



**Miami International  
Language Academy**

**MIAMI INTERNATIONAL LANGUAGE ACADEMY**

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**ORLANDO INTERNATIONAL STUDENT HANDBOOK  
2019/2020 SCHOOL YEAR**

**MILA ORLANDO - Miami International Language Academy  
7011 Grand National Dr. Suite 104  
Orlando – FL - 32189**

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*The main purpose of this handbook is to inform students of MILA ORLANDO's policies, rules, and regulations which affect participation in all areas of school life.*

*...wishing you success as you prepare to study and communicate in English!*

## **MISSION**

*MILA ORLANDO facilitates the growth of students with a quality and tailored language program to best fit individual needs in an effort to empower students with confidence and success in the world.*

## **GOAL**

*MILA ORLANDO's goal is to provide a nourishing environment which encourages questioning, critical reflection, personal achievement, and fluency in the English language.*

## **METHODOLOGY**

MILA ORLANDO's teaching methodology fosters communication and English fluency through emphasizing real-life situations at all instructional levels based on research about the communicative approach of teaching. The textbooks used in the classroom are current. They address the four skills of reading, writing, listening comprehension, and oral expression in a practical and original way, encouraging and stimulating dialogue in the classroom through daily topic. There is an additional focus on pronunciation and vocabulary. In summary, MILA ORLANDO's methodology is based on emphasizing oral communication and the communicative approach.

Students will approach all the skills through context and build meaning together as a class, grammar especially will be taught through a context-based approach and activate background knowledge. MILA ORLANDO's teaching methodology utilizes multimedia tools and interactive resources and creates a friendly and accepting environment in order to make students feel comfortable and confident enough to take risks expressing themselves in the target language.

MILA ORLANDO's differential is the fact that the students will be thoroughly involved in the American context, facilitating their practice of the language and thus their learning process. MILA ORLANDO'S courses offer practical classes where what is learned in the classroom is applied to a real-life context that goes beyond class activities. This approach breaks down traditional learning barriers and gives each student confidence to communicate in a new language.

# ACADEMIC PROGRAM SCHOOL CALENDAR 2019 - 2020

## PLEASE REFER TO THE LAST PAGE FOR THE UPDATED YEAR 2020

### 2019

January						
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November						
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December						
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Holidays and Observances					
01/01/19	New Year's Day	05/27/19	Memorial Day	11/11/19	Veterans Day
01/01/21	Martin Luther King Jr. Day	07/04/19	Independence Day	11/28/19	Thanksgiving Day
02/18/19	Presidents' Day	09/02/19	Labor Day	12/25/19	Christmas Day
		11/14/19	Columbus Day		

## COURSES

The program consists of six levels of instruction. Our intensive courses meet Monday through Thursday for 4.5 hours and sessions last for 16 weeks. Our standard courses meet 6 hours per week and sessions last for 24 weeks. We utilize the American English File, Second Edition books. Please see a description of our courses below.

### MILA ORLANDO Achievement Scale

LEVEL	CEFR Correlation	Description	Learning Outcomes
<b>Basic</b>	<b>A1</b>	The basic level is for students who have had little or no prior school experience in English language acquisition. Students will develop a basic level of English vocabulary, pronunciation strategies, and grammatical structure in order to communicate successfully. Students will develop literary and analytical skills which will prepare them to be successful in higher-level courses.	At the end of this course students will be able to: use a limited range of words and phrases like personal ID questions Comprehend basic expressed needs with simple words or phrases understand simplified spoken English in short dialogues, simple conversations, interviews, and songs have limited social conversations show comprehension in reading tasks well as apply basic reading strategies. produce simple written sentences write basic sentences and questions, emails, and short paragraphs identify and use correctly a variety of targeted basic grammatical structures. use correct spelling and capitalization and basic vocabulary
<b>Pre - Intermediate</b>	<b>A2</b>	This level is geared to students who have had basic contact with English and who have some experience in spoken English. Students expand their knowledge of high-frequency words and phrases in order to communicate using routine statements. Students develop new structures in grammar, along with literary and analytical skills. Students continue to develop	At the end of this course students will be able to: Listen for main ideas and details Identify new vocabulary from context in reading and listening have conversations in formal and informal settings construct meaning from print material like reading apply reading strategies produce simple sentences in paragraph format on familiar topics

