

California Language Academy

Student Handbook

2025

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Welcome to California Language Academy!

It's our pleasure to welcome you to California Language Academy. We're an energetic and creative team, dedicated to high standards of excellence and quality. We value each one of our students, and we hope that you find your experience here rewarding and satisfying. This section will introduce you to our mission, philosophy, and goals so that you can better understand who we are and what we do. We think we are a special place—made all the more so by the dedication of our students.

Company Overview

Mission Statement

California Language Academy is passionate about the success of each of our students. Our mission is to provide high quality, personalized language training that can be immediately applied in the real world.

CLA Tagline

Learn English in a different way!

CLA Philosophy

We believe language is living and vibrant. It must be EXPERIENCED in order to be fully appreciated and understood. We further believe that learning a language is not just done through a book, but through reading, writing, speaking, and listening to the language (the four learning objectives).

In order for students to succeed, our programs are structured into small and engaging classes in which students interact in a learning environment while mastering the four learning objectives. Each week we adapt the class syllabi to incorporate current events and “hot topics” of the week to show students how to immediately apply their language skills in the real world.

We also incorporate planned social activities and cultural outings into our weekly lessons so that students experience the language and learn to confidently apply their language skills.

At California Language Academy we are unique because we are a family-owned and operated business where our team is friendly, professional, attentive and highly responsive. We are a small business with a BIG philosophy. Our schedules are flexible, and the quick assessment of student skills and challenges creates a more “catered” client service.

We hire highly-qualified, passionate and enthusiastic employees who will help us continue on with our mission. A huge part of our success will come from the commitment of our staff members to work together to give every student “an intimate language experience”.

Educational Goals

At California Language Academy we have established a broad set of goals to help govern our school and strive to achieve the highest possible results. Our goals are as follows:

- I. To provide high-quality, proven language instruction with a student-centered teaching methodology
- II. To hire, train, grow, and retain the most passionate, professional, friendly and encouraging teachers and staff to carry out our stated mission
- III. To provide a variety of programs, schedules, and options to fit the needs of each and every student
- IV. To provide personalized and individual attention in a small classroom setting to meet the goals and expectations of our students
- V. To provide a warm, welcoming and clean facility that is conducive to an interactive learning environment
- VI. To provide the necessary analytical tools to show continued improvement and boost self confidence
- VII. To ensure that students complete their program with a positive and fulfilling experience and a high rating of our school
- VIII. To provide a wide variety of activities to encourage our students to apply their language learning in the real world

Class Schedules & Breaks

School Hours of Operation

Regular hours of operation are as follows:

Monday – Thursday: 8:00am to 10:00pm

Friday – Sunday: 8:00am to 6:00pm

Class Schedules

At California Language Academy, we have various programs that run at all times of the day and night.

1. Daytime English Courses

Below are sample program schedules for the Daytime English Courses and are subject to differ slightly between each campus. Please check with your specific branch campus for the exact schedule currently running.

ESL 03 – Independent 03, Part Time, 3 hours per week. AM Schedule Sample

08:00am – 9:30am	Friday	Accent Reduction
-AND-		
9:45am – 11:15am	Friday	Vocabulary Builder

ESL 06 – Independent 06, Part Time, 6 hours per week. AM Schedule Sample

08:00am – 9:30am	Monday – Thursday	Listening and Speaking
-OR-		
9:45am – 11:15am	Monday – Thursday	Reading, Writing, & Grammar
-OR-		
11:30am – 1:00pm	Monday – Thursday	Elective

ESL 12 – Standard 12, Part Time, 12 hours per week. AM Schedule Sample

08:00am – 9:30am	Monday – Thursday	Listening and Speaking
BREAK		
9:45am – 11:15am	Monday – Thursday	Reading and Writing
-OR-		
9:45am – 11:15am	Monday – Thursday	Reading and Writing
BREAK		
11:30am – 1:00pm	Monday – Thursday	Elective

ESL 15 – Standard 15, Part Time, 15 hours per week. AM Schedule Sample

08:00am – 9:30am	Monday – Thursday	Listening and Speaking
BREAK		
9:45am – 11:15am	Monday – Thursday	Reading and Writing
AND		
08:00am – 9:30am 9:45am – 11:15am	Friday	Accent Reduction Vocabulary Building

ESL 18 – Intensive 18, Full Time, 18 hours per week. AM Schedule Sample

08:00am – 9:30am	Monday – Thursday	Listening and Speaking
BREAK		
9:45am – 11:15am	Monday – Thursday	Reading and Writing
BREAK		
11:30am – 1:00pm	Monday – Thursday	Elective

ESL 21 – Intensive 21, Full Time, 21 hours per week. AM Schedule Sample

08:00am – 9:30am	Monday – Thursday	Listening and Speaking
BREAK		
9:45am – 11:15am	Monday – Thursday	Reading and Writing
BREAK		
11:30am – 1:00pm	Monday – Thursday	Elective
AND		
08:00am – 9:30am & 9:45am – 11:15am	Friday	Accent Reduction & Vocabulary Building

ESL 27 – Super Intensive 27, Full Time, 27 hours per week. AM Schedule Sample

08:00am – 9:30am	Monday – Thursday	Listening and Speaking
BREAK		
9:45am – 11:15am	Monday – Thursday	Reading and Writing
BREAK		
11:30am – 1:00pm	Monday – Thursday	Elective
BREAK		
1:30pm – 3:00pm	Monday – Thursday	Elective
AND		
08:00am – 9:30am & 9:45am – 11:15am	Friday	Accent Reduction & Vocabulary Building

2. Evening English Courses

The ESL.12, ESL.15, ESL.18, and ESL.21 programs are all available in an evening schedule. The timetable is similar to those of the Daytime schedule, but the first course begins around 6pm. Please contact your local branch for specific schedule availability.

3. Two-Day and Weekend English Courses

Two-Day and Weekend schedules are the ESL.18 program condensed into two days, either Tuesday/Wednesday, Thursday/Friday, or Saturday/Sunday.

Generally, the schedule looks like the following chart, but is subject to change.

08:00am – 9:30am	Listening and Speaking
BREAK	
9:45am – 11:15am	Reading and Writing
BREAK	
11:30am – 1:00pm	Elective
BREAK	
1:30pm – 3:00pm	Listening and Speaking
BREAK	
3:15pm – 4:45pm	Reading and Writing
BREAK	
5:00pm – 6:30pm	Elective

4. Premium Elective Courses (Business English, TOEFL, TOEIC, IELTS, Pathway, etc)

PREM 06 – Premium 06, Part Time, 6 hours per week. AM Schedule Sample

11:30am – 1:00pm	Monday – Thursday	Premium Elective
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a. Exam Preparation Courses

At our school we offer various exam preparation courses for standardized tests such as the TOEFL, TOEIC, and IELTS exams. We have created a program that combines test taking skills with grammar practice to offer a well-rounded and comprehensive exam preparation program.

b. Business English Courses

Like the exam preparation program mentioned above, we also offer a Business English program that combines Business English skills with grammar practice to meet the needs of those that want to improve in the corporate world.

c. Pathway to College Courses

The Pathway to College Course allows students to prepare for transitioning from a small language school to a larger college or university. Students learn essay writing, research skills, and study what a college lifestyle will require of them.

5. Private Lessons

Due to the nature of private lessons, a predetermined schedule does not exist. These classes were created to offer flexibility to our students.

6. Foreign Language Program

California Language Academy offers a 6-week Foreign Language Program for a number of foreign languages. The classes are taught for 90 minutes once a week for six consecutive weeks. Typically, these programs are offered in the evening in conjunction with the Evening English Program listed above. On occasion they are also held during the day, and on the weekends.

Foreign Language lessons can also be held as private or online lessons at varying days and times.

7. Corporate On-Site Language Program

California Language Academy also offers a Corporate On-site Language Program that is held at our client's location. The programs can be for English or a Foreign language and are customized to fit the client's needs and schedule.

8. Interactive Distance Learning (IDL)

California Language Academy offers an Interactive Distance Learning option for all eligible students. The programs can be for any of our English or Foreign language programs and are taught in real-time with the in-person courses.

Breaks

There is a 15-minute break period after each hour and a half of class. During the break period students may use the restroom, have a snack, use their cell phones, study, socialize, nap, rest or any other activity that is acceptable by school standards. After the 15-minute break period please return to class on-time and ready to go. Students arriving to class late after a break period will be marked as tardy which will negatively impact their attendance as outlined in the attendance policy. Students attending the ESL.27 program or the two-day programs are provided a 30-minute lunch break.

Enrollment & Orientation

First Day Preparation

The first day of class can be overwhelming, scary and exciting all at the same time. At California Language Academy we are dedicated to making this transition as smooth as possible. We want to help you feel comfortable and as prepared as possible. On your first day of class, you will be scheduled for a new student orientation. During this meeting, you will receive important information about our schools' policies and procedures. You will also be asked to complete paperwork and forms relating to your studies if they are not already completed, such as the Goals and Expectations Questionnaire and the enrollment agreement. You will be sent a link to take your level assessment in advance to determine the level at which you will enter the program and an introduction to the school, teachers and staff. If you have not already completed it prior to your first day, you will take it during orientation.

Please feel free to ask any questions you might have about the school during the orientation. If additional questions come up after the orientation, you can ask any one of our friendly staff. We are here to help.

1. What to Bring to Class Checklist

- Paper, pencils or pens, your computer or mobile device to access the online course materials
- Identification (Student ID). This can be passport, driver's license, Visa, etc.
- Any paperwork and documents that you have already completed
- Payment for any balances due. All classes must be paid in full prior to starting class
- A positive, energetic attitude ready to study and learn

2. Paperwork and Documentation Checklist

- Application
- Enrollment Agreement
- Acknowledgement of receipt of: Student Handbook, Grading Policy, Attendance Policy

Orientation Agenda

The Orientation meeting is approximately 2-3 hours long. The agenda for the orientation is as follows:

- Student arrival
- Student meets with the Campus Operations Manager to complete all application documents. The admissions staff will make sure CLA has a copy of your ID, and collects any outstanding payments
- Admissions staff explain the Enrollment Agreement, cancellation and refund policies and students sign Enrollment Agreement
- Placement Test I - Written Level Assessment for those who have not completed it
- Placement Test II - Speaking Level Assessment
- Individual Student Counseling with Administrative Staff
- Introduction and Orientation of CLA Staff and Academic Manager
- Orientation of CLA Mission, Goals, and Objectives
- Orientation of Attendance, Grading, and Satisfactory Academic Progress Policies
- Orientation of CLA Activities and weekly Hot Topics
- Orientation of the city, local transportation, cultural differences, and school etiquette
- School tour
- Assign students to classrooms and levels
- Introduction on how to use the Student Database System and login to the online classroom SPARK portal
- CLA staff will distribute any necessary materials and copies of Enrollment Agreements
- Question and Answer Session

Placement Tests

All students are given the level assessment online, in advance of the start date which will test the student on their grammar, reading and writing skills. If you cannot take it for some reason, you will be given a level assessment on your first day. During orientation, students will participate in a speaking and listening assessment. Students will also meet with an administrative staff member to have a counseling session to discuss their goals. After the assessment and counseling session are conducted, students will be placed in the appropriate level.

