



## Student Handbook

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## WELCOME

Welcome to **Language On!** Our directors, faculty and staff thank you for selecting our school as your home for English improvement. We hope that you will enjoy your stay with us and achieve all of your English goals.

We are here to help you enjoy your experience both in the classroom and around the city. If you need any assistance, please ask any of our staff and we will do our best to help. The purpose of this handbook is to provide you with information about our school, location, mission, and policies.

## CONTACT INFORMATION

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## ABOUT LANGUAGE ON

### **Our Mission:**

*Our mission is to inspire people to fulfill their professional and personal English language goals in a comfortable, engaging environment. Our experienced and creative teachers use an extensive range of themes and materials to develop the structures of the English language and promote practical language proficiency. At Language On, students learn English, not about English.*

Our first school was established by friends, teachers, and professionals with a common goal of providing an exceptional educational service and allowing us to do what we do best: educate and fulfill the personal and professional English language learning goals of our students.

Your experience at Language On will prepare you for the next step on your path to success. We believe that learning another language can, and will, open doors that will take you places you never thought possible. Stop dreaming and start doing! It's time to #TurnYourLanguageOn.

[>> Click here to read more](#)

### **Benefits of our schools:**

- Small classes (maximum of 15 students per class)
- High quality student services
- Friendly atmosphere
- Experienced, qualified English teachers
- Convenient locations
- Frequent and fun social and recreational activities

We know that learning English is a big challenge. You will enjoy the benefit of small classes and extra attention from your teachers to help make learning easier. We believe that our method, experience, and family atmosphere allow you to enjoy the learning process. We want to make learning English fun!

## POLICY ON COMMUNICATING WITH STUDENTS WITH LOW ENGLISH PROFICIENCY

Language On seeks to ensure that all students, including those with low English proficiency, fully understand the policies, procedures, immigration laws and other rules that apply to them; information relating to health insurance and its importance in the United States; important documents, including but not limited to contractual documents and enrollment documents, that they must read and sign; and all matters related to the payment of tuition and other fees, including to third-party providers. As a result, Language On ensures that it has administrative staff and faculty who are able to communicate in the native languages most often spoken by our enrolled student population: Spanish, Portuguese, French, Italian and Russian.

If it is apparent to a Language On administrator that a student or prospective student does not understand any information that has been provided by Language On (either oral or written), then the administrator will take proactive steps to communicate with the student or prospective student in his or her native language, if the administrator is able to do so, in order to ensure accurate communication. This may include seeking the assistance of a Language On administrator or instructor in a different campus location who has the necessary language skills to effectively communicate with the student in his or her native language.

If no Language On administrator has the necessary language skills to effectively communicate with a low English proficiency student or prospective student in his or her native language, then the Language On administrator will seek the assistance of an agent, if the student was referred through an agent, and/or have the information translated into the student's native language through Google Translate.

Because of the particular importance of Language On's policies relating to cancellations and refunds, the Language On website has a page dedicated to providing this information in multiple languages, including Chinese, Turkish, Russian, Portuguese, Korean, Japanese, Italian, Arabic, French, German and Spanish, in addition to English.

[>> Click here to view the Terms and Conditions](#)

## **IMMIGRATION QUESTIONS AND ADVISING**

Certain immigration requirements must be met to enable you to leave your country to come to the USA for recreational (part-time) study at our school (the *English Unlimited Semi-Intensive Course*) or full-time study at our school (the *English Unlimited Intensive Course*). Because Language On is authorized by the United States government to enroll nonimmigrant students, our *English Unlimited Intensive Course* qualifies for the F-1 (student) visa.

For the answers to many immigration-related questions, please visit <http://languageonschools.com/about/faq/>. For immigration advising related to our entering, remaining in or exiting our program or study, you are also encouraged to contact a school director or assistant director for an immigration advising session. In accordance with our "open door" advising policy, a qualified advisor will meet with you immediately if available. Otherwise, you may schedule an immigration advising session for the same day or the next business day.

[>> Click here to read the F-1 Visa Guide](#)

## **ACCOMMODATION (STUDENT HOUSING)**

### **Language On's responsibility for the provision of student housing**

Language On does not directly provide any student housing, nor does Language On require students to contract (purchase) housing from or through Language On. However, Language On may, from time to time, contract with highly reputable third-party homestay providers or provide referrals to nearby apartment housing in many of the areas we serve.

### **Housing options for international students**

When selecting housing options during your program of study, you should select the option that best fits your individual needs and budget:

#### **Homestay:**

By choosing this option, if it is available in your area, you can live with a family. By selecting this option, you will have the security of knowing that your homestay family has been reviewed and selected by the school or its representative. Another advantage of this option is that it contributes to an immersive cultural and language learning experience in the United States.

**Private Apartment:**

By choosing this option, you can live in an apartment that meets your specific needs. Private apartments come in a wide variety of types, sizes, and locations. However, private apartments in many parts of Florida and Utah are relatively expensive and some have strict entry requirements. Many apartment complexes have a lengthy application process and require high initial payments in order to move in (such as payment of the first month's rent, last month's rent and a security deposit).

**Hostel:**

By choosing this option, you can live with other students or travelers from around the world. If you are budget-oriented, this option may be right for you. Students can typically live in a shared or private bedroom with common areas including bathroom, kitchen, and lounge.

**Hotel:**

By choosing this option, you can stay in one of the many of hotels located in Florida or Utah. Typical of most cities, hotels generally range in size and price based on the quality of the hotel.

Additional information about accommodation options can be found on our school's website at <http://languageonschools.com/accommodations/>.

