

PROFESSIONAL TRAINING REGULATION



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1. Initial Provisions

This Regulation establishes the guidelines and rules of activity for the company LEARN PORTUGUESEWITHSUSANA EDUCATIONAL AND RECREATIONAL SERVICES, LDA (hereinafter referred to as LPWS), applying to all professional training actions designed, developed, and executed, as well as its participants - trainees and trainers.

LPWS specializes in teaching the Portuguese language to foreigners who need it for professional reasons directly (professional activities requiring the Portuguese language) or indirectly (living and working in a country with an official Portuguese language).

The Portuguese language is taught as a foreign language and therefore falls within the training area 222 - foreign languages and literatures, according to Order No. 256/2005 of March 26. Training takes place remotely through online courses that can be supplemented with live individual lessons. Face-to-face training may be organized based on specific situations to be analyzed and decided by LPWS.

LPWS is a training entity that applies for DGERT certification in the area of 222 - foreign languages and literatures, awaiting a response from the certifying body (DGERT).

We are a training organization and not an exam center. In other words, our courses are designed to support our trainees in learning Portuguese as a foreign language, as well as to prepare them for the exam to obtain the CIPLE (Initial Certificate of Portuguese as a Foreign Language), which is the responsibility of CAPLE (Center for the Assessment and Certification of Portuguese as a Foreign Language), which is an organic unit of the Faculdade de Letras da Universidade de Lisboa, endowed with scientific autonomy and developing its activity in the fields of assessment and certification of proficiency in Portuguese as a foreign language (PLE), training and research relevant to those fields, recognized by the Ministry of Foreign Affairs, through Camões, Instituto da Cooperação e da Língua, I. P., recognized by the Ministry of Foreign Affairs and by the Ministry of Education, through the Directorate-General for Education. The exam and subsequent certification is the sole responsibility of CAPLE. LPWS only runs courses that help trainees (those who so wish) prepare to successfully take the CIPLE.

The vocational training certificate issued by LPWS to trainees who successfully complete our courses does not correspond to the CIPLE, nor does it serve the purpose of proving language competence in nationality processes.

Addresses:

- Website: www.learnportugueseewithsusana.com
- E-learning platform: <https://www.learnportugueseewithsusana.com/pt/practise/>
- Head Office: Avenida 24 nº409 4500-203 Espinho
- Address for customer service and operations: Rua da Saudade nº 59, 2º andar, Sala 28, 4050-570 Porto

Contacts:

- Email: susana@learnportugueseewithsusana.com
- Phone / Mobile:
 - Phone: 22 600 14 83
 - Mobile: 00 351 912 983 816
 - Mobile (UAE): 00 971 568 053 882

Public Service Hours:

- 10:00 AM to 1:00 PM (Tue and Thu)
- 14:00 AM to 17:00 PM (Mon, Wed and Fri)

2. Registration and Trainee Selection

2.1. Disclosure and Information

Anyone interested in taking a professional training course to acquire Portuguese language skills can find all the information on our website and/or contact us through the means mentioned above. All interested parties must read this regulation and agree to it in order to attend training at LPWS, and this validation is done through the registration form and training contract.

2.2. Registration

To register, simply go to the course you are interested in and make the purchase online (paypal), and you will be asked to fill in the registration form. If you have any questions, please contact LWPS first.

In the case of individual sessions, they can be purchased via the website or by contacting LWPS by phone and/or email, and a virtual meeting (or face-to-face if feasible for the interested party) will be scheduled for all the explanations.

In the case of registrations promoted by the employer, LPWS collects the necessary data from the client to register each employee.

After registration, the access requirements are analyzed to see if the trainee can be selected.

2.3. Access requirements

In order to take part in our courses, trainees must meet certain requirements:

- General:
 - Age 16 or over;
 - Professional motivation to use the Portuguese language;
 - Complete the application form on the website;
 - Read and agree to these regulations;
 - Make the payment associated with each course.
- Specifics related to previous skills:
 - ○ Level A1, to be able to access Level A2 courses
 - ○ Others may be defined, so always consult the information in the course program.
- Specifics skills related to technology:
 - ○ Computer skills from the user's perspective (browsing the internet, using email, interacting with documents, using tools for synchronous and asynchronous communication);
 - Access to a computer, tablet or smartphone with an internet connection, sound and video system (video only for individual sessions).