		pronunciation strategies and listening skills to reinforce their ability to communicate successfully.	identify and use correctly a variety of targeted basic and more complex grammatical structures. correct spelling and capitalization and identify and use correctly vocabulary
<b>Intermediate</b>	<b>A2+/B1-</b>	At this level students' fluency is emergent and the focus is on preparing students to communicate using formal and informal language in a variety of situations. Students begin strengthening their strategic approach to learning and expand their knowledge and use of vocabulary, pronunciation strategies, and grammatical structures to strengthen their ability to communicate successfully.	At the end of this course students will be able to: Students can comprehend simplified informal and formal spoken and apply basic listening strategies. Students can describe basic needs in simple statements and questions in present, past, or future tenses, and use limited vocabulary. Students can construct meaning from print materials and apply basic reading strategies. Students can produce simple, well-organized paragraphs with sentences and some supporting detail forming the basic essay structure. Students will be able to identify and use correctly a variety of increasingly complex grammatical structures. Students can use correct spelling, vocabulary, and capitalization
<b>Pre Advanced</b>	<b>B1</b>	Students acquire the skills to be able to sustain conversations and instructions and communicate in a variety of typical situations. Students continue their progressive study of grammatical structures, and begin using higher level approaches to reading and listening. Students begin fine-tuning their writing skills, and develop further skills in vocabulary expansion, in addition to furthering their speaking and pronunciation abilities and broaden their grammatical structures.	At the end of this course students will be able to: Interpret conversation and listen to formal and informal texts Apply listening strategies Students can engage in conversations beyond survival needs ask and answer questions give their opinion on a topic give two-minute talks construct meaning from print materials make predictions about texts, summarize texts identify main ideas and details can produce write essays, blog posts, articles, and biographies on personal topics Use with correct spelling, punctuation, and structured grammar in their writing Students will be able to identify and use correctly a variety of targeted complex grammatical structures. can use vocabulary, phrasal verbs, and phrases and can collocate verbs

<b>Advanced</b>	<b>B2</b>	<p>At this level the focus is on developing English vocabulary, pronunciation skills, and grammatical structures in order to increase a student's ability to communicate effectively in a multi-faceted society. Students develop literary and analytical skills along with communication skills useful in workplace, life, and academic situations.</p>	<p>At the end of this course students will be able to:</p> <ul style="list-style-type: none"> <li>Interpret essential points of discussions or speeches</li> <li>Students can give short presentations, speeches, conversations</li> <li>apply learning strategies like previewing, making predictions, summarizing content to their reading study</li> <li>convey meaning through paragraphs, informal emails, blog posts, short stories, articles, and reports</li> <li>plan and edit written texts for organization, punctuation and capitalization, grammar and vocabulary</li> <li>can use correctly vocabulary, phrases, idioms, and collocations and word build</li> </ul>
<b>Proficient</b>	<b>C1</b>	<p>There is a strong focus on lexis both in expanding knowledge of phrases, idioms, and collocation (using two or more words put together in natural English, along with developing advanced awareness of formal and informal language. Students practice writing in a variety of genres, reading informal and formal texts, and listening to academic and practical texts. Students communicate by engaging in stimulating and meaningful topics.</p>	<p>At the end of this course students will be able to:</p> <ul style="list-style-type: none"> <li>Interpret a speech in formal and informal settings, from a variety of sources including employment and/or academic assignments</li> <li>Deliver a highly developed speech both in content and delivery</li> <li>engaging in meaningful conversation</li> <li>Can infer meaning by analyzing a variety of reading passages</li> <li>or interpreting the main ideas and details and apply reading strategies</li> <li>compose a text with correct paragraph development, organization, grammar structures, vocabulary and proficient mechanics</li> <li>identify and use correctly a variety of complex grammatical structures.</li> <li>identify and use correctly vocabulary, phrases, idioms, and collocations on a variety of themes</li> </ul>

