account Manager

- Each Linguarama client has a dedicated Account Manager with whom they communicate about appropriate training solutions for their staff, quality management, reporting and controlling.
- The Account Manager ensures that the centre's management, administration and pedagogical teams are well-informed about this client's specific needs.
- The Account Manager ensures that the client has a positive experience of working with the Linguarama centre and builds a relationship of trust with the relevant teams and other centres across the Group.
- The Account Manager uses our School Management System (SMS) effectively to manage the account.
- The Account Manager holds regular meetings with the client contact.

Advisory Services

- We discuss goals/needs and time/budget restraints with clients to find an effective training solution for their company goals.
- We advise individual participants and departments on effective ways to achieve goals within a specified time and budget.
- We update the client on the results of the training programme and advise on future changes necessary to ensure the continuing effectiveness of the programme.

Pedagogical Services: *See 3 The Linguarama Training Approach*

Administrative Services

- All learners receive a full welcome pack containing the following information:
 - dates/days/time/location of course
 - how to contact the local Linguarama centre
 - cancellation rights
 - trainer profile
 - pre-course task (as appropriate).

Whenever possible, we send this welcome pack from SMS and link it to Linguarama Connect or Other Language learning portals to encourage learners to visit the portal before the course begins.

- We send course materials and online access to Linguarama learning portals before the course begins.
- We keep attendance lists for all courses. Participation is confirmed by a signature from learners as required/where possible.
- We coordinate appointments for lessons and deal with cancellations/postponements quickly and efficiently.
- Other administrative services are carried out as agreed with the client.

Reporting Services

NB *All reporting is in line with data protection legislation (see Section A: 5.2 Data Protection) and takes into account company-specific restrictions.*

- All learners receive online interim and end of course feedback. Results of feedback are reported as agreed with the client.
- Questions raised by learners in their feedback and complaints are responded to by phone or face-to-face.
- We provide other reports according to the individual client's needs at intervals agreed with the client. SMS is used effectively to ensure that the reports can be generated quickly and accurately.
- We give clients access to MyLinguarama.com as appropriate to their needs.