Changing levels or classes

After the student is placed in a class as determined by the level assessment test and the counseling session, the teacher will monitor the progress of the student to ensure that the student is at the correct level. If the teacher feels that the level is too high or too low for a student, the teacher will document any recommendations and bring them up to the administrative staff to make any necessary changes. Often times the teacher may provide supplemental homework to the student if the student is struggling in a specific area or if they want more practice in a specific area. The student may also take additional private classes to provide even greater understanding of specific topics discussed in the class.

If the student feels that the level is too high, or too low, they can also bring this to the attention of the teacher or the administrative staff. A separate meeting will be held with the teacher and the student to understand the shortcomings and the student may try another level to determine if the new level is a better fit. A follow-up meeting will be held with the new teacher and the student to determine if the student is placed in the correct level.

Learning Resources

Learning Resources are very important tools for study. Every student is required to buy access to all online course materials and all additional required learning materials that are provided in the classroom. California Language Academy uses the online platform SPARK. Through this platform students will have access to, at a minimum, the online textbook and work book for each course, the audio and video resources to complete all coursebook exercises, additional worksheets and extra practices. All students must pay for the monthly Learning Resources fee by the first week of their enrollment in the course.

Graduation & Completion

Level Advancement

After successfully completing a level in good standing, students can advance to the next level. English Language Program Students must demonstrate an attendance percentage of 80% or better, an overall grading score of 80% or better and a complete understanding of the level in order to advance to the next level.

Repeating Levels

If a level is not completed in good standing, then it can be repeated once. Each level may only be repeated once. If by the second time through a level a student is not in good standing, he/she will be dropped from the program. The maximum length of study at California Language Academy is 36 months.

Certificates

Certificates are given to students that have successfully completed their enrollment. Successful completion means that the student has an attendance percentage of 80% or better and an overall grading score of 80% or better.

The certificate will list the student's name, the period of enrolment and the highest level achieved. It will be signed by the Academic Manager and presented to the student by a member of the California Language Academy staff.

A copy of the certificate will be retained in the student's file.

Student Evaluations

At the end of the student's enrollment, we ask the student to complete an evaluation form which asks specific questions about your class, your teacher, your homestay, activities, etc. We use this information to make improvements to our school and to our students. It is important that each student completes the student evaluation as accurately and as honestly as possible.

Exit Exams

At the completion of a student's enrollment they are given a final level assessment that tests them on general grammar, vocabulary, reading, listening, and speaking skill abilities. With this assessment, students can see the direct improvement that they made from their initial level assessment.

Student Records

Student File Checklist

We create a separate digital and hard copy student file for each and every one of our students. There are many types of students, and each type has different requirements. CLA has a different checklist for each student, and this can be requested from the Admissions department. However, the information that is kept in these files is as follows, but is not limited to:

- Application
- Signed Enrollment Agreement(s)
- Copy of Student Identification (Passport, Driver's License, etc.)
- Financial Verification Form (if applicable)
- Copy of I-20
- Goals & Expectations Questionnaire
- Entrance Exam Assessment Scores
- Exit Exam Assessment Scores
- Copy of Completion Certificate
- Attendance Record
- Student Progress Report(s)
- Payment Receipt (s) / Student Ledger
- Warning Letters (if applicable)
- Cancellation Form (if applicable)
- Refund Form (if applicable)

Record Retention Policy

Student files are kept in a secured, confidential manner. Access to student files is on a need-to-know basis. All student files are retained for 7 years from the end of enrollment and then disposed of in a confidential manner. At minimum, the most recent two years of files are kept on-site. The remaining years can be stored off-site in a secured storage facility.

Inspecting your records

The student enrollment records are maintained by the Admissions Coordinator and regularly double checked by the Campus Operations Manager. The academic documents of the student files are maintained by the Academic Manager. Student files are only accessed by the COM, Student Services Coordinator, the Admissions Coordinator, and the Academic Manager. Other staff, such as Lead Teachers and Office Assistants are permitted to access the files, but only those pertaining to their roles and only under the supervision of an authorized manager. Students are permitted to view their personal files, but only in the presence of a school manager. They are not permitted to retrieve the file themselves. No files are permitted to leave the school.

Students have the right to inspect at reasonable intervals their own student files. The student requesting to view their records must make an appointment with the Campus Operations Manager,

or Academic Manager. The student will then meet to review their file. You have the right to a copy of any document that you have signed.

Change of Contact Information Policy

All students must complete a Change of Contact Information form and submit it to the Designated School Official (DSO) within 10 days of the change.

Curriculum & Instruction

Course Syllabi

Each course has a detailed course syllabus that lays out the goals and expectations of the course. The course syllabus also provides an overall view of the course from the beginning. All Program and Level specific syllabi are given to students on the first day of class.

Program Descriptions

1. Daytime English Courses, including Two-Day and Weekend Courses

This program is focused on the improvement of students' proficiency through real world topics and communicative lessons. It includes learning materials in a variety of levels suitable to the students' needs with start dates on almost every Monday. The Culture and English Program - Daytime is offered in seven different courses: ESL.03 (3 clock hours per week of Accent Reduction and Vocabulary Builder), ESL.06 (6 clock hours per week of either Listening and Speaking or Reading and Writing courses), ESL.12 (12 clock hours per week of Listening and Speaking and Reading and Writing courses), ESL.15 (15 clock hours per week of the ESL.12 program plus a 3 hour Friday class of Accent Reduction and Vocabulary Building course Monday - Thursday), ESL.18 (18 clock hours per week of the ESL.12 course plus an hour and a half Elective Course Monday – Thursday), and ESL.21 (21 clock hours per week of the ESL.15 course plus an hour and a half Elective Course Monday – Thursday), and ESL.27 (27 clock hours per week of ESL.21 plus an additional hour and a half Elective Course Monday – Thursday). The ESL.18 program is also offered in a 2-days per week timetable that is 9 hours of study each day. Students can choose to attend any length of time and enter into the program at any unit of the syllabus. There are no defined start and end dates for these programs. The Program is generally offered in all levels of proficiency, from level one (beginner) to level six (proficient).

2. Evening English Courses

This program is focused on the improvement of students' proficiency through real world topics and communicative lessons. It includes learning materials in a variety of levels suitable to the students' needs with start dates on almost every Monday. The Culture and English Program - Evening is offered in two different Programs: CEP.EVE.04 (3 clock hours per week of either Listening and Speaking or Reading and Writing courses) and CEP.EVE.08 (6 clock hours per week both Listening and Speaking and Reading and Writing courses). Students can choose to attend any length of time and enter into the program at any unit of the syllabus. There are no defined start and end dates for these courses.

The Culture and English Program - Evening is generally offered in all levels of proficiency, from level one (beginner) to level six (proficient).

Additionally, there is a timetable available in the evening for our ESL.12 and ESL.18 programs.

3. Premium Elective Courses (Business English, TOEFL, TOEIC, IELTS, Pathway, etc)

TOEFL, TOEIC, and IELTS Exam Preparation Programs are considered Premium Elective Courses. Any Program ESL.06, ESL.12, ESL.15, ESL.18, ESL.21 and ESL.27 can all be upgraded to include a Premium Elective class of Test Taking Skills Classes. Students in the Premium Elective Exam Preparation courses packaged with other courses participate in the same Reading and Writing Courses and the same Accent Reduction and Vocabulary Building Course as the other Daytime programs. The Exam Preparation Courses are only offered for level four (High-Intermediate) through level six (proficient).

Business English Programs are considered Premium Elective Courses. Any Program ESL.06, ESL.12, ESL.15, ESL.18, ESL.21 and ESL.27 can all be upgraded to include a Premium Elective class of Business English Classes. Students in the Premium Elective Business English courses packaged with other courses participate in the same Reading and Writing Courses and the same Accent Reduction and Vocabulary Building Course as the other Daytime programs. The Business English Courses are only offered for level four (High-Intermediate) through level six (proficient).

The Business English Skills class is specifically designed for business people wanting to improve their skills for the work environment. Our Business English Program helps students prepare for whatever situation they find themselves in by working on Business etiquette, memo writing, e-mail correspondence, and office setting vocabulary. This course provides students with the skills to successfully work in a business setting.

4. Private Lessons

The program is designed to build confidence and instill the fundamental language skills needed in order to succeed as an English speaker. The private lessons offer a high level of professional guidance while providing a flexible schedule customized by the student. Students are given one-on-one personal lessons and are allowed to choose the subject matter that they need the most assistance in. Private lessons are a minimum of one hour per week. The Private Lessons Program is generally offered in all levels of proficiency, from level one (beginner) to level six (proficient). This program is also offered via Skype as a method of teaching students who are too far away to travel to the school or too busy to come to class.

5. Foreign Language Program

This program is designed for people to study a new language for new business opportunities, personal reasons or even for ease of travel. The program is a package program of an hour and a half per week for six weeks. The Foreign Language Program is generally offered in all levels of proficiency; from level one (beginner) to level 6 (advanced).

6. Corporate On-Site Language Program

This program is specifically designed to help employees of businesses improve their fundamental language skills to help them advance in their company. Prior to the start of the program California Language Academy Staff meet with the company to fully understand their business, the needs of their employees (accent reduction, fundamental English grammar, memo writing, etc.), and the goals of their organization. We then partner with the company to customize each Corporate On-Site Language Program to fit the specific needs of each company by including relevant documents, work orders, and other forms and materials that directly relate to the company. It is generally offered in all levels of proficiency, from level one (beginner) to level six (proficient). The number of hours depends completely on the customized package that the company wants to create.

7. Interactive Distance Learning (IDL)

California Language Academy offers an Interactive Distance Learning option for all eligible students. The programs can be for any of our English or Foreign language programs and are taught in real-time with the in-person courses.

Online classes are created to offer the same level of professional guidance over the Internet. Students are given lessons online through the Student Database System, and through our virtual classroom. The IDL Program is generally offered for all program intensities and for all available levels of proficiency, from level one (beginner) to level six (proficient). Students who hold an F-1 visa are not eligible to attend the IDL program.

The additional requirements are that you must be in a well-lit area where you can focus, study, and participate in lessons. You must have your camera on and you must engage and participate in conversations.

Classroom policies & Procedures

Classroom Rules & Behavior

At California Language Academy our goal is to provide a positive and encouraging environment for each of our students to learn and succeed in their language training needs. Students are expected to act in a responsible manner, respecting people and property at school, on activities and in the homestay. As such we have established some guidelines to promote an efficient and effective learning atmosphere.