**Student housing policies and procedures**

Students who select homestay (if available in their area) as their housing option will complete a special student housing orientation session during their first week in the program. This special student housing orientation includes the following components:

1. An explanation and description of the type of housing you have selected
2. Important student housing policies and procedures that apply to you
3. An explanation of your right to choose alternative housing options at any time (however, you should be aware that, depending on your circumstances, you may not be entitled to a refund of prepaid housing fees as described in the terms and conditions of your enrollment)
4. An explanation of your right to submit a housing complaint, along with our school's policies and procedures for investigating housing complaints and solving housing problems quickly (described below)
5. A reminder that the consumption of alcohol by persons under 21 years of age and the use of tobacco products by persons under 18 years of age is unlawful (illegal), and that the uninvited use of both is inappropriate in a homestay environment, regardless of your age
6. Cross-cultural information necessary for you to enjoy a successful homestay or apartment experience, including an overview of U.S. expectations for cleanliness, personal hygiene and the use of bathroom fixtures (e.g., sinks, toilets, showers, etc.)
7. A review of your housing rights and responsibilities
8. The opportunity to ask any questions you may have or seek clarification of any information

**Additional information about student housing**

- If you have selected homestay (if available) as your housing option, Language On wants to know if you are satisfied with your choice. Please let us know what you think about your homestay. If you are happy with your accommodation (housing), be sure to let us know. Also, please do not hesitate to let a Language On staff member know if you are unhappy with your homestay for any reason. We will do everything we can to meet your expectations.

- If you have selected homestay as your housing option, please remember to answer the question about student housing on your end-of-term or exit student satisfaction survey. It is important for us to know how satisfied you are with your homestay family.
- A staff member of our third-party homestay provider has personally inspected all homestay locations. If you have selected homestay as your housing option, you have the right to review the results of these inspections upon request.
- If you have selected homestay as your housing option, you have the right to live in a safe, clean and livable environment. If for any reason you believe that your homestay is unsafe, unclean or not livable, please contact a Language On staff member immediately so that we can investigate and resolve the problem.

### Complaints about student housing

If you have selected homestay as your housing option and are not satisfied with your accommodation (housing) for any reason, you have the right to submit a housing complaint. Language On takes all housing complaints seriously and will investigate all housing complaints promptly and solve problems without delay. This includes relocating you to another homestay family or referred apartment if reasonably justified under the circumstances.

Complaints relating to the safety, cleanliness or livability of student housing, as well as complaints concerning unlawful or dangerous conduct that threatens your wellbeing or the wellbeing of others, will be investigated within one (1) business day and resolved as quickly as possible. All other housing complaints will be investigated and resolved within five (5) business days. The policies and procedures that apply to general student complaints, including the requirement that all formal complaints and their resolution be properly documented, apply to housing complaints.

### HEALTH INSURANCE

Language On does not require you to have health insurance in order to enroll in our English programs. However, we feel **it is very important that you have some form of health insurance.** Health insurance is not a requirement for travel to the United States but it is something you may want to consider. **Health care in the USA can be very expensive.**

Language On also offers students two different health insurance options. To learn about these options, or to enroll in one of the plans, please visit the health insurance information page on our school's website, at <http://languageonschools.com/student-health-insurance/>.

**Important information about health insurance:** Neither the United States of America nor individual states provides free health care services, even in emergencies. In the United States, most medical services are provided by private companies and medical professionals. The cost of health care in the United States is very high in comparison to healthcare costs in most other countries. **Although Language On does not require its students to have health insurance, we strongly recommend that they do so. Failure to carry personal health insurance can result in severe, potentially catastrophic financial consequences for an uninsured individual who experiences even a relatively minor health problem.**

The healthcare and health insurance systems in the United States are more complicated than the health care systems in many other countries. You may not be familiar with many of the concepts and terminology used in the United States healthcare and health insurance systems. Language On strongly recommends that all students review this glossary (list of important vocabulary) of terms used in the healthcare and health insurance system in



the United States: <http://www.englishcurrent.com/business-english/insurance-vocabulary-worksheets>.

This glossary is designed especially for ESL students in the United States. If you have any questions about these concepts, their meaning or the healthcare or health insurance system in the United States, please contact a Language On administrator for a personal advising session focusing on healthcare and health insurance. As always, we will be happy to communicate with you in your native language if we are able to do so.

## YOUR FIRST DAY AT SCHOOL

The first day is always filled with different emotions. You might be excited, or you might be nervous! Our teachers and staff will help make you comfortable in your new school and the information below will help make you feel more prepared. As a reminder, please leave your translators at home!

### **What time should I arrive at school?**

Before you arrive, you will receive an email from the School Director giving information regarding arrival time.

### **What do I have to bring?**

Please bring some paper and a pencil to take notes during class.

### **What happens on my first day?**

- The school director or another member of our staff will be at the school waiting for your arrival. When you arrive, you will be welcomed, given a tour of the school, given an orientation, and given instructions for your placement test.
- Our placement test allows us to place you into the level that best fits your current language learning needs. The placement test, which is produced by the publisher of our curricular materials and is therefore directly aligned with the levels of our intensive English program, is a computer adaptive test that takes approximately 30-60 minutes to complete. Depending on when you enroll, you may be scheduled to take your placement test before your first day of class.
- If you disagree with your starting level as determined by the results of your placement test, you have the right to appeal.

### **After the test, we will give you:**

- Course materials for your class level
- Instructions for which classroom you will be in
- Your daily class schedule

>> [Click here to read a summary of the topics covered in new student orientation \(translatable into most languages\)](#)

## PROGRAM CALENDAR AND OFFICIAL HOLIDAYS

Please consult the official program calendar for class dates, times and the school's official holidays. You can find the calendar and other important program information on our school website at <https://languageonschools.com/our-courses/intensive-english-courses/>.

## WHAT TO EXPECT AS A STUDENT IN OUR ENGLISH PROGRAM

Our goal is to provide students with the best possible English education and an unforgettable experience of learning a language in the USA. We encourage our students to enjoy their stay in the USA, make new friends, and have new experiences. You will meet people from all over the world and learn about other cultures.