2.4. Selection Criteria

The trainees will be selected by the LPWS pedagogical coordinator in order to check that they meet the entry requirements and to inform the trainee of the most suitable course given the level of language knowledge they may already have. This process involves the following steps

➤ **Documentary analysis:** the information provided in the registration form is analyzed to verify the general and specific requirements related to technology, with complementary information collected in the contacts established with the trainees through the various channels.

In the case of trainees who indicate on their application that they already have some (even very limited) knowledge of the Portuguese language, LPWS carries out an analysis of their language skills, based on the criteria stipulated in the QECRL (Common European Framework of Reference for Languages). For this analysis, the trainee goes through the following stages:

➤ **Diagnostic / placement test:** they first take a test in electronic format to check their level of comprehension and written production. The following criteria are analyzed, as shown in the table below:

Level	Reading comprehension	Written Production	Written Interaction
A1	Understands isolated words and expressions in simple, familiar texts such as notices, posters and catalogs.	Writes simple, isolated sentences about themselves and concrete situations, such as filling in a form or writing a short postcard.	It answers simple questions in writing and initiates short interactions, such as sending a short email with basic information.
A2	Understand short, simple texts on familiar subjects, such as personal letters, emails and newspaper articles.	She writes short, simple texts on familiar subjects, such as personal letters, emails and descriptions of experiences.	Exchange simple information in writing, such as describing plans or asking questions about everyday matters.

➤ **Interview** consisting of three parts (Personal presentation; Description of an image, Dialogue on a Leisure Activity (see the end of the document for more information on the structure of the interview), to check the level of oral comprehension and production. The following criteria are analyzed, as shown in the table below

Level	Scope	Correction	Fluency	Interaction	Coherence
A1	Has a basic repertoire of simple words and expressions related to personal aspects and specific situations.	Shows only limited control of a few grammatical structures and memorized sentence patterns.	Can manage short, isolated, pre-established sentences, with lots of pauses to search for words and articulate.	Can ask and answer questions about personal aspects, but relies on frequent repetition and rephrasing.	Can connect words or groups of words with simple connectors such as “and” or “then”.

Level	Scope	Correction	Fluency	Interaction	Coherence
A2	Uses basic sentence patterns with memorized expressions, groups of a few words and formulas to communicate in simple situations.	Uses some simple structures correctly, but systematically makes basic mistakes.	Can produce short utterances with pauses for planning, with obvious adjustments in longer speech.	Is able to initiate and respond to simple conversations, showing signs of following the conversation, but with difficulty in sustaining the dialog.	Can connect groups of words with simple connectors such as “and”, “but” and “because”.

Decision process:

- **Trainees who meet all the general criteria as well as the specific technology-related criteria can be selected.**

- **For the framework of which course you will attend:**

- o Trainees without any knowledge of the Portuguese language must start an A1 level course as their exit profile.

- o Trainees who do not fully demonstrate the criteria indicated at A1 level (written and oral) must attend an A1 level course as an exit profile.

- o Trainees who fully demonstrate the criteria indicated at A1 level (written and oral) must attend an A2 level course as an exit profile.

- o Trainees who fully **demonstrate** the criteria indicated at A2 level (writing and speaking) should not attend any of the e-learning courses available and should be referred to the possibility of a course tailored to their needs.

Throughout the process, LPWS maintains contact with each trainee to provide feedback on their selection process.

2.5. Registration

To register, simply access the course you are interested in and make the purchase online (PayPal), being asked to fill out the registration form. If you have any doubts, you should contact LWPS beforehand. If the purchase is validated by the system, you have immediate access to the course.

In the case of individual classes, they can be purchased through the website or by contacting LWPS by phone and/or email, with a virtual meeting (or in-person if viable for the interested party) scheduled for all explanations.

In the case of registrations promoted by the employer, LPWS collects the necessary data for the registration of each employee from the client entity.