- Students must only speak English (or the language they are studying) in the classroom. If you have an emergency and need to speak to someone in your own language, you must ask for permission and discuss what you need behind closed doors. If you are found speaking another language you will be disciplined.
- Attendance in class is mandatory. Students are required to attend classes regularly. Frequently late or absent students will be asked to meet with a member of California Language Academy staff to plan an immediate change to this behavior. When students are absent from school, they must contact a California Language Academy staff member with an acceptable reason (e.g. illness, personal emergencies). See Attendance Policy below.
- Arrive to class on time every day. Students should try to arrive at least 15 minutes before class starts. Tardiness will negatively impact your attendance percentage.
- Participate fully in all classroom activities. Students who are engaged and asking questions will see a greater improvement in their language skills
- Complete all your homework and classwork on your own and to the best of your abilities. Students should not plagiarize or cheat. See Plagiarism and Cheating Policy below.
- Students are expected to behave appropriately and respectfully in all school activities. Behavior such as inappropriate display of affection (e.g. kissing, hugging or using bad language in public) will not be permitted on school premises.
- Students are expected to dress properly for all school activities. Cleanliness, neatness and interest in personal appearance are encouraged. Every student and member of staff deserves respect. Clothing displaying bad or disrespectful language will not be permitted in school.
- Verbal or physical fighting is absolutely prohibited. Students shall not engage in, provoke, or encourage a fight. Any student caught using physical force or using any weapons will be expelled immediately from the school and will be disqualified to return to any classes.
- We expect our students to treat each other and their teachers with courtesy and respect. Threatening, abusive, or vulgar language has no place in our classrooms. It destroys morale and relationships, and it impedes the effective and positive interactions of our classes. Those who violate this policy will face disciplinary actions.
- A student may be dismissed from the school for inappropriate behavior: yelling, aggressive or threatening actions, theft, and vandalism of any sort, illegal drug use, or the use of alcohol. Also, sexual harassment, racial discrimination, behaviors that break school rules, disobedient or disrespectful behavior towards students, staff or instructors will also not be

accepted and will result in suspension or, at the school director's discretion, dismissal from the school.

Attendance Policy

California Language Academy considers attendance and participation in class to be an important part of our programs. Our courses focus on a hands-on approach to learning; therefore, a student's presence and active participation in each lesson enables the student to make complete connections between the materials and the use of the language. Students are expected to attend every class on time. If a student misses class, they will not only fall behind in the course material, but they will also miss the hands-on practice that is extremely important in learning and developing their skills.

1. Minimum Standards of Attendance

English Language Programs - Students enrolled in any of the English Language Programs (General English, Exam Preparation, Business English, Pathway to College) are required to maintain an 80% cumulative attendance.

Foreign Language & Corporate On-Site Language Programs – Students enrolled in the Foreign Language or Corporate On-Site Language programs are required to maintain an 80% cumulative attendance.

If a student will miss class or is late, they must contact the main office as soon as possible by phone prior to the start of class or by email. The main office will then notify the teacher.

2. Tracking Attendance

Attendance is tracked and recorded by the teacher every class period, in real time, in the SDS, through a teacher-specific login. Each class is 1.50 hours in length. If a student misses more than 15 minutes of any class period, they will be marked as absent for the entire class period. Attendance for each class will be recorded as follows:

Minutes Missed	Marked As	Hours Recorded
0 – 15	On Time	1.50
15 +	Absent	0.00

At the end of every week, the Academic Manager reviews all of the attendance marks in the SDS. Every four weeks, the cumulative attendance percentage is then recorded on the student's progress report which is given to the student every 4 weeks. At the time a progress report is given, a student will be placed on attendance probation if their cumulative attendance falls below 80% for English Language Programs or 80% for Foreign or Corporate Onsite Language programs.

If the Student disagrees with the data that is provided in the monthly progress report, the decision to be placed on Academic/Attendance Probation, or the determination that they are not meeting Satisfactory Progress, they may appeal the decision by:

1. Submitting a written appeal to the Academic Manager
2. Provide substantiating documentation, if appropriate

3. Make the appeal within one week of receiving the progress report, or probationary letter
4. The appeal will be reviewed by someone other than the issuing body. For example: if the Academic Manager has issued the progress report or probationary letter, the Director of Academic Affairs, CEO or CFO will review the appeal.

The Academy will review and decide on the appeal, then notify the student in writing of its decision within one week of receipt of an appeal.

3. Tardiness & Early Departures

California Language Academy expects students to be in class on time every day for the entire class period. If students arrive to class late or leave early, they not only miss the material that has been taught, but also disrupt both the teacher and fellow students. A student is given a grace period of 15 minutes to arrive late to class before being marked absent. An Early Departure happens when a student leaves more than 15 minutes before the teacher has dismissed class. Arriving late and Early Departures count negatively toward your cumulative attendance percentage. If a student's cumulative attendance drops below the minimum standards as described above, then that student will be placed on Attendance Probation.

4. Calculating Attendance Percentage

Attendance percentages are calculated based on course minutes. For example, a course that is 1.5 hours Monday through Thursday has a total possible class time of 6 hours per week. If a student is late 15 minutes to one class, the student is marked absent for 1.50 hours on that day. At the end of the week, the student attended for 4.50 hours. 4.50 hours divided by the possible 6 hours gives the student an attendance percentage of 75%.

5. Attendance Probation

A student will be placed on **attendance probation** if their cumulative attendance falls **below 80%** for English Language Programs or **below 80%** for Foreign or Corporate Onsite Language programs at the time they are given a progress report.

- The student must meet with the Academic Manager and is counselled on their attendance and how to be removed from attendance probation.
- A written warning letter will be issued to the student stating that their attendance has fallen below the required minimum standards and needs to show improvement.
- The student is placed on a **two-week probationary period** and must show attendance improvement over the next two weeks.
- The student's attendance will be monitored closely during the probationary period and the student will be counseled about their attendance at the end of every two weeks.
 - If the student shows continued improvement during the two-week probationary period and has raised their cumulative attendance percentage above the required minimum standards, then the student will be removed from attendance probation. This does not mean that the student's attendance can dip below the required minimum standards. If a student comes off Attendance Probation and their attendance drops below the minimum standards they will be issued a **final warning letter** and will be at risk of being dropped from the program.

- If the cumulative attendance percentage is still below the required minimum at the end of the two-week probationary period, but the student has shown improvement and is moving to raise their attendance percentage, they will remain on attendance probation until they have raised their cumulative attendance percentage above the required minimum standards. This is monitored every 2 weeks.
- If the student's cumulative attendance is still below minimum required standards **and has not** shown continued improvement, then the student will be issued a **final warning letter** stating that the student must show improvement over the next 2 weeks.
- If after the final 2 weeks the student's attendance has not shown improvement, the student will be removed from the program and no refund will be issued.

An F-1 student on academic or attendance probation is considered to be non-compliant with SEVP regulations and should be in terminated status. The probation period is meant as a warning and an opportunity for the student to improve and correct their status with SEVP. A student that shortens or finishes the program below 80% grades or 80% attendance will maintain their terminated status.

6. Make-up Hours

Missed classes, quizzes, projects and assignments may be made up at the discretion of the Academic Manager. They must be pre-arranged and completed outside of normally scheduled class hours. Only time spent on teacher approved activities will count as makeup hours. Students can make up no more than 10% of the term hours. If a student is absent on the day a quiz or exam is given, it is the responsibility of the student to request a makeup exam or quiz within 1 week otherwise it will be marked as a 0. Make-up hours do have a private lesson fee charged for them.

7. Consecutive Absences

It is important for students enrolled in our program to attend classes regularly to maximize their learning opportunities. To ensure consistent attendance, we have established the following policy regarding consecutive absences:

1. **Absence Threshold:** A student who is absent for 12 consecutive class days may be subject to withdrawal from the program.
2. **Withdrawal Procedure:** Upon reaching 12 consecutive class day absences, the student will be contacted by the Academic Manager to discuss the situation.
3. **Reinstatement:** If a student is withdrawn due to consecutive absences but wishes to re-enroll, they must go through the re-enrollment process, which may include meeting with program administrators to discuss attendance expectations.

Special Considerations for ESL.18 Program:

1. For students attending the ESL.18 program schedule, where attendance is scheduled for two days per week:
 - a. **Day Definition:** A class day of attendance is defined as 4.5 clock hours.

Full Day Definition: A full day of absence is considered as 9 clock hours, which is equivalent to two class days of absence under this policy.

Grading Policy

1. Overall Grading Rubric

California Language Academy uses the following overall grading scale to evaluate the students' progress and understanding of the language instruction being taught:

Percent	Grade	Evaluation
90% - 100%	A	Excellent
80% - 89%	B	Good
75% - 79%	C	Needs Improvement – Not Passing
0% - 74%	F	Fail

Every 4 weeks the student is given a progress report that assesses the student's cumulative performance as defined by the grading scale above. A student is required to obtain a cumulative grade of 80% in order to complete the level and advance to the next level. If during the course of the program the student's cumulative grade falls below 80% and is in danger of failing a course, the student will be placed on Academic Probation and a conference will be scheduled with the instructor and the Academic Manager to discuss plans for improvement.

At the end of the term if the student has not achieved an overall performance score of 80% or higher a certificate of completion and/or advancement to the next level will not be granted and the student must repeat the level until a cumulative grade of 80% is achieved in order to move to the next level. Each level may only be repeated once.

If the Student disagrees with the data that is provided in the monthly progress report, the decision to be placed on Academic/Attendance Probation, or the determination that they are not meeting Satisfactory Progress, they may appeal the decision by:

1. Submitting a written appeal to the Academic Manager
2. Provide substantiating documentation, if appropriate
3. Make the appeal within one week of receiving the progress report, or probationary letter
4. The appeal will be reviewed by someone other than the issuing body. For example: if the Academic Manager has issued the progress report or probationary letter, the Director of Academic Affairs, CEO or CFO will review the appeal.

CLA will review and decide on the appeal, then notify the student in writing of its decision within one week of receipt of an appeal.

2. Grade Breakdown

The overall grade will reflect unit assessments, presentations, participation and homework. Over the course of the term, the overall grade will be broken down as follows:

English Language Programs	
Unit Assessments	75%
Presentations	25%

Foreign Language Programs	
Homework & Participation	60%
Presentations	20%
Exit Assessment	20%

3. Grading & Assessment Policy – English Language Programs

At California Language Academy we continually assess students when they are enrolled at the school to ensure students are meeting the performance objective of the program. The first assessment begins at the time of the student’s initial enrollment to place the student at the correct level. Then the student is continually assessed through unit assessments, presentations, homework and participation in class. At the end of the enrollment the student will be assessed again with an exit exam to show the student their improvement through the course of their enrollment. Below is a list of the assessments that are conducted:

- **Level Assessment** - Students are assessed on general grammar, vocabulary, reading, listening, and speaking skill abilities. With this assessment, the students are placed into a level from 1 (Beginner) to 6 (Advanced).
- **Unit Assessments** – At the end of every unit, students are given a unit assessment to test their understanding of the material covered in that unit. Each unit test will take 30 minutes to complete. The unit tests are then reviewed in class with the instructor and collected back. The students cannot keep the unit test. English Programs complete a unit approximately once a week. In the middle of each term, students are given a midterm exam to ensure that they are making progress in the level. This midterm will be scored as the assessment for that week. At the end of each term, students are given a course project to be scored as the assessment for that week.
 - **IDL:** For students attending the IDL Program, assessments will be given by the teacher over zoom or digitally using Google Classroom or Google Forms.
- **Presentations** – Approximately every 4 weeks, the teacher will have the students prepare a presentation that will reinforce all of the skill areas, and the students will be scored on how well they succeed in all skill areas. This presentation will be scored as the assessment for that week and teachers will use the presentation rubric to assess the students.
 - **IDL:** For students attending the IDL Program, presentations will be done over zoom using resources such as “share screen” or digitally using Google Classroom. Teachers and students will participate in group projects using the zoom breakout rooms.
- **Participation & Homework** – Students will be given homework that is to be completed outside of class time. During class the students will review the homework. The teacher will then assess the student’s effort in completing the homework and their overall participation in the class. Occasionally, the teacher will take the class to participate in an off-campus

activity that will enhance the students' knowledge of the course skills and use of the course Hot Topics. The student's participation in the off-campus activity will also be assessed in the participation portion of their progress reports.

- **IDL:** Participation for students in the IDL Program will be assessed based on the completion of homework, turning on the camera to be 'physically present' and participation in class discussions and when called upon by the teacher. Teachers must also complete the Homework and Participation Tracker to ensure that IDL students are actively engaging in the program.

Exit Exam – At the completion of a student's enrollment they are given a final level assessment that tests them on general grammar, vocabulary, reading, listening, and speaking skill abilities. With this assessment, students can see the direct improvement that they made from their initial level assessment.

4. Grading & Assessment Policy – Foreign Language Programs

The Foreign Language Program is taught using a Flipped Classroom methodology. This means that students are given all of the lectures and materials to study outside of class at their own pace and during class the teacher provides activities and guidance to practice what was learned. For this reason, homework and participation are more heavily weighted. Below is a list of the assessments:


- **Level Assessment** - At the beginning of the enrollment, students are asked to complete a goals and expectations questionnaire and given a level assessment. With this assessment and questionnaire, the students are placed into a level from 1A (Beginner A) to 3B (Advanced B).
- **Presentations** – At the midpoint of the program, the teacher will have the students prepare a presentation that will reinforce all the skill areas, and the students will be scored on how well they succeed in all skill areas. Teachers will use the presentation rubric to assess the students. Each presentation is out of a possible 20 points.
 - **IDL:** For students attending the IDL Program, presentations will be done over zoom using resources such as “share screen” or digitally using Google Classroom. Teachers and students will participate in group projects using the zoom breakout rooms.
- **Participation & Homework** – Because of the limited class time, students will be given lectures, material and homework that are to be completed outside of class time. During class the students will participate in activities that will reinforce and review the material that was learned outside of class. For this reason, participation and completion of the material play a big role in the overall grade that the student receives. The teacher will assess the student's effort in completing the homework and their overall participation in the class. Occasionally, the teacher will take the class to participate in an off-campus activity that will enhance the students' knowledge of the course skills and use of the course Hot Topics and the student's participation will also be assessed in the participation score.
 - **IDL:** Participation for students in the IDL Program will be assessed based on the completion of homework, turning on the camera to be 'physically present' and participation in class discussions and when called upon by the teacher. Teachers

must also complete the Homework and Participation Tracker to ensure that IDL students are actively engaging in the program.

Exit Exam – At the end of the 6-week term, the student is given an exit assessment to test the cumulative understanding of the material taught. At this time the goals and expectations questionnaire is also revisited and analyzed with the student to ensure that the goals of the student were met. This will help the student visualize the progress that they have made.

5. Presentation Rubric

Rubric Explanation: This rubric is given to students as they prepare their presentations, and it is explained by the teacher so that the expectations for the presentation are clear.



Presentation Rubric Term Week: _____ Student Name: _____ Course: _____

Teacher Name: _____

	Organization & Accuracy	Vocabulary	Pronunciation	Grammar	Written Components
4	<ul style="list-style-type: none"> - Transitions smoothly between ideas and the topic is clearly stated at the beginning of the presentation. - Student uses excellent eye contact. Presentation is very natural with ease of use of notes. - Great use of visuals to aid the oral presentation. - If distracted during the presentation, the student quickly gets back on track. 	<ul style="list-style-type: none"> - The vocabulary varies and the student obviously pushes his/her own knowledge. - Vocabulary selected is used correctly and effectively. - Any new vocabulary that the student learned is explained, excellent examples are given. 	<ul style="list-style-type: none"> - Speaks at a natural speed. - The student speaks with little or no hesitation. All pronunciation is clear and precise. - Pitch, stress patterns, rhythm and intonation are produced in a clear and accurate manner. - The student's volume is appropriate for the group observing the presentation. 	<ul style="list-style-type: none"> - Uses an extensive variety of structures. - If there are any grammatical mistakes, they do not interfere with the listeners' comprehension. 	<ul style="list-style-type: none"> - The purpose and focus of the writing are clear to the reader and the organization and content achieve the purpose well. Writing follows all requirements for the assignment. - The presentation is skillfully organized from beginning to end. It includes an opening, body, and closure that are complete. - Integrates research findings to a broader context. - Presentation has no misspellings or grammatical errors.
3	<ul style="list-style-type: none"> - Transitions are generally smooth and the topic is generally clear from the beginning. - Student uses some effective eye contact. The presentation is generally smooth and presented in a relaxed manner with occasional use of notes. - Good use of visuals to aid with the oral presentation. - If distracted during the presentation, the student is able to get back on track. 	<ul style="list-style-type: none"> - The vocabulary used is accurate and appropriate to support the topic. - Vocabulary selected is used correctly and appropriately most of the time. - Any vocabulary that the student uses is explained and some new vocabulary and good examples are given. 	<ul style="list-style-type: none"> - The level of speech is generally appropriate. - The student speaks with infrequent hesitations. Pronunciation is frequently pronounced clearly. - Pitch, stress patterns, rhythm and intonation are produced in a way that is acceptable for this level. - The student's volume is appropriate for the group observing the presentation. 	<ul style="list-style-type: none"> - Generally uses a variety of structures. - There are occasional grammatical mistakes and errors that sometimes interfere with the listeners' comprehension. 	<ul style="list-style-type: none"> - The purpose and focus of the writing are clear to the reader and the organization and content achieve the purpose well. Writing follows all requirements for the assignment. - The presentation is well organized from beginning to end. It includes a structured opening, body, and a closure. - Supports arguments or explanation with references. - Presentation has no more than two misspellings and/or grammatical errors.
2	<ul style="list-style-type: none"> - Transitions are not smooth and the topic is not very clear from the beginning of the presentation. - Student uses limited eye contact and it is inappropriate and/or ineffective. Delivery of the presentation is not smooth and the student hesitates frequently. - Student has limited visuals that do not assist the oral presentation. - Easily distracted during the presentation and has difficulty getting back on track. 	<ul style="list-style-type: none"> - The vocabulary used is basic, directly from the textbook, and rarely helps to support the topic. - Vocabulary selected is used correctly most of the time, but the way it is used is sometimes awkward. - The student rarely explains new vocabulary or gives examples. 	<ul style="list-style-type: none"> - The speed of the presentation is either too slow or too fast. - The student speaks with frequent hesitations. Pronunciation is sometimes unclear. - Pitch, stress patterns, rhythm and intonation are very basic and often incorrect. - The student speaks a little too softly/too fast. 	<ul style="list-style-type: none"> - The presentation uses a limited variety of sentence structures and tenses. - There are some grammatical mistakes and errors that often interfere with the listeners' comprehension. 	<ul style="list-style-type: none"> - The purpose of the writing is not fully achieved. All requirements of the assignment may not be fulfilled. - The presentation includes a structured opening, body, and a closure; however, one or more of these is not fully developed. - Does not integrate the work or method into the broader context. - Presentation has three misspellings and/or grammatical errors.
1	<ul style="list-style-type: none"> - There is little to no transition from one idea to another and the topic is confusing to the audience. Did not introduce the topic at all. - Student reads most or all of the presentation from notes. The delivery is very choppy and this all interferes with the listeners' comprehension. - No visuals are provided to assist with the presentation. - The student is unable to continue with the presentation when distracted. 	<ul style="list-style-type: none"> - The vocabulary used is limited and repetitious. - The vocabulary selected is used incorrectly. - The student does not explain new vocabulary and never gives examples. 	<ul style="list-style-type: none"> - The student speaks much too slowly/too fast. - The student speaks with constant hesitations. Pronunciation is impossible to understand. - The student speaks with constant errors in the usage of pitch, stress patterns, rhythm, and intonation. - The student's voice is unclear and hard to audible. 	<ul style="list-style-type: none"> - The presentation uses limited, repetitious and below-level structures. - There are frequent grammatical errors that often take away from the listener's comprehension. 	<ul style="list-style-type: none"> - The purpose of the writing is not achieved. Requirements of the assignment have not been fulfilled. - The organization is incomplete or one or more of the components causes confusion. - Does not integrate the work or method into the broader context. - Student's presentation has four or more spelling and/or grammatical errors.

Satisfactory Academic Progress Policy

At California Language Academy we believe in the success of each of our students and therefore we are proactive in notifying and counselling students who are at risk of failing to meet the program requirements. We carefully monitor the academic progress of our students to ensure that they are learning and developing their skills to complete their program. In all programs, students are making satisfactory academic progress and will complete their enrollment in Good Standing, according to the Grading and Attendance Policies, if they are maintaining a cumulative grade of 80% or higher and have a cumulative attendance of at least 80%.

1. Qualitative Standard

All students must maintain a cumulative grade of 80% by completion.