In the classroom, we expect you to participate and display a willingness to learn while being respectful of your classmates and your teacher. Our teachers are all experienced, qualified, professional English instructors. We have high expectations for our teachers and we hold the same high expectations for you, the student. We want you to feel comfortable in the classroom and be focused on the new material that is being presented in class. Our teachers involve all students in the lessons. On occasion, you will be asked to answer questions, lead a conversation, or participate in individual or group projects and other activities. Students are expected to participate in all course assessment activities.

## ATTENDANCE AND ASSESSMENT

Student progress and achievement of learning objectives are assessed both formally and informally during the course. To read the learning objectives for each level of our *English Unlimited* program, please visit our website at <https://languageonschools.com/our-courses/intensive-english-courses>.

### Informal Assessment

Informal assessment includes, but is not limited to, instructor feedback based on completion of homework exercises (if assigned), class discussions and participation, effort, attendance and the Progress Test, which is administered during the halfway point of the term. However, these informal means of assessment, while helpful for giving students information about their progress on an ongoing basis, are not used to determine the student's final grade for the course or whether students advance to the next level of the program.

### Formal Assessment

With the exception of the advanced TOEFL course (which is ungraded), all Language On English courses are graded on a **pass-fail** basis. Each student's final course grade is based on his or her performance on the course Achievement Test, which is administered during the last week of the academic term. In order to pass the course, students must achieve an overall score of 70% or higher on the final Achievement Test. Students who fail the course must repeat it, in accordance with our Academic Success Policy.

Improvement in language proficiency is additionally measured at the end of each academic term through a full-length simulated TOEIC (Test of English for International Communication) test. While the student's score on the end-of-term TOEIC test does not affect his or her course grade, it provides the student with additional concrete evidence of improvement in English proficiency.

At the end of each academic term, all students receive a report card that includes their current level in the program, their score on the initial placement test, their score on final Achievement Test, whether they have passed or failed the course (and consequently whether they advance to the next level in the program), their score on the full-length simulated TOEIC test, and their current English language proficiency as measured on the CEFR language proficiency scale.

Improvement in the language proficiency of short-term students who do not complete a full academic term is measured by the mid-term assessment, which is the same assessment instrument used for initial placement

(because this assessment is a computer adaptive test, the items that appear on the test are different during each test administration). Only students with short periods of enrollment who do not complete a full academic term take the mid-term assessment. Short-term students who take the mid-term assessment will receive a mid-term (interim) report card upon their exit from the program. The mid-term (interim) report card includes the student's current level in the program, score on the initial placement test, score on the mid-term assessment and current English language proficiency as measured on the CEFR language proficiency scale.

### Student Attendance Policy

The purpose of the Student Attendance Policy is to help ensure that all students make satisfactory academic progress by encouraging regular attendance, as well as to comply with applicable accreditation standards and immigration regulations.

1. Students are expected to attend all scheduled class sessions. If a student is unable to attend class due to illness, injury or emergency, the student should contact the center director as soon as possible to inform him or her of the situation. There will be no excused absences unless the student receives advanced authorization from the school director or provides acceptable documentation of a medical illness, injury or necessary treatment, or evidence of required legal process (such as being required to attend a court hearing), which reasonably prevented the student from attending class. Students may receive no more than five (5) excused absences per academic quarter for illness or injury without providing appropriate medical documentation; in all such cases students must contact the center director as soon as possible to request the excused absence and must attest that they are unable to attend class due to illness or injury.
2. Students are expected to arrive to class on time and to not leave class early. Arriving to class late and leaving class early not only hinder the tardy student's academic progress but also disrupt the learning process of other students. Consequently, students who arrive to a class session more than 30 minutes late or leave a class session more than 30 minutes early will be marked absent for that class session.
3. In accordance with SEVP regulations and federal immigration law, F-1 visa students must maintain full-time status in the program in order to comply with the requirements of their F-1 (student) visa. Full-time status is defined by federal regulations as attending class for eighteen (18) hours per week. F-1 visa students who develop a pattern of noncompliance with this attendance policy will be subject to expulsion from the school and termination of their SEVIS record. Language On has determined that failing to meet the 18 hour per week requirement more than three (3) times in a thirteen (13) week academic term while having incurred more than five (5) unexcused absences demonstrates a clear pattern of noncompliance with the program's attendance requirements and will subject the student to expulsion from the program and termination for their SEVIS record.

Note: Students who have questions about their attendance obligations or their program's attendance requirements should consult the school director for clarification.

### Vacation Policy

In accordance with federal immigration regulations, F-1 students become eligible for an annual break after completing the equivalent of at least two full academic quarters (i.e., 26 weeks) of instruction (not including official program holidays and break periods), provided that they intend to remain enrolled after the annual break. Upon achieving eligibility by completing at least two full academic quarters, F-1 students may select a subsequent academic quarter as their annual break. F-1 students remain in status and are not required to attend class during their annual break.

F-1 students may take only one annual break during any calendar year, and the annual break must coincide with one of Language On's academic quarters. Federal regulations do not permit F-1 students to take their annual break at the end of their enrollment in order to extend their grace period. F-1 students who wish to take an annual break should submit a request to the school director at least two weeks before the start of the academic quarter they wish to take off.

## ACADEMIC SUCCESS POLICY

We have instituted an Academic Success policy in order to ensure that students are successful in their studies here at Language On. This means that students are required to show advancement and make normal progress toward completing their course of study. Students who repeatedly fail a course at Language On will be subject to our Academic Success Policy.

### Academic Probation

If a student does not pass a level after the first attempt, the student will be placed on Academic Probation. When being placed on Academic Probation, the student will undergo a remediation conference with the school director in order to identify areas of strength and weakness in order to improve during the next term. However, a *new* student who enters the program during or after the fourth week of the quarter will not be placed on Academic Probation if the student fails the level but will instead receive no grade (NG) for the term. A student is only eligible to receive no grade (NG) once (during his or her first quarter) while in the program.

### Academic Termination

If a student fails a course after having been placed on Academic Probation, the student will be disenrolled and not permitted further participation in the program. F-1 students (i.e., those on a "student visa") who fail a course after having been placed on Academic Probation will also have their SEVIS record terminated for "otherwise failing to maintain status" as required by United States immigration regulations.

### Student Appeals

Students who have been placed on academic probation or who, after having been placed on academic probation are not permitted further enrollment in the program, may appeal Language On's decision. Students may not appeal a passing grade. All evidence of student appeals and their outcomes will be maintained in the student's permanent record.

### ***Procedures for appealing end-of-quarter test results***

Any student who believes that the end-of-quarter Achievement Test has been improperly scored or does not reflect their real abilities on test day may appeal their quarterly test results. All appeals must be submitted in writing to the school director within five (5) days of the date the student is notified of Language On's decision and must specify the specific reason(s) for the appeal (e.g., the Achievement Test has been improperly scored, an error was made in tabulating the results, etc.).

Once the director receives the written appeal from the student, the director will schedule a different instructor to administer the speaking section and rescore the other sections of the test. If, after rescoring the Achievement Test Language On verifies that the student has failed to achieve a passing grade, then the school's decision will be final. However, if Language On determines that an error has been made in scoring the student's Achievement Test

and that the student should have received a passing grade, then Language On's decision that the student has failed the course will be reversed and the student will be taken off academic probation and/or will be eligible to remain enrolled in the program, as appropriate, and will advance to the next level in the program.

### ***Procedures for appealing academic termination***

If a student believes they have been wrongly terminated from the program, the student may file an appeal request, which must be submitted to the school director in writing within 48 hours of the student's receiving notice of the termination. In the written appeal request, the student must clearly state the specific reason(s) they believe they were improperly terminated. At that time, the student should present any documentation or materials to support their case, such as medical notes, legal papers, etc. The student will then meet with the school director and will be given 30 minutes to discuss their case. Afterward, the school director will make a final determination of the student's case. The student's appeal will be upheld and the termination reversed only if the student demonstrates that Language On did not follow its written policies or procedures, or if the student presents compelling evidence (such as a valid medical excuse) that, if Language On would have had at the time of the termination, would have reasonably prevented the termination. If the appeal is denied, the student will lose their F-1 visa status (if applicable) and will be required to leave the school.

### **Voluntary Repetition Policy**

*The purpose of this policy is to ensure that:*

- students realize the maximum possible benefit from their program of study
- students make adequate academic progress relative to norms in the field
- clear and consistent guidelines are used to determine when students may voluntarily repeat a level

Upon successfully completing a level (1 through 6) or module (TOEFL iBT or Pronunciation) in the *English Unlimited* program, a student may request to repeat the level (or module) in the subsequent academic quarter **provided that the student has not already repeated the level (or module)**, either as a result of failing the level or through prior voluntary repetition.

Students must submit requests for voluntary repetition to the school director by no later than the fifth day of the next academic quarter. After receiving a request for voluntary repetition, the school director will review the request and will grant the request unless, in the director's judgment, there is clear and convincing evidence that the student cannot benefit from repeating the level or course. The director will include the student's written request for voluntary repetition in the student's file and will note the repetition, if granted, in the Student Achievement Report.

In the event that the school director denies the student's request for voluntary repetition, the student may appeal the denial to the Chief Academic Officer, who will use his or her discretion in determining whether the student is likely to benefit from voluntary repetition based on the entirety of the student's academic record. If the Chief Academic Officer determines that the student is likely to benefit from voluntary repetition and that the student is otherwise eligible to repeat the level or module, then the student's request will be granted. Otherwise, the student's request will be denied. The decision of the Chief Academic Officer is final and may not be further appealed.

Although not dispositive, the following guidelines will be used to inform directors and the Chief Academic Officer in their decisions to grant or deny a student's request for voluntary repetition:

- A passing score of less than 70 out of 80 points on the Achievement Test suggests that the student is likely to benefit from voluntary repetition of the level.
- A passing score more than 75 out of 80 points on the Achievement Test suggests that the student is unlikely to benefit from voluntary repetition of the level.

## GRADE REPORTS AND ACADEMIC TRANSCRIPTS

You will receive a written grade report at the end of each academic quarter, or if you do not complete an entire academic quarter, at the time you exit the program. You may also receive an official transcript of your academic record at Language On at any time, upon request. To request an official transcript, please contact your school director. There is no fee for requesting an academic transcript.

## PROGRAM AND TEACHER EVALUATIONS

You will be able to evaluate our program and our teachers at the end of each term and when you leave the program, when you will be asked to complete a survey evaluating our teachers, our curriculum and other aspects of our program. You will also be asked to complete a different survey when you leave our school. This survey will evaluate our program and our teachers.

## EXIT INTERVIEW AND PROFICIENCY TEST

On your last day of school, you will be scheduled for an interview with a member of our administration. Also, if your last day of class does not coincide with the end of an academic quarter and if you have not completed an entire academic quarter during your period of enrollment, you will also be asked to complete a final English proficiency test. At the meeting, you will receive written copies of any portion of your academic record (upon request), as well as your certificate of participation. At this time, you will be asked to return any books or materials that you may have borrowed, as well as to complete a feedback form reviewing your classes, teachers, and the school in general. The meeting will be scheduled with you prior to your final day and should not take more than 75 minutes (including the proficiency test).

## LIBRARY AND MEDIA LAB USAGE

Language On is pleased to offer students use of available computers and a small library for use before, between, or after classes. When using school computers for personal use, please be aware of content and appropriateness of content. Remember that these computers are for use by all students; if another student is waiting, please be considerate and do not spend more time than is necessary so that everyone can benefit from the lab.

