

# **Student Handbook**



## **School Rules and Regulations**

# LADO's Student Handbook

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## WELCOME TO LADO!

Dear New LADO Student,

Welcome to LADO! You are now entering a new world where you will spend your time studying English, experiencing American culture and traditions, and meeting people from around the world.

Our programs and classes have been designed so that students can achieve their goals of learning English while having fun. The staff at this school is here for you, and we are always available to help. If you have any questions, please ask. If you have any problems, please let us know. We want the LADO experience to be positive for every student.

In order to get the most out of your classes and to improve your English, we recommend the following:

- 1) Come to class every day! If you have too many absences, you may not pass the class and if you are an F-1 student you will be at risk of losing your F-1 status.
- 2) Let your teacher know in advance of any planned absences.
- 3) Be on time! Every minute of class is very important and coming in late is disruptive to both the students and the teachers.
- 4) Do your homework.
- 5) Participate in class discussions. These are important opportunities for you to practice.
- 6) Make up any work that you miss. Ask your teacher what you miss if you are absent.
- 7) Practice your English outside of the classroom.

These are important aspects of learning another language, and we encourage you to become involved in your studies here.

Please take the time to read the following material which we have provided for your information. During your time here, be sure to make use of all the resources available to students.

Best Regards,

The Staff at LADO

# MISSION STATEMENT, BELIEFS, AND VALUES

## LADO MISSION STATEMENT

*LADO provides students with the skills they need to realize their dreams by offering high quality English Programs and materials, teacher training, testing, and language development inspired by Dr. Robert Lado's achievements in applied linguistics.*

LADO International Institute's mission statement must be posted in each LADO center at all times, in an area accessible to customers and employees.

## LADO's Statement of Beliefs and Values

LADO International Institute Statement of Beliefs and Values

As a company, we cultivate and practice the following values: cooperation, respect, teamwork, motivation, positive attitude, accountability, fairness, honesty, professionalism, approachability, and interdependence.

We strive to meet our students' communicative needs by offering classes that focus on all aspects of language.

We offer a variety of programs suited to our students' varying lifestyles.

We incorporate culture in and out of the classroom for we believe that culture is inseparable from language.

We believe that individualized attention and student-centered classes in a small group setting is the most effective means to help our students accomplish their goals while accommodating our students' individual learning styles

We believe that quality education should be affordable.

We provide an environment where students feel comfortable and secure by promoting tolerance and appreciation of other people's cultural, ethnic, religious, and language backgrounds.



## CONTACTING US

### Vienna, Virginia

8618 Westwood Center Drive

Vienna, VA 22182

United States of America

Phone: (202) 223-0023

School's email: [info@lado.edu](mailto:info@lado.edu)



LADO is located within walking distance of the Spring Hill metro station, on the Silver line. There is also complimentary parking at the school. LADO is conveniently located in the heart of the Tyson's area, near I-66, I-495, and I-395.

The following programs are offered at LADO: Morning Intensive, Afternoon Intensive, Evening Intensive, Morning Semi-Intensive, Afternoon Semi-Intensive, Evening Semi-Intensive, Private Tutorials, Afternoon Workshops, Saturday Workshops.

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## NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

In the event that a student has exercised the institution's formal student complaint procedure, and the problems or issues have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing (by email or mail) to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following information:
  - a) Name and location of the ACCET institution;
  - b) A detailed description of the alleged problem(s);
  - c) The approximate date(s) that the problem(s) occurred;
  - d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
  - e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
  - f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
  - g) The status of the complainant with the institution (e.g., current student, former student, etc.).
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

4. **SEND TO:** ACCET  
CHAIR, COMPLAINT REVIEW COMMITTEE  
1722 N Street, NW  
Washington, DC 20036  
Telephone: (202) 955-1113  
Email: [complaints@accet.org](mailto:complaints@accet.org)  
Website: [www.accet.org](http://www.accet.org)

Note: Complainants will receive an acknowledgement of receipt within 15 days.

## COURSE REGISTRATION

LADO offers a variety of programs suited to different lifestyles.

**Intensive Program** – LADO’s Intensive Program is designed for students who want to progress rapidly and see immediate results. LADO offers both a 5-day Intensive and a 2-day Intensive program.

**Semi-Intensive Program** – For working students, LADO offers a Semi-Intensive Program. This program allows students to enjoy rapid progress while maintaining a busy lifestyle. Classes for this program are held four days per week in the morning and evenings.

Programs	Days	Times	Session Lengths	Total Hours	Levels Completed
Morning Intensive	Monday to Friday	9:00am - 1:00pm	18 days	72	1
Morning Semi Intensive	Monday to Thursday	9:00am - 11:30am	29 days	72	1
Evening Intensive	Monday to Friday	5:45pm - 9:45pm	18 days	72	1
Evening Semi Intensive	Monday to Thursday	6:00pm-8:30pm	29 days	72	1
Afternoon Intensive	Monday to Friday	1:15pm- 5:15pm	18 days	72	1
Afternoon Semi-Intensive	Monday to Thursday	1:25 pm - 3:55pm	29 days	72	1
2-Day Intensive	Monday to Tuesday	8:50 am - 5:50 pm 1:10 pm - 10:10pm	8 days	72	1



## Course Catalog

LADO International Institute has established a comprehensive curriculum to help students of all levels achieve high degrees of English language proficiency as efficiently and effectively as possible.

The LADO program is comprised of ten levels of English instruction, followed by a variety of upper-level electives, including TOEFL, IELTS, and GRE Preparation. The following levels are offered within the LADO curriculum:

**Pre-Level One** – Pre-Level One is ideal for students who do not know the alphabet or who find LADO's Level One too difficult. Students learn to listen, speak, read, and write in simple everyday contexts.

**Level One** (Beginner 1)- CEFR A1 - Students develop basic functional conversational English skills for activities such as introductions, basic descriptions, shopping and ordering in restaurants as well as learning how to read and write simple descriptive passages using the verb to be and basic adjectives and nouns. They also learn to correctly pronounce seven difficult English sounds and practice communicating using basic English grammar.

**Level Two** (Beginner 2)- CEFR A1 - Students learn the structures needed to have conversations about the past and the future. They learn vocabulary to describe time and common places like the subway and the workplace. Students learn to read and write about simple plans and memories, and to pronounce eight difficult English sounds.

**Level Three** (Beginner 3)- CEFR A1/A2 - Students learn how to successfully navigate a conversation using more complex grammatical structures. They learn vocabulary about hobbies and free time and learn to read and write longer, more difficult compositions. Students also learn to pronounce and distinguish ten difficult minimal pair English phonemes.

**Level Four** (Intermediate 1)- CEFR A2 - Students begin to use and understand more complicated sentences with various embedded clauses, subordinated sentences, and the present perfect tenses. Students learn functional language for comparing, complaining, asking for and giving advice, talking about routines and past activities and expressing likes and dislikes. The students' language becomes more idiomatic and fluent, and their vocabularies increase. The size and complexity of the passages that the students can read and write increases. Students learn to pronounce and distinguish an additional ten difficult English sound-pairs.

**Level Five** (Intermediate 2)- CEFR A2+/B1 - Students begin to use and understand more nuanced language, including common constructions and vocabulary such as phrasal verbs and idiomatic expressions. They learn how to refuse an invitation, express cause and effect, express feelings, give reasons, to persuade people and summarize events. The passages they can read and write become longer and more complex, and their pronunciation becomes more fluid, despite difficult clusters and unusual sounds. Students also learn to understand English when spoken at a faster and more fluent pace.

**Level Six** (Intermediate 3) - CEFR A2+/B1 - Students build on what they have learned in the previous five levels, increasing the complexity of the structures that they can use and understand including the use of conditionals, the verbs make and do, direct and indirect speech, the reflexive pronouns as emphasizees, and over thirty idiomatic expressions. The rate of speech they can understand has increased significantly. Students can converse on variety of topics and use language to tell jokes, express regrets, express

possibilities, complain and ask about future plans. Students learn how to detect and use suprasegmental language patterns such as stress, pauses, tone to interpret meaning.

**Advanced-Listening and Speaking** – CEFR B1. This course has an integrated approach that includes all four language skills and focuses on refining listening and speaking skills. Learning objectives may be repeated multiple times, to develop skills through practice in multiple contexts, and afford learners a variety of opportunities to improve their agility and fluency with the various skills. Each unit in the REFLECT text includes grammar structures, review and practice, pronunciation practice, vocabulary expansion, and activities to develop students' critical thinking skills. The speaking section concentrates on making student oral communication natural and idiomatic, while giving students time to collaborate and practice individual and group presentations. Students learn to synthesize information from multiple listening passages and begin to collaborate to prepare, practice and deliver individual and group presentations.

**Advanced-Reading and Writing** – CEFR B1. This course has an integrated approach that includes all four language skills and focuses on refining reading and writing skills. Learning objectives may be repeated multiple times, to develop skills through practice in multiple contexts, and afford learners a variety of opportunities to improve their agility and fluency with the various skills. Each unit in the REFLECT text includes grammar structures, review and practice, vocabulary expansion, and activities to develop students' critical thinking skills. Students learn to synthesize information by recognizing inferences, scanning content based on headings, titles, headlines of reading passages and can inform peers by summarizing, giving opinions, and justifying views with relevant explanations. Student begin to collaborate to write using outlines to organize ideas, writing academic introductions, writing a structured text such as a narrative with appropriate main points and supporting ideas, express opinions about an issue, compare two ideas in an academic text, contrast two ideas in an academic text, cause and effect, summarize simple research findings in an academic text, if provided with a model summary and synthesize and evaluate information and arguments from a number of sources.