## ACADEMIC PROGRAM POLICIES AND PROCEDURES

### ADMISSION POLICY

Students must be 16 years of age or older. At the time initial payment is made and the enrollment agreement, which students are expected to adhere to is signed, students take a placement test. The test determines the student's English Foreign Language (EFL) level, which is entered on the enrollment agreement. Students must score one of the instructional levels available and offered at the school in order to enroll.

Students also sign a release form, an admission terms and conditions agreement, and an acknowledgement form verifying receipt and understanding of the International Student Handbook. Students who enroll after the start of a class are entitled to receive up to four hours of tutoring without charge to provide an opportunity to make-up missed instructional time.

International Students must follow the rules of the F1 Student Visa.

### PLACEMENT TEST POLICY

Prior to enrollment students are required to take a comprehensive placement test. The test progresses from simple to more complex questions. The test score determines the placement level in the program. Students must score on one of the instructional levels available and offered by the school in order to enroll with MILA ORLANDO

The placement process includes an assessment of grammar, listening, reading, writing and speaking. These are assessed with two different tests: a combination of publisher-made and in-house-developed assessments.

The grammar and listening portion are assessed with the Online Oxford Placement Test. The results are scored into different bands which are then correlated with the CEFR as well as our Oxford Published books and their levels.

The Part 2 of the placement test includes a reading, a writing, as well as a speaking portion. This is a paper-based placement test entitled Placement Test and includes a final page where all the scores are aggregated. Below, is a space for the Academic Supervisor to write the rationale for the final placement of the student.

The Academic Supervisor reviews all student placement tests and signs each document placing the student on the correct level. The Academic Supervisor uses the answer key and scoring guide for the paper-based placement test entitled MILA ORLANDO Placement Test Answer Key and Grading Scale is used by the Academic Supervisor when scoring the paper-based portion of the test.

**Appeals Procedures** - Students who feel that they have been misplaced and/or their current program of study is not in line with their academic objectives may appeal to PDSO or Academic Supervisor. In these cases, the PDSO and/or Academic Supervisor will speak with the instructor and student individually and make a decision as to the best course of action for the student. Placement tests are non-refundable.

The terms of reliability and validity are in the reliability and validity of the OOPT test.

Please see MILA ORLANDO Level and Book Correlations with the CEFR below.

CEFR	AEF Book	MILA ORLANDO Level
A1	Starter	Basic
A2	Level 1	Pre-Intermediate
A2+/B1-	Level 2	Intermediate
B1	Level 3	Pre-Advanced
B2	Level 4	Advanced

### Grading rationale

The Oxford Online Placement Test (OOPT) is MILA ORLANDO's main placement indicator for students. However, as the assessment only tests grammar and listening, MILA ORLANDO supplemented the OOPT with a writing test and an oral speaking test. MILA ORLANDO uses these extras tests to confirm that the OOPT placement is the correct placement for the student. There may be cases where the written and speaking portion of the assessment indicates the student should be placed higher or lower so this will help to ensure accuracy and holistic assessment which finds the best placement for each student at our institution. It is given to the student the opportunity to take the test again if the student feels they have been placed incorrectly, or they may use a teacher recommendation to move to a higher or lower level. This teacher recommendation must be approved by the Academic Supervisor and the teacher must use the official MILA ORLANDO teacher recommendation form.

### GRADING POLICY

Grading reflects a composite of the following factors: listening, reading, speaking, vocabulary, pronunciation and writing as determined by the end of course level test. The student must pass the end of level test with 70% - 100 % in order to advance to the next level.

