

# LANGUAGE N

## 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

School Address (Miami Beach):	407 Lincoln Road Suite 300 Miami Beach, FL 33139
School Address (Downtown Miami):	1201 Brickell Avenue Suite 620 Miami, FL 33131
Website:	<a href="http://www.languageonschools.com">www.languageonschools.com</a>
Main Telephone:	(305) 521-9434
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Facebook:	<a href="#">Language On (Miami Beach Campus)</a>
Facebook:	<a href="#">Language On (Miami Brickell Campus)</a>
Twitter:	<a href="#">Language On - Twitter</a>
Instagram:	<a href="#">LanguageOnSchools</a>

For information about our community and relevant cultural topics, please visit our School Blog at <http://www.languageonschools.com/Blog>.

## 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.*

Established in 2009, our Miami Beach school is located on beautiful Lincoln Road, one of the most popular streets in all of Miami Beach, while our downtown Miami school (opened in 2015) is located in the central business district of Miami. Our city is a vibrant international destination with a reputation for sun and fun! Experience life in the United States and learn to speak proper English in one of the greatest cities in the world!

### **Benefits of our school:**

- Small classes (15 student maximum)
- Comprehensive end-of-term assessments
- Friendly atmosphere
- Experienced, qualified English teachers
- Excellent locations
- 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!

## ARRIVING HERE

We are located approximately 10 miles from Miami International Airport (MIA) and 30 miles from the Fort Lauderdale International Airport (FLL). Both airports are serviced by shuttle buses and taxis. Students can take a bus called the *Airport Flyer* for only \$2.35. The *Airport Flyer* is an express bus service between Miami International Airport and Miami Beach.

Once you arrive in Miami Beach, you will find our school located in a beautiful part of the city called Lincoln Road. Our Miami campus is located on Brickell Avenue, in the heart of downtown Miami's business district. Getting to either school is very easy. Most of our students walk to school, ride a bicycle, or take a bus. Light rail (Metrorail and Metromover) is also an option for our downtown Miami campus. Our Miami Beach location is only one block from the beach and both of our locations are surrounded by restaurants, cafes, bars, nightclubs, and museums. Here are some options for you in addition to walking:

**Bicycle:** Many of our students choose to conveniently rent a bike from *DecoBike*, for an hour, a day, a week, or their whole vacation in Miami Beach.

For more information check out: <http://www.decobike.com/miamibeach>

**Bus:** There is a bus transportation system that can take you anywhere in or around the city!

For more information check out: <http://www.miamidade.gov/transit>

**Car:** If you are coming by car, you can park for free in the residential neighborhood near the Miami Beach school

(Monday-Friday until 6:00 p.m.) or pay for parking at street meters and parking garages near both our Miami Beach and Miami schools. Please note that although both our Miami Beach and Miami schools have nearby parking garages available to you, parking is the most expensive transportation option.

For more information check out: <http://web.miamibeachfl.gov/parking> and <https://www.miamiparking.com/>

## **IMMIGRATION QUESTIONS**

Certain immigration requirements must be met to enable you to leave your country to come to the USA for recreational 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/>.

## **ACCOMMODATIONS**

In both Miami Beach and Miami, students can choose from a variety of accommodation options. Students can choose from hotels, hostels and private apartments on their own. Language On also offers a homestay accommodation program.

Please choose an option that best fits your needs:

### **Private Apartment/Studio:**

By choosing this option, you can live in a private one-bedroom apartment or a studio located in Miami Beach or Miami. The apartments come furnished and offer free Wi-Fi. The apartments vary in price depending on size, location, and length of stay.

### **Hostel:**

By choosing this option, you can live with other students or travelers from around the world. Hostels in Miami Beach are clean and fun. If you are budget-oriented, this option is for you. Students can live in a shared or private bedroom with common areas including bathroom, kitchen, and lounge. This option may not be available for students at our downtown Miami location.

### **Homestay:**

By choosing this option, you can live with a family here in Miami Beach or Miami. This is the only accommodation option that is managed by Language On. By selecting this option, you will have the security of knowing that your homestay family has been reviewed and selected by the school. Another advantage of this option is that it contributes to an immersive cultural and language learning experience in the United States.

### **Hotel:**

By choosing this option, you can stay in one of the many of hotels located here in Miami Beach. 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/>.

## HEALTH INSURANCE

It is very important that you have some form of travelers' health insurance, but it is not required to travel in the United States, nor does Language On require our students to have health insurance. If you currently have health insurance in your home country, contact your provider and ask if your current coverage will cover you here in the United States. If you are not covered, you may be able to check with your credit card company to see whether they offer any coverage.

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/>.

## 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?**

Please be here at school by 8:30 a.m.

### **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 at 8:30 a.m. When you arrive, you will be welcomed, given a tour of the school, given an orientation, and given instructions for your placement test. At this point, you will also be offered a map of important locations around Miami Beach or Miami (restaurants, pharmacy, nightclubs, museums, etc.) and other important local information (bus routes and time tables, etc.).
- 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 60-90 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

## 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 <http://languageonschools.com>.

## 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 Miami area, 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 or lead a conversation. The teachers will assign homework, and we ask that you complete the assigned homework for review the next day.

## 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 <http://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, 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 62% 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.
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 45 minutes late or leave a class session more than 45 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 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 consecutive 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. A formal remediation plan will be provided to the student to help guide the student's progress during the next quarter. 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 not be permitted further enrollment in the program.

### **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 in the *English Unlimited* program, a student may request to repeat the level in the subsequent academic quarter **provided that the student has not already repeated the level**, either as a result of failing the level or through prior voluntary repetition. Students may not repeat the TOEFL level.

Students must submit requests for voluntary repetition to the center director by no later than the fifth day of the next academic quarter. After receiving a request for voluntary repetition, the center director will review the request and submit it to the Chief Academic Officer along with the following information:

- a copy of the student's written request for voluntary repetition
- a copy of the student's report card from the prior level or a summary of the report card information (including scores on the Achievement Test and TOEIC)
- if available, a statement from the student's instructor from the prior level expressing his or her opinion as to whether the student is likely to benefit from voluntary repetition

The Chief Academic Officer will use his or her discretion in determining whether the student is likely to benefit from voluntary repetition based on the information provided above. 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, 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 appealed.

Although not dispositive, the following guidelines will be used to inform this determination:

- A passing score of less than 80 percent on the Achievement Test suggests that the student is likely to benefit from voluntary repetition of the level.
- A passing score more than 90 percent on the Achievement Test suggests that the student is unlikely to benefit from voluntary repetition of the level.

- Requests to repeat level 6 (proficiency target: C1) will be liberally granted and only denied when there is clear and convincing evidence that the student is unlikely to benefit from voluntary repetition

The Chief Academic Officer will promptly inform the center director whether the student's request has been granted or denied. The center director will then communicate the result of the request to the student and fully document the request in the student's file.

### 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).

### FACILITIES

Language On's Miami Beach school is located on the third floor of a commercial office building, in the pedestrian zone of Lincoln Road. Our downtown Miami location is on the sixth floor of a commercial office building. Both buildings include a 24-hour security guard at the front desk who can help you find us on your first day. Inside the school, we have large classrooms for group classes, small classrooms for private lessons, a small library, and a computer lab with a printer/copier. We have waiting area with coffee and water in the entrance of the school. There are restrooms for both men and women just a few steps from our office door.

### LIBRARY AND MEDIA LAB USAGE

Language On is pleased to offer students a small computer lab and small library for use before, between, or after classes. When using the computers for personal use, please be aware of content and appropriateness of content. If Skype classes are being held, please do your best to keep noise and other disruptions to a minimum. 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 the Miami area, 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. You will have a chance to participate in our *English Conversation Club*, which is hosted by a member of Language On's faculty on a regular basis (the current *English Conversation Club* schedule will be posted at the school). This free event is where students, tourists, and locals meet at a local restaurant to make new friends and practice English.

Other activities may include: movie nights, beach days, bowling events, 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. Please check our school calendar and Facebook and Twitter pages (<http://facebook.com/LanguageOnSchools> and <http://twitter.com/LanguageOn>) for events and updates.

## 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.

- academic counselling and advising
- pre-arrival and ongoing orientation
- official transcripts
- immigration advising related to the visa process for nonimmigrant students
- book ordering service (free, but you must pay for the book) \*
- personal advising (adapting to life in the United States, how best to study, how to get around town, etc.)
- social and recreational activities (free, but the location visited may charge an entrance or admission fee)
- educational field trips (free, but the location visited may charge an entrance or admission fee)

- student identification card (see [price list](#) for current cost)
- health insurance (insurance premiums are paid to the insurance company)
- accommodation placement (see [price list](#) for current cost)
- international document shipping (see [price list](#) for current cost)
- airport pickup and drop-off (see [price list](#) for current cost)
- transportation to and from school (see [price list](#) for current cost)
- 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. Be at least sixteen (16) 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.

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 do their homework and 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.

### [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.

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

Weather conditions in Florida 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 (such as Facebook, Twitter 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

For any questions or concerns regarding a personal matter, you are encouraged to seek the assistance of a school counselor. The role of school counselor is shared between Director Denis Marchant (Miami Beach) and Director Scott Rachlin (Miami).

## 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. Harassment based upon an individual's sex, 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>.

### Mobile Phone and Tablet Usage

Mobile phones must always be on silent mode in the classroom. We do not allow disruptions or distractions caused by cell phone and tablet usage 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.

## Smoking

Smoking is prohibited both inside the school and anywhere inside the building. 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, 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 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.

## WHERE IS....?

Our schools are conveniently located near many restaurants, shops, cafes, and museums (as well as the beach for our Miami Beach school). To help you find some of these places, in addition to other helpful locations, we have included an interactive map for your assistance.

If you have a smart phone or connection to the internet, you can visit our website for an interactive map of our [Miami Beach](#) and [Miami](#) schools.

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