**Advanced-Listening and Speaking (Communication)** – CEFR B1+. This course has an integrated approach that includes all four language skills and focuses on further refining listening and speaking skills. Learning objectives may be repeated multiple times, to develop skills through practice in multiple contexts, and afford learners a variety of opportunities to further improve their agility and fluency with the various skills. Each unit in REFLECT text includes grammar structures, review and practice, pronunciation practice, vocabulary expansion, and activities to further develop students' critical thinking skills. The speaking section concentrates on further refining oral and aural skills and on making student communication more natural and idiomatic. Students learn to synthesize information from multiple listening passages and collaborate to prepare, practice and deliver individual and group presentations.

**Advanced-Reading and Composition** – CEFR B1+. This course has an integrated approach that includes all four language skills and focuses on refining reading and writing skills. Learning objectives may be repeated multiple times, to develop skills through practice in multiple contexts, and afford learners a variety of opportunities to improve their agility and fluency with the various skills. Each unit in the REFLECT text includes grammar structures, review and practice, vocabulary expansion, and writing activities to develop students' critical thinking skills. Student begin to collaborate to summarize factual information within their field of interest, write a concise summary of the main ideas of a longer structured text, show the relationship between an opinion and a counter argument in a discursive text, prepare bullet points to summarize key points in an academic text, among other things.

### **Upper Elective Levels (ULE) - CEFR B2-C1**

Students may take this class after successfully completing Level 10 or by passing into the class based on their initial placement examination scores. The Upper Level Elective changes from session to session. Past electives have included American Culture, Advanced Grammar, English Through the Washington Post, American History, American Literature, and American Cinema.

**ULE – Grammar Review** – Grammar Review uses lively explanations and enjoyable activities to help students refine English Grammar usage. This class is perfect for students who want to write and speak with fewer grammatical errors or to improve their scores on the grammar sections of standardized tests.

**ULE - American Literature** – Literature is commonly thought to be highest from any language. LADO's literature class not only familiarizes students with some of the best writing from the English-speaking world, but also improves each student's vocabulary, as well as his or her reading, writing, listening and speaking skills. It is perfect choice for the students who want to explore the richness of the language they have decided to study.

**ULE -Business English** – This course provides integrated training in speaking, listening and writing skills using common business contexts. Students participate in role-playing and task-oriented business activities that they are likely to encounter in an office meeting. During the first three weeks, students learn and practice English-related administration and organization. During the final week, students work on a substantive marketing project. Throughout the course, the students will acquire business vocabulary and review basic grammar. (*Intensive Program only*)

**ULE - REFLECT 5 and 6 Reading and Writing courses**-Students will expand their vocabulary and work on essay writing.

**ULE- REFLECT 5 and 6 Listening and Speaking courses**- Students will expand their vocabulary, improve their public speaking and presentation skills.

**ULE - Preparation for the TOEFL® Test** – The LADO TOEFL® preparation course provides students with comprehensive training in all areas covered by this university entrance examination. The LADO TOEFL® preparation course features the most up-to-date, realistic practice tests and cooperative learning strategies led by some of the most experienced teachers in the field. Students may take this class after successfully completing Level 10 or by passing into the class based on their placement test scores.

**ULE - Preparation for the IELTS Test** - The IELTS course is designed to be an introduction to the IELTS and to expose students to the different skills and sub-skills (through extensive practice) which will be tested on the exam. This syllabus is structured on a week-by-week basis; each week includes practice with sub- skills in each of the four skill areas (reading, writing, listening, and speaking). Teachers are given the

flexibility to spend more or less time on the various sub-skills based on the needs of their students, and to plan each week as best appropriate for their students. The week-by-week outline below is a suggested outline for how the material should be distributed to allow for the practice in each of the four skill areas; adjustments may be necessary due to student needs and progress. However, teachers are required to cover all skills (and sub-skills) listed on the IELTS syllabus.

**ULE - Public Speaking** – Speaking in public, especially in a second language, can be a difficult experience. This class, however, makes the students more confident when delivering business presentations, academic lectures and other spoken presentations in English. Concentrating on presentation, delivery, question and answer sessions and self-evaluation, this class not only enables students to give effective presentations, but also improves their abilities to understand presentations given by others. (*Intensive Program only*)

### **Additional Resources**

In addition to its regular programs, LADO offers Afternoon Workshops and Tutorials. Each Afternoon Workshop focuses on one of the following areas:

- Conversation
- Grammar
- Pronunciation
- Business English

## Tuition and Registration Fees

Intensive Programs: \$740.00

Semi Intensive Program:\$630.00

Non-refundable registration fee: \$100.00

## Special Rates

Special rates are set with the approval of the CDO. If a student believes that he/she qualifies for a special tuition rate, he/she should inform an admissions officer. Students may not receive more than one type of reduction in tuition at a time. Student discounts do not apply to workshops and tutorials.

1. **Group Discounts:** Groups of ten or more new students are eligible to receive a 10% tuition discount for the entire time they study at LADO, provided the group was previously formed for reasons other than receiving a discount on tuition at LADO. In order to receive this discount, all members of the group must:
  - a. Enroll together or be registered by the same person.
  - b. Enroll for the same program and the same session
  - c. Present an official letter on letterhead paper from the head of their organization listing the name of each student in the group;

- d. Present valid, signed photo identification proving that they are the individuals referred to in the aforementioned letter.

**2 Repeat Tuition:** Students are eligible for a 30% tuition discount, if they are required to repeat a course due to not having met LADO's academic requirements. This tuition discount applies to the Intensive and Semi-Intensive programs. To obtain this discount, the student must have:

- a. Attended all classes
- b. Completed all in-class assignments
- c. Completed all homework assignments
- d. Taken all required examinations for the course

Teachers are required to inform a Center Manager if one of their students meets the above-mentioned criteria. The Center Manager, based on the documentation presented by the student's teacher, will then make the necessary determination to either grant or deny said discount. All documentation supporting the Center Manager's decision must be kept in the student's file. A student can only receive the repeat tuition once per student per level. (See also Policy 6.6: Tuition for Repeating a Level.)

**3. Program Changes:** If a student chooses to enroll in a different program because the class the student has registered for will not open in his or her program, the student will be eligible for a twenty percent (20%) discount in the new program the student is changing to. The students must meet the following conditions in order to be eligible to receive this discount:

- a. The student must have paid tuition in the old program at least one day prior to the change of
- b. program.
- c. The class the student originally enrolled in is cancelled or closed by LADO.
- d. The student must enroll in the new program by the last day of registration in the new program.

**4. Employees:** Employees who work a minimum of 20 hours per week are eligible, immediately upon hire, to obtain a 50% tuition discount for courses at LADO while under the employment of LADO. Employees who work between 10 and 20 hours per week receive a 25% tuition discount. Employees working fewer than 10 hours a week are not eligible for a discounted tuition rate. The course must currently be in session and its content must be required or be beneficial in fulfilling the employee's job description (i.e., English classes for non-native speakers). (See also Policy 14.5: Employee Tuition Benefits.). If the course does not meet the minimum number of students required to open a class, the employee may choose to wait until

the following session (this may not be an option to students on an F-1 visa) or enroll at the regular tuition rate.

**5. Religious Orders:** Students who are full-time employees of religious institutions may receive a 50% reduction in tuition for the entire amount of time that they study in a regular program at LADO. For the purposes of this discount, a religious institution is defined as one whose employees are qualified to obtain

R-1 visas and/or who are considered tax exempt religious organizations by the IRS. To be eligible for this discount, students must: 1) demonstrate that the nature of their job (more than 50% of their time at work) mainly involves conducting religious ceremonies or activities; 2) be employed on a full-time basis (30 or more hours per week), although a full-time religious worker who is on a study vacation may be eligible for this reduced tuition rate. To receive this discount, students must show the admissions officers the following documentation:

- a. An original letter (not a photocopy or a faxed copy) on the group's letterhead and signed by
- b. his or her supervisor indicating a) the student's full-time employee status at such organization
- c. and b) the nature of the student's job in terms of conducting religious work.
- d. A photo ID matching the information in the preceding paragraph.

**6. International Rescue Committee (IRC):** LADO has agreed to allocate space for refugees from the International Rescue Committee (IRC) to enroll in the Semi-Intensive, free of charge, provided that the minimum and maximum enrollment requirements have been met as stipulated per class. In addition, LADO has established a limit of one student from IRC as the maximum number of students who may be eligible for this discount at LADO at any given time. The minimum enrollment requirement is the minimum number of students LADO needs to have enrolled to have a class. The minimum number of students used to determine the minimum enrollment requirement does not include refugees from IRC. The maximum enrollment requirement is the maximum number of students LADO can have in a class. Refugees from the IRC may not enter any LADO class which already has a maximum number of students.

Eligible students from this organization must present the following upon enrollment:

- a. An official letter on letterhead paper from the appropriate official of their organization. (only original letter accepted)
- b. A valid, signed photo identification

R-Students from this organization may then take the placement tests and register free of charge.

S-LADO administrative staff members will place IRC students' names on a waiting list in order of T-registration.

U-Students will be contacted as space allows.

V-IRC students are otherwise subject to the same rules and regulations as other LADO students.