2. Quantitative Standard

At California Language Academy there are a variety of programs a student can enroll in as follows:

a. English Programs

ESL 03 - Independent 03: 3 clock hours per week; 12 week term per level; 6 levels. Total possible clock hours are 261

ESL 06 - Independent 06: 6 clock hours per week; 12 week term per level; 6 levels. Total possible clock hours are 432

ESL 12 – Standard 12: 12 clock hours per week; 12 week term per level; 6 levels. Total possible clock hours are 864

ESL 15 – Standard 15: 15 clock hours per week; 12 week term per level; 6 levels. Total possible clock hours are 1080

ESL 18 – Intensive 18: 18 clock hours per week; 12 week term per level; 6 levels. Total possible clock hours are 1296

ESL 21 – Intensive 21: 21 clock hours per week; 12 week term per level; 6 levels. Total possible clock hours are 1512

ESL 27 – Super Intensive 27: 27 clock hours per week; 12 week term per level; 6 levels. Total possible clock hours are 1944

b. Premium English (Exam Preparation, Business English, and Pathway to College)

PREM 06 - Premium 06: 6 clock hours per week; 12 week term per level; 3 levels. Total possible clock hours are 213

c. Foreign Language

FL: 1.5 clock hours per week; 6 week term per level; 6 levels. Total possible clock hours are 54

d. Corporate On-Site & Private Lessons

These programs are custom made for our clients' needs and can vary greatly in length.

e. Evening English

CEP.EVE.04: 3 clock hours per week; 24 week term per level; 6 levels. Total possible clock hours are 432

CEP.EVE.08: 6 clock hours per week; 24 week term per level; 6 levels. Total possible clock hours are 864

3. Evaluation of Student Progress

Students receive a progress report every 4 weeks. The progress report will state the student's cumulative grade and attendance percentages. The instructor will then meet with each student to discuss their performance and progress in the program. If the student is below the required minimum attendance and/or grade percentage to be in good standing, the student will be placed on academic and/or attendance probation until the student meets the minimum required standards. A student on

academic/attendance probation will also need to meet with the Academic Manager. All counselling sessions are documented and maintained in the student’s file. At the end of the term, if the student has not met the program requirements, they will not receive a certificate of completion or advance to the next level and will need to repeat the course. An F-1 student on academic or attendance probation that ends the program below 80% grades or 80% attendance will maintain their terminated status.

4. Sample Progress Report

Progress Report					
Course: SD ThFr Hybrid - Winter 2023		Student: Cindy Lopez Carranza - S671068	Progress Report Name: SD ThFr Hybrid Progress Report Feb 2023		Grade Date: Feb 23, 2023
Classroom Effort					
Class Participation	Needs Improvement	Fair	Good	V. Good	Excellent
Attendance	Needs Improvement	Fair	Good	V. Good	Excellent
Homework	Needs Improvement	Fair	Good	V. Good	Excellent
Current Progress					
Fluency	Needs Improvement	Fair	Good	V. Good	Excellent
Grammar	Needs Improvement	Fair	Good	V. Good	Excellent
Listening	Needs Improvement	Fair	Good	V. Good	Excellent
Pronunciation	Needs Improvement	Fair	Good	V. Good	Excellent
Confidence	Needs Improvement	Fair	Good	V. Good	Excellent
Overall	Needs Improvement	Fair	Good	V. Good	Excellent
Vocabulary	Needs Improvement	Fair	Good	V. Good	Excellent

Overall Evaluation							
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Fluency	A1/Level 1	A2/Level 2	B1/Level 3	B1+/Level 4	B2/Level 5	C1/Level 6	C2
Grammar	A1/Level 1	A2/Level 2	B1/Level 3	B1+/Level 4	B2/Level 5	C1/Level 6	C2
Vocabulary	A1/Level 1	A2/Level 2	B1/Level 3	B1+/Level 4	B2/Level 5	C1/Level 6	C2
Listening	A1/Level 1	A2/Level 2	B1/Level 3	B1+/Level 4	B2/Level 5	C1/Level 6	C2
Pronunciation	A1/Level 1	A2/Level 2	B1/Level 3	B1+/Level 4	B2/Level 5	C1/Level 6	C2
Overall	A1/Level 1	A2/Level 2	B1/Level 3	B1+/Level 4	B2/Level 5	C1/Level 6	C2
Level Evaluation							
Level Evaluation	Elementary	Beginner	Pre-Inter	Intermediate	Upper Inter	Advanced	
Teacher Comments							
Overall Attendance: 98.04 Term Grade Avg: 94.76							
Teacher's Notes: Cindy is an excellent student. She interacts not only with me but also with her fellow classmates. Due to the fact that she didn't know English when she first arrived in the USA, her grammar base is weak. However, since she has been actively working in various jobs, her vocabulary and conversational skills are satisfactory. She has been doing her best to improve her language skills, which I highly encourage and appreciate.							
Student's Feedback: Cindy stated that she is very satisfied in my class and feels that she is learning at an increased pace. However, she feels that she needs extra help with grammar and pronunciation.							

5. Progress Report Explanation

At the beginning of a student’s enrollment, the student is given a level assessment. The scores are entered into the Student Academic Record and the student level and class information is entered onto the progress report on the Google Drive.

English Language Program students are graded on unit assessments, presentations, participation and homework. Foreign Language Students are graded on homework, participation, presentations and a final assessment. The scores of each of these are recorded by the teacher on the student’s progress report weekly. At the end of the week, the Academic Manager checks the progress reports for completion and any low scores. Every four weeks, the teacher creates an official progress report with the cumulative totals that is distributed and discussed with their students.

For English Language Programs, at the end of every unit, students are given a unit assessment to test their understanding of the material covered in that unit. Each unit test will take 30 minutes to complete. The unit tests are then reviewed in class with the instructor and collected back. The students cannot keep the unit test. English Programs complete a unit approximately once a week. In the middle of each term, students are given a midterm exam to ensure that they are making progress in the level. This midterm will be scored as the assessment for that week. At the end of each term,

students are given a course project to be scored as the assessment for that week. Unit Assessments will comprise 75% of the total grade for English Language Programs. Foreign Language Programs do not take unit assessments.

All students are required to prepare presentations that will reinforce all of the skill areas and the students will be scored on how well they succeed in all skill areas as part of their overall grade. Presentations are given by General English students approximately once a month and during the midterm for Foreign Language students. The teacher will have the students prepare a presentation. Teachers will use the presentation rubric to assess the students. Each presentation is out of a possible 20 points. The scores of these presentations will be recorded in the week that they were conducted by the teacher. If a presentation is not conducted in that week, the teacher will leave it blank. If the student received a 0 on the presentation, the teacher will enter in a score of 0. Presentations comprise 25% of the total grade for all programs.

Homework and participation are very important components of a student’s progress. For all programs, students are given homework that is to be completed outside of class time. During class the students review the homework, the teacher assesses the student’s effort in completing the homework and their overall participation in the class. Occasionally, the teacher will take the class to participate in an off-campus activity that will enhance the students’ knowledge of the course skills and use of the course Hot Topics. The student’s participation in the off-campus activity will also be assessed in the participation portion of their progress reports.

When a student completes the program, they are given an exit level assessment similar to the assessment they took in the beginning of the program. These scores are entered into the Student Academic Record. This number is directly comparable to the percentage from the initial assessment to show exact student progress. The record will also calculate a percent change so that the student can visualize the improvement that they have made through the program. These numbers are used to determine what “Level Achieved” is placed on the student’s Certificate of Completion” and it is used by administrative staff to track program success rates.

6. Progression through Academic Proficiency Levels

To ensure that California Language Academy offers the best quality and relevant courses, the core curriculum for each program is designed in line with the Common European Framework of Reference for Languages (CEFR). The Council of Europe designed the CEFR to establish international standards for language learning. The CEFR contains six common levels of language proficiency: Basic (A1, A2), Independent (B1, B2), and Proficient (C1, C2). From these levels, California Language Academy designed a curriculum with six Levels of Proficiency: Beginner (1 / A1), High-Beginner (2 / A2), Pre-Intermediate (3 / B1), Intermediate (4 / B1+), High-Intermediate (5 / B2), and Advanced (6 / C1).

Beginner	Beginner	1
	High-Beginner	2
Intermediate	Pre-Intermediate	3
	Intermediate	4
Advanced	High-Intermediate	5
	Advanced	6

Upon a student's initial enrollment, a level assessment is conducted. Based on the score that the student receives on the level assessment, the student is placed in one of the 6 levels listed above.

Once a student is placed in a level, they will sequentially progress through to the next level if they have achieved a minimum required 80% grade percentage and met the minimum required attendance percentage. If the minimum requirements are not met, the student may repeat the course once, provided that the student's maximum cumulative total length of language training is no more than 36 months at California Language Academy. If by the second time through the course the minimum requirements are not met, the student will be dropped from the program.

7. Vacations Policy

Students enrolled in one of the English Language Programs receive 4 weeks of vacation at the end of every 12-week term.

Students must be in good standing to be eligible to take vacations. Good standing is defined as having an attendance percentage of 80% or greater and an overall grade of 80% or greater. If either of these criteria is not met, the student will not be eligible to take a vacation until both criteria are met.

To take a vacation, students must complete a vacation request form prior to taking the vacation. The vacation request form needs to state the vacation start and end dates, the reason for the vacation, and it must be approved by the Academic Manager and the Campus Operations Manager. A vacation request may be extended provided that the extension request does not exceed the total length of time accumulated.

Students in the Foreign Language and Corporate On-Site Language Programs are not permitted to take vacations.

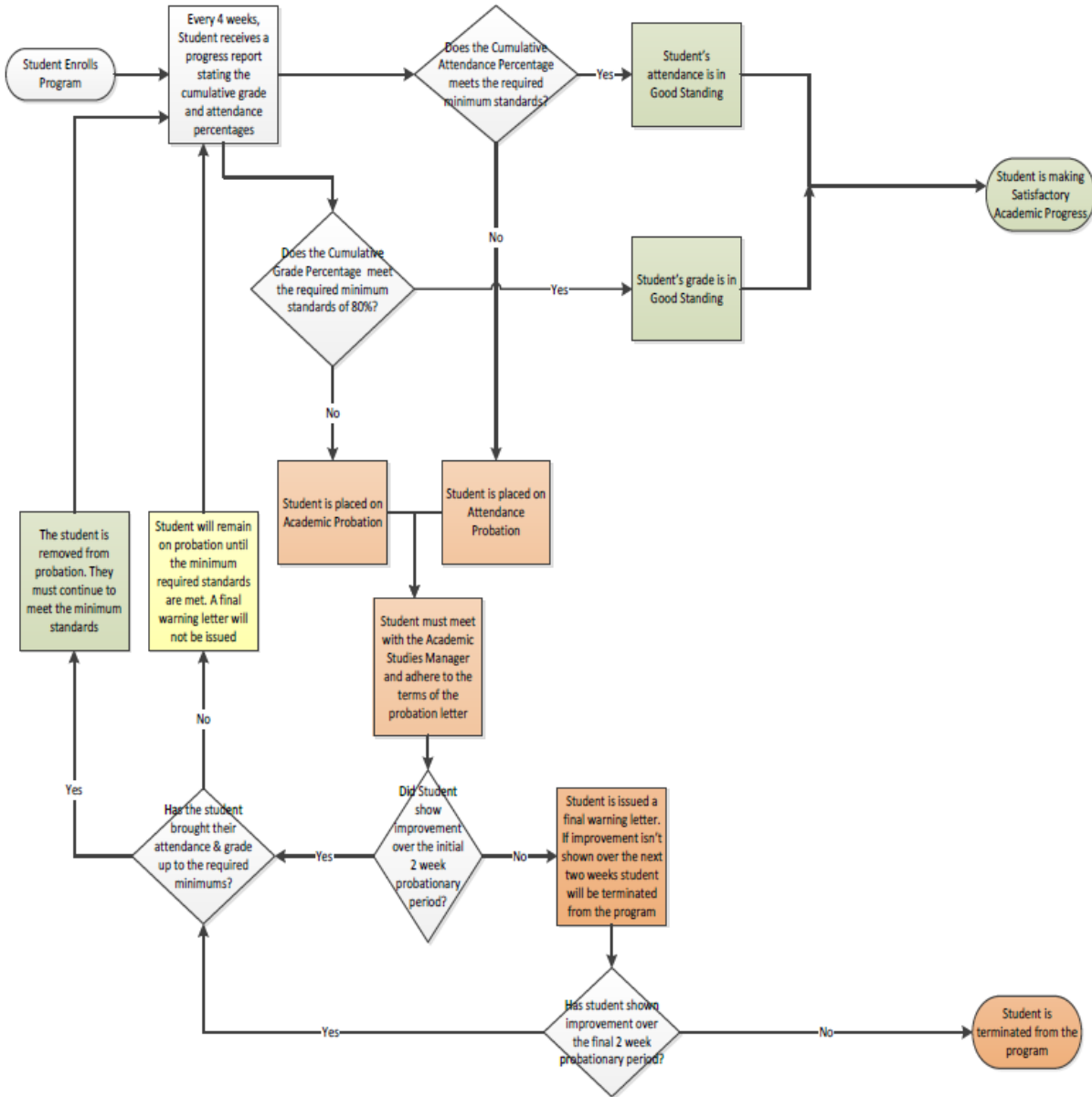
8. Leave of Absence Policy

A student needing a Leave of Absence for medical or personal emergency reasons may request a Leave of Absence of up to 8 weeks. The student must submit a written request with adequate evidence or supporting documentation for a leave of absence in advance of the beginning date of the leave of absence unless unforeseen circumstances prevent the student from doing so. If a student does not request a leave of absence within a timeframe consistent with the consecutive absences policy, s/he must be withdrawn from the program.

Upon returning, the student will be given a level assessment and will be placed into the appropriate level at that time; which may be a lower level depending on the length of the leave of absence and the point of the term in which the student resumes.

9. Consequences of Failure to Meet Satisfactory Progress Standards

Students who have not met the minimum requirements of 80% cumulative grade and a minimum cumulative attendance percentage of 80% have failed to meet satisfactory progress standards. The following are the actions that the institute will take:



10. Attendance & Academic Probation

A student will be placed on **attendance or academic probation** if their cumulative attendance or grade falls **below 80%** for English Language Program, Foreign Language Program or Corporate Onsite Language programs at the time they are given a progress report.

- The student must meet with the Academic Manager and is counselled on their attendance and how to be removed from attendance probation.
- A written warning letter will be issued to the student stating that their attendance has fallen below the required minimum standards and needs to show improvement.
- The student is placed on a **two-week probationary period** and must show attendance or grade improvement over the next two weeks.
- The student's attendance and grade will be monitored closely during the probationary period and the student will be counseled about their attendance and grade at the end of every two weeks.
 - If the student shows continued improvement during the two-week probationary period and has raised their cumulative percentage above the required minimum standards, then the student will be removed from probation. This does not mean that the student's attendance or grade can dip below the required minimum standards. If a student comes off Probation and their percentage drops below the minimum standards, they will be issued a **final warning letter** and will be at risk of being dropped from the program.
 - If the cumulative attendance, or grade, percentage is still below the required minimum at the end of the two-week probationary period, but the student has shown improvement and is moving to raise their percentage, they will remain on probation until they have raised their cumulative percentage above the required minimum standards. This is monitored every 2 weeks.
- If the student's cumulative attendance or grade is still below minimum required standards **and has not** shown continued improvement, then the student will be issued a **final warning letter** stating that the student must show improvement over the next 2 weeks.
- If after the final 2 weeks the student's attendance or grade has not shown improvement, the student will be removed from the program and no refund will be issued.

An F-1 student on academic or attendance probation is considered to be non-compliant with SEVP regulations and should be in terminated status. The probation period is meant as a warning and an opportunity for the student to improve and correct their status with SEVP. A student that shortens or finishes the program below 80% grades or 80% attendance will maintain their terminated status.

11. Appeals Process

If the student disagrees with the data that is provided in the monthly progress report, the decision to be placed on Academic/Attendance Probation, or the determination that they are not meeting Satisfactory Progress, they may appeal the decision by:

1. Submitting a written appeal to the Academic Manager
2. Provide substantiating documentation, if appropriate
3. Make the appeal within one week of receiving the progress report, or probationary letter

4. The appeal will be reviewed by someone other than the issuing body. For example: if the Academic Manager has issued the progress report or probationary letter, the Director of Academic Affairs, CEO or CFO will review the appeal.

The Academy will review and decide on the appeal, then notify the student in writing of its decision within one week of receipt of an appeal.

Class Size Policy

Maintaining small class sizes is important to provide personalized attention to each of our students. Therefore, we have created a class size policy to provide guidance on the maximum number of students that we can have in each classroom.

1. English and Foreign Language Programs

The maximum number of students in our English and Foreign language classes is 18 students per classroom, with an average of 10-12 students per class. There are a few exceptions to this policy, and they are the On-Site Corporate Language and the Private Language Programs that are customized for the specific group.

2. Corporate On-Site Language Programs

Corporate On-Site Language Programs are typically held at the clients' site and are customized packages for their employees. The maximum number of students in our Corporate On-Site Language Program is ideally 18 students per class, but this number is flexible to the needs and requests of the client.

3. Group Study Tour Programs

Our Study Tour Programs are customized for the specific needs of each group. In order to keep the costs down for our Group Study Tour Programs, the maximum number of students per classroom is set at 18 students.

Cheating & Plagiarism Policy

Students are expected to act in ethically, holding academic honesty to high regard. As such California Language Academy has established a cheating and plagiarism policy and those who violate the policy will face disciplinary action.

1. Cheating

Cheating is defined as giving or receiving assistance of any kind in answering questions during exams, using a book, paper or another item that might give answers when taking a test or communicating with another student during a test. Any student found cheating on an exam will receive a failing grade on that exam and may be placed under academic probation.

2. Plagiarism

Plagiarism is a form of cheating that involves presenting an idea as your own when it was copied from someone else. Any student that is found to have plagiarized will receive a failing grade on that assignment and may be placed on academic probation.

3. Academic Dishonesty

Academic dishonesty is an attempt by a student to defraud, deceive, lie or mislead a teacher at arriving at an honest grade assessment. Any student that is found to displayed academic dishonesty will receive a failing grade on that assignment and may be placed on academic probation.

Cell Phone Policy

Although our school allows students to bring their personal cell phones to class, we expect our students to keep them off or on silent mode during the duration of the class. For this reason, we generally expect students to make and receive personal phone calls during breaks only.

It is inappropriate to interrupt a class in order to take a personal phone call. The teacher will take your cell phone away or ask you to leave the class if you using your phone during class time.

Smoking Policy

California Language Academy is committed to a smoke free environment. Accordingly, California Language Academy's policy on smoking is as follows:

- For the health, comfort, and safety of our students and staff, smoking is not allowed on Company property, in front of the doorway of the school, on the steps in front of the school or within 10 feet of the entrance of the school.
- You may smoke during meal or breaks only. Students should not take "smoking breaks" in addition to the regular breaks provided during class times.
- If you choose to smoke, please be cognizant that the odor of smoke may be offensive to some students, clients or staff and take measures to consider their sensitivities to these odors.
- Any complaints or conflicts should be directed to Student Services. No retaliatory adverse action will be taken against anyone who attempts to exercise his or her rights under this policy.

Drug and Alcohol Policy

California Language Academy is committed to providing a safe, comfortable, and productive environment for its students. We recognize that students who abuse drugs or alcohol at school -- or who appear at work under the influence of illegal drugs or alcohol -- harm both themselves and the work environment.

As a result, we prohibit students from doing the following:

- appearing at school under the influence of alcohol or illegal drugs
- using alcohol or illegal drugs at school
- possessing, buying, selling, or distributing alcohol or illegal drugs at school

Illegal drug and alcohol use includes more than just outlawed drugs such as marijuana, cocaine, or heroin. It also includes the misuse of otherwise legal prescription and over-the-counter drugs and the consumption of alcohol under the legal age limit.

Student Dismissal Policy

California Language Academy has a series of procedures in place to address situations where students fail to follow school rules and policies. A student can be terminated for failing to maintain academic or attendance minimums or for violating the Student Handbook conduct policies.

- If a student fails to follow school rules and policies, they will receive immediate counseling from a California Language Academy staff member
- If after counseling, the student does not show improvement of their behavior and attitude, the student will be given a written notice that will be placed in his or her student file.
- If after written notice is given and behavioral or attitude changes are not made, California Language Academy reserves the right to dismiss the student from school.

Complaint Policy and Dispute Resolution Procedures

California Language Academy will try to resolve all disagreements thoroughly, professionally and as quickly as possible. We hold student satisfaction to the highest degree. If any student is unhappy we encourage them to complete a complaint as follows

- A student is encouraged to approach any staff member to voice their concerns.
- If their concerns are not addressed, the student is encouraged to submit their complaint in writing to the Campus Operations Manager or Academic Manager. Please be as detailed as possible and offer solutions that may correct the concern. Students should complete the Complaints and Concerns Form below.
- The Manager (or appropriate staff person in the case the Manager is absent) must address the concern and conduct an investigation within 24 hours of receiving the complaint. A meeting with all parties involved will be held to resolve the dispute.
- After the meeting is held, the Manager will give their written decision to all parties involved within 48 hours.

ACCET Document 49.1 – Notice to Students: ACCET Complaint Procedure

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, the student has the right and is encouraged to submit a complaint to ACCET in writing via the online form on the ACCET website (<https://accet.org/about-us/contact-us>).

Online Complaint Submission Form



Complaints and Concerns Form

Complaints and Concerns Form

Date: _____

Name of the Student: _____

Complaint Regarding (circle one):

Teacher Class School Homestay Activity Other

Name of the Teacher/Class/Homestay/Activity/Other:

Contact Information (Phone/Email):

Issue:

Actions taken:

How can we learn from this?

Other Notes:

Payment & Time-Off

Payment Policy

All fees must be paid in full prior to services rendered. This means that all tuition fees must be paid prior to the first day of class, all accommodation fees must be paid in full prior to the start of the accommodation, all activities must be paid in full prior to going on the activity and all transportation services must be paid in full prior to providing the transportation services. Please pay all fees on time in order to avoid missing out on any services.