3. Personal Data Protection

In collecting personal data from those involved in the courses, LPWS complies with the current legislation - General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016), in force in Portugal since May 25, 2018), regarding the protection of individuals concerning the processing of personal data and the free movement of such data. The data provided by trainees, clients, and/or trainers are exclusively processed for the full execution of contracts associated with each training action and compliance with legal obligations associated, namely, the presentation of information to entities such as DGERT and other certifying entities, Tax Authority, Insurance Entities supplying the Training Entity as well as Accountants, Lawyers, and Consultants who may provide services to the latter, or judicial and police entities, being collected and processed under the provisions of article 6(1) of the GDPR, to serve lawful purposes and will only be used for the purposes for which they were initially requested, should not be kept or used for other purposes. The data will be processed by the data protection officer appointed by the Training Entity, in compliance with the applicable rules on data protection, namely the GDPR, and will be retained for as long as required by law. The personal data collected will be kept for the minimum period necessary for the pursuit of the purposes that motivated their collection or processing, safeguarding the conservation periods provided for by law, and always respecting the guarantees of secrecy and confidentiality provided for in the General Data Protection Regulation. The data subject acknowledges that the refusal to communicate and provide information would prevent the normal and legal conclusion and execution of the contract associated with each training action. The data subject, considering that the rules provided for in the General Data Protection Regulation have been violated, has the right and may file a complaint with the supervisory authority, which is now identified:

National Data Protection Commission [CNPD]:

Address: Av. D. Carlos I, 134, 1200-651 Lisbon

Phone: 213928400

Fax: 213976832

Email: geral@cnpd.pt

4. Operation Conditions of the Training Activity

4.1. Pedagogical Model

LPWS courses are conducted in a "distance" format, meaning that trainees and trainers are physically distant but connected through technology. In-person courses can be organized based on the needs of each client, with conditions agreed upon individually. All courses are individual.

Online courses: These consist of recorded video lectures that each trainee can access at any time of the day, with the recommendation to access a lesson daily. Maintaining a daily study frequency is important for optimizing language learning. After each lesson, there is a quiz for assessing learning. At the end of each week, there is a quiz covering all topics addressed during the week. It is necessary to have a minimum of 90% correct answers in each quiz to advance to the next lesson. These courses take place on LPWS's LearnDash platform and come in three predefined formats:

- Já está! First 12 weeks
- Já está! Last 12 weeks (accessible only after completing the first 12 weeks)
- Já está! 24 weeks

At the end of each 12-week block there is always a synchronous session (face-to-face or remote) to validate the learning that has taken place.

Trainees can view video lectures and participate in quizzes as many times as they want while their access to the course is active.

Individual lessons: These are live lessons via video call, providing direct interaction between the trainer and trainee. They are always individual and serve to practice and clarify each trainee's doubts. Trainees request individual lessons according to their needs and schedule them with the trainer, supervised by pedagogical coordination. The number of hours of individual lessons adds to each trainee's course workload. Individual lessons take place on the BitPaper and Zoom platforms. These lessons can also take place in person in a training room.

Other customized formats: Other formats can be designed according to the specific needs of a client (e.g., technical vocabulary). In such cases, details such as costs, content, duration, and organization are proposed and agreed upon in conjunction with the client.

4.2. Tutoring / Trainee Support

LPWS's distance courses include active tutoring, meaning that trainee progress is monitored by trainers and pedagogical coordination. This is done through:

- A bulletin board on the e-learning platform
- WhatsApp
- Messages on the platform
- Real-time questioning and answering during individual lessons
- Monitoring access and participation in course activities to support trainees and guide them in time management, etc.
- Automatic corrections and feedback from quizzes
- Deferred corrections in "manual" exercises done by the trainer or pedagogical coordination
- In person, by phone, or via email according to the needs of each trainee.

4.3. Training Environment/Location

LPWS training is predominantly conducted at a distance/online, developed through a platform: LearnDash, customized for LPWS and available 24 hours a day, 7 days a week (excluding unforeseen system failures or internet outages). Here, each trainee accesses the contents and activities of the purchased course and can communicate with the trainer and/or pedagogical coordination.

For individual lessons, the BitPaper and Zoom tools are used, combining video calls with a whiteboard. The records are exported to PDF and shared with each trainee at the end of the lesson, stored on the e-learning platform and accessible at any time during the course period.

When organizing in-person training, it takes place in a training room that must ensure the following: a minimum area of 2m² per participant, availability of didactic resources for training support (projection/screen system, sound, board), compliance with hygiene, safety, and accessibility rules, and access to sanitary facilities with gender differentiation.

4.4. Requirements for Online Training Systems

- The use of the LearnDash platform and distance communication tools requires access to a computer/smartphone/tablet with internet connection and a browser (e.g., Chrome, Internet Explorer, Firefox), camera, and microphone (only for individual lessons). Each trainee is responsible for ensuring the equipment, access, and covering the respective costs, as well as the costs of technical repairs and printing of educational materials.
- Trainees should possess basic skills in information and communication technologies.
- LPWS is not responsible for technical problems with trainees' equipment (e.g., computer malfunctions, firewall issues, internet access problems, among others) that occur during the training period and prevent the completion of the entire training course.
- Trainees must follow online etiquette rules and adhere to instructions from instructors and pedagogical coordination.
- Trainees must have the Portuguese keyboard installed (if unsure how to do so, contact LWPS) – this incurs no additional cost.
- In addition to the Portuguese keyboard, there is no need to install any software or application to participate in online courses and/or individual lessons.