The Individual Student Report (ISR) compiles all grades from quizzes, the progress test and the end of level test in order to periodically measure and monitor the student leaning objectives and learning outcomes.

In the case that someone fails the end of level test by a few points, or in the case that a student passes all the previous quizzes and the progress test but does not do well on the end of level test, the Academic Supervisor will analyze the data available and make the final decision on the case.

#### Grading Scale:

- 4. Passed Outstanding Progress.....90% - 100%
- 3. Passed Good Progress.....80% - 89%
- 2. Passed Satisfactory.....70% - 79%
- 1. Not satisfactory- did not pass .....below 70%

The grading process includes information on an Individual Student Report (ISR) which documents student quizzes, progress test, and learning outcomes which are aligned with the goals and objectives. This report is completed after every quiz. The teacher will meet with each student to review student progress and achievement of learning outcomes after the first quiz, the progress test and the end of level test. Students also receive feedback from the teacher on their strengths, areas for development, and recommendations.

Students can receive a copy of the ISR to keep upon request. The final grade for the course is determined only by the end of level test.

Effort and other student behaviors can affect academic progress. Adherence to the Student Code of Conduct including regular attendance will positively impact academic progress. Students will be informed and counseled by the teacher at any time they fail to make normal and satisfactory progress. They can also be counseled by the academic supervisor. Options to improve academic achievement including up to four hours' free catch-up instruction and make-up-work will be discussed.

## **ACADEMIC PROGRESS POLICY**

### **Satisfactory Progress**

A *passing grade* of 70% on the end of level test is required of any student in order to progress to the next level of their English studies. Students will be given a grade on their weekly quizzes, progress test and end of level test. In the case that a student does not pass the end of level test but does pass all of the quizzes and progress tests with 70%, the student will be allowed to move to the next level with an official recommendation from their teacher. This case is only possible if the student passed the quizzes and progress test at the time they were given. Students may not make up missed or failed quizzes/tests in lieu of passing the end of level test.

### **Unsatisfactory Progress**

#### *First Fail*

Students who fail to pass their level by the requirements above will be required to take the course level again. At the midway point of the course, the progress test, the Academic Supervisor will schedule a meeting with the student to revise their quiz and progress test scores. If the student is not making satisfactory progress (i.e. 70% or above on all quizzes and tests) they will be assigned a progress plan by the Academic Supervisor which will include mandatory tutoring and exercises as supervised by the Academic Supervisor.

#### *Second Fail*

If a student fails a level for the second time they will be put on Academic Warning. The student will be required to take the level again and, the Academic Supervisor will issue a more rigorous progress plan the student will than need to complete the progress plan the entire second level.

#### *Third Fail*

If a student fails a third time, they will be asked to leave the program at MILA ORLANDO. If they are studying at MILA ORLANDO on a US Visa, they will need to refer to the US Department of Immigration for the consequences of not studying while being on a student visa.

## **POLICY ON COMPLETION OF PROGRAM**

All students on F-1 visas are required to inform the P/DSO of their intention to complete their studies by the last day of their final period of study. After a student completes his/her studies at MILA ORLANDO, his/her I-20 will be "shortened" by MILA ORLANDO's administration.

This means that U.S. Immigration will be made aware that the student is no longer studying and is expected to leave the country. If you plan to remain in the U.S. to study at another institution, or for any other reason, "shortening" may cause legal problems.

To make sure that we process your file correctly, please complete the form, Release to Complete Student I-20, and return it to MILA ORLANDO's administration on or before your last day of attendance.

If you fail to return this notice before your last day of class, it will be considered permission to shorten your I-20.

## **POLICY AND PROCEDURE ON TRANSFER**

If students plan to transfer to another school, they must provide the P/DSO with a transfer form and an acceptance letter from the new school. When students complete their studies at MILA ORLANDO, they have 60 days from the date of completion to leave the U.S.