Students are also free to browse through our library and resource materials. If you find something of interest that you would like to borrow, please let one of your teachers or one of the directors know and they will help you to sign out the book. Please remember that **you may only borrow one book** at a time, and that you must return the book within **two weeks**. If there is nobody waiting to borrow the book, it is possible for you to sign it out again for another two weeks. Please be aware that any books that are lost or that are not returned are your responsibility.

**IMPORTANT:** YOU WILL BE CHARGED THE COST OF THE BOOK AT THE TIME OF REORDERING PLUS THE COST OF SHIPPING TO REPLACE THE BOOK.

## COURSE MATERIALS

Language On will provide you with all necessary course materials at the time you start your course and whenever you advance to the next level in the program.

## BOOK ORDERING SERVICE

As it can be difficult or expensive to buy books in certain locations, Language On offers students a book ordering service through Amazon. Students who wish to order a book should see the school director or staff member, who will be happy to assist them and promptly place an order.

## SOCIAL AND RECREATIONAL ACTIVITIES

Language On offers a variety of social and recreational activities for you to enjoy. Activities may include: movie nights, outdoor activities, museum visits, sporting events, and more. Please remember that you are responsible for yourself and your actions and that you are expected to act in an appropriate manner when attending school events. You are a willing participant at these events, and Language On will not be held liable or responsible for any incident that may occur.

## NON-INSTRUCTIONAL STUDENT SERVICES

Language On offers students a variety of non-instructional services, many of which are provided at no charge (free). Our available non-instructional services are listed below (if a fee is charged for the specific service, it is indicated in parentheses). To learn more about any of these services or to take advantage of them, please contact your school director or assistant director. It is Language On's policy to provide non-instructional student services as quickly and accurately as possible. Our "open door" advising policy provides students with non-instructional student services immediately if an advisor is available at the time the student requests the services. Otherwise, an advising session will be scheduled with a qualified adviser on the same day or no later than the next business day.

- academic counselling and advising
- personal counselling and advising (adapting to life in the United States, how best to study, how to get around town, etc.)
- immigration counselling and advising related to the visa process for international and nonimmigrant students
- pre-arrival and ongoing orientation
- official transcripts
- book ordering service (free, but you must pay for the book) \*
- educational field trips (free, but the location visited may charge an entrance or admission fee)
- student identification card (fee applies)
- health insurance (insurance premiums are paid to the insurance company)
- accommodation placement (fee applies)
- international document shipping (fee applies)
- airport pickup and drop-off (fee applies)
- Wi-Fi and computer access

\* This does not apply for your course materials (course book, workbook, etc.), which are provided as part of your registration and quarterly books and materials fee. The book ordering service is for books you wish to buy for your personal enjoyment.

## ADDITIONAL SCHOOL POLICIES AND PROCEDURES

### English Unlimited Program Admission Policy

In order to be admitted to the Language On **English Unlimited** program (our intensive English program), students must:

1. Complete the school application and provide a copy of a valid passport or government-issued photo identification.
2. For students in Florida, be at least sixteen (16) years of age and for students in Utah, be at least eighteen (18) years of age at the time they commence their program of study.
3. Be non-native speakers of English or have no English proficiency (see note).
4. Complete the English Unlimited placement test upon arrival. However, students who have no prior experience learning English and therefore no proficiency in English whatsoever will not be required to take the placement test and will be placed in the program's lowest level (level 1).
5. Test within one of the program's levels (1-6).
6. Otherwise be able to benefit from the program in accordance with the program's Ability to Benefit Guidelines (a copy of which is available to students or prospective students upon request).

Note: Students who are native speakers of English or who have native-level English proficiency are not eligible for admission to the program.

### Enrollment and Registration Procedures

To complete enrollment and registration, students will determine how many weeks in advance they plan to study. Prices for tuition and fees are based on number of weeks paid for in advance. Payment must be made prior to the first day of lessons. For those students who plan to continue their study, proper notification is required. Without proper notification, you may lose your seat in the class. Students must re-enroll, including payment, at least one week prior to their last paid day of class in order to guarantee their seat in the class. In addition, students who will require an F-1 (student) visa to study at Language On will also be required to complete an I-20 application form and provide other information (including evidence of financial ability to pay for their program) as required by U.S. immigration law.

### Starting Level Appeal Policy and Procedures

Students who disagree with their starting level may request to be re-evaluated by taking a second placement test, provided that they inform the school director of their dissatisfaction within five (5) school days of starting their program. If the student's scores on both placement tests fall into the same score band (i.e., starting level), then those scores will establish the student's starting level. If the student's scores on both tests fall into different score bands (i.e., different starting levels), then a Language On instructor or administrator will conduct an oral proficiency evaluation to determine the student's starting level in the program. The student's starting level as determined by these appeal procedures will be final. Evidence of all student appeals is maintained in our permanent records.



### [Class Participation Policy](#)

Students are required to actively participate in class. This means that we have the expectation that students will attend class regularly, arrive to class on time, and participate in the daily activities in the classroom. Students are expected to come to class prepared. If a teacher thinks that a student is not participating in the classroom, **is disruptive to the classroom**, or is not doing something that the teacher asks, the teacher has the right to ask the student to leave the classroom. If this occurs, the student will be counted as absent for the day and will be issued a warning. If students develop a pattern of disruptive behavior, they may be subject to discipline under our School Behavior and Personal Conduct policy. Students are expected to participate in all course assessment activities.

### [Cancellation of Program and Refund Policy](#)

Please see the *Terms and Conditions* section of the *Language On Application for Admission* for a complete and detailed explanation of our cancellation and refund policy.

[>> Click here to view the Terms and Conditions](#)

### [Severe Weather and Emergency School Closings](#)

Weather conditions in Florida and Utah have a potential for disrupting class schedules. In the event of approaching storms and officially-issued storm watches, students, instructors and staff should closely monitor local weather conditions and public announcements and act accordingly, taking all suggested safety precautions seriously and preparing themselves and their property to safely weather any storm.