4.5. Schedules and Timing of Training

Online Courses: Trainees have immediate access to the course once their registration is validated. They can access it at any time of day/night, and it is important to access one video lesson per day and its respective activities. Trainees can choose the schedule that suits them best, and the following rules apply:

- Já está! 24 weeks: Trainees have access to the course for 12 months from the date of purchase.
- Já está! 12 weeks: Trainees have access to the course for 9 months from the date of purchase.
- It is possible to request an extension of the deadline as defined in the following section "changes and interruptions."
- When the trainee decides to start the course, a calendar with all the online course lessons and activities is generated. Individual lessons requested are added to the calendar.
- A new lesson is made available daily since the trainee decides to start the course. If the trainee cannot access on a specific day, they can take two lessons the next day,

but it is never possible to take a lesson before the scheduled date and the condition of having completed the previous lesson with at least 90% success. As an example: purchased the 12-week course (84 lessons online) on January 1 and has access for 9 months. Decided to start the course only on February 15 – this is the 1st day and the 1st lesson. The 2nd lesson will only be available on the 2nd day, which is February 16, and so on. If the trainee has not been able to complete the 1st day lesson, on the 2nd day, they can complete the 1st and 2nd lessons. But the 3rd lesson is only available from the 3rd day (assuming they completed lessons 1 and 2 with at least 90% success in the activities).

Individual Lessons: Scheduled by mutual agreement between the trainee and the instructor, with the supervision of coordination. They have a maximum duration of 1 hour and can take place on any day and at any time.

4.6. Changes and Interruptions

LPWS reserves the right to interrupt access to the LearnDash platform and/or other training support tools for a period deemed necessary for any technical, administrative, force majeure, or other reasons that may arise and are not mentioned here, seeking to restore the service as quickly as possible.

LPWS reserves the right to make changes to the availability of courses and the instructor supporting each course and trainee. Any changes made will always be communicated and agreed upon by all parties involved.

Extension of the Deadline - the trainee can request an extension of the deadline to complete the course under the following conditions:

- The extension period is up to 6 months, and a new training schedule is defined.
- The request must be made up to 1 week before the final deadline of the ongoing training, in writing to info@learnportuguesewithsusana.com, stating in the subject "Request for deadline extension" (or with other words, as long as they convey the same meaning), presenting their reasons and awaiting validation.
- The extension has a cost of €150, which must be paid in full upon receiving validation that the extension has been authorized.
- Only one request for extension is allowed per training. If the trainee cannot complete within the new deadline, they will have to purchase a new course.
- If the trainee does not meet the deadline, they will lose access to the course. In any case, the coordination monitors the schedule of each training, and whenever a failure to meet deadlines is anticipated, they will contact the trainee. This does not relieve the trainee of the responsibility to request an extension.

Change of Individual Lessons - the trainee may request a change of date and time for scheduled individual lessons under the following conditions:

- Send a request in writing to info@learnportuguesewithsusana.com up to 48 hours before the lesson, stating in the subject "Request for individual lesson change" (or with other words, as long as they convey the same meaning), presenting their reasons.
- This request is free of charge, and more than one request for a change of individual lesson can be made, provided it complies with the deadline in the previous point. The trainee can suggest other preferred times and dates for rescheduling the individual lesson.
- The coordination will coordinate with the instructor to reschedule the individual lesson, always seeking to accommodate the trainee's proposals. The new schedule is communicated to the trainee.
- If the trainee does not meet the deadline, the individual lesson is deducted and cannot be rescheduled or any amount refunded.

Other changes to the purchased service must be analyzed and decided case by case, by mutual agreement.

LPWS is not responsible for the costs incurred by each trainee and instructor to ensure access to a computer and internet connection and/or travel in the case of face-to-face training.

The trainee can **interrupt** the course, provided they do not fail to meet the scheduled end date (can request a deadline extension as identified above), and it is the trainee's responsibility to adjust their work pace to complete all the activities necessary to finish the course within the deadlines. The trainee can request to interrupt an individual lesson, and the interruption time cannot be compensated. If the trainee cannot resume the lesson by its conclusion time, the lesson will be counted, and there will be no compensation for it.