Cancelation & Refund Policy

1. Tuition Refund Policy

Cancellations prior to the first day of class or a no show: Student is eligible for a full tuition refund minus any non-refundable fees including application fees, shipping fees, learning resources fees, travel insurance fees and any other relevant fees.

If the student entered the US on a CLA I-20: Student is responsible for all the tuition charges for up to four weeks of the first term/session, and any non-refundable fees including application fees, shipping fees, learning resources fees, travel insurance fees and any other relevant fees.

For cancellations on or after the first day of class (enrollments of 1 – 4 weeks): Student is responsible for all the tuition charges for up to four weeks, and any non-refundable fees including application fees, shipping fees, learning resources fees, travel insurance fees and any other relevant fees.

For cancellations on or after the first day of class (enrollments of 5+ weeks): If the student completes 50% or more of the enrollment, no refund will be issued. Any cancellation before 50% completion of the course will be issued a refund at the appropriate tier rate for the new enrollment with a minimum of 4 weeks charged.

For extensions, any cancellation before 50% of the enrollment will be charged at the appropriate tier rate for the new enrollment. Any difference will be refunded. Any cancellation after 50% of the enrollment is completed will not be refunded.

All refunds are made to the original fee payer. When determining the number of weeks, CLA will consider a partial week the same as a full week.

All students are asked to complete a Course Cancellation Request, it is not required to do a refund.

2. Accommodation Refund Policy

Accommodation cancellations must give 4 weeks' notice. From the date of notification, fees of 4 weeks will be charged plus any other relevant fees. All students must complete an Accommodation Cancellation Request to receive a refund.

An accommodation refund may take up to 45 business days and a fee of \$45 (wire payment) and \$25 (credit card payment) will be charged.

Shared Apartment Deposit Policy

- Deposits can only be paid in two ways: wire or credit card. Cash/check gets complicated because the student may have to leave right away before receiving the cash or won't be able to deposit the check.
- Deposits will be returned within 45 days, following all refund timelines. It is common to return a deposit after the fact so that we have time to ensure that nothing was broken or taken.
- A transaction fee is applied. This is only because we are charged these fees.
Credit Card = \$25 Wire = \$45
- All deposit refunds will be made via the method it was sent to us.

3. Non-Refundable Services

Fees for application, learning resources, activities and transportation services are non-refundable. Application fees are one-time fees charged at the time of enrollment. Learning Resource fees are charged every four weeks and they are in exchange for online coursebooks, online workbooks, additional classroom resources, the SDS program resources, and other materials that are to be used in the classroom. Activities and Transportation fees are charged when the student purchases the services. California Language Academy then in turn makes the reservations for the activities and transportation services and these services are, therefore, non-refundable.

Student's Right to Cancel

1. *Student's Right to Cancel*

Students who cancel prior to the start date will receive payment of the refund within 45 days of the start date. Students who withdraw after the start date will receive payment of the refund within 45 days of the notification of withdrawal.

All tuition discounts or special offers are dependent upon completion of the total contracted weeks of study. If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.

The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

2. *Termination/Withdrawal*

Students will be withdrawn and terminated for multiple consecutive absences.

1. **Absence Threshold:** A student who is absent for 12 consecutive class days will be withdrawn from the program.

2. **Withdrawal Procedure:** Upon reaching 12 consecutive class day absences, the student will be contacted by the Academic Manager to discuss the situation.
3. **Reinstatement:** If a student is withdrawn due to consecutive absences but wishes to re-enroll, they must go through the re-enrollment process, which may include meeting with program administrators to discuss attendance expectations.

Special Considerations for ESL.18 Program:

1. For students attending the ESL.18 program schedule, where attendance is scheduled for two days per week:
 - a. **Day Definition:** A class day of attendance is defined as 4.5 clock hours.
 - b. **Full Day Definition:** A full day of absence is considered as 9 clock hours, which is equivalent to two class days of absence under this policy.

Refund Calculation Example

Original Enrollment: Standard 12 x 9 weeks (\$250/week) = \$2,250.

Cancellation during week 2: Standard 12 x 2 weeks (\$260/week) = \$520.

Refund=\$2,250 - \$520= \$1,730

Vacations & Time-Off Policies

Single day absences cannot be excused for any reason. If a student needs to be absent for multiple days, they can request a vacation or leave of absence, whichever is most appropriate.

1. Vacation Policy

Students enrolled in one of the English Language Programs receive 4 weeks of vacation at the end of every 12-week term.

Students must be in good standing to be eligible to take vacations. Good standing is defined as having an attendance percentage of 80% or greater and an overall grade of 80% or greater. If either of these criteria is not met, the student will not be eligible to take a vacation until both criteria are met.

In order to take a vacation, students must complete a vacation request form prior to taking the vacation. The vacation request form needs to state the vacation start and end dates, the reason for the vacation, and it must be approved by the Academic Manager or the Campus Operations Manager. A vacation request may be extended provided that the extension request does not exceed the total length of time accumulated.

Students in the Foreign Language and Corporate On-Site Language Programs are not permitted to take vacations.

2. Leave of Absence Policy

A student needing a Leave of Absence for medical or personal emergency reasons may request a Leave of Absence of up to 8 weeks. The student must submit a written request with adequate evidence or supporting documentation for a leave of absence in advance of the beginning date of the leave of absence unless unforeseen circumstances prevent the student from doing so. If a student

does not request a leave of absence within a timeframe consistent with the consecutive absences policy, s/he must be withdrawn from the program.

Upon returning, the student will be given a level assessment and will be placed into the appropriate level at that time; which may be a lower level depending on the length of the leave of absence and the point of the term in which the student resumes.

3. Holidays

California Language Academy regularly observes scheduled holidays. Below is a list of the holidays on which the school will be closed.

- New Year's Day
- MLK Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- New Year's Eve
- Additionally, the school will be closed around the Christmas and New Year holidays. Please check the academic calendar for these specific dates.

Each December the Company will publish the holiday schedule for the coming year.

Student Services

Student Services

At California Language Academy we have a dedicated Student Services Coordinator who is responsible for helping our students feel more welcome, comfortable, and engaged. We offer a variety of services and activities that allow our students to explore the city they are in and interact with the language in the real world. For any student services related questions please contact the Student Services Coordinator at your local campus.

Monthly Activities Calendar

On a monthly basis we release our Monthly Activities Calendar which lists activities and events around the community as well as planned excursions with California Language Academy staff. Most of the activities listed are free activities; however, some do have costs associated with them. We encourage our students to engage in these activities to further advance their language learning skills.

If you are interested in participating in any of our activities, please contact the Student Services Coordinator or Activity Coordinator.

School Excursions

Frequently as part of our English Programs we are asked to schedule half-day and weekend activities. Our Student Services Coordinator is an expert in the activities around the school. We specifically design these activities to enhance the student's experience. These school excursions can be customized to fit the needs of the group. There is a minimum number of students that is required in order for these excursions to be created. School excursions differ between each campus, but can include things such as: Disneyland, Universal Studios, Sea World, San Diego Zoo, Sausalito Trip, City Tour, Beach Days, Hollywood Walk of Fame, Outlet Shopping, Movie Theaters and much more.

Planned Social Outings and Weekly Hot Topics

As part of our curriculum, we have woven in planned social outings and weekly hot topics to show students how to apply the language of study directly into the real world.

1. Planned Social Outings

At California Language Academy we believe that language must be experienced to be fully understood. For this reason, we incorporate planned social activities and cultural outings into our weekly lessons so that students experience the language and learn to confidently apply their language skills. Examples of these planned social activities are as follows: Grocery Store Scavenger Hunt, Ordering Lunch at a local restaurant, Shopping extravaganza and many more. By encouraging our students to step out of their comfort zone and out from behind the books we place students in real world situations and help you apply the lessons learned in class to navigate through life confidently without the fear of not being understood.

2. Weekly Hot Topics

On a weekly basis we select a current event that is culturally relevant and adapt the lesson plan for the week to incorporate the current event similar to a “theme of the week”. The classroom activities and exercises will then tie directly back to the weekly hot topic to show students that the lessons that they learn in class can be immediately applied in the real world.

Examples of Student Activities

1. Lunch and learn or Bagel Day

In addition to our “Weekly Hot Topics” and planned social outings, we frequently plan “Lunch and Learns” after the morning classes or “Bagel Day” before morning classes. At these events students can go to a local restaurant with California Language Academy teachers and staff to order lunch or enjoy bagels for breakfast at the school and have discussions outside of the classrooms. This is a great way to meet new friends and to connect with teachers and staff on a more personal level. At the lunch and learns students can feel confident in ordering meals as the teachers and staff might teach them about menu items that they didn’t know about or even how to have the lunch prepared to your specifications. Each student is responsible to pay for their share of the lunch, however the time with the teachers and staff is free.

2. Examples of Student Activities

Breakfast, Lunch and Dinner with students, teachers and administrative staff



Tourist activities such as, going to the beach, planning sightseeing tours or going to amusement parks



Graduation parties, presentations, certificates and games like a Foosball tournament



Educational excursions like tours of universities or museums



Sports Days



After school activities such as bowling, game days or shopping



3. Sample Activities Calendar

LOS ANGELES

ACTIVITY

CALENDAR

AUGUST 2024

www.cla.edu | info@cla.edu

MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
5 <small>SANTA MONICA PIER</small>	6 <small>WALIBU BEACH</small>	7 <small>BIKING AT HERMOSA BEACH</small>	8 <small>MOVIE AND POPCORN DAY</small>	9 <small>CONVERSATION CLUB</small>		
12 <small>VENICE BEACH</small>			15 <small>MANHATTAN BEACH</small>	16 <small>CONVERSATION CLUB</small>	17 <small>UNIVERSAL STUDIOS</small>	
19 <small>TOP GOLF</small>	20 <small>BOWLING/ARCADE AT BOWLERO</small>	21 <small>THE BETTY CENTER</small>	22 <small>POTLUCK PARTY</small>	23 <small>CONVERSATION CLUB</small>		
26 <small>HOLLYWOOD WALK OF FAME</small>	27 <small>BONFIRE (DOCKWEILER BEACH)</small>		29 <small>GRIFFIN OBSERVATORY AND HOLLYWOOD SIGN</small>	30 <small>CONVERSATION CLUB</small>	31 <small>DISNEYLAND</small>	

- On campus activities
- Off campus suggested activities
- Off campus (paid activity)
- School closed

For more information about this calendar,
 contact a CLA staff member.
 Don't forget to tag @califomianlanguageacademy
 when you are out there!
 Activities may be subject to change.

Accommodation Services

At California Language Academy we have a few different types of accommodation services available for our foreign students to stay while visiting Los Angeles. Students have the option to stay in local hostels or hotels, with an American Host Family or to stay in a shared apartment.