Tropical storm watches and warnings are quite frequent in Florida and are usually short term with little major damage caused. In the event of a **tropical storm watch or warning**, classes will continue, but individuals should protect themselves as needed.

However, in the event of a **hurricane warning** officially published by local governments, all classes scheduled during the warning period will be cancelled and the affected locations will be officially closed (a **warning** denotes that hurricane storm conditions are possible in the area within 24 hours). Attention should be paid to public announcements, transportation shutdowns, evacuation areas, etc., allowing sufficient time for a safe return to home or shelter prior to the storm's arrival. All Language On locations within the area under a Hurricane Warning will be closed early enough for instructors and staff to return to their homes and make final preparations for the arrival of any such storm.

In addition, if the local public school board cancels classes due to dangerous weather conditions, Language On classes in the applicable school district(s) will also be cancelled, whether or not a hurricane warning has been issued. However, unless a local hurricane warning has been issued, instructors and staff should report to work to assess the local conditions and advise their supervisors of any conditions which may prevent the safe opening of the location for administrative functions.

Instructional activities will resume as soon as possible after the storm passes and as allowed by the local government. Students and instructors should contact administrative staff to find out whether the affected location has reopened. As always, we encourage students, instructors and staff to visit Language On's social media outlets (Facebook and Instagram) for the latest information about any potential school closures due to severe weather.

### [Fire Emergency Procedures](#)

In the event of a fire or a fire alarm, all persons should calmly evacuate the building. Do not attempt to bring anything with you. Do not re-enter the building until you have received authorization by the building administration or fire department.

## SCHOOL COUNSELORS AND PERSONAL ADVISING

For any questions or concerns regarding a personal matter, you are encouraged to seek the assistance of a school counselor. All school directors and assistant directors act as school counselors and are available to provide you with personal advising in a timely and accurate manner. However, if your personal counselling need exceeds our ability to provide accurate advice, you will receive information about seeking the services of a licensed professional, such as a psychiatrist, psychologist or licensed mental health counselor.

## STUDENT COMPLAINT POLICY AND PROCEDURES

Language On takes all concerns and complaints very seriously. We always try to maintain a safe and professional environment, but we know that sometimes you may have concerns or complaints. In the event that a student should feel the need to complain about an issue or problem encountered at the school, Language On has established the following complaint procedures.

Language On strives to provide top quality English language instruction and highly values feedback from our students. We strongly encourage you to freely express your views and opinions to Language On's instructors and administrative staff and we welcome your comments and suggestions, as well as any complaints you may have.

### Providing feedback or suggestions to Language On

If you would like to provide feedback or suggestions of a general nature to Language On, please feel free to speak with your school director or assistant director. In addition, feel free to commend staff, instructors and/or other students who have made your time at Language On more enjoyable, productive or satisfying. You may also e-mail your comment to [info@languageonschools.com](mailto:info@languageonschools.com) or leave a note in the comments box in the school.

### Making an informal complaint

To make an informal complaint, please speak with your school director or assistant director. Most matters can be resolved quickly and efficiently in this way. If your informal complaint has not been resolved to your satisfaction within 5 days, you can submit a formal written complaint.

### Submitting a formal written complaint

For matters of a serious nature (such as those relating to the health, safety and welfare of Language On students, instructors and staff; inappropriate or unlawful conduct on the part of another student, an instructor or a staff member; or any other matter of a serious nature that has not been resolved through the informal complaint process), a formal written complaint should be presented to the Language On Management Team.

Formal written complaints may be submitted in person, by United States mail, or by e-mail to [info@languageonschools.com](mailto:info@languageonschools.com). When submitting a formal written complaint, please be sure to include your name, the Language On campus that you attend, and the date(s) and location(s) of the incident(s) that has caused you concern. Please describe with as much detail as possible all information that is relevant to the issue(s) involved. Be sure to include the title "Formal Complaint" at the top of the document (or in the subject line if the formal complaint is submitted by e-mail).

All formal written complaints will be reviewed and investigated by a member of the Language On Management Team. Every effort will be made to address the complaint as quickly, professionally and fairly as possible, finding a solution that is agreeable to all parties involved. A written response will be issued within ten (10) business days

from the date received and delivered to the specific parties involved. Copies of all formal written complaints and their resolutions are kept in Language On's permanent records and reviewed regularly for any possible policy/procedure changes that should be considered.

## SCHOOL BEHAVIOR AND PERSONAL CONDUCT

Students are expected to behave respectfully at all times and follow the social rules and manners deemed acceptable in our global community.

### Diversity and Tolerance

We are a school which celebrates diversity and tolerance. We will not tolerate discrimination of any form. If a student acts in an inappropriate manner, other students and teachers are encouraged to file a formal complaint with one of our directors. Language On reserves the right to expel students without refund if they are found to be guilty of such behavior.

### Harassment and Sexual Harassment

Language On is committed to providing an environment that is free from harassment of any kind. Bullying or harassment based on an individual's sex, sexual orientation, gender identity, race, ethnicity, national origin, age, religion or any other legally protected characteristics **will not** be tolerated. All students are expected and required to abide by this policy.

Sexual harassment is behavior of a sexual nature that is unwelcome and offensive to the person or persons it is targeted toward. Examples of harassing behavior may include unwanted physical contact, foul language of an offensive sexual nature, sexual propositions, sexual jokes or remarks, obscene gestures, and displays of pornographic or sexually explicit pictures, drawings, or caricatures. Use of the school's computers for the purpose of viewing, displaying, or sharing material that is sexual in nature may also constitute harassing behavior.

All complaints of unlawful harassment will be handled in a manner that is as confidential as possible under the circumstances. For any concerns, complaints, or violations of this policy, please follow our Student Complaint Procedures found in this handbook.

