

# CORE LANGUAGES



## PREMIER LANGUAGE SERVICES 2021

**Thank you for considering our services.**

We are proud to work with companies who are industry leaders and who recognize the value of providing relevant language and intercultural training benefits to their associates. We hire instructors and translators who are experienced, dedicated professionals who care deeply about their students and their learning experiences, both in and out of the classroom.

We are happy to be your one-stop-shop for all your language needs. Set up a free consultation with Stephen, the president of CORE Languages, to discuss how CORE Languages can support your business.

We look forward to working with you!

The CORE Team.

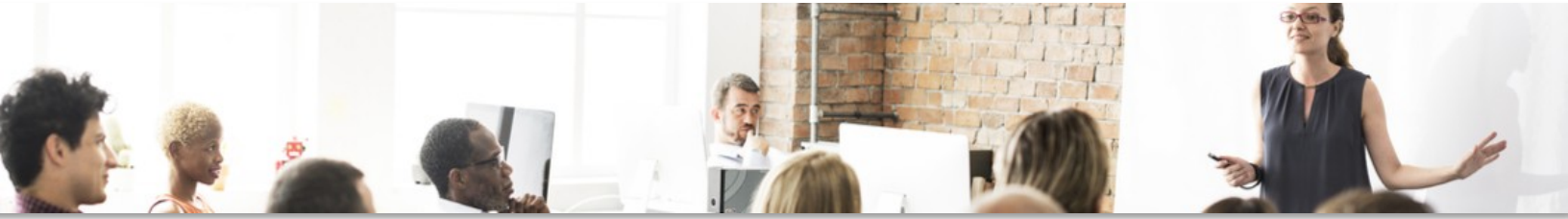
### **Charleston, SC- Headquarters**

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# CORE LANGUAGES



## LANGUAGE TRAINING

CORE Languages can support your corporate language training with virtual and in-person language instruction. All online training is conducted via Microsoft Teams<sup>®</sup> with recorded sessions (additional platforms supported). In-person training is to be held at client's location.

### PRIVATE AND GROUP LANGUAGE TRAINING

Private language training offers flexibility in scheduling and a high level of customization of course curriculum based on the individual's learning needs. The one-on-one format allows for flexible schedules with combined in-person and online instruction. Our private training offers the best option for relocating associates with a limited timeframe for training.

#### Private Courses:

**In-person:**  
(for 1 participant)

**Instructor-led online:**  
(for 1 participant)

#### Duo Courses:

**In-person:**  
(for 2 participants)

**Instructor-led online:**  
(for 2 participants)

#### Group Courses:

**In-Person** (3-6 participants)  
expand up to 15 participants

**Online** (3-6 participants)  
expand up to 10 participants

Duo and group courses focus on reading, writing and conversation skills. In addition to learning a foreign language, participants will learn about the target country's culture and people. Attendance tracking, placement into the appropriate course level, as well as regular assessments are provided with CORE Tracking+ and are included in the cost of all duo and group course pricing. Online material available for some languages. Physical material (textbook) recommended per participant.

#### Level A1.1 + A1.2: Complete Beginner

- ✓ Level A1.1 course - 60 hrs. of instruction
- ✓ Level A1.2 course - 60 hrs. of instruction

#### Level A2.1 + A2.2: Lower Intermediate

- ✓ Level A2.1 course - 60 hrs. of instruction
- ✓ Level A2.2 course - 60 hrs. of instruction

#### Level B1.1 + B1.2: Intermediate

- ✓ Level B1.1 course – 60 hrs. of instruction
- ✓ Level B1.2 course – 60 hrs. of instruction

#### Level B2.1 + B2.2: Upper Intermediate

- ✓ Level B2.1 course - 60 hrs. of instruction
- ✓ Level B2.2 course - 60 hrs. of instruction

## CANCELLATION POLICY

Students taking individual lessons may cancel or reschedule a class without being charged by giving 24 hours advance notice. Classes cancelled within 24 hours of the scheduled class time will be charged at the full class rate.

# CORE LANGUAGES



## INTERCULTURAL TRAINING

Intercultural training equips your employees with a thorough understanding of the fundamental norms, traditions, and etiquette of a foreign culture. Whether a subset of your team is expatriating, your executives are working with international clients and partners, or your business aims to expand services to a new market, our intercultural training programs will prepare your company for successful relationship building in foreign business exchanges.

### **In-Person Private and Group Training:**

Classes to be held on-site at client's location (up to 15 participants)

**4-Hour Program Cost**

**One Day (8-Hour) Program Cost**

**Two Day (16-Hour) Program Cost**

**Material cost per person: (varies by course)**

- ✓ Small group or family classes possible; Supplemental programs for children
- ✓ Comprehensive or focused format: clients can choose to emphasize specific regions, subcultures, or topic areas in their intercultural training programs
- ✓ Great for businesses pursuing global expansion or site-specific international projects and high-performing employees conducting international business or expatriating to another country

## **CANCELLATION POLICY**

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## INTERPRETING SERVICES

CORE Languages provide corporate interpreter services for court depositions, medical appointments, meetings, and conferences. CORE Languages meets the necessary requirements to be an approved interpreter services vendor to both government and military agencies. There is a 2-hour billed minimum for in-person, and a 1-hour billed minimum for online interpreting projects.

### **In-Person/Remote Interpreting**

**Spanish**  
**All other Languages**

**Simultaneous**  
**Within 24 hours/1 business day**  
**Within 48-24 hours/2 business days**

**Cert./Qual. (legal/medical/specialized)**

**Long-term Projects:** Rate reductions available.  
Please contact us for a detailed quote.

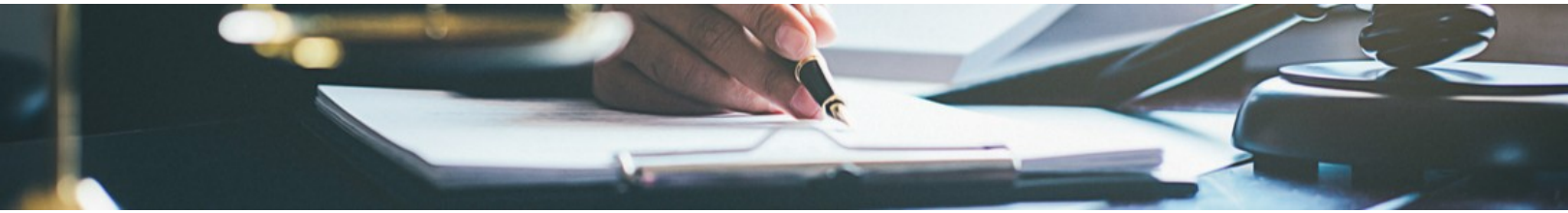
\*Please note: Legal or medical certification or qualification availability varies by language.

A non-refundable deposit of \$75, which will count towards the total, is due immediately to initiate the project.

## **CANCELLATION POLICY**

- Client Cancellation 24 hours or more: We retain the initial deposit.
- Client Cancellation inside 24 hours: You are responsible for 100% of invoice total.
- Any adjustments to the agreed-upon parameters (date, time, location, duration) are subject to a price increase or cancellation. If price adjustment is not accepted, project is considered cancelled by client.
- Adjustments and cancellations must be provided in writing
- NOTE: Interpreter assigned to this project by CORE Languages may not be solicited to by client for a period of 1 year after Interpreter details are provided by CORE Languages.
- In the rare and unlikely event that CORE Languages is unable to find an interpreter for you 48-hours prior to the event, you will be refunded the initial deposit.

# CORE LANGUAGES



## DOCUMENT TRANSLATION

CORE's network of professional translators can provide expert written translations of business, legal, marketing, medical and other documents in over 60 languages. We treat all documents as confidential, and a member of our team will provide a personalized quote for your requested services. Flat rate applies to official documents such as driver's licenses and birth certificates. All other documents are billed per page or 250 words. If a page is 500 words, it will be billed at 2 pages.

### Translation Price Per Page

**Official Document (DL, birth cert., passport): all languages  
(includes certification and notarization)**

**Other documents per page (250 words):**

**Spanish:**

**All other languages:**

Technical, legal or medical: per page

Certification: per document

Large Projects: (10,000 words or more) Rate reductions available.  
Please contact us for a detailed quote.

## CANCELLATION POLICY

- CORE Languages and client will agree on completion date before finalizing project.
- An initial payment of 10% of the invoice total is required to initiate the project.
- Client Cancellation: Should client cancel the project after the initial payment was made, CORE Languages will retain the initial payment of 10%.
- Any adjustments to the agreed-upon parameters (due date, word count, language) are subject to a price increase or cancellation. If price adjustment is not accepted, project is considered cancelled by client.
- Adjustments and cancellations must be provided in writing

# CORE LANGUAGES



## DESTINATION SERVICES

Providing support and resources to relocating employees and their families before and during a move to the United States maximizes their satisfaction and productivity throughout the expatriation process. Utilizing an in-house team of destination services managers and the local expertise of an expansive network of consultants, CORE Languages ensures that relocating employees settle in quickly and become productive faster in their new location. Destination services can include all, or any one of the following programs:

### **Destination Service Programs**

**Welcome Orientation (mandatory)**  
**Social Security Administration Assistance**  
**Banking Relationships**  
**Department of Motor Vehicles and Driver's License**  
**School Enrollment Assistance**  
**Home Selection**

Program selection will be finalized before beginning of project. Schedule and individual lesson duration will be finalized between family/client and instructor. Client can cancel and reschedule individual lessons without being charged by giving 24 hours advance notice. Classes cancelled within 24 hours of the scheduled class time will be charged at the full rate.

### **Standard Rate**

**In-person per family**

**Virtual: per family (with select programs)**

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**Thank you again for considering our services.**

**We look forward to working with you.**

Your CORE Team.

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*The CORE team strives to create a dynamic community of passionate and talented instructors, enthusiastic students, and global-oriented clients, by offering access to an innovative, transparent, and data-driven platform. We believe language training should be a productive experience that aids in the professional development of students and clients, and we make sure our instructors are equipped to create a fruitful and effective learning environment.*

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## Trusted By

