

AGENT MANUAL 2024

Adult Programs @ GLS Campus Berlin

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About GLS

GLS was founded in 1983 by Barbara Jaeschke. In 2005 GLS bought a 16.000 m² campus in the hip district Prenzlauer Berg, with several buildings of historic and architectural interest. Today Barbara owns and directs the school together with her daughters Verena and Reemda, who joined the family company in 2021.

Selling Points

- ✓ **Prime location** in a central and super trendy district of Berlin.
- ✓ **The campus:** GLS is the only language school in Germany with a 16.000 m² campus incl. apartments and a premium hotel in a spectacular building, a Berlin landmark under monument protection: historic baths **Stadtbad Oderberger**.
- ✓ **On-site accommodation:** Hotel Die Schule with 50 modern apartments for our students and Hotel Oderberger with its 72 rooms suitable also for demanding clients.
- ✓ **Star School Germany:** GLS has received the Star School award by Study Travel Magazine five times.
- ✓ **Teaching quality:** GLS is a testing center for TestDaF and telc and regularly inspected.
- ✓ **Additional Courses and Programs:**
 - Internship Placement
 - University Pathway
 - Summer Camps for Juniors
 - High School Program for Juniors
 - Tailor made closed group programs
- ✓ **Free WiFi** on campus
- ✓ **Accreditations**

GLS is accredited by the Berlin Senate and by TestDaF. As a member of major professional associations GLS is inspected on a regular basis by:

- IALC
- EAQUALS
- IH International House
- CSN recognized

Corporate clients include Ebay, Lufthansa, Deutsche Welle TV, German Ministry of Finances, Rolls Royce.



- ✓ **Course start every Monday:** GLS is a 24/7 school, courses start every Monday on almost all levels all year round. Without fixed course dates, so students can be flexible and take breaks during the course.
- ✓ **Agent orientation:** Agents sending students to GLS can publish their profile and contact details on the GLS website: <http://www.gls-berlin.de/2590.html>.

Staff & Contact Details

Address:	GLS German Language School c/o GLS Campus Berlin Kastanienallee 82 10435 Berlin - Prenzlauer Berg Germany
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Fax:	+49 30 787 41 92
GLS website:	www.gls-berlin.de
Email for bookings & inquiries:	german@gl-berlin.de
Managing Director:	Barbara Jaeschke
Marketing Director:	Dorothee Robrecht: marketing@gl-berlin.de
School Director:	Marion Feuchtenberger: marion.feuchtenberger@gl-berlin.de
Director of Sales:	Aline Borquez: aline.borquez@gl-berlin.de
Office hours:	Mon – Fri from 8 am till 6 pm

Students

Student numbers in summer can reach 600, in other seasons between 200 and 400 per week.

Ages:	18 – 22 years:	29%
	23 – 28 years:	35%
	29 – 39 years:	23%
	older than 40:	13%

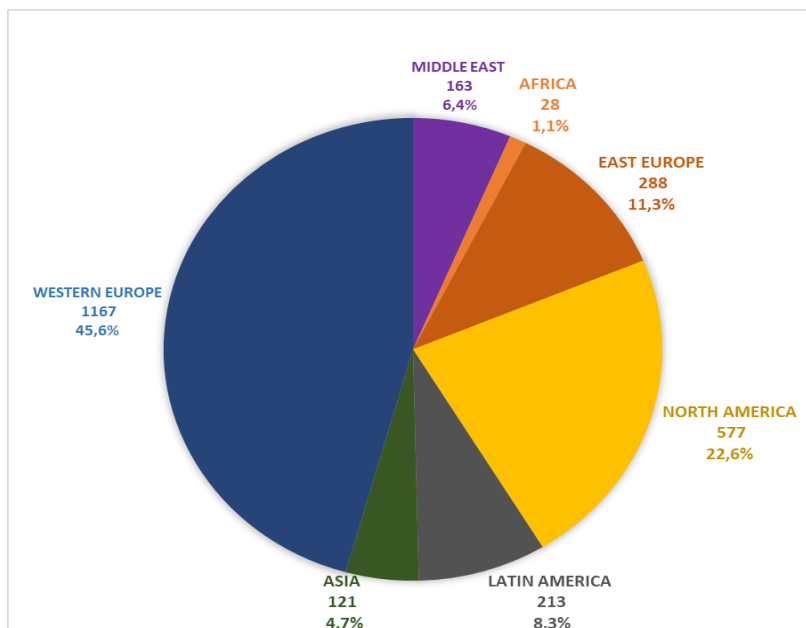
Average age tends to be lower during summer.

Client Satisfaction

To check client satisfaction in different age groups please see this feedback section on the GLS website: <http://www.gls-german-courses.de/reviews.html>.

Student Nationalities

Students from over 100 different countries attend GLS courses.



Student Background

Most GLS students are either university students or professionals. They study German for their career and having chosen Berlin as their study location. They tend to be serious about culture. Usually, German is their second or even third foreign language. Many of them choose long-term courses and stay for 8 to 12 weeks, while professionals rather opt for Intensive courses of 2 to 4 weeks length.

In summer the average stay is 3 weeks. You can browse student profiles in the online community that GLS operates for students so they can contact each other: <http://www.sprachreisen-community.de/en>.

1 Courses

Placement

A placement test – consisting of a written and an oral part – before starting the course is obligatory for all new students. You receive the link to our online test together with the invoice. Please instruct students to complete the test before their arrival. They only need to do the interview with one of our teachers before starting their classes on Monday then and may arrive to the GLS reception at 08.45 am. Students with zero knowledge of German of course don't have to do the test and can come at 09.30 am.

Method

GLS teachers work in pairs, with two teachers responsible for a class, alternating after every break. The aim is to expose students to more than one voice and speaking style. The teaching approach is communicative. Students are encouraged to talk as much as possible, systematic error correction is a key concept in our teaching model as is the exclusive use of the target language (German) in class. We extend this philosophy to GLS activities outside the classroom, i.e. to after-class activities and excursions.

Text books

GLS uses books such as Netzwerk, Aspekte, Mittelpunkt and constantly monitors new publications. Teachers also use own materials (literature, newspaper etc.) and may employ additional text books that seem appropriate.

Levels

GLS teaches on 7 levels ranging from A0 to C2 – as defined by the Common European Reference Framework (CERF). All levels can be booked, including complete beginners.

		Intensive course (20 lessons/week)	Super Intensive course (30 lessons/week)	Certificates
A0	You don't speak or understand German			
A1	You understand and can answer simple questions	2 months*	6 weeks*	
A2	You are able to participate in everyday conversations	2 months	6 weeks	
B1	You can read and write simple texts without errors	2 months	6 weeks	Goethe B1 telc B1
B2	You are able to participate in demanding discussions	2 months	6 weeks	Goethe B2 telc B2
C1	You can produce essays and read newspapers and literature	2 months	6 weeks	Goethe C1 telc C1 TestDaF
C2	You can speak German on a very advanced level, like a native speaker	2 months	individual	Goethe C2

* How long it takes to reach the next level



1. General German

Classes start every Monday all year round on all levels. Complete beginners can start every 1st Monday of the month. The course duration is defined by the student. Should a student progress faster/slower than the rest of the class, he or she can change classes after consultation with the teacher.

The General German courses – most of them available both on campus in Berlin AND online:

- Intensive: our most frequently booked course
20 lessons à 45 min. per week | 6 to max. 14 students per group
- Super Intensive: Intensive + 10 weekly lessons in a mini-group of max. 8 students
- Crash: Intensive + 10 weekly lessons one-to-one
- Private mini-group: up to 6 students | minimum booking 10 lessons | flexible schedule
- One-to-One lessons: minimum booking 10 lessons | flexible schedule
- Evening classes: 20 lessons à 45 min. in 4 weeks | 6 to max. 14 students per group
duration 4 weeks, start every first TUE of the month

2. Business German

The GLS campus offers a true business class environment for professionals with on-site accommodation. GLS business clients include Deutsche Welle TV, Daimler, Ebay, German Ministry of Finances, Lufthansa, Motorola, and Siemens.

Students can book specialized classes for lawyers, doctors, teachers, journalists or engineers as well as a general business course (regardless which field, e.g. architecture, journalism, administration or management) which will help students to communicate in German professionally on the phone, by mail, in meetings, while presenting or negotiating. All business courses are available online as well.

- Business Crash: Intensive + 10 lessons Business German per week one-to-one
- Business Crash Plus: Intensive + 20 lessons Business German per week one-to-one
- Partner course or Private mini-group: minimum booking 10 lessons | flexible schedule
- One-to-One lessons: minimum booking 10 lessons | flexible schedule
- Erasmus+ German courses for professionals working in educational institutions

3. Exam preparation courses – Goethe, telc, TestDaF

Most of them available both on campus in Berlin and online. Level needed to enroll: close to that of the respective exam (the courses mostly prepare students for the specific format of the exam – they will not focus on new vocabulary or grammar).

GLS is a testing center for TestDaF and telc (B1, B2, C1) and cooperates with the Goethe Institut Berlin.

- **TestDaF or telc coaching online:** 4 weeks + exam in week 5 at GLS | 8 lessons in total (Tue evenings) plus self-study inbetween | groups of max. 8
- **TestDaF or telc Intensive:** 4 weeks + exam in week 5 at GLS | 32 lessons in the afternoon (Tue-Fri) in total | groups of max. 8
- **TestDaF or telc Super Intensive:** 4 weeks + exam in week 5 at GLS | Intensive course with 80 lessons in the morning (Mon-Fri) + 32 lessons in the afternoon (Tue-Fri)
- **Goethe B1, B2, C1:** 4 weeks + exam in week 5 at Goethe Institut Berlin | 40 lessons in the afternoon (Mon-Fri) | can be combined with an Intensive course in the morning
- **Private preparation courses:** one-to-one or mini-group | all levels | flexible schedule

4. Timetable

	Monday*	Tuesday	Wednesday	Thursday	Friday
09.00 – 10.30	2 lessons à 45 minutes				
10.30 – 11.00	break				
11.00 – 12.30	2 lessons à 45 minutes (Intensive courses finish)				
12.30 – 01.15	lunch break				
01.15 – 02.45	2 or more lessons à 45 minutes for students who book Super Intensive, Crash, Business German, exam preparation				
03.30	activity program starts				

*On Monday classes start at 10 am because of the placement tests

Assessment & Certificates

The progress is continuously assessed with a short test every Friday.

Students receive a GLS certificate after having finished their course, documenting their level of German on the European Framework scale A1 – C2. The GLS certificate is free of charge, unlike official TestDaF, telc or Goethe certificates. Many employers and institutions in Berlin accept the GLS B2 certificate as proof of sufficient German but it has no worldwide recognition.



Which certificate for which purpose?

- telc B1 / Goethe B1: accepted by many employers
- telc B2 / Goethe B2: accepted by most employers in Germany and worldwide
- Goethe C1: accepted by basically all employers
- telc C1 Hochschule: for university studies in Germany
- TestDaF (level C1): for university studies in Germany
- Goethe C2: for non-native speakers teaching German

Teachers

All teachers are native speakers and have an academic background with degrees in German language or other disciplines. Most have been with GLS for many years. Quite a few have expertise in other fields (photography, journalism, business consultancy etc.) which inspire their teaching and make them interesting people to talk to.

2 Internship

GLS arranges (unpaid) internships for students in Berlin. The professional fields are:

Architecture

Arts and Culture

Business and administration

IT, Technologies and Graphic Design

Law

Marketing, Advertising and PR

NGO, Ecology, Social Work and Politics

Tourism and Event Management

If the desired field is not listed here, please let us know and we'll see what we can do!

Requirements are:

- Minimum age 18
- Finished secondary education
- Participation in a German course of min. 4 weeks – longer, if a student needs more course weeks to reach level B1, which is necessary for an internship
- The minimum duration for an internship is 6 weeks, the maximum is 12 weeks (+ 4 weeks of German course preceding it)
- EU citizenship. For non-EU residents: a valid work permit or a working holiday visa. If in doubt please contact german@gls-berlin.de
- Application min. 2 weeks prior arrival in Berlin with the applicants CV

How to book

Very simple: you book the same way you book a German course except that you also attach the applicant's CV. We'll check the CV and let you know if we can accept him/her. If we confirm, we find a company for your applicant. You will not however receive the company address prior to arrival – the definite placement happens while the student is attending the preceding German course. GLS makes sure students get an internship certificate documenting their tasks as an intern (see sample certificates on our website: <http://www.gls-german-courses.de/2005.html>).

Please note: GLS arranges one (!) job interview, students can't shop around. The interview that GLS arranges is based on the information the student provided beforehand, so he/she is expected to accept the resulting placement. Should the interview fail and the company decline, GLS will arrange a second interview. The internship starts after the German course finished.

3 University Pathway Program

GLS offers a university placement program (for BA and MA degrees) and cooperates with German universities. The university placement service is available in combination with a German language course of min. 12 weeks only. For details please ask for the University Placement manual and see our website: http://www.gls-german-courses.de/3300_university_placement_german.html

4 Accommodation

GLS offers different types of accommodation¹:

1. On Campus

- Studio Apartments
- Hotel Rooms (in a spectacular building under monument protection)

2. Off Campus

- Homestay
- Contact us for low budget options: german@glS-berlin.de

1. On Campus

See a campus map here: <http://www.gls-german-courses.de/2017.html>

- **Studio Apartments**

50 apartments (23–38 m²) | fully equipped kitchen, en-suite bathroom with WC, shower and/or bathtub, towels & linen, TV, phone | WiFi | bookable single or shared double | <http://www.gls-german-courses.de/3276.html>

¹ Students have to pay a deposit (refundable) and a room cleaning fee. There are washing machines at the laundry on GLS campus operating with coins.



- **Hotel Rooms**

72 rooms – 3 categories | Classic Rooms | Rooftop Maisonettes | Tower Apartments with kitchenette | en-suite bathroom | towels & linen, TV, coffee & tea maker, refrigerator | WiFi | <http://www.gls-german-courses.de/3733.html>

Historic pool hall | swimming pool in the hotel is open on average 5 days per week | opening hours will be announced 4 weeks in advance | reduced rates for students | www.hotel-oderberger.berlin

2. Off Campus

- **Homestay with Berliners**

Single bedrooms in apartments shared with Germans | hosts can be couples, singles with or without children – all regularly inspected by GLS | shared kitchen & bath² | keys | towels & linen

Three options:

Option 1 and 2: distance to GLS 10–35 min. | self-catering (1), with breakfast (2)

Option 3: distance to GLS 30–55 min. | half board

General guidelines for Homestay - living with Berliners

- Keys: students will receive keys so that they are independent but have to take care of the keys well. In case of loss they are responsible for compensation and any damages that may follow.
- Coming and going: adult students are free to come and go as they like as long as they respect their hosts' daily routine (e.g. avoiding loud noises at night).
- Inviting friends: some hosts don't mind if their guest invites friends to come over for a coffee, others however do. To be sure, students should always get their hosts' ok before inviting friends.
- Telephone: students should not use the host's phone without explicit permission. They should also ask if receiving calls is ok. We recommend that students bring their mobile or get a phone card to use public phones.
- WiFi: flat owners are not obliged to give students their password to access their WiFi network, but 95% do. Please instruct students not to inconvenience their hosts by downloading or sharing illegal files via their hosts' network and that doing so will have legal consequences.

² Using the washing machine is not included but usually allowed. Otherwise students can use the laundries on GLS campus.



5 Activities

All courses are complemented by a minimum of three half-day and one full-day excursion per week. The full-day excursions are on weekends and go to cities like Dresden, Potsdam, Hamburg or Leipzig. Participation is recommended but of course not obligatory. The GLS guide is free, students only pay for public transportation and entrance fees (often at reduced rates).

- Sample week: <http://www.gls-german-courses.de/2015.html>
- Every week we publish the current program here: <http://www.sprachreisen-community.de/en/category/photo-stories/week-berlin>

6 Transfer & Arrival

Transfer from airport / train station in Berlin is not included but can be booked at a surcharge. You receive a detailed description of how to get to any type of accommodation together with the booking confirmation.

Arrival days are Sundays, departure days Saturdays. Please try to arrange flights accordingly to avoid extra charges for extra nights.

Arrival & check-in times:

- Apartments on campus: SUN, from 3 pm
- Homestay: SUN, 9 am – 8 pm

7 Booking & Payment

Booking

You can book any time all year round, using your own enrollment forms or those GLS provides.

Payment

You can pay by credit card (Visa, Master, Diners) or bank transfer, 4 weeks prior to arrival.

Visa

If a visa is required, the full amount needs to be paid at once. GLS then sends an invitation letter for the visa application. Please indicate if you would like the invitation sent by standard or express mail (at a surcharge). In case visa is refused, GLS will return the full amount except a handling fee of 200€.

Cancellations

Cancellations are accepted in written form only. GLS will make all refunds within 30 days only to the person or agency that made the payment. GLS will charge the following cancellation fees:

- 2 weeks or more prior to arrival: 200€ cancellation fee, rest refunded
- 2 weeks or less prior to arrival: 30% of the total amount as cancellation fee, but at least 200€, rest refunded
- If a visa is rejected GLS will refund the full amount except a handling fee of 200€
- For payments made by credit card (American Express, Visa, Master Card): in addition to the cancellation fee, there is a credit card fee: 2,5% of the program fee, plus 19% VAT on the 2,5%
- No refunds will be made after classes begin with respect to tuition fees and internship

If students want to change accommodation arrangements after arrival, they must give GLS 2 weeks' notice. All funds paid for accommodation after these 2 weeks will be refunded, less a handling fee of 50€. There are no refunds or accommodation changes on stays for 4 weeks or less.

8 Agents

Please have a look at the agents' section on the GLS website (www.gls-berlin.de/2083.html). You'll find photos, price lists and marketing material that you can download – no password necessary.

As an agent who is sending students to GLS you can publish your agency profile on the GLS website, including contact details and a link to your website. If you want to do so, please contact Dorothee via marketing@gl-berlin.de.

All prices published online or in print are gross, including commissions.