**7. Embassies, Consular Offices, and International Organizations:** LADO offers a 10% discount on tuition in any of its regular programs to employees and immediate family members of employees from the following organizations:

- Embassies or Consular Offices of foreign countries in the United States

- The World Bank
- The International Monetary Fund (IMF)
- Inter-American Development Bank (IBD)
- Organization of American States (OAS)
- Pan-American Health Organization (PAHO)
- Afghanistan Retraining Initiative for Self-Employment (ARISE)
- National Endowment for Democracy (NED)

For employees of the organizations mentioned above to receive this discount, students must show the admissions officers the following documentation:

- a. An original letter (not a photocopy or a faxed copy) on the organization's letterhead and
- b. signed by his or her supervisor indicating the student's full-time employee status at such
- c. organization.
- d. Photo ID matching the information in the preceding paragraph.

For immediate family members of employees of the organizations mentioned above to receive this discount, students must show the admissions officers the following documentation:

- a. All the items required for employees, and valid, signed photo identification proving that they are immediate family members of an eligible employee as mentioned in the preceding paragraphs.

**8. Au Pairs:** Any au pair holding a J-1 visa and attending a Student Exchange Program offered by an accredited agency authorized by SEVIS to issue the DS-2019 form (formerly IAP-66) is entitled to receive a 20% discount in any of LADO's regular programs. In order to receive the au pair discount, the student must present an original letter (not a photocopy or a faxed copy) on the Au Pair agency's official letterhead signed by an authorized officer indicating the student is currently participating in their au pair program upon registration or both, copy of the J-1 visa and unexpired DS-2019.

**Exception:** In case an au pair holding a J-1 visa LADO changes his or her visa status to F-1, the original discount will be discontinued beginning in the session immediately after the F-1 approval notice is posted in SEVIS.

**9. Coupons and Referral Bonuses and Temporary Incentive Pricing:** LADO may offer, from time to time, promotional coupons, referral bonuses, or promotional incentive pricing (e.g., deferred payments or deferred free tuition upon commitment to a specified duration of study), which entitle the bearer or recipient to a reduced tuition rate for the first session, or sessions otherwise designated, for which the student enrolls. Coupons, referral forms, and temporary incentive pricing initiatives are distributed through many different advertising channels. These coupons and temporary pricing offers must be approved by the CDO, circulated by the corporate office to the administrators of each center to be affected, and kept on file. Only one coupon per student per session is valid, and temporary incentive pricing offers are strictly limited to the terms and conditions specified during the promotional period.

**10. Institutional Contracts:** LADO may sign contracts with individual companies, government agencies, embassies, and other organizations. This policy may be superseded by those institutional contracts. Contract information is kept at the corporate office. LADO schools have received a binder from the corporate office listing and/or including all institutional contracts to be kept at each center. LADO will update contract lists as they become available.



**11. Economic hardship:** LADO may offer returning students special tuition rates or deferred tuition payments up on a showing of severe economic hardship. Eligibility for economic hardship benefits will be determined by presentation of evidence to a committee comprising, at a minimum, the CDO, the Administrative Director, and at least one Center Manager, and will be determined on a case-by- case basis, as well as a session-by-session basis. Recipients must demonstrate an 85% final score from previous class and keep a minimum of 85% final score during classes approved for scholarship. Recipients will be limited in number (with a maximum of one recipient per program per center) and provision of such benefits shall create no ongoing obligation on the part of LADO to provide further classes beyond each session for which the benefit is granted. F-1 visa holding students, who have provided evidence to USCIS regarding solvency of their funding, shall not be eligible for special tuition rates based on economic hardship unless they have applied to USCIS for economic hardship benefits.

**12. Military Discount:** Active service members (domestic or international), retirees, veterans, and their immediate family members (i.e., spouse or child(ren)) are eligible for a 30% discount in tuition for all LADO Intensive and Semi-Intensive for the entire time they study at LADO. In order to receive the military discount, applicants must present their original military ID.

**13. Family Discount:** A family of two or more new students (i.e., husband and wife, spouse and child(ren)) are eligible to receive a 20% discount in tuition for all LADO Intensive and Semi-Intensive for the entire time they study at LADO. In order to receive this discount, the new students must provide written documentation or identification to prove they are related, and they must also enroll together.

## Payment Methods

LADO accepts the following payment methods from students and customers:

1. Cash: LADO accepts U.S. currency only.
2. Checks: LADO accepts personal, certified or company bank checks. All checks must be from U.S. banks in the Federal Reserve System. If the check is from a sponsor or company, *THE STUDENT'S NAME MUST BE LISTED IN THE MEMO SECTION*. LADO does not accept any temporary or starter checks. LADO will only issue I-20 documents paid for by check after 10 business days from the payment date.
3. Travelers Checks: LADO accepts Travelers Checks from U.S. banks or major credit card companies, such as American Express and Citibank.
4. LADO accepts money orders in U.S dollars drawn on U.S banks. LADO does not accept Money Orders in U.S. dollars drawn on non-U.S. banks.
5. Major credit and debit cards: LADO accepts Visa, MasterCard, American Express, and Discover.
6. Wire transfers: LADO accepts wire transfers in U.S. dollars. Payee must pay all transaction fees, regardless of whether the wire transfer is incoming or outgoing ( as in the case of a refund sent to the student by LADO)

**Note:** For the purpose of preparing the Daily Cash Reports, LADO processes money orders and travelers checks above as checks.

# Cancellation and Refund

## General Conditions

LADO's refund policy complies with all state and federal rules and regulations and is stated in the student Application/Enrollment Agreement and school literature. LADO's refund policy also complies with ACCET Document 31.

- b. In all cases, the refund due is based on the refund schedule below and the student's balance will be calculated based on the student's last date of attendance.
- c. Refunds are available within 40 calendar days from the date LADO receives notifications of the students' request.
- d. The registration fee for the ESL programs and for the TEFL Certificate Program is non-refundable. However, if a class is cancelled by LADO subsequent to a student's enrollment, LADO will refund the registration fee if this is the student's first session.

## Other Fees

Courier fees, as well as other administrative processing fees, such as rush processing fees, charged by LADO to its students, are non-refundable under any circumstances. All other fees charged by LADO to its students, are non-refundable, as long as these fees do not exceed \$500.00 when added to the non-refundable registration fee.

## Tuition

### Course Cancellations

If a student's scheduled course is cancelled by LADO subsequent to the student's enrollment, LADO will refund all tuition fees paid by the student for the cancelled class.

For the purpose of cancellations described in this section, all refunds due will be made within thirty (30) calendar days of the first scheduled day of class.

**Cancellations for "no-shows":** When a student cancels his/her scheduled course, the student will receive a full tuition refund provided the student: 1) has not entered classes; and 2) cancels by the end of the registration period.

For more details regarding refunds for F-1 students, please refer to section 6.0 below, Refund Policy for F-1 Students

### **Cancellations after Registration Period. Automatic Drop for Excessive Absences:**

- I. In order to receive a refund after the registration period begins, the student must notify LADO verbally or in writing of his/her wish to withdraw from a course.
- II. In order to process any refund request, the refund is calculated by the student's documented drop date of enrollment or the last day the student attended the class.

Refunds are calculated based and on a prorated number of classes attended using session weeks. A session week begins on the first day of scheduled classes for any given program. Session weeks are not to be confused with calendar weeks. The prorated amount will be determined by the ratio of the number of weeks or lessons in series of instruction completed by the student to the total number of weeks of instruction offered. Any portion of a week's attendance by a student will be considered a full week's attendance for the purpose of this section. No part of the tuition will be refunded after 75% of the session has been completed by the end of the session week.

- III. In all cases, the refund due is based on the refund schedule below. The student's current balance is calculated on refund forms using the student's documented drop date.
- IV. All refunds will be paid within forty (40) calendar days from the date LADO receives notification of the student's request to withdraw from a course (see *documented drop date* in the next section). All refunds must be requested within 180 days from the date of F-1 visa or change of status approval, or from the date that the student gives withdraw notification from classes.

#### **Student Drops Out of Course without Notifying LADO:**

- I. LADO makes the determination that a student has automatically dropped out of a class session due to excessive absences if the student misses one-half of the session in consecutive absences without notice of withdrawal to LADO. This would be after the fourth (4<sup>th</sup>) consecutive absences without notice in the 2-day weekly Intensive Program, the ninth (9<sup>th</sup>) consecutive absence without notice in the Intensive Program of both ESL Program and TEFL Certificate Program, the fourteenth (14<sup>th</sup>) consecutive absence without notice in the ESL Semi-Intensive Program and the sixteenth (16<sup>th</sup>) consecutive absence without notice of the TEFL Certificate Program. The date LADO makes this determination (the 4<sup>th</sup>, 9<sup>th</sup>, 14<sup>th</sup> and 16<sup>th</sup>, consecutive absence respectively) is the student's documented drop date for that session.
- II. Refunds are calculated based on the student's documented drop date of enrollment and on the proportion of classes attended on a week-by-week basis. For example, in the Intensive Program, LADO refunds 75% of the tuition if the student's termination date of enrollment is within the 1<sup>st</sup> scheduled week of classes, 50% of the tuition if the student's termination date of enrollment is within 2<sup>nd</sup> scheduled week of classes, 25% of the tuition if the student's termination date of enrollment is within 3<sup>rd</sup> scheduled week of classes, and no tuition after 16 days. Please see the refund schedule below.

#### **Refund Schedule**

**Morning Intensive program:** 4-week program, 5 classes per week, 18 days of class per session.

If a student cancels any day within the 1<sup>st</sup> scheduled week of classes, 75% of the tuition paid will be refunded.

If a student cancels any day within the 2<sup>nd</sup> scheduled week of classes, 50% of the tuition paid will be refunded.

If a student cancels any day within the 3<sup>rd</sup> scheduled week of classes, 25% of the tuition paid will be refunded.

No tuition refund applies during the 4<sup>rd</sup> scheduled week of classes (after the 16<sup>th</sup> scheduled class), since more than 75% of the program is completed in the fourth week of class.

**Morning Intensive program:** 4-week program, 5 classes per week, 18 days of class per session.

If a student cancels any day within the 1<sup>st</sup> scheduled week of classes, 75% of the tuition paid will be refunded.

If a student cancels any day within the 2<sup>nd</sup> scheduled week of classes, 50% of the tuition paid will be refunded.

If a student cancels any day within the 3<sup>rd</sup> scheduled week of classes, 25% of the tuition paid will be refunded.

No tuition refund applies during the 4<sup>rd</sup> scheduled week of classes (after the 16<sup>th</sup> scheduled class), since more than 75% of the program is completed in the fourth week of class.

**2-Day Intensive:** 4-week program, 2 classes per week, 8 days of class per session: If a student cancels any day within the 1<sup>st</sup> scheduled week of classes, 75% of the tuition paid will be refunded.

If a student cancels any day within the 2<sup>nd</sup> scheduled week of classes, 50% of the tuition paid will be refunded.

If a student cancels any day within the 3<sup>rd</sup> scheduled week of classes, 25% of the tuition paid will be refunded.

No tuition refund applies during the 4<sup>rd</sup> scheduled week of classes (after the 6<sup>th</sup> scheduled class), since more than 75% of the program is completed in the fourth week of class.

**Morning and Evening Semi-Intensive Program:** 8-week program, 4 classes per week, 29 classes per session):

If a student cancels any day within the 1<sup>st</sup> scheduled week of classes, 87.5% of the tuition paid will be refunded.

If a student cancels any day within the 2<sup>nd</sup> scheduled week of classes, 75% of the tuition paid will be refunded.

If a student cancels any day within the 3<sup>rd</sup> scheduled week of classes, 62.5% of the tuition paid will be refunded.

If a student cancels any day within the 4<sup>th</sup> scheduled week of classes, 50% of the tuition paid will be refunded.

If a student cancels any day within the 5<sup>th</sup> scheduled week of classes, 37.5% of the tuition paid will be refunded.

No tuition refund applies on or any time after the 21<sup>st</sup> scheduled class.

**Workshops** (12 hours classes per session):

Refunds of tuition from any elective Workshops are calculated applying proportional rates as in the other programs, as follows:

If a student cancels any time within 3 hours of class, 75% of paid tuition (3/4 of tuition) will be refunded.

If a student cancels any time within 6 hours of class, 50% of paid tuition (2/4 of tuition) will be refunded.

If a student cancels any time within 9 hours of class, 25% of paid tuition (1/4 of tuition) will be refunded.

No tuition refund applies on or any time after 10 hours of class.

**TEFL Certificate Program- Intensive:** 4 weeks per session, 17 classes per session

If a trainee cancels any day within the 1<sup>st</sup> scheduled week of classes, 75% of the tuition paid will be refunded.

If a trainee cancels any day within the 2<sup>nd</sup> scheduled week of classes, 50% of the tuition paid will be refunded.

If a trainee cancels any day within the 3<sup>rd</sup> scheduled week of classes, 25% of the tuition paid will be refunded.

No tuition refund applies during the 4<sup>th</sup> scheduled week of classes (after the 12<sup>th</sup> scheduled class), since more than 75% of the program is completed in the fourth week of class.

**TEFL Certificate Program – Semi-Intensive:** 7.5 weeks per session, 2 class per week, 15 classes per session

If a trainee cancels any day within the 1<sup>st</sup> scheduled week of classes of classes, 87.5% of the tuition paid will be refunded (7/7.5 of tuition).

If a trainee cancels any day within the 2<sup>nd</sup> scheduled week of classes of classes, 75% of the tuition paid will be refunded (6/7.5 of tuition).

If a trainee cancels any day within the 3rd scheduled week of classes of classes, 62.5% of the tuition paid will be refunded (5/7.5 of tuition).

If a trainee cancels any day within the 4th scheduled week of classes of classes, 50% of the tuition paid will be refunded (4/7.5 of tuition).

If a trainee cancels any day within the 5th scheduled week of classes of classes, 37.5% of the tuition paid will be refunded (3/7.5 of tuition).

No tuition refund applies on or any time after the 6<sup>th</sup> scheduled week of class.

## **TUTORIAL/PRIVATE CLASSES**

**Cancellation:** Changes in tutorial class schedules must be made through the admissions officers. If the student cancels a tutorial class at least 24 hours in advance, there will be no charge for the cancelled class. This applies even when the cancelled class is rescheduled for a later date.

If the student cancels with less than 24 hours' notice, the student will be charged for the entire length of the missed or scheduled class, even if the student made a partial cancellation.

**Classes Missed Without Notice:** If the student misses the class without rescheduling or cancelling it, he/she will be charged for the class. At this point, LADO will notify both the student and the teacher that the class has been suspended until the student contacts the admissions officer to resume or terminate scheduled classes. If the student does not inform LADO within 15 days of his/her intention to resume classes, LADO will automatically terminate the class and will issue a refund for the remaining unused tutorial hours.

## **REFUND POLICY FOR F-1 STUDENTS**

All refunds must be requested within 180 days from the date of F-1 visa or change of status approval, or from the date that the student gives withdraw notification from classes.

In the case of non-immigrant alien students who possess F-1 (student) visas, the following refund policy applies:

For initial I-20s issued by LADO, the DSO must cancel the I-20 in SEVIS, print out a proof of cancellation, and submit it to corporate accounting. For Change of Status rejections, LADO's DSO must verify denial in SEVIS as a step in the school refund process request prior to submitting the refund request to corporate accounting.

F-1 students must notify LADO, verbally or in writing, of withdrawal.

After the F-1 student signs the enrollment agreement, his/her refund will follow the same policy as those students in the ESL AM, AI, 2-Day, or PM Intensive Programs and the Intensive and Semi-Intensive TEFL Certificate Program.

Students cancelling prior to the start of scheduled classes or never attend class:

- a. Students applying for a student visa whose I-20 has been rejected will receive a full refund for

their paid I-20 Deposit. This statement also applies to students who apply for a change of status and whose application is rejected.

b. Students who have been issued an initial LADOI-20 and who have not submitted their initial I-20 to the U.S. consular office abroad for processing because they decided not to study at LADO, will receive a full refund for their paid I-20 Deposit. The same rule applies for students who apply for a Change of Status through LADO, receive approval from USCIS, and decide not to attend classes at LADO.

c. If the student has been registered in the school by his/her U.S. sponsor, agent, proxy, guardian, or representative, a refund will be made to this person upon proof of payment and identification within 40 (forty) calendar days.

LADO will only issue refunds to the original payer on file. Payers who would like to designate another person to receive their refund must notify LADO upon applying for a refund.



## LADO's CULTURAL ORIENTATION

### INTRODUCTION

Welcome to the United States! At LADO you will learn English as a Second Language and adapt to a new culture.

This packet contains guidelines on what to expect during your stay in the United States of America. This information is a general overview of U.S culture. Keep in mind that this resource is only one way to learn about life in the United States. Observing, talking, and participating in activities with Americans can also help you learn and experience the culture.



### JET-LAG

Did you travel from far away? Well, if so, you may feel sick for a few days because your body will need time to adjust to the new time zone. For a week or so, depending on the distance you have traveled, you may feel disoriented and sleepy. But don't worry, your eating and sleeping patterns will soon be back to normal. If this condition persists, feel free to contact your teacher or administrative staff member so he/she may help you.

### CULTURE

What is U.S culture? Can we learn?

First, to understand any culture, we must look beneath the surface. Tourists see what is "above the surface" (for example, clothing, food, and games), but a person who lives and experiences a culture over time will learn more.

## CHARACTERISTICS OF AMERICAN CULTURE

### Pace of Life in the City

You may observe that Americans who live in the city are always in a rush and appear to be under stress. They could be hurrying to get somewhere or impatiently waiting for a meal. At first, this may seem rude, but remember not to take it personally. The farther outside the city you go, the slower the pace will become.

Success is sometimes measured by the amount of money and possessions a person has. Most Americans work extremely hard at their jobs.

Lost in the rush?

If you become lost on the street or in a shopping mall, don't worry. Just look for a police officer or security guard. Approach the person and say, "Excuse me, can you help me? I am lost." Then, you can explain to him/her that you are new to this country.

## Transportation

Most Americans have their own car or have access to a car they can share with someone else. Bicycles are used for short trips, but automobiles are the preferred type of transportation. In the Washington Metropolitan Area, mass transportation (bus, subway, and taxi) is easy to use.

- *Washington Metropolitan Area Transit Authority* - [www.wmata.com](http://www.wmata.com)

## Communication

**Eye Contact:** Americans maintain eye contact when speaking, but the contact should not be too intense. Intense eye contact can be interpreted as a means of intimidation or expression of romantic interest. The pattern is to establish eye contact and then periodically look to the side before returning to contact.

**Body Language:** Body language is used to varying degrees. For example: touch is limited, unless you have close relationships with the other people with whom you are communicating. Americans generally interact on a verbal basis. Touching another's face, leg or hand can sometimes be viewed as offensive, forward, or rude. In a professional environment, it can be interpreted as sexual harassment. Casual touching is often used to show sympathy.