## **POLICY AND PROCEDURES FOR MAKING UP MISSED TESTS OR QUIZZES**

At Miami International Language Academy, we take our studies seriously. We believe it is important that students stay on track in their progress in our program and this means that students are present in class not only for classes but also for their tests and quizzes. Please review our policy on missed tests or quizzes below.

**Making Pre-Arrangements:** If you know you are going to miss a test or quiz notify your teacher to make pre-arrangements to make it up. The teacher must approve it with the Academic Supervisor, Administrative Assistant, or General Manager.

**Missed Quiz:** If you missed a quiz you have one week to make it up and you must make an appointment with the Academic Supervisor, Administrative Assistant, or General Manager to do so. Quizzes may not be made up during class hours.

**Missed End of Level Test or Progress Test:** If you missed an end of level test or a progress test you must make it up during the same week. Your teacher will arrange it with the Academic Supervisor at least 24 hours in advance. The Academic Advisor must sign a document approving the exam make up. End of Level tests and Progress tests may not be made up during class hours.

**Reasons:** Important, if you miss a test without previous notice you can only make up the test if you were sick or had extenuating circumstances. The excuse of "I was sleeping, etc." is not a good enough reason to miss the test. You may be asked to provide evidence (such as a doctor's note) of your reason for missing the test or quiz.

## **ATTENDANCE POLICY**

Miami International Language Academy – MILA ORLANDO, adheres to a strict attendance policy for all students enrolled and admitted to the United States to study on an F-1 visa.

□ Students are expected to attend 100% of their scheduled classes, 18 hours of instruction per week. Failure to maintain 80% attendance will result in termination of student status by the P/DSO. Tuition is non-refundable if a student is terminated.

Official attendance reviews occur every four weeks and are taken cumulatively from the first date of study, minus breaks. Copies of all official reviews are placed in the student's file regardless of the attendance percentage.

Students must sign the review if their attendance is between 70-79.9%.

Unofficial reviews occur at the end of the second week of study every month and may occur any time thereafter.

If a student's attendance is under 80% at the time of an unofficial review, the student will receive an attendance warning and a copy of this will be put in the student's file.

□ Unofficial Reviews: Attendance below 80% will result in a written warning. Official Reviews: Attendance of 70-79.9% will result in a written warning. Attendance below 70% will result in termination by the P/DSO in SEVIS.

□ If a student is sick, s/he must contact the P/DSO immediately to arrange and provide appropriate medical documentation from a licensed medical physician, doctor of osteopathy, or licensed clinical psychologist in order to be considered. To reduce confusion, it is suggested that before seeing a student check with the P/DSO to ensure the proper procedures are followed and correct signatures are provided.

□ Students with F-1 visas who fall below 80.0% attendance at the time of their official attendance review will be immediately terminated by the P/DSO.

□ Students must notify the P/DSO when they plan to travel outside the United States or take a break. Students who do not attend class for more than eight consecutive class days without P/DSO approval can be terminated.

P/DSOs at all times must adhere to SEVP policies and regulations.

## **POLICY ON LATE ARRIVAL**

Students are expected to arrive in class on time. If they arrive within the first 15 minutes of class of the first class ONLY, they may enter class with a late pass from administration. If they arrive after that time, they will not be allowed in class and will be marked absent for that class period.

**IMPORTANT:** If a student arrives at 9:15 a.m., s/he will be allowed into the class with a late pass. Students who arrive at 9:16 a.m. or later are not allowed into the class until after the break. Students are expected to be in class on time after any breaks. If they are late, they will only be admitted to the class during the first 5 minutes and ONLY at the teacher's discretion. If a student arrives to any class more than 5 minutes late after a break, that student will not be allowed into the class and will be marked absent.

Any student leaving school during class or during a break (and not returning) likewise will be marked absent. **IMPORