



Award Training Centres Libya
Staff Induction



Contents

Welcome to Bell and Awardbrand	3
Bell Contracts Department	3
Libya, Tripoli and Benghazi	4-10
Travel Arrangements	11
Accommodation	12
Teaching Facilities	12
Visas/Local Administration	12
Money	12
Climate	13
Clothing	13
Health	13
Communication, transportation, and emergency procedures	14-15
Registration Form for The British Embassy for Residents and Visitors	17-18
Expenses	19-20

Welcome to Bell & Awardbrand

Every year, over 100,000 people from more than 120 different countries choose to learn English with Bell worldwide. We have been providing outstanding English language training since 1955 and we are now an international training organisation with 44 teaching centres and projects in 24 countries.

We have three English language training centres in the UK (Cambridge, London and Bedgebury) and one in Malta, all of which run a wide range of English language courses for both adult and young learners.

We also have centres and partner schools in the following countries: Bulgaria, Czech Republic, China, Jordan, Poland, Azerbaijan, Romania, Switzerland, Spain, Thailand, Qatar, Vietnam and Ukraine.

In addition to English language provision, we offer a range of worldwide services such as teacher training, management, consultancy and project services to international organisations and governments. This includes the KSU Contract in Saudi Arabia and the Awardbrand Contract in Libya.

Awardbrand specialises and provides Global Sourcing, Engineering, Procurement, Management, Training and Services to its clients in various industrial and technical requirements of materials and services.

Awardbrand Limited is proud of its enviable reputation in providing a first-class services to its clients. Awardbrand Limited has a competitive and cost-effective pricing structure. The Company is also heavily focused on gaining trust, respect and confidence of the client and maintaining an honest and open professional relationship.

In June 2008 the Award Training Centre opened in Tripoli. The aim of the school is to provide first class English Language tuition to both the corporate sector and individuals. The school is located in a spacious building in Central Tripoli. In addition to this, there are training centres in various other locations including: Surt, Misratah, and Tubruq. A new training centre will also be opening shortly in Benghazi.

Bell Contracts Department

Bell has a dedicated Contracts Department team responsible for the provision of training and consultancy services overseas. The work of this team includes the management of large contracts Bell has with partners around the world- for example, multinational companies, world organisations, publishers and examination boards. Bell is committed to providing services to clients wherever they are in the world - in their own countries, in the UK, or by distance.

Relationship between Awardbrand Libya (ABL) & Bell

Bell and Awardbrand have been contract partners since 2003. The initial contract was to supply English language teachers to the electricity sector. At present Bell and Awardbrand are working towards a long term partnership.

Libya and its People

Libya, officially the Socialist People's Libyan Arab Jamahiriya, republic (2003 est. pop. 5,551,000), 679,358 sq mi (1,759,540 sq km), N Africa, bordered by Algeria and Tunisia (W), the Mediterranean Sea (N), Egypt and Sudan (E), and Chad and Niger (S). The principal cities are Tripoli (the capital) Benghazi and Misrata. Most of Libya is part of the Sahara desert; the population is restricted to a coastal strip along the Mediterranean and a few widely scattered oases in the Libyan desert, in the south east, and the Fazzan region, in the south west.

The discovery of oil in 1958 transformed Libya from a poor agricultural country into one of the world's leading petroleum producers, with vast sums to spend on social, agricultural, and military development. Petroleum accounts for 95% of export earnings and about a third of national income; Libya is also an important producer of natural gas. The majority of the inhabitants are Arabs, but there are scattered communities of Berbers and, in the southwest, many of mixed Berber and African descent. There are large numbers of foreign workers in Libya. Islam is the official religion (most Libyans are Sunni Muslims), and Arabic is the official language.

History At various times in its history the territory that is now Libya was occupied by Carthage, Rome, Arabia, Morocco, Egypt, and Spain. It was part of the Ottoman Empire from 1551 to 1911.

Italian Fort



Photo by John Seely

Libya was seized by Italy in 1911, but Libyan resistance continued until the 1930s. During World War II, as an Italian colony, it was one of the main battlegrounds of N Africa, passing under an Anglo-French military government when the Axis were defeated in the area in 1943.

In accordance with a UN decision, in 1951 the country became independent as the United Kingdom of Libya, with King Idriss I as ruler. Idriss was ousted in 1969 in a coup led by Col. Muammar al-Qaddafi, who established a nationalistic, pro Arab, pro African government and a political system called the Jamahiriya. British and American bases were closed in 1970, and unification was sought, unsuccessfully, with several other Arab countries.

The Jeble

As a member of OPEC, Libya has been a leading exponent of limiting production and increasing prices of petroleum. Since 1986 Libya has attempted to form a union with the Arabic countries of the Maghreb, especially Algeria and Tunisia.



Photo by John Seely



Photos by John Seely

Tripoli

Tripoli is one of the main four ancient Phoenician cities in North Africa. The other three are Carthag, Sabrata and Liptes. In 24 BC it was invaded by the Garamants who came from the south of Libya. At the beginning of the third century it got the name "Tripolitanos" which means the "three cities", i.e. Sabrata, Ouia and Liptes.

The Arabic name of Tripoltanos is Tarabus and it got that name after the Arabs conquered it in 22 Hijri (621 AD). Some historians gave Tripoli the name "The White City" because its buildings were painted white. In July 1535 it was invaded by the Spaniards. In August 1551 the Turks defeated the Spaniards and started the Ottoman rule of the region. The Turks named Tripoli "Tarabus al Gharb" or "Tripoli-West" since they already had another Tripoli in Lebanon. In 1911 the Italians invaded Libya and started an era in which Libya lost more than half its population due to resistance, hunger and concentration camps. During World War II the Allied forces bombed Tripoli. After Libya's independence in December 24, 1951 Tripoli was able to start a new era. Tripoli is a very beautiful city and is known by name as "Arous Albahr Almotawasit" or "The Jewel of the Mediterranean".



Benghazi

Benghazi is an old city on the Mediterranean in North East Libya. Benghazi's old name (given to her in the year 347 BC) was "Barneek" which is the name of a beautiful and brave princess who became the queen of her people during the Greek rule of the North African region. Benghazi saw good times and bad times during the Greek, Roman and the Byzantine eras before the Arabs conquered the city at the beginning of the 7th century.

In 1450 a man named Ghazi, or "Seedi Ghazi" as the locals called him moved to "Barneek" and died there after contributing good deeds to the city and to her people, so the people named the city after him "Bani Ghazi", "Banghazi" or "Benghazi". In 1578 the Turks invaded Benghazi and it was ruled by the Karamanlis from 1711 until 1835 when the Ottomans started their rule of the city. This lasted until 1911.

In October 1911 the Italians invaded Libya and Benghazi became under the Italian occupation until 1942 when the Allied forces defeated the Italians with the help of the

Libyans. The city came under the rule of the British until 1949 when King Mohammed "Idriss" As-Sanousi made Benghazi the capital of Barka (Cyrinaica). When Libya achieved its independence on 24 December 1951, Benghazi became the second capital of Libya (the first was Tripoli). During World War II Benghazi was bombed more than 1000 times and saw a lot of destruction. After Libya's independence the city was rebuilt and became one of the most attractive cities in North Africa.



Green Square



Photo by Brent Quigley

Leptis Magna

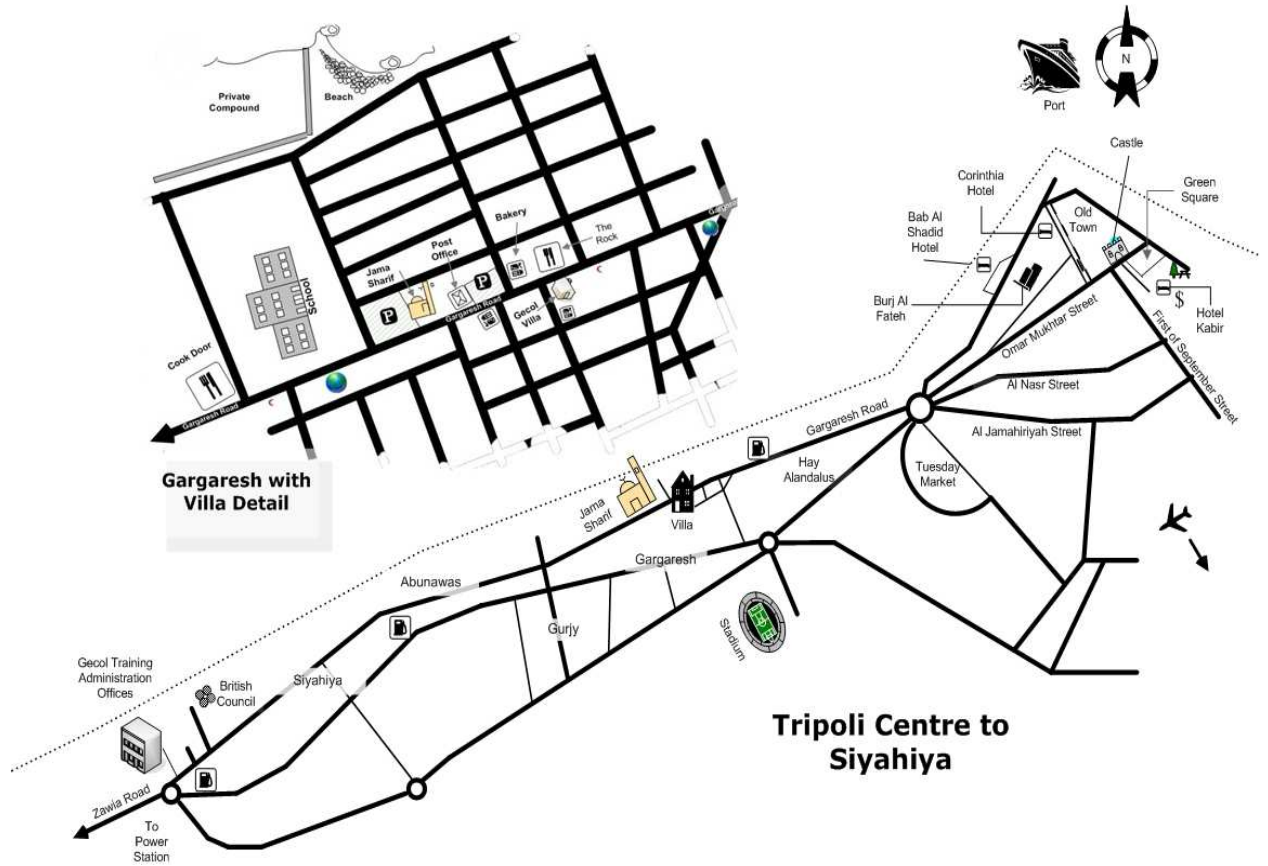


Photo by John Seely

Horse Racing



Central Tripoli



Eastern Tripoli





Travel arrangements

Awardbrand normally arranges flights for staff from UK to Libya. Air Afriqiya flies directly from Gatwick to Tripoli up to seven times per week.

Flights to Libya require earlier-than-average check-in times, and security is tight. Luggage weight restrictions are adhered to, and excess baggage is charged at approximately £25/kg. A one-off baggage allowance payment of £100 is paid to staff on completion of the contract and on production of a relevant receipt.

It is strictly forbidden to take any of the following items into Libya:

- alcohol
- pork products
- any form of pornographic material
- any product or literature with a connection to Israel

It is probable that you will be refused entry into Libya if any of these are found in your luggage.

Music CDs, cassettes, videos and computer disks are allowed into Libya, but videos and computer disks in particular are subject to being checked by customs officials.

Personal supplies of medicines and moderate quantities of vitamins do not usually pose any problem.

Please note that Libyan customs officials may conduct rigorous baggage checks on arrival in the country.

(i) Arrival in Tripoli

On arrival in Tripoli Bell trainers should proceed to the arrivals hall, just past customs. Bell teachers will be met by a member of the Awardbrand Staff. The Awardbrand member of staff will hold clearly marked sign in order to make contact. Awardbrand will transfer the trainers to the Tripoli accommodation.

Accommodation

All rooms have air-conditioning for the summer months and heating in the winter when it can get quite chilly.

Electricity is supplied at 220 volts. Plug fittings are of the 2-pin, round continental variety; adaptors can be purchased at Heathrow if necessary and are available locally in Libya.

Bed linen and towels are provided, and a laundry service is provided for all items except underwear/socks, which you will need to wash yourself.

You may wish to take a travelling iron, and universal-type rubber sink plugs are a useful extra, as plugs are rare in rooms.

Any concerns about your room or the need for any repair should be brought to the attention of the local Awardbrand Manager who will liaise with staff to have the matter remedied.

Meals

Suitable arrangements will be made for meals. This could be an allowance or in the case of Hotel accommodation meals taken at the hotel.

Teaching Facilities

The training centre is a modern converted villa in central Tripoli. The centre is spacious and well furnished. There is full air conditioning.

There is a mini-library of EFL textbooks at each centre, which is supplemented by up-to-date books, which are sent out on request by Bell. Class sets of textbooks are purchased locally for students.

Visas/Local Administration

Unfortunately, at present Bell/Awardbrand staff are currently unable to obtain long term visas. Consequently, your visa currently needs to be renewed at the end of each 10-week block, and may be either multiple or single entry. In order to avoid any difficulties in delaying the visa administration during the leave period, we would recommend obtaining a second passport.

Since November 2007 the Libyan authorities have required all visa applicants to have an Arabic Translation in their passport. Bell will arrange for the translation prior to submitting visa applications.

Local methods of administration may be quite different from what you are accustomed to, and we advise staff to be patient and flexible.

Money

Credit cards and travellers cheques are becoming easier to use in Tripoli. Libya is predominately a cash society and it is easy to exchange dollars and euros at the

airport or at local banks. There are a limited number of ATM machines in Libya that accept Visa cards. You are therefore advised to bring spending money in the form of US dollar bills or Euros.

NB On 15 August 2005, Libya announced that all visitors to Libya, irrespective of nationality, should be in possession of a minimum amount of foreign currency equivalent to 500 Libyan Dinars (£220 or \$380USD). Failure to comply with this Libyan regulation will result in instant deportation and a fine to the airline

Money can be changed at banks and some hotels. Please note that the dinar is not a convertible currency, and cannot be bought or sold outside Libya. Dollars and Euros are the easiest currency to exchange countrywide.

Climate

Libya has a Mediterranean climate. It is dry and hot in the summer, and temperatures can reach as high as 45C. Daytime temperatures are often about 30-35 degrees but this is often accompanied by a cooling sea breeze, and it is much cooler at night.

By November and December temperatures fall and it can be chilly, especially first thing in the morning. In the winter, temperatures go down to as little as 6 degrees and heating is quite common between November and February.

Clothing

Light cotton clothes are advisable with a light pullover or jacket for the cooler months. January and February can be surprisingly cold and can also be wet - an anorak type coat is useful.

Smart casual dress is acceptable for the training department.

Libya is a very conservative society. Outlandish dress is frowned upon. Generally, when outside men should avoid shorts except on the beach. Women should dress modestly, preferably long skirts or trousers. Jeans are common and acceptable as informal dress.

Health

Libya is generally regarded as a safe place to visit. It is your responsibility to consult your GP to see if any vaccinations are necessary before you leave the UK.

To avoid any digestive problems, you are advised to drink bottled water. Mains water is normally chlorinated, and whilst relatively safe may cause mild abdominal upsets.

Drinking water outside main cities and towns is likely to be contaminated and sterilisation is essential.

It is strongly recommended to avoid dairy products, which are likely to have been made from un-boiled milk. Meat and fish dishes should be well-cooked, preferably served hot. Food containing salad or mayonnaise might be risky. Vegetables should be cooked and fruit peeled.

It is recommended that you take Imodium tablets or something similar with you, as many staff get upset tummies / diarrhoea, initially in the first week or so until they acclimatise to the food and heat.

Communication

Postal services to Libya are unreliable, and Bell forwards reasonable amounts of post (NB not parcels) via courier on a regular basis. This takes 7 – 10 days. Letters to be sent in this manner should be addressed to:

Your Name, c/o Libya Awardbrand Contract, Bell Contracts Department, Hillscross, Red Cross Lane, Cambridge CB2 2QX

Letters from Libya often seem to take a longer period of time to reach their destination.

Email: There are Internet cafes in all towns / cities. The cost is around one Libyan Dinar for one hour although you can usually buy a fixed number of hours at a cheaper rate e.g. in some cafes 15 hours costs ten Libyan Dinars or less.

A SIM card for the mobile company Libyana is cheap and easy to obtain. It costs around 10 Libyan Dinars. There is good coverage throughout the country and it can be used for international calls.

In most internet cafes it is possible to use services such as Skype for PC to phone and PC to PC calls, and most internet cafes have telephone connections.

NB UK mobiles connected to the T-Mobile or Vodafone networks can make and receive calls whilst in Libya.

Transportation

Taxis are relatively cheap in Libya, with 4-5LD (£2.5-3) taking you almost anywhere in the city. Meters are not used. It is a custom for male passengers to sit in front next to the driver, and for females to sit in the back.

Libya does have a very cheap and basic private bus service. Most of these are Iveco minibuses with a yellow stripe. There are no bus stops, these buses will stop almost anywhere when signalled. Please note that there are no printed timetables and drivers are unlikely to understand English.

Awardbrand/Bell contract emergency procedures

Emergency contact details

If a member of staff's family has any concerns about their welfare, they should get in touch with the Bell Contracts Department during office hours (Monday to Friday, 9am to 5pm) on 01223 275500.

Emergency procedures for staff in Libya

- If staff are travelling outside their post location on weekends / leave periods, they must inform their line manager of their travel plans, so that Awardbrand are aware of staff movements / locations at all times. This is stated clearly in staff contracts.
- Bell has comprehensive insurance cover in case staff require emergency hospital treatment in Libya or repatriation to the UK or a third country in order to receive medical assistance. In the case of medical emergency, staff should call the First Assist number shown on the insurance cards (details shown below). If staff do not have a copy of the insurance card, they should notify their line manager.

Policy number – **PA/SA12857891**

Contact number - **+44 (0) 208 763 3000 / 3155**

- **First Assist** has a contact company in Libya (Medilink International telephone 00218 21483 7292). In case of an emergency staff must first contact **First Assist**, and if a local contact is urgently needed then they must ask **First Assist** to appoint Medilink as their local contact.
- In the event of medical emergency, the member of staff concerned (or the witness to the incident) must assess the situation and either contact the emergency services or contact Awardbrand, who will assist the member of Bell staff concerned to attend hospital to receive treatment.
- Staff must carry ID (E.g. passport) at all times along with emergency contact details for Awardbrand staff (provided by their line manager).
- Staff must also immediately inform their line manager of any accident or emergency. The line manager will contact Bell UK who will help make all the necessary arrangements.
- First Assist will arrange all medical assistance required (hospitalisation, repatriation etc) and will cover costs. The Bell Academic Manager has a Bell credit card which can also be used to purchase international flight tickets in case of emergency.
- If a member of staff has any concerns regarding the above procedures, they should contact their line manager.

Useful Contact Numbers -

UK to Libya: 00 218
Area Codes: Tripoli 021;

Contact Details of the training Centre

**Award Training Centre
Abu Sitta
Tripoli**

Tel : 00 (218) 21-3402531

Awardbrand London Office

**212-213 Harbour Yard
Chelsea Harbour
London
SW18 OXD**

Tel : 00 (44) 20 7376 7990

British Embassy in Libya

Main switchboard: (218) (21) 340 3644/5

Telephone: (218) (21) 340 3644/5 التليفون
(218) (21) 335 1084 Consular/Visa/Management

Fax: (218) (21) 340 3648 Chancery
(218) (21) 335 1425 Consular/Management
(218) (21) 335 1427 Visa

Website: <http://ukinlibya.fco.gov.uk/en>

Office hours:
GMT:
Sun-Thurs: 0700-1400

Local Time:
Sun-Thurs: 0800-1500

It is advisable to obtain a mobile phone while in Libya. Mobiles and Sim cards can be easily obtained.

Registration form for the British embassy for Residents and Visitors

Please complete in **BLOCK CAPITALS**, except where specified. If any section of the form is not completed, the form will not be processed.

You are advised to keep a copy of this form and to re-register by end of each year. Please keep the Embassy informed of any changes.

Registration type

New Registration Re-registration

Personal

Title:

Marital Status:

Forenames:

Nationality:

Surname:

Dual national of which other country:

Home Address (in Libya):

Date of birth:

Province:

Place of birth:

Home Email:

Religion:

Home Tel:

Occupation:

Mobile Tel.:

For Non Residents:
Date of Permanent departure from Libya:

Home Fax:

Passport N^o

Dependent Family Members Residing in the same Household

Passport N^o:

Name of Spouse:

Place of Issue:

Nationality:

Date of Issue:

Names of Children:

Work

Next of Kin

Employers Name:

Full Name:

Office Address (in Libya):

Tel N°:

Office Email:

Relationship:

Office Tel.:

Address:

"The Foreign and Commonwealth Office holds and uses data for purposes notified to the Information Commissioner under the Data Protection Act 1998 (which may be consulted at <http://www.informationcommissioner.gov.uk/>) Such personal data may be disclosed to other UK Government Departments and public authorities."

The Bell Educational Trust

Hillcross, Red Cross Lane, Cambridge CB2 2QX England

Tel: +44 (0)1223 246644 Fax +44 (0)1233 414080

LOCATION: Awardbrand Contract

Month: _____

Travel Expenses Claim Form

Please complete and return to Bell head office for approval, and include ALL receipts. Claims must be submitted within one month of expenditure

NAME: _____

DATE	DETAILS		AMOUNT

**Total
Claim** _____

BUDGET ACCOUNT NO: OSLIB265GEC0107

Signature of Claimant: _____

Date _____

Approved by: _____

Budget Holder, Sub-
Budget Holder or
Director

This form can be used to claim for the following expenditure

- Travel cost to and from Gatwick/Heathrow
 - For staff resident in the UK. From UK domicile to/from Heathrow airport (based on the price of a 2nd class return rail ticket).
 - For staff resident outside the UK. From Overseas domicile to/from UK airport up to £100 per single journey.
- Travel cost to and from Cambridge (Briefing session).
- Medical certificate of fitness (Up to £100)

- Cost of obtaining a second passport (On completion of probationary period).
- Meal allowance up to £15 (when staying overnight in UK hotel)
- Cost of sending documents to Bell, by special delivery

Any other purchases must be approved in advance and in writing from Bell Head office.