**ANNEX V– AWARD CRITERIA LOT 2 SIMULATION**

**TOPICS:** Course management and organisation, customer satisfaction/ Pedagogical approach and teaching methods

**NAME OF THE TENDERER:**

**1. Introduction**

Tenderers are requested to support their technical offer by drafting specific proposals for the below described (indicative / on BEREC Office non-binding) simulation. The scenario described below is based upon BEREC Office practical experience during implementation of the language services. Tenderers are therefore expected to describe their approach, methods and solutions to the situation in subject in a comprehensive manner, addressing at least all aspects identified in the question list.

This simulation will be evaluated in accordance with the associated criteria set out in section 4.3.

**2. Description of the simulation**

The tenderer is requested to draw up a comprehensive concept for the following service: Group language training at BEREC Office premises (PACKAGE 1): In January 2018, BEREC Office will launch an internal call for expression of interest for attending regular language courses during the 1st semester 2018 (February to July 2018). These regular language classes will take place once a week between 11:00 and 12:30 and 15:00 and 16:30. We expect that around 30 colleagues will register for regular language courses. From experience, around 50% will register for French (levels A1, B2 and C1) courses and the other half will register for Latvian, Spanish and Italian. The majority has already attended language courses and the language level is known. Typically the levels are equally spread between A1 and C1. For some new colleagues who haven’t attended previous language courses at BEREC Office the language levels are not known. BEREC Office Administration and Finance Unit will provide the list of enrolments.

Based on the provided information above, please describe in max 5 standard pages (1 500 characters with spaces per page) how you would:

* Organise the courses considering the requested languages and the diverse language levels of the participants?
* Ensure stable and reliable course schedules?
* Allocate and coordinate trainers for the language classes?
* Organise communication with the participants and maintain communication flow with BEREC Office HR Team?
* React to unforeseen sickness of a trainer?
* Distribute books and training material?
* React to low attendance of the participants?
* Monitor the quality of language courses?
* Evaluate the language courses?
* Address received feedback and potential complaints?
* Any other aspects to be considered related to the running, administration, and documentation of the courses?
* Monitor the learning objectives and progress of the participant?
* Select the teaching material?

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