4.7. Repeats

Trainees can repeat all lessons and activities of online courses as many times as they want within the access period to the course. There is no maximum number of attempts or views.

Repeats do not apply to individual lessons, but trainees can request as many individual lessons as they want, according to the presented packs.

4.8. Substitutions

Substitutions are only accepted if the trainee has never accessed/activated access to the purchased course. This verification is done by LPWS through the records generated on the platform. If it is found that the trainee has already accessed the course, substitution is not possible.

4.9. Cancellations and Withdrawals

LPWS will cancel an action/registration of a trainee or individual lessons if the due payment is not made.

LPWS may also cancel courses or individual lessons for any management reason attributable to it that hinders the normal functioning of the course and/or individual lessons.

For cancellations or withdrawals by clients, the following points are clarified:

- "Cancellation" corresponds to the trainee's expression of not wanting to start the course, and this expression occurs before accessing the platform.
- "Withdrawal" corresponds to the trainee's expression of wanting to withdraw from the course after having started it, i.e., after the electronic registration generated from the first access to the platform with the provided credentials.

Any client can request the cancellation or withdrawal of their registration at any time, and it must be unequivocal and done in writing (lasting support) via postal mail or email to:

- Address: Avenida 24 nº409 4500- 203 Espinho
- Email: info@learnportuguesewithsusana.com

The client can request the cancellation of an individual lesson, asking for it to be rescheduled, and must comply with the conditions indicated in the "Changes and Interruptions" section. If the trainee wants to withdraw from an individual lesson, having already started it, they can do so by simply communicating with the instructor, and the lesson will be counted, with no compensation for the time the trainee did not attend.

The commitment established via the training contract is the responsibility of both LPWS and the client, as the client must ensure that they have the conditions (whether time, financial, technological, etc.) to attend the course for which they have registered.

Cancellation or withdrawal implies that the trainee will no longer have access to the course and/or individual lessons. Refunds will only occur as indicated in the following section "Payments and Refunds."

4.10. Payments and Refunds

All training services (courses and individual lessons) are subject to payment (with exceptions that will always be communicated), and the values, specific payment methods, or any advantages will be communicated when promoting the training. All interested parties, in case of doubts, should contact LPWS.

Courses are paid 100% at the time of registration through PayPal. Another method may be agreed upon directly with LPWS. Individual lessons are paid in advance, with LPWS offering differentiated packs according to each student's preferences and needs.

The values paid for training **include**:

- Participation in the entire training course's hours, including all preparation, organization, monitoring, and conclusion work done by LPWS.
- Access to the platform where the course is hosted and other complementary means/tools that may be used during the course.

- Study support material distributed in digital format.
- Mandatory synchronous / face-to-face sessions at the end of every 12 weeks;
- Certificate confirming the successful completion of the course. The certificate is preferably delivered in digital format but can be delivered on paper if the interested party so indicates.

The values paid for training do **not include**:

- Access to facilities, resources, or materials not related to the training.
- Travel or accommodation expenses for trainees to training locations.
- Internet expenses, computer equipment that the trainee/client entity must bear to access the training.
- Postal mail expenses for sending certificates, declarations, or other documents, provided that this mode of delivery is requested by the client.

Refunds are only provided in the following conditions:

- 100% of the amount paid, whenever, in the registration analysis process, the trainee is not selected.
- 100% of the amount paid, whenever the course and/or individual lessons are not provided for reasons attributable to LPWS.
- 100% of the amount paid in cases where the trainee/client cancels within 14 days from the date they made the payment associated with each service (courses/individual lessons), clearly indicating their decision to LPWS (indicating their full name and the name of the course they acquired and from which they intend to cancel/withdraw) and in a lasting support (written letter or email).
- For the above point, the trainee is prohibited from using digital contents and/or services and making them available to third parties, meaning they cannot use the credentials provided to access the LearnDash course for which they request cancellation or schedule an individual lesson from the prepaid package. If the trainee does not comply with this point, in case they wish to cancel, they lose the right to any refund.

The trainee is not entitled to any refund:

- If they abandon the course or do not complete it within the defined deadlines.
- Or compensation for individual lessons for which they did not request cancellation and rescheduling within the deadline defined in the "Changes and Interruptions" section.
- If they cannot achieve success in the course.