**Volume of Voice:** When in public, the volume of voice should be low. Loud speaking can mean a lack of professionalism and anger. Furthermore, loud speaking is seen as an invasion of someone's personal space. When a person speaks, the voice should not carry further than the boundaries of the room in which they are, or the hearing range of people with whom they are conversing.

**Silence:** Silence can be uncomfortable for Americans. You will find that Americans will try to rush in and fill a gap by saying something.

**Telephone/Answering Machine:** Due to the busy American way of life, people often rely on both cell phones and voice messages to keep in touch with friends. These days, with the addition of computers, e-mail and text messaging may also be used as a form of communications. Furthermore, people live far distances from each other, so drop-bys and dinners in the evening are usually difficult for most Americans. Technology has become a necessary aid for Americans.

**Health Care:** People living in the United States must be covered by health/medical insurance to receive medical care. Without health/medical insurance, the price of medical care is *very* expensive. It is *very important* that you be insured. The U.S does not have socialized health care. Lado International College has brochures on insurance plans to help you choose the best plan for you. Please see an Admissions officer for assistance.

**Legal System:** Laws are enforced in the United States. Laws created by the U.S judicial system are to be obeyed by all. The term "juvenile delinquent" is used as the name for a person under the age of 18 who disobeys the law. Furthermore, the parents or legal guardians of a juvenile delinquent will be held accountable for his/her unlawful behavior.

**Legal rights for minorities:** In the U.S, there are many laws that guarantee the equal treatment of minorities. This protection extends from a person's personal life to their professional life.

**Environmental Laws:** “Littering” (dumping trash on public property) can result in a fine. Often, while walking through a neighborhood, one may see a sign which says “\$500.00 fine for littering.” Use trashcans to get rid of garbage.

**Policeman:** Be careful when a police officer stops you.

Here are some important tips:

1. Remain calm, stand still and do not make any sudden movements.
2. When speaking, say, “Yes, officer”, “No, officer.”
3. Obey all the policemen’s commands immediately and only do what the policeman instructs you to do.
4. If you don’t understand what a policeman is saying, say, “Excuse me, but I don’t speak English.”
5. Remember that you do have rights.

**Professional Agreements:** Agreements are not legally binding with a handshake or a simple, “I give you my word.” Only signed written contracts are binding. When you enter a business venture, you have to sign a contract. Personal relationships or family ties are less likely to influence professional decisions. It is important to talk to a knowledgeable professional before signing a document. When you sign a document, make sure you understand everything stated and implied. If possible, have a professional translate the document into your native language before you sign your name.

**Negotiation:** Americans prefer dealing with problems and conflicts directly. If there has been a misunderstanding between two people, they will usually discuss it directly instead of having a third party intervene. “Saving face” or avoiding conflict is not as important in the United States as in many other nations. Americans like to “get down to business” and solve a problem as soon as possible. Furthermore, it is not considered impolite or disrespectful to refuse a request. Logic, honesty, and tact are key in negotiating with Americans.

**Informality:** Although American informality is well known, many interpret it as a lack of respect when they first encounter it, especially in the business world. Sometimes, there is an immediate use of a person’s first name. Furthermore, do not be surprised when Americans don’t greet one another with a handshake, hug, or kiss. Usually, a casual “hi” or “how are you doing?” or “hello” takes the place of a physical gesture and means the same. When Americans are leaving a party or conversation, they generally wave a cheery “good-bye” or say something informal such as “well, see you tomorrow” or “solong”.

**Personal Space:** When standing in crowded places, such as the subway, with strangers, Americans are not comfortable being face to face. When communicating, people stand two to three feet apart from each other and physical gestures may or may not be used.

**Time:** Americans often operate on a specific schedule. Punctuality is important and people are expected to be on time for appointments, classes, and formal social events. Lateness is not polite. If you are late, you should call the hosts and let him/her know that you will be delayed, so you don’t insult the host.

**Hygiene:** Cleanliness is important in the United States. Americans are very conscious of body odors and use a variety of toiletries such as shampoos, perfumes, deodorants, and mouthwashes. They generally bathe and change their clothes daily. Americans tend to react negatively toward people with strong body odors.

**Dress:** People’s choice of clothing will depend on the season (summer, spring, fall or winter) and environment (professional vs. leisure). A professional atmosphere means you will need to dress

conservatively. For example, many women wear a suit with stockings and closed-toe shoes. Many men wear a coat and tie. Don't be surprised, though, if you see well-dressed businesswomen wearing sneakers when they are coming to and from work.

Americans value comfort. Everyday dress is appropriate for most visits to peoples' homes. You may want to dress more formally when attending a holiday dinner or cultural event, such as a symphony concert or theater performance. If you do not know what to wear, ask you teacher or an American friend. When in doubt, conservative attire is often the best choice.

Since the Washington, DC region is conservative, some Americans may be offended by revealing attire. In certain situations, such as participation in outdoor sports activities, attending a picnic or going out dancing to a nightclub, revealing attire is permitted. However, in class, a teacher may confront students who wear revealing clothing because this type of clothing can be distracting to students in a classroom setting.

**Friendship:** Most Americans are "friendly," but this does not necessarily mean that they want a "friendship." It is important to avoid misunderstandings by learning the signals of a growing friendship. For example, you will often hear people saying, "Hi, how are you doing?" Sometimes this is just a polite phrase rather than a question. Americans tend to be selective with whom they consider a "friend" versus someone they just consider an "acquaintance" (i.e., colleague or classmate).

Here is a list of suggestions for meeting American people:

1. Participate in extracurricular activities at Lado centers (student organizations, volunteer at fairs...etc.)
2. Join a cultural association – The Washington, DC region has many. The best thing to do when adjusting to a new culture is to find people from your home (e.g., Arab-American Association, Spanish American Association, etc.)
3. Explore the possibility of joining a church, temple, or mosque. The U.S is a land of many religions. (Buddhism, Hinduism, Christianity, Judaism, Islam, etc.)
4. Get involved with an interest group outside of school (e.g., music, theater, dance, sports – cycling, hiking, rock climbing, etc.)
5. Review the "Weekend" section of the Washington Post ([www.washingtonpost.com](http://www.washingtonpost.com)), the City Paper ([www.washingtoncitypaper.com](http://www.washingtoncitypaper.com)) for listings of activities, many of which are free.

Americans are highly mobile, moving from one job to another and from city to city. Therefore, you may find it difficult to become deeply involved with an American.

A few reminders when befriending an American

1. Americans are very protective of their privacy and their personal property.
2. It is wise to call before visiting; knock on closed doors before entering a room; avoid questions about a person's salary or age.
3. Use "please" and "thank you" in instances such as a compliment, appreciation of help or when someone pays for you.

## Family Life

**Household Tasks:** Some men do a large amount of housework. Often, depending on the schedules of both the husband and the wife, household chores are divided between them as well as any children they

may have. Furthermore, it is rare, but not unheard of that some American fathers may stay home and take care of the children while the mother works.

**Child Care:** Due to the busy schedules of most Americans, babysitters, Au Pairs, day care centers, and summer camps are popular ways to obtain supervision for one's child. If you need supervision for your children, be sure to research your options carefully.

**Elderly Care:** Nursing homes are a popular means of caring for the elderly. Some people prefer to hire individual caretakers/nurses to care for their elderly relatives. Other Americans take care of their elders at home.

## **Meals**

**Breakfast:** This is the first meal of the day and usually the smallest. Common foods served during breakfast are cereal, pancakes, bread, fruit, eggs, yogurt, ham, and bacon. Beverages may include juice, coffee, or tea.

**Lunch:** This is the second meal of the day. A typical lunch break for an American is one hour or less. Sometimes, Americans bring bag lunches to work, which may consist of frozen foods (which they heat up or "nuke" in a microwave), sandwiches, fruit, chips, or vegetables. For dessert, cookies, cakes, or chocolate is usually brought. Any non-alcoholic beverage is appropriate to drink. Consumption of alcohol, unless formally approved by your boss, is forbidden in all workplaces.

**Dinner:** This is the last meal of the day and usually informal and relaxed. All ages, sexes, and even pets may be eating in the same room at the same time. The wife, usually, but not always, prepares the meal. Dishes are passed around the table for people to serve themselves, or the food may already be served. Americans do not always eat at the dinner table. They may eat in the living room while watching TV or outside on the porch. When the meal is over, plates are taken into the kitchen. If you leave food on your plate, you may want to give an explanation, so you do not insult the cook. Finally, it is important to remember that slurping, burping, or any other noises while eating are impolite and connote lack of manners.

## **Religion**

Religion is generally a personal matter for most Americans. Most people in the U.S are Christians (86%). The Constitution and the Bill of Rights are based in part on Christian ethics. The constitution, however, dictates that the church and State remain separate. Jews, Muslims, Buddhists, and other non-Christian religions have substantial memberships in the United States. Furthermore, there are many Americans who do not believe in God.

## **Classroom Teachers**

A teacher's style of instruction will vary from one to the other. Participation in class is very important to LADO teachers, who include participation as a percentage in figuring out a student's final grade. Finally, some teachers may allow you to address them by their first name.

## **Classroom Etiquette**

At LADO, you are not allowed to sit with your feet up on the desk or chair, eat, drink, answer a cellular phone, listen to an iPod or music player or sleep in the classroom. At LADO International Institute, these show a lack of respect toward your teacher and your classmates.