### Violence and Threats of Violence

We have a **zero tolerance** policy when it comes to violence and threats of violence. Students or teachers who witness such behavior are encouraged to file a formal complaint with one of our directors. For any concerns, complaints, or violations of this policy, please follow our Student Complaint Procedures found in this handbook.

### Plagiarism

Plagiarism is considered a major school offense and is taken very seriously. Language On values the work of others and will not tolerate any form of plagiarism. We follow the moral and ethical rules adhered to in the academic world. If plagiarism of any kind is discovered, no marks will be given and it will be reported and kept in your student file. Multiple incidents of plagiarism by the same student may result in expulsion from the program or school, without refund. To learn more about what is, and what is not, plagiarism, check out <http://plagiarism.org>.

### Usage of Mobile Phones, Tablets and Other Digital Devices

Mobile phones must always be on silent mode in the classroom. We do not allow disruptions or distractions caused by cell phone, tablet usage or the use of other digital devices in the classroom. On occasion, we know that you may need to briefly look at your phone or tablet to check for a message or call, but the teacher reserves the right to ask you to step out of the classroom if you are causing a distraction. If you need to make or answer a call, you can do so in the common area outside the classroom. In addition, while on Language On's premises you may not record (digitally or otherwise) any individual without that individual's explicit, written consent. Recording others without their explicit consent violates their right to privacy and may result in the violator's expulsion from Language On.

### Smoking

Smoking is prohibited both inside the school and anywhere inside the buildings. If you want to smoke, please go outside of the building and use the ashtrays available for your convenience.

### SCHOOL DRUG AND ALCOHOL POLICY

Language On maintains a strict policy concerning drugs and alcohol on school premises and at school-sponsored events. Specifically, while on the premises of Language On, no students or any other individuals invited onto the premises are permitted to bring any drugs, illegal substances, alcoholic beverages, or contraband at any time. Further, students and other individuals invited onto Language On's premises are not permitted on the premises while under the influence of any drugs, alcohol, or illegal substances.

Language On recognizes that adults will make informed decisions regarding consumption of alcohol off of school premises, and, on occasion, Language On may host school-related events at a venue which may offer alcohol for public consumption. Language On requires that all students or their invitees who choose to attend any such event with or hosted by Language On, who choose to consume alcohol, be over 21 years of age, drink responsibly, and not operate a motor vehicle. Underage drinking is strictly prohibited under all circumstances.

### POLICY VIOLATIONS

Any student found in clear and obvious violation of Language On's school policies may be subject to immediate expulsion, without refund. To the extent that one or more of the school policies are violated, or should Language On have reasonable suspicion after having conferred with the student to believe that one or more school policies have been violated, a Language On student is subject to face expulsion from Language On, without reimbursement or refund, in full or in part. Language On maintains no liability or responsibility for students who willfully choose to violate these conditions and cause damage or injury to themselves, or someone else, as a result.

### HEALTH AND SAFETY INFORMATION

Language On cares about the health, safety, and well-being of our students and is committed to helping each of you have the most rewarding experience, both inside and outside the classroom, throughout the duration of your program of study. No school can eliminate every possible risk associated with providing services to its clients (or the potential for emergency situations); however, as an indication of sound business practices, there need to be policies in place to mitigate those risks and procedures for how to handle emergencies when they arise. Language On's administrators and instructors are here to ensure your safety while you are in a Language On classroom or common area. Additionally, they are prepared to handle the additional risks that are associated with school-

sponsored activities at both on-site and off-site locations.

As a student at Language On, please be aware that you will only be under our direct supervision while you are in our facilities or participating in school-sponsored activities. You are solely responsible for your actions during the time spent outside of Language On. Many students come from abroad (or another area of the country) and are unaware of what to expect while studying at one of our campuses; as a result, we have prepared this general guide about health and safety matters to help you stay safe at all times during your program. Please note that Language On has no parental authority or responsibility over minor students (those less than 18 years old). Additionally, Language On will be in no way responsible for any student who is arrested for violating any federal, state, or local law or ordinance.

### General Guidelines for Protecting Yourself and Personal Property

The following advice is useful when you are residing in a new country or city:

- 1) Always know where you are going. You can do this by reading guidebooks, maps, and public transportation routes or calling for directions before heading to your destination.
- 2) Avoid unlit/dark places and walking alone. Stick to well-traveled streets and walk in groups at night. Be especially cautious when you are new to a city and know little about what parts of town may be less safe.
- 3) Leave expensive or expensive-looking jewelry and accessories at home and do not flaunt wallets, purses, cell phones or cameras.
- 4) Do not carry valuables on you to school or around town, even in a backpack or locked luggage. If you must carry cameras, music players, laptops, tablets, etc. do not leave them unattended.
- 5) Pay attention to and follow local, state, and national laws. Although there are many important laws to obey, students need to know that the following are strictly enforced in the United States:
  - a) You must be **18 or older** to purchase and/or use tobacco products.
  - b) You must be **21 or older** to purchase and/or consume alcoholic beverages.
- 6) Know how to receive help in case of an emergency.
  - a) From any phone in the USA, **DIAL 911** for medical, fire, and safety emergencies.

### Language On Facilities and Classrooms

All Language On students are expected to be responsible members of the Language On community by complying with federal, state, and local laws as well as by adhering to Language On's Student Code of Conduct while inside any Language On classroom or common area. At all times, students are expected to avoid behavior and actions that threaten the safety and/or welfare of themselves and other Language On students, instructors, school staff, and visitors.

School administrators will make sure that your Language On campus is clean, in good repair, and free of any potential health hazards. All schools have current occupancy licenses and are operated in compliance with local and state building safety and fire codes. We cannot predict when or what type of an emergency will occur, but we have the following plans in place:

- A. In the event of a power failure, fire, or other reason to evacuate the school, all exits are clearly marked with emergency lights. Students should follow the safest path in order to exit the building and pay attention to instructions provided by instructors or staff. Language On school administrators will do everything reasonably possible to ensure that all individuals are safely evacuated and will notify them when it is safe to re-enter the school. Any damage to personal property as the result of a fire or efforts to extinguish a fire are covered under the insurance policy of Language On and you should speak to an administrator for more information.