All refunds to be made by LPWS will be done through bank transfer to the IBAN provided by the client within a maximum period of 30 days from the date LPWS was informed by the trainee/client entity of the cancellation or withdrawal. Individual lessons are paid in advance, meaning through prepaid packs, and the trainee can choose the pack they prefer.

The access credentials to LearnDash are for the exclusive use of the trainee to whom they were assigned. In cases where it is confirmed that the trainee has provided their credentials to third parties without LearnDash's authorization, the credentials will be canceled, and the trainee will lose access to all actions in which they are enrolled or attending.

5. Attendance and Participation Duty

Given that courses and classes are individual, the attendance/participation rate is 100% for the entire course. In courses, **trainees must attend all video lessons and complete all quizzes** (and/or other activities that may be defined) to be able to conclude the course.

In the learning of a language, daily study and practice are crucial. Therefore, the frequency with which trainees access the platform is monitored and contributes to the overall result of the course. Trainees must access the platform every day, meaning they should complete one lesson daily according to the calendar and within the stipulated period for the course.

Trainees must complete the courses according to the deadlines defined in the calendar of the respective training action. They can request an extension as defined in the "Changes and Interruptions" section.

In individual classes, trainees must be punctual and attend the live individual class with the instructor at the scheduled time. If they are late, have to leave early, or interrupt the session, the class time continues to elapse, and the lost time cannot be compensated for reasons attributable to the trainee. In the case of an unannounced absence (see "Changes and Interruptions" section for notice requirements), the class is counted and deducted from the prepaid pack. The instructor remains connected to the individual class for the entire scheduled time.

The instructor records the entire time of each trainee's presence and absence in each individual class on LPWS's own form. The total duration of the trainee's presence/participation in individual classes is transparently added to the course.

If a trainee anticipates that they will have to miss a class, they should inform LPWS in advance so that their class can be rescheduled as defined in the "Changes and Interruptions" section.

If the instructor is late, has to leave early, has to interrupt, or has to be absent without the possibility of advance notice, all lost time will be compensated to the trainee by the instructor, scheduling directly between them with the knowledge of the coordination.

6. Training Evaluation

6.1. Satisfaction and Performance

Satisfaction with the training process:

- At the end of the course, both trainees and instructors evaluate the overall training process through the completion of an electronic questionnaire.
- All collected information is processed and analyzed for continuous improvement of our activities.

Performance of the Pedagogical Team:

- The performance of instructors is evaluated by trainees through feedback provided in the satisfaction questionnaire at the end of the course, as well as by the pedagogical coordination at the end of each training action in which the instructor participates.
- Trainees and instructors also evaluate the performance of the pedagogical team that supports and provides assistance through satisfaction questionnaires at the end of the course.

6.2. Learning

All LPWS courses include the assessment of learning, making it an essential activity to determine success in achieving the objectives of each course program.

The learning assessment model is detailed in the program of each course, generally based on the following:

Diagnostic assessment: trainees with knowledge of Portuguese are offered a diagnostic test and interview to assess their written and oral competence respectively. After analysis by the trainer, they will be assigned a course level that suits their needs and expectations. Trainees who are absolute beginners in the Portuguese language can be exempt from this procedure, as they will have to join a beginner's course, i.e. the one that is expected to reach level A1 upon successful completion.

Formative assessment: Through participation in video lessons, activities, and individual classes, asking questions/raising doubts, it is a regulatory process that allows trainees to dispel doubts, correct errors, etc., and introduce improvements in ongoing and future training actions.

Summative assessment: Conducted at the end of the course by verifying the level achieved in each parameter contributing to the decision on success and the issuance of the certificate.

6.3. Final Classification

The final classification is expressed on a scale of 0 to 100 values, with a final grade of 75 values or higher required to pass. Other situations (different scales or absence of a scale) may be applied and will be specified in the program of each course.

For the assessment of success, the parameters and their respective weights defined in the program of each course are considered. In general, the parameters cover the dimension of knowledge and abilities (results of assessment quizzes), effectiveness and consistency in the learning process, and meeting deadlines.

6.4. Certificate

A Professional Training Certificate is issued in SIGO (according to the model in Decree No. 474/2020, of July 8, and the National Qualifications System) to trainees who meet the following conditions:

- Successful completion;
- Compliance with the attendance/participation regime;

- Payment of the fees due for attending the training.

Trainees who do not complete successfully can request a declaration attesting to the course attendance and the reasons for not completing successfully.

LPWS also issues another certificate with a layout/image defined by LPWS for the purposes of dissemination by trainees, as well as in cases where the trainee's identification document does not allow registration in SIGO.