## Plagiarism and Cheating

Plagiarism is the use of another's words or ideas in writing without acknowledgement of the source. In the US, this is not acceptable unless the source is clearly documented. Plagiarism is considered a serious offense and can result in the expulsion of a student from a school. In some cases, legal action may be taken. If you, or someone else you know, do not know how to properly document information, don't hesitate to ask for assistance from a teacher or administrative staff member.

Please see LADO policy on Academic Integrity for the consequences of plagiarism and cheating.

## Leisure Activities

Leisure time is often devoted to activities such as sports, exercise, or other hobbies.

## Alcohol and Smoking

When purchasing alcoholic beverages, you will need a driver's license or passport. You must be at least 21 years old to drink alcohol. Drinking outside the boundaries of your home, a restaurant, or bar is illegal. If you are found drinking on the street or at a park, you may be fined or arrested.

Places of business or leisure may have signs posted that will state that smoking is not allowed or designated to certain areas. Generally, smoking is not tolerated indoors. It is important that you are aware of these laws and abide by them, or you could be fined.

## Tips on adapting to a New Culture:

1. Keep a journal of thoughts and feelings about the similarities and differences of your culture with that of the United States. Feel free to discuss them with both Americans and individuals from your own country. You may be surprised at what you learn. Here are a few guidelines:
  - a. Describe this situation, what does it mean to you?
  - b. Try to find other similar instances of this situation and then think about how you may change your reaction to fit what is culturally accepted.
  - c. Test your new behavior and evaluate how it works.
  - d. Re-assess and decide how you can apply what you have learned the next time you find yourself in a similar situation.
2. Talk to a Lado teacher or a person from your own country that has lived here in the U.S for a while. All of these individuals are excellent resources.

*Remember: Don't be shy or afraid to ask questions: there are many other international students who have the same questions.*

What else can you do to make yourself at ease in your new home?

- a. Read a book or watch a movie in your own language.
- b. Make a traditional meal from your country.
- c. Keep in touch with your best friend back home.
- d. Keep a journal of the strangeness you are observing and imagine what your friends back home will think when you return home and tell your stories to them.
- e. Take a walk for some quiet reflection.

Remember that your nervousness isn't your fault. It results from being in an unfamiliar environment. Also, you don't have to renounce your own culture to experience another one, just adjust to what feels comfortable. The important thing is to be open-minded and patient.

## ATTENDANCE AND GRADING

In order to maintain its high academic standards, LADO has set a strict policy for student attendance, successful completion of a level, and student grades.

### Attendance

As regular attendance in class is a crucial part of the learning process, LADO encourages students to attend every class. Though students will not be suspended or removed from class for unsatisfactory attendance, **any student missing the following number of days cannot pass to the next level or receive Continuing Education Units for class completion:**



- In the 5-day Intensive Program, students may not miss more than 3 days of class per session.
- In the 2-day Intensive Program, students may not miss more than 1.5 days of class per session.
- In the Semi-Intensive Program, students may not miss more than 5 days of class per session.
- For Workshops, students may not miss more than 1 day per session.

### F-1 Students:

Because of immigration law, F-1 students may only miss class for illness or other medical conditions.

### Late-Entry Students:

If an exception has been made to allow a student to register and enter a class after the Last Day of Registration, the days the student has missed will be counted as absences. Students who miss the first classes of the programs, as outlined below, will not be allowed to attend class until the beginning of the next program session:

<b>5-day Intensive Program</b>	miss the first 3 days of class
<b>2-day Intensive Program</b>	miss the first 1.5 days of class
<b>Semi-Intensive Program</b>	miss the first 5 days of class
<b>Workshop Program</b>	miss the first day of class

The TEFL Certificate Program does not allow any trainee to register after the first day of the session.

### Medical Absences:

A student who is absent for medical reasons may be allowed to pass to the next level if:

- All of the student's absences are due to a medical reason
- He/she provides a note from his/her doctor on the day of his/her return to class\*
- He/she has missed no more than 3 days in the Intensive Program, 1.5 days in the 2-day Intensive, 5 days in the Semi-Intensive Program;
- He/she takes all quizzes and exams and achieves the minimum scores required to pass to the next level.

\*The medical note from the doctor must be attached to the Student Evaluation Report for that session and kept in the student's file.

The TEFL Certificate Program will allow a trainee who is absent for medical reasons to pass the class provided:

- He/She was absent due to legitimate medical reasons
- If he/she missed more than 3 days of class, he/she makes up the classes missed during the next session or comes to an agreement with the teacher trainers about how to make up the missed work/assignments
- He/She provides medical documentation, if requested, to the TEFL program. F-1 students must provide a doctor's note

**Tardiness:**

LADO defines "Late" as entering an assigned class after the bell has rung or after the scheduled start of class, leaving class before the class period ends, or returning after the end of a scheduled break.

**Late:** A student will be marked "Late" if he or she arrives up to 15 minutes after the scheduled start of class; or leaves more than 15 minutes before the end of the period; or returns from a scheduled break late. 3 tardies = 1 absence. Example: If class starts at 9am and a student arrives at 9:05, the student is late.

**One-Half Absence:** A student will be marked for one half absence if she or he arrives more than 15 minutes after the class starts; leaves more than 15 minutes before the end of the period; or is absent from class for more than 15 minutes at any one time. Example: If class starts at 9am and a student arrives at 9:16am, this is an absence.

**Full absence:** A student will be marked absent for the entire class period if he or she has two "1/2 absences or one day's full absence.

Exceptions to policy, made for students passing on to the next level in spite of attendance issues, are at the discretion of the Center Director and must be noted as an exception in the student's file at the end of each session at each center. (i.e. poor attendance but good grades). An Exception to Policy, in the case of attendance may be made as long as the student in question is required to make up any hours missed beyond the 3 days acceptable absence. A note of this exception must be placed in the student's file. All students are expected to respect the scheduled class hours.

- In the Intensive and Semi-Intensive Programs, one absence will be recorded each time a student is tardy three times.
- In the TEFL Certificate Program, if a trainee is 15 minutes late, he or she will be marked "Late". Two times "Late" equals a half period absent, and 4 times "Late" represents an entire period absent. If a trainee is marked one-half hour late, he or she will be marked for one-half attendance. If a trainee is an hour late, he or she will be marked absent for the entire period.

**Automatic Drop-outs:**

Any student who, without giving proper notice, misses the following number of days per program will be automatically dropped from the course and will not pass to the next level. The student's payment record will be reviewed, and an automatic refund issued, as applicable:

- 4 consecutive days of a 2-day Intensive course
- 9 consecutive days of an Intensive course
- 14 consecutive days of a Semi-Intensive course

Any TEFL trainee who without giving proper notice misses the following number of days per program, will be automatically dropped from the course. A refund will be issued, pro-rated to reflect the number of classes the trainee attended.

- 12 consecutive days of an Intensive course
- 16 consecutive days of a Semi-Intensive course



## Grading and Course Completion

All student grades are recorded as percentage grades that correlate to letter grades in Axes.

**Successful completion:** The following criteria determine successful completion of a course:

- Adequate attendance (See 1.1, above);
- Satisfactory completion of homework assignments;
- At least a 70% score average as determined by the formula listed below:

### **ESL/EFL Programs: Levels 1 – 6**

### **Intensive & Semi-Intensive Programs**

Class participation:	10%
Homework	10%
Written mid-term or quiz:	20%
Listening and Speaking Final exam:	30%
Reading and Writing Final Exam:	30%

### **ESL/EFL Programs Advanced Levels**

### **Intensive & Semi-Intensive Programs**

Class Participation	10%
Homework	10%
Midterm and Final Tests	54%
Listening/Speaking or Reading/Writing Projects	24%

### **Upper Level Electives**

### **All Programs**

Class Participation	10%
Homework	10%
Midsession Assessment	40%
End of Session Assessment	40%

**Note:** Class participation is observed throughout the session. Homework is done from textbooks or online.

**Re-scheduling Exams:**

Students are expected to report to midterms, and final exams as scheduled. If a student cannot take exams on the scheduled date, he/she must pay \$50 in order to take it on another date, subject to prior agreement of the teacher and the Center Director. (This fee may be waived at the discretion of the Center Director if the student provides a valid reason for rescheduling). A student may take the final exams early with the permission of the teacher, provided the student's absence on exam days does not exceed the maximum number of days he/she is allowed to miss and still pass the course.

Rescheduled tests must be taken outside of the regular class schedule if the student is enrolled in that session. Students may not take rescheduled exams during their class time. (Policy 7.8 - Standard Course Sequence)

**Passing Grades:**

Students cannot pass to the next level without obtaining a minimum score of 70%. Students are expected to check their individual progress through the online student portal (Axess).

## ACADEMIC INTEGRITY AND STUDENT CONDUCT

Maintaining the highest level of academic integrity is the concern of every student and teacher at LADO. Academic dishonesty is unacceptable in all its forms. Academic dishonesty includes, but is not limited to the following:

- ❑ Cheating on examinations; copying another student's work or allowing your work to be copied; using unauthorized notes during an exam.
- ❑ Plagiarism: presenting the work of another as your own on a paper, exam, or other assignment. Explicit acknowledgment (meaning footnotes or endnotes) must be given for the use of another person's ideas or language.

The classroom instructor determines whether an act of academic dishonesty or misconduct has occurred. The penalty for academic dishonesty is a zero grade on the assignment, paper, or exam. Repeated or serious misconduct must be reported to the Center Director/Dean, who may impose additional sanctions, including failure of the course or dismissal from the school.