- B. In the event of a medical emergency in the school, a Language On instructor or Language On administrator will assess the situation and contact local emergency medical services if necessary. Any student who is injured or falls seriously ill while in a Language On classroom or common area is fully responsible for any resulting medical expenses and will not hold Language On liable for any actions taken to provide access to emergency medical care.
- C. In the event of a situation that threatens the safety and welfare of individuals on Language On premises (examples: ceiling collapse, natural disaster, or physical violence, etc.), although this is very unlikely, all students, instructors, and school staff should do whatever they find reasonable to secure their own safety. Administrators will do their best to control the situation and contact local authorities for help if necessary.

### Language On Sponsored Activities and Field Trips

Although Language On will do everything that is reasonably possible to keep students safe during school sponsored activities, field trips, and excursions, the individual participant agrees to participate voluntarily and assumes all risks associated with the activity. Therefore, before participation in any Language On sponsored activity, you must sign a liability waiver. The waiver of liability includes all activities with at least one Language On instructor or administrator and one Language On student. If you are not at least 18 years old, you must have a legal guardian sign the liability waiver for you before you will be allowed to participate in these activities.

There are three kinds of school-sponsored activities and field trips:

- Complimentary (no additional fees or costs to participate)
- Fee Free (no additional fees to participate, but individual activity related expenses may be incurred such as food, drinks, transportation, etc.)
- Fee Required (payment of a fee in advance is required to participate, and individual activity related expenses may be incurred such as food, drinks, transportation, etc.)

Please be sure to check the school's information board for additional information about available activities and associated fees and costs or speak with a school administrator.

While participating in school sponsored activities, each student is responsible for:

- 1) Following the safety instructions of the activity/field trip leader(s).
- 2) Following posted rules and regulations of the activity/field trip destination.
- 3) Acting in a manner that is safe for yourself and your co-participants.
- 4) Informing the activity/field trip leader(s) of any personal dietary needs, health risks, or physical disabilities that may limit your full participation or affect the health and safety of your co-participants.

### IMPORTANT IMMIGRATION REGULATIONS FOR F-1 VISA STUDENTS

Students enrolled in the English Unlimited Program Intensive Course on an F-1 (student) visa must be aware of and carefully follow certain United States immigration regulations that pertain to them. F-1 students must maintain their F-1 (student) nonimmigrant status at all times while enrolled in the program. Language On is legally required to terminate the SEVIS (immigration) records of F-1 students who fail to maintain status. F-1 students whose SEVIS records have been terminated for failure to maintain status must transfer out to another SEVP-certified school or leave the United States immediately. Failure to comply with this requirement can have very serious negative consequences. Language On will never terminate an F-1 student's SEVIS record without notifying the student in writing.

Please remember that as an F-1 student:

1. You must maintain full-time status in the English Unlimited program unless you have received an authorized reduced course load (RCL) from a Language On Designated School Official (DSO) due to a medical condition diagnosed by a licensed health care provider. In order to maintain full-time status, you must come to class regularly. F-1 students who incur an excessive number of unexcused absences will be expelled from the school and have their SEVIS records terminated for an unauthorized drop below full-time status (please see the *Student Attendance Policy* above for completed details). If you believe you have a medical condition that prevents you from coming to class every day, please schedule an advising session with a Language On advisor as soon as possible.
2. You may not withdraw from (leave) the program without first notifying the school director. If you withdraw from or abandon the program without first notifying your school director, you will be out of status and Language On must terminate your SEVIS record for an unauthorized withdrawal. If you withdraw from the program after having notified your school director, you must leave the United States or transfer to another SEVP-certified institution within 15 days of the date you withdrew from (left) the program.
3. You must obey all federal, state and local laws. Remember that in the United States, persons under the age of 21 may not drink alcoholic beverages and persons under the age of 18 may not purchase, possess or use tobacco products. In addition, F-1 students must obtain a state driver's license in order to lawfully operate a motor vehicle. If you wish to obtain a driver's license, please schedule a personal advising session with a Language On advisor for assistance with the licensing process.
4. You may not engage in study, even if it is part-time or recreational study, at another SEVP-certified institution. If you wish to study at another SEVP-certified institution, you must transfer out to that school. If you would like to study at a different school, please schedule an academic advising session with a Language On advisor for counseling and assistance with the transfer process.
5. If you move to a new address, you must notify your school director or assistant director right away. Language On is required to keep both your physical and mailing addresses current in the SEVIS database. Under federal immigration regulations, you must inform a school official within ten (10) days of any change in your residence or mailing address.
6. You must meet your financial obligations to Language On. If you are on a payment plan, you must make your payments on time. If you are experiencing financial difficulties that prevent you from making your monthly payments on time, it is extremely important for you to speak with your school director immediately.
7. Upon the completion of your program, you must leave the United States or transfer to another SEVP-certified institution within 60 days of your program end date. You can find your program end date on your most recent Form I-20. If you are not sure of your program end date, please be sure to ask your school director or assistant director.
8. If you wish to extend your English program with Language On, you must inform your school director or assistant director at least one week before your scheduled end date. Your school director or assistant director will let you know if you are eligible to extend your program and if so, what steps you must complete.

9. You may not work, even if it is as an unpaid volunteer, while in the United States. If you have any questions about this requirement, please be sure to ask your school director or assistant director right away.

If you have any questions about the immigration regulations that pertain to you, please schedule an immigration advising session with a Language On advisor at your earliest convenience.

We hope that the information included in this handbook helps you feel more comfortable during your experience at our school. If you need any additional information, please contact us at your convenience.  
See you soon!

-- The Language On Management Team