NOTE: the certificates issued by LPWS do not correspond to the CIPLE, which can only be obtained from CAPLE, nor are they valid for the purposes of nationality procedures, as explained at the beginning of this regulation.

6.5. Post-Training Follow-up

On average, between 3 to 6 months after the end of each training action, LPWS seeks to assess the impact that the attended training had on the trainee, particularly in the ability to mobilize learning in their professional context or in the Portuguese language proficiency exam, allowing access to nationality.

7. Functions and Responsibilities in Training:

7.1. Training Entity

LPWS is the training entity with competencies in the design and organization of professional training in the areas in which it operates. Its responsibilities include:

- Fulfilling training contracts with clients, instructors, and other suppliers;
- Ensuring the necessary facilities (physical or technological) and supports for the proper functioning of training activities and promoting the management of didactic resources;
- Issuing certificates free of charge at the end of each action to trainees who successfully complete the training, in accordance with applicable legislation for each training modality;
- Responding to all complaints, doubts, and suggestions raised by trainees, clients, and instructors to promote continuous improvement of training processes.

7.2. Training Manager

- Responsible for the training policy and its general management and coordination, ensuring: planning, execution, monitoring, control, and evaluation of the activity plan; management of resources allocated to training; external relations related to training; coordination with the top management of the entity and with the recipients of training; promotion of actions for review and continuous improvement and implementation of training quality mechanisms;
- Interlocutor with the DGERT certification system, ensuring that training practices are aligned with the certification system;
- Establishes contributing partnerships for the development of training activities, including with suppliers;
- Evaluates LPWS and the activities developed.

7.3. Pedagogical Coordinator

- Responsible for the operational management of training and its pedagogical management, ensuring:
 - Articulation with the team of instructors in the design of training programs and validation of supporting materials/documents, including activities and resources in LearnDash;
 - Pedagogical monitoring of trainees and instructors in the execution of training;
 - Resolution of pedagogical and organizational questions of training, technical issues in the use of digital systems, among others;
 - Control the monitoring given to trainees by instructors;
 - Verify the availability and functionality of the platform, courses, and access to the participants of each course;
- Support for instructors and trainees in the use of digital systems supporting training.

7.4. Public Service

- Ensures service during business hours in person and by phone at the facilities.
- Support in the registration process.

7.5. Instructors – Rights and Duties

Responsible for the preparation and pedagogical development of training actions, regardless of the form of organization, ensuring:

- Preparation of the training program in collaboration with the pedagogical coordination;
- Development of pedagogical resources for the program;
- Active tutoring by accompanying trainees in the development of activities for each course, clarifying doubts, preparing learning assessment activities and their corrections, providing feedback to trainees;
- Dynamic delivery of individual classes, through pedagogical methods and techniques that promote learning and are suitable for the organization of training;

Instructor's rights:

- To be treated with respect and correctness by LPWS, as well as by its clients and trainees;
- Propose improvements to training activities;
- Establish a service contract with LPWS;
- Have the necessary conditions for the correct development of their function;
- Access technical, technological, material, or documentary support necessary for the fulfillment of the objectives set in the training programs;
- Access through personal credentials to the e-learning platform as well as support in its use by LPWS;
- Obtain prior information about the conditions for the realization of the training;

- Submit any requests for clarification and/or complaints to the pedagogical coordination.

Instructor's duties:

- Have scientific or technical training, and pedagogical training for the training they participate in/accompany;
- Provide all documentation to LPWS such as; curriculum, qualification certificate, and other relevant certificates necessary for the training activity;
- Adequately and previously prepare each training action, preparing session plans, support documentation, assessment instruments, promoting continuous improvement of training;
- Be punctual and comply with individual class schedules;
- Monitor activities performed on the LearnDash platform and propose solutions/measures to the trainee whenever necessary;
- Provide feedback on all activities, participations, or questions raised by trainees, as long as they are related to the course content they are teaching;
- Not install unauthorized software/applications on the e-learning platform, nor use this platform as a means of promoting/advertising activities other than those directly related to the course;
- Treat LPWS and its clients with respect and assume behavioral standards that favor the creation of an atmosphere of trust and understanding;
- Comply with legislation and regulations applicable to training.

7.6. Trainees – Rights and Duties

They are the legitimate attendees of training courses and are responsible for conduct conducive to the attendance of motivated adults for learning knowledge to apply in their professional reality.