LADO's policy on student conduct is based on the standards of good behavior in the community and society at large. Offensive actions and the use of inappropriate language toward teachers or other students is considered unacceptable behavior. Although LADO has no special dress code for students, attire that would be unacceptable in public is also grounds for correction at the Director/Program Coordinator's discretion.

If a student's behavior is deemed unacceptable, the student will be warned or, if violation of general and/or legal standards of behavior is sufficiently severe, the student may be dismissed at once and his/her actions reported to the proper authorities. Readmission is possible upon evidence that the behavior has been corrected and will not recur in the judgment of the director and the parties involved. Student dismissal for possession, distribution, or use of illegal drugs is final and not open to readmission.



## F-1 STUDENT POLICIES

**Notes:** For the purpose of this policy, the expressions “student” and “F-1 student” are used interchangeably; IP=Intensive Program; MIP=Morning Intensive Program; EIP=Evening Intensive Program.

### Reporting Requirements

F-1 Students must report to LADO as soon as they arrive in the U.S. and must start taking classes on the program start date stated on their I-20 Form. Students who fail to report to LADO or fail to enroll and start attending classes by the end of registration, will lose their status unless their absence can be excused for medical reasons.

### Application Requirements

All F-1 students must:

- Complete and submit the LADO Application/Enrollment Agreement (AEA) online
- Provide financial information as stated in LADO’s *F-1 Application Requirements* and *F-1 Change of Status Application Requirements* handouts.



### Maintaining Student Status

Students must comply with school policies and procedures, as well as immigration regulations, in order to maintain their status. LADO may take action by sending the students’ unpaid accounts to a collection agency.

### Passports

Students must ensure that their passports are valid at all times while studying at LADO.

### On-Campus Employment

F-1 students must be in good academic, financial, and immigration standing to be eligible for work on campus. F-1 students working at LADO who fail to meet their financial obligations with LADO or otherwise fail to keep their F-1 status must be terminated by their immediate supervisor as of the date of their loss of status.

### Off-Campus Employment

Off-campus employment is only available to LADO students upon receipt of a USCIS EAD and an approval Notice of Action to their application for off-campus employment under Severe Economic Hardship. Documented off-campus work without a work authorization is cause for immediate loss of status for F-1 students. LADO students are not eligible for Optional Practical Training (OPT) or Curricular Practical Training (CPT).

### F-1 Student Responsibilities

LADO makes a good faith effort to keep its students informed of F-1 regulations and any changes to them as they happen by posting these changes on its website, school bulletin boards, and conducting F-1

student orientation sessions regularly for its intensive English programs. However, students are ultimately responsible for maintaining their F-1 status.

### **Absences**

Students may only be absent from class due to illness. As a general rule, the DSO will require a doctor's note from any student missing one or more classes; however, the DSO has the discretion to determine if a student in a particular circumstance does not need to submit a doctor's note to LADO. In these cases, the DSO must document the reason why the student's obligation to submit a doctor's note was waived.

Admissions officers will check attendance weekly and follow the procedure below when F-1 students have more than one unexcused absence:

1. Students will get an email as soon as they have missed 2 classes.
2. Student will receive a warning letter;
  - If student continues to miss class:
3. Student will be put on attendance probation during the following session.
4. If student continues to miss class during the attendance probation period, student will be terminated.

### **Satisfactory Academic Progress**

Students must continue to make satisfactory academic progress while studying at LADO. An F-1 student who fails a course and must repeat due to poor academic performance may be given an individual learning plan with recommendations for practice in areas that need improvement. If the student fails to pass the same class a second time, the student has the right to repeat the course. Students are expected to check their individual progress through the online student portal (Axess).

### **Vacation While in the United States**

F-1 students enrolled in an ESL Program must complete at least 26 weeks of study prior to being eligible for an extended break or vacation.

F-1 students must also be eligible and intend to register for study in the term following the annual vacation.

The duration of the annual vacation is equivalent to the duration of one term. During an annual vacation, students do not need to take classes in order to maintain their non-immigrant status.

An annual vacation may be requested and approved by the center's DSO. Students taking unauthorized vacation will lose their F-1 status with LADO.

Students planning to travel outside the U.S. during their annual vacation must submit a copy of their airplane ticket and have their I-20 signed by a DSO.

### **Leaving the United States**

Students may have an absence from the United States for no longer than 5 months as determined by SEVP, and they must provide a flight itinerary which demonstrates their exit from the United States. Students who leave the United States and have the intention of returning must provide documentation

of a return ticket or indication of a specific start date (F-1 student request form, email, etc.) within 5 months. If students remain abroad for more than 5 months, their SEVIS record will remain Terminated and the DSO will update the reason of termination in SEVIS from Authorized Early withdrawal to Absent from country for 5 months. All documentation indicating the students' return must be kept in the student file.

### **Medical Leave**

F-1 students may take a medical leave of absence when a medical condition documented by a physician is present. The DSO, upon review of the medical documentation provided by the doctor's office or hospital, will decide whether the student is eligible for a reduction in the course load from 20 to 10 hours a week in the Semi-Intensive Program or a medical leave of absence. A medical leave of absence may not exceed twelve calendar months.

### **Course Load Reduction**

F-1 students may only reduce their course load under medical conditions referred to in the Medical Leave section above. Under no circumstances may students under a reduced course load study for fewer than 10 clock hours per week. F-1 students may not reduce their course load due to academic reasons.

### **Student Transfers**

**Transfers within LADO:** Students who transfer from an Intensive Program at one LADO school to an Intensive Program at another LADO school must follow SEVIS procedures.

F-1 students transferring from the MIP to the EIP or vice versa must enroll in the next available session for the program the student is transferring into.

**Transferring to LADO from another School:** Students must present a transfer-in form (provided by LADO), signed by the DSO of their former school, confirming that the student acted in accordance with SEVP regulations at the former school. Students who are transferring from other schools must submit a copy of their passport, I-94 form, I-20 forms and financial support documents; copies of these will be placed in their files. Transfer-in students must pay the \$100.00 non-refundable registration fee for their application to be processed by LADO.

**Note:** Students transferring from another school who are out of status must apply for reinstatement to F-1 status concurrently with their application for studies at LADO.

**Transfers from LADO to Other Schools:** Students may transfer to another school at any given time. Students must comply with immigration regulations and school policy in order to transfer out of LADO in good standing (see Maintaining Student Status above).

**Transfer-out Procedure:** Students are strongly encouraged to make transfer plans at least 90 days in advance of their last day at LADO. Students must communicate their intention to transfer out of LADO to a LADO administrative staff member on or before their last day of class at LADO. Students who have not completed the LADO ESL program (level 10 or upper) and fail to reenroll in the next available session at LADO or fail to communicate their intention to transfer in a timely manner will be put out of status by the DSO within 24 hours from the end of the registration period for the session the student failed to reenroll for. Students who complete the LADO ESL program are eligible for a 60-day grace period.

Whenever an F-1 student is transferring out of LADO, the student's start date at the new school must not exceed 5 months. The student must start classes at the new school within 5 months or the next available session, whichever is sooner, from the student's last day at LADO. In other words, students must continue to study at LADO until 5 months or less from their start date at the new school to keep their F-1 status. Students who bring LADO an acceptance letter after the grace period has passed will require to

apply for a reinstatement with the new school or seek reentry to the US with a new I-20 Form from the new school as their SEVIS records will have been in completed status.

**Length of Program and Program Extensions:** LADO Designated School Officials will issue an I-20 form to qualified candidates for a period of eighteen (18) months maximum, although an I-20 can be issued for a shorter period of time if necessary (for example, to reflect student funds or scholarship). Based on determination of academic need, an I-20 may be extended in six-month increments a maximum of two (2) times. No F-1 student will be permitted to study at LADO for a period of greater than thirty (30) months total.

## **Communications**

**F-1 Student Orientation:** The P/DSO in charge of the MIP, AIP or EIP must conduct F-1 student orientation once per session. The P/DSO conducting F-1 student orientation must record the F-1 student orientation's date, program, program start and end dates, the topics covered during the orientation session, and the name of the employee conducting orientation on the form provided. The P/DSO must take student attendance and file the attendance sheet in the Orientation Binder for the MIP, AIP or EIP as appropriate. The attendance sheet must include the orientation session date and the names and signatures of the students who attended the event. The F-1 Student Orientation Packet must include a copy of this policy. New F-1 students must receive notice at registration of the requirement to attend a mandatory F-1 Student Orientation session. New F-1 students who fail to attend student orientation during their first session at LADO must be notified in writing of this requirement by LADO and attend the next student orientation session.

**Visa Requirements:** LADO does not require a student visa for casual or incidental study in its ESL/EFL programs. However, if the student's primary purpose for being in the U.S. is language study, the student must apply for a student visa prior to enrolling at LADO International Institute.

LADO does not require proof of identity for enrollment in any of its programs, with the exception of student visa holders and applicants. F-1 students must enroll and study in LADO's MIP, AIP or EIP at all times, except in case of illness for current students as stated in the Medical Leave section above.

## **LADO SERVICES**

### **Student ID**

LADO provides student IDs. For more information, ask the Admission Officers at your center.

### **Students with Disabilities**

LADO does not discriminate or deny access to an otherwise qualified disabled student on the basis of disability.

### **Graduation Certificates**

LADO will issue a certificate upon request at the end of the student's last course at LADO. Certificates are specific to each program and indicate the length and class(es) of the session(s) taken.



## LADO GRADUATION

### Are you leaving LADO? If yes.....

1. See the admission officers for the exit meeting.
2. Fill out the pre-departure questionnaire.



### Do you need an official Transcript? If yes.....

1. See the admission officers at the front desk for the exit meeting.
2. Fill out the pre-departure questionnaire.
3. Fill out the student request form.