1. Homestay Program

The best way to improve English conversational skills and to learn about Los Angeles is to live with a local American host family. Our homestay program has many families who are eager to welcome international students into their homes year-round. California Language Academy students are welcomed into the homestay program and treated like they are part of the family. Our host families have warm and caring houses that create friendships that will last a lifetime.

2. Shared Apartments

For our students who want an immersion experience with more independence, renting a bed in a shared apartment might be the best option. Our Accommodations Coordinator can help you select which apartment option is best for you and book you a bed in a matching available room.

3. Hostels & Hotels

There are a several hostels and hotels that are near the school that our student services coordinator can assist with placing students in.

Transportation Services

Arriving in a new city and understanding the transportation methods of our big city can be difficult. We have an expert student services team that can help you arrange your transportation needs while studying at California Language Academy. We can provide round-trip airport transfers, assist with purchasing weekly bus passes as well as show you how to read transit maps of the area.

School Amenities

Kitchen

There is a small kitchen area at California Language Academy that is equipped with a sink, refrigerator, microwave, coffee machine, and hot water kettle, as well as an assortment of complimentary teas and snacks available in a vending machine. We have also provided dishes, bowls, plates, cups, mugs, and silverware to be used by everyone. Please be respectful of the items you use. Students are responsible for cleaning up the kitchen after themselves. If dishes are not cleaned and put away, they will be removed. As space is limited in our refrigerator, please use it for daily use only and take any additional foods home at the end of the day. The refrigerator will be emptied out and cleaned at the end of the day on Friday; anything left behind will be disposed of.

Student Lounge

There is a welcome area located at California Language Academy that provides a safe environment for students to relax, study and hangout before or after class. The lounge is equipped with items such as TV, DVD player, various books and DVDs, tables and chairs, and a bulletin board that depicts all required legal postings. Specific items in the student lounge vary by location.

Lost & Found

If you lose an item, report the loss at once to the Student Services Manager. This can help us control security in the building. If you find an item, take it to Student Services Coordinator so we can return it to its owner.

Problem Assistance

We encourage you to discuss any work-related concerns and problems frankly and openly with the Academic Manager or the Campus Operations Manager. If for any reason you feel your problem cannot be resolved through these channels, don't hesitate to get in touch with the Chief Operations Officer or Director of Academic Affairs directly.

Parking Passes (Los Angeles Main Campus only)

Parking passes are required to park your vehicle in the parking lot. Prior to starting class, please obtain a parking pass from Student Services and place it on the dashboard of your vehicle. You must complete the form in it entirely. Building maintenance has and will tow vehicles that do not have appropriate passes. The company is not liable for your vehicle being towed if you have not followed the appropriate steps. Additionally, parking passes should be obtained prior to the start of your class. If you use class time to complete the pass it will be marked as a tardy.

Visitors

Campus Operations is responsible for screening everyone who enters our school. The Campus Operations Manager will log in and announce each visitor. If you are expecting visitors, please be prepared to escort them during the entire visit and to escort them back to the reception area when they leave.

Free Wireless Internet

For the convenience of our students and guests we have established a separate guest wireless network. If there are any problems relating the guest wireless network please see Student Services for assistance.

Using the Internet

Internet usage at the school is free for all students and their guests. We encourage our students to take advantage of the free internet and to research and study using the internet. When using the internet, we ask that students use safe measures to avoid downloading viruses. Using the internet is

a privilege, not a right. If you use the internet for uses that are prohibited below, we reserve the right to block access to the internet.

Prohibited Uses of the Internet

Students may not, at any time, access the Internet from school for any of the following purposes:

- To view websites that offer pornography, gambling, or violent imagery, or are otherwise inappropriate in the school.
- To operate an outside business, online auction, or other sales site; solicit money for personal purposes; or otherwise act for personal financial gain or profit.
- To download or copy software, games, text, photos, or any other works in violation of copyright, trademark, or other laws.
- To stream, run, or download any non-Company-licensed software program.
- To stream, run, or download music, video, games, mini desktop applications (widgets), or any form of multimedia, from the Internet.
- To read, open, or download any file from the Internet without first screening that file for viruses
- If you believe that your job may require you to do something that would otherwise be forbidden by this policy, ask your manager how to proceed.

Health & Safety

Safety Policy

Our Company takes student safety very seriously. In order to provide a safe workplace for everyone, everyone must follow our safety rules:

- Horseplay, roughhousing, and other physical acts that may endanger someone or cause accidents are prohibited.
- Students must follow their teachers' safety instructions.
- All equipment and machinery must be used properly. This means all guards, restraints, and other safety devices must be used at all times. Do not use equipment for other than its intended purpose.
- If you believe there is a hazard at school, please report it to a California Language Academy staff member immediately. A school administrator will look into the matter promptly.

School Security

It is everyone's responsibility to help keep our school secure from unauthorized intruders. If someone looks suspicious or is not a student, employee, or staff member of the school and you feel uncomfortable by their presence please report them to a school administrator at once and they will investigate the matter promptly.

What To Do in an Emergency

In case of an emergency, such as a fire, earthquake, or accident, your first priority should be your own safety. In the event of an emergency causing serious injuries, IMMEDIATELY DIAL 9-1-1 to alert police and rescue workers of the situation.

Refer to the CLA Emergency Preparedness Manual for details of specific situations.

If you hear a fire alarm or in case of an emergency that requires evacuation, please proceed quickly and calmly to the emergency exits. The School will hold fire drills to familiarize everyone with the routes they should take. Remember that every second may count -- don't return to the school to retrieve personal belongings. Once you have exited the building, head toward the parking lot. Students should review the local campus emergency evacuation map to familiarize themselves with the emergency meeting point. Each teacher is responsible for checking to make sure that each of their students on their roster has arrived safely. If you notice that someone is missing notify a California Language Academy staff member immediately. It is the responsibility of the Campus Operations Manager to notify emergency services immediately.

Always do your best to stay calm and take appropriate action steps regardless of the situation. Whether the situation is fire/smoke, illness/injury, theft or a trespasser, you should think before you act. Your safety and well-being are important to us here at California Language Academy, so please review the following carefully.

1. Fire emergency precautions

- If you spot a fire, call 9-1-1 immediately and then notify Office Services. Give the Fire Department your address, the location of the fire, a description of what is burning, as well as your name and California Language Academy's phone number.
- Never fight a fire alone! Get help!
- If you are caught in smoke, take short breaths through your nose and crawl to escape. Heat and smoke rise, so the air is always better near the floor.
- Always feel a door before you try to open it. If it is hot, don't open it. If it is cool, open it slowly, staying behind the door. If heat or pressure comes through, slam it shut immediately and look for another avenue of escape.
- Never use fire hoses. Use only fire extinguishers that are designated for that purpose. They are located in the front and back lobbies and are always clearly labeled to show the types of fires for which they may be used.
- Fire hoses should be used only by trained personnel. Serious injury can result when the water pressure snaps the hose alive.

2. Medical Situations

Serious Accident or Illness:

If you become ill or suffer an accident at school, a California Language Academy staff member will take the following steps to ensure your well-being:

Determine the seriousness of the illness. If an ambulance is necessary, a staff member will call 9-1-1 first and then will notify the Center Director.

If an ambulance is called, the Center Director will give them calmly and concisely:

- A brief description of the problem
- The name of the patient
- This address, including the floor you are on
- Their name
- The phone number at which they can be reached during this period

NOTE: Wait for the dispatcher to hang up first! They may need additional information.

Seek medical attention. If you are unable to move freely, a staff member will arrange to get you to a doctor immediately. They may send another staff member along to help you.

Report to the Campus Operations Manager. As soon as possible, the staff member will call the Campus Operations Manager to report the accident or illness and the treatment administered. The Campus Operations Manager will need to talk with you personally as soon as you are available.

After hours, call 9-1-1.

Non-emergency:

If you become ill or suffer an injury that is not an emergency, you and your teacher should decide whether you ought to go home, go to a doctor or return to class. Your teacher is responsible for notifying the Campus Operations Manager. The Campus Operations Manager may need to talk with you directly about your illness or injury.

Violence is Prohibited

We will not tolerate violence in the school. Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking, and threats of violence. Any comments about violence will be taken seriously—and may result in your dismissal from school. Please do not joke or make offhand remarks about violence.

1. No Weapons

No weapons are allowed in our school. Weapons include firearms, knives, brass knuckles, martial arts equipment, clubs or bats, and explosives. If your work requires you to use an item that might qualify as a weapon, you must receive authorization from your supervisor to bring that item to work or use it in the workplace. Anyone found with an unauthorized weapon will be dismissed from school immediately.

2. Emergency Threats

If you observe an incident or threat of violence that is immediate and serious, IMMEDIATELY DIAL 9-1-1 and report it to the police.

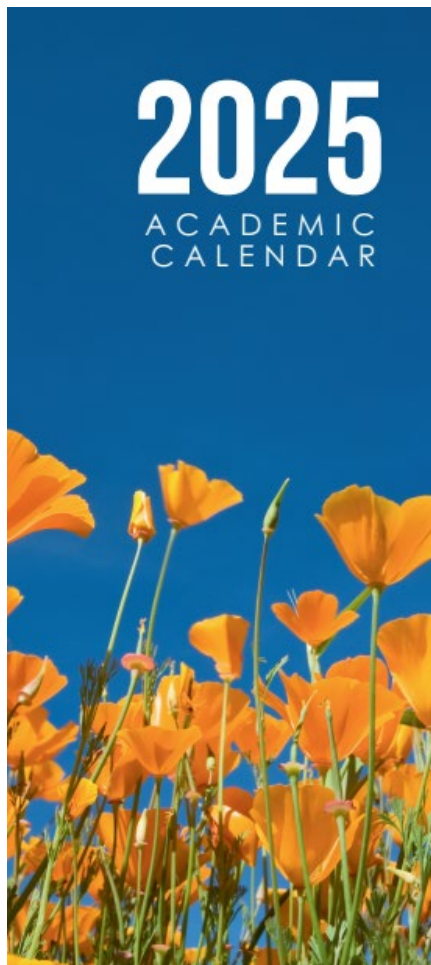
3. Non-Emergency Threats

If the incident or threat does not appear to require immediate police intervention, please contact the Campus Operations Manager and report it as soon as possible. All complaints will be investigated, and appropriate action will be taken. You will not face retaliation for making a complaint.

Recreational, Social, or Athletic Activity

All participation in recreational, social, or athletic activities is strictly voluntary. Injuries that occur during these activities are the responsibility of the student. Students are encouraged to have adequate medical insurance to cover the cost of any injuries that occur. California Language Academy is not liable for any injuries that arise out of such voluntary participation in any recreational, social, or athletic activity.

APPENDIX 1 – 2025 School Calendar



JANUARY	FEBRUARY	MARCH	APRIL																																																																																																																																																																																						
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