Trainees' rights:

- Benefit from training that meets their expectations according to the programs, training methodologies, and forms of organization defined and disclosed;
- Have access (through credentials) to technologies and supporting documentation compatible with the training action;
- Be informed in advance of any changes made to the schedule of the training action;
- Be treated with respect and education by any element of LPWS;
- Submit suggestions and/or complaints during training, regarding the operation of LPWS, following the procedure in force, and obtain a response from LPWS;
- Obtain a certificate proving success in the attended training, and in case of non-success, may request a certificate proving attendance;
- Sign a training contract with the company LPWG;
- In cases where it is necessary to organize face-to-face classes, the trainee benefits from personal accident insurance during the period they are present in face-to-face classes;
- Confidentiality of the personal data provided.

Trainees' duties:

- Be responsible and punctual in their attendance at training, actively participating and taking assessment tests, meeting the deadlines communicated in the schedule of the training action;
- Waive any act that causes harm or discredit to LPWS or the training action;
- Not install unauthorized software/applications on the e-learning platform nor use this platform as a means of promoting/advertising activities other than those directly related to the course;
- Transmit in writing any changes to the data provided and contained in their registration form;
- Pay the course fee or other costs associated (and communicated) with the attendance of the action, within the established periods;
- See that the conditions of the training contract, as well as the Regulation of professional training, are fulfilled by LPWS.

8. Handling Complaints

LPWS complies with current legislation regarding the Book of Complaints and has its own procedure so that any participant in the training activity can submit complaints:

- Complaints can be submitted at any time by any interested party in our services by filling out the Complaints Book at our public service facilities or in the electronic Complaints Book accessible via the website. The handling of complaints is in accordance with the legislation in force (Decree-Law No. 371/2007, of November 6, and subsequent amendments);
- Via LPWS form - available in the dossier of each training, in LearnDash, provided in person or electronically, and must be delivered in person, sent to info@learnportuguesewithsusana.com, or by mail to the registered office address;
- Complaints can be submitted at any time, and they must be clear in their exposition so that LPWS can analyze the content and provide appropriate treatment;
- Complaints will be handled by the training manager within a maximum period of up to 30 days after receiving the complaint;
- All complaints will be welcomed as opportunities for improvement and will be treated impartially.

9. Final Provisions

These regulations are available for consultation at the LPWS premises and on the website can be sent by email whenever requested. It is also subject to review and amendment following changes in legislation or LPWS rules. Any doubts regarding the interpretation of the current document will be clarified and resolved by the Training Manager.

¹ Description of the “interview” selection process:

The interview is a conversation with the trainee to assess their ability to communicate in Portuguese in real situations - Oral comprehension, production and interaction.

The process consists of a 15-minute interview to assess proficiency in European Portuguese (simulating the context in which you will take the CIPL, the CAPLE competency) divided into three distinct parts:

Part 1: Personal Presentation (5 minutes)

- **Purpose:** To assess the candidate's ability to talk about him/herself, presenting basic personal information.
- **Estrutura:**
 1. The interviewer | trainer asks the candidate to introduce him/herself, mentioning:
 - Name
 - Age
 - Nationality
 - Where you live
 - Occupation or studies
 2. There may be additional questions relating to:
 - Family (e.g. “Tell me about your family.”)
 - Daily routine (e.g. “What is your normal day like?”)
 - Motivations for learning Portuguese (e.g.: “Why are you learning Portuguese?”)

Part 2: Description of an Image (5 minutes)

- **Objective:** To assess the ability to observe and describe an image in Portuguese, demonstrating basic vocabulary and simple structures.
- **Structure:**
 1. The interviewer | trainer presents an image, which can depict an everyday situation (e.g. a family on the beach, people in a café, etc.).
 2. The candidate must describe:
 - What he/she sees in the picture (objects, people, actions).
 - Details such as colors, positions and expressions.
 - A possible interpretation or context (e.g. “It looks like they're having fun.”).

Part 3: Dialogue about a Leisure Activity (5 minutes)

- **Objective:** To assess the ability to participate in a simple conversation on a familiar topic.
- **Structure:**
 1. The interviewer introduces the topic, for example: “Let's talk about leisure activities. What do you like to do in your free time?”
 2. The conversation continues with questions such as:
 - “Do you do sport? Which one?”
 - “Do you like watching movies or listening to music?”
 - “What do you do at the weekend?”
 3. The candidate should answer and ideally ask simple questions back (e.g. “What do you do in your spare time?”).