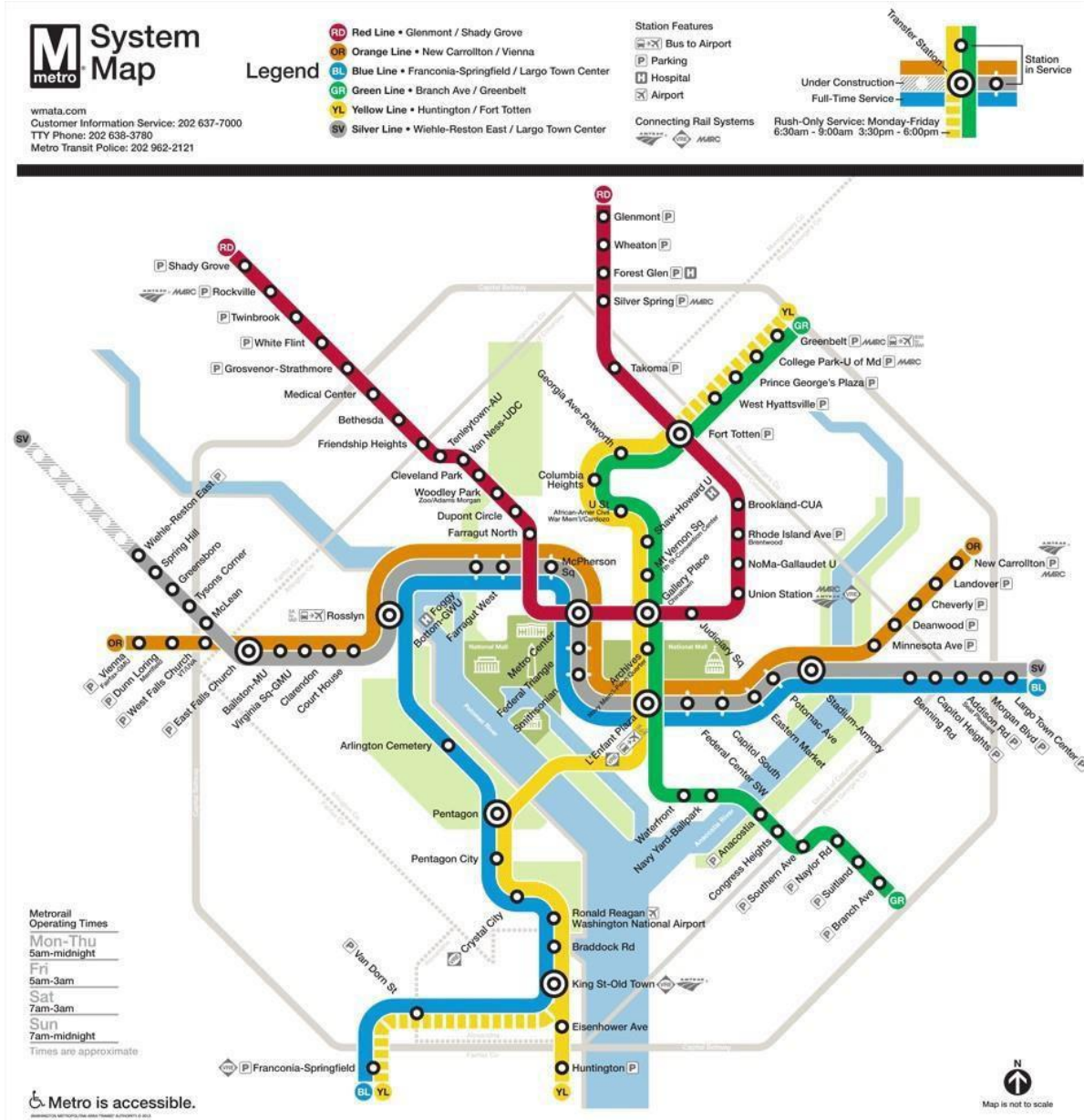
### Do you need an official LADO Certificate? If yes.....

1. See the admission officers at the front desk for the exit meeting.
2. Fill out the pre-departure questionnaire.
3. Fill out the student request form.

*This procedure **must** be followed for the students to receive their academic documents.*

# Useful Information

## Metro Map



## Free Health Care Clinics in the DC Area

### Mary Center

2333 Ontario Road NW  
Washington DC 20009  
(202) 483-8196

508 Kennedy Street NW  
Washington DC 20011  
(202) 545-6600

### Unity Health Care Inc.

#### **Upper Cardozo Center**

3020 14<sup>th</sup> Street NW  
Washington DC 20018  
(202) 745-4300

#### **Friendship Place**

4713 Wisconsin Avenue NW  
Washington DC 20016  
(202) 364-1419

#### **Brentwood Square Center**

1201 Brentwood Road NE  
Washington DC 20018  
(202) 832-8818

#### **Walker-Jones Center**

40 Patterson Street NE  
Washington DC 20002  
(202) 354-1120

#### **Columbia Road Health Services, Inc.**

1660 Columbia Road NW  
Washington DC 20009  
(202) 328-3717

#### **Community of Hope**

1414 Girard Street NW  
Washington DC 20009  
(202) 232-7356

#### **La Clínica del Pueblo**

2831 15<sup>th</sup> Street NW Way  
Washington DC 20009  
(202) 448-2810

#### **Community Clinic**

15850 Crabbs Branch Way  
Rockville MD 20855  
(301) 340-7525

#### **Arlington Free Clinic**

2921 11<sup>th</sup> Street South  
Arlington VA 22204  
(703) 979-1425

## International Student Insurance

LADO has worked with InternationalStudentInsurance.com to provide students with access to comprehensive, yet affordable international health insurance. Health insurance is highly recommended. InternationalStudentInsurance.com has hand-selected two plans that are comprehensive for international students in the USA:

### **Atlas America**

The Atlas America plan provides you with international health and travel insurance benefits from 5 days with renewability up to 1 year. It also includes:

- Flexible Coverage (from \$50,000 to \$1,000,000 in coverage)
- Deductible Options (\$0 to \$2,500)
- Hospitalization services
- Doctor's Visits
- Prescription medication
- Emergency medical evacuation and repatriation

When choosing, we recommend choosing low deductibles (\$0, \$100, \$250) and \$50,000 to \$100,000 worth of coverage. For \$50,000 worth of coverage and a \$100 deductible, it would cost **\$46.20 per month** (ages 18 to 29), and for \$100,000 worth of coverage and a \$100 deductible, it would **cost \$56.10 per month** (ages 18 to 29). For further information about this plan including full policy benefits and online quoting and applications service please see:

**<http://www.internationalstudentinsurance.com/travel-medical-insurance/>**

### **Student Secure Essential**

The Student Secure is a dedicated "student-only" health insurance plan designed specifically for students. It provides coverage options such as:

- Fixed Policy Maximum of \$250,000
- \$100 Deductible per injury/illness (reduced to \$50 at the Student Health Center)
- Hospitalization Services
- Doctor's Visits
- Mental Health Coverage
- Maternity
- Medical Evacuation and Repatriation

For ages 19 to 23, the **budget level costs \$43 per month** and the **select level costs \$80 per month**. For ages 24 to 30, the budget level **costs \$82 per month and the select level costs \$95 per month**. To view full coverage benefits, quote or apply online please follow: **<http://www.internationalstudentinsurance.com/student-health-insurance/essential/>**

## ISO Student Health Insurance

ISO offers reasonable prices. Large group of insured students helps secure better benefits and lower rates. It is a reasonable option because:

- Offers competitive rates with benefits
- Multilingual customer service
- Fast & Easy online enrollment
- Access to one of the largest network providers (PPO)
- Large group numbers keep costs low

Maximum Lifetime Medical Maximum Benefit

	Monthly rate	Annual max	Per event	Evacuation	Repatriation	Deductible
 <a href="#">COMPASS Gold</a>	<b>\$41</b>	\$600,000	\$250,000	\$120,000	\$60,000	\$40
 <a href="#">COMPASS Silver</a>	<b>\$31</b>	\$400,000	\$150,000	\$60,000	\$50,000	\$45
 <a href="#">ISO Med 1</a>	<b>\$45</b>	\$1,000,000	\$250,000	\$100,000	\$50,000	\$25
 <a href="#">ISO Med 2</a>	<b>\$39</b>	\$200,000	\$100,000	\$50,000	\$25,000	\$45
 <a href="#">Shield 3000</a>	<b>\$75</b>	\$3,000,000	N/A	\$100,000	\$50,000	NA
 <a href="#">Shield 500</a>	<b>\$53</b>	\$500,000	N/A	\$100,000	\$50,000	NA

## The Harbor Group

This plan is designed especially for International Students (F-1 visa) in the United States. In order to be eligible for the plan, you must have a current F-1, J-1 or M-1 visa, and be engaged in full-time educational activities in the U.S. For further details, refer to the "Eligibility" section of the Brochure. The plan includes:

- \$250,000 Medical Expense Benefit for students
- The **standard deductible is reduced to \$50.00** for the insured Student if initial medical treatment or referral is provided by the college or university's Student Health Center.
- Medical Evacuation and Repatriation Benefits. This plan includes a \$50,000 Medical Evacuation benefit and a separate \$50,000 benefit for Repatriation of Mortal Remains.
- \$10,000 AD&D Benefit. This plan includes a separate \$10,000 benefit for Accidental Death and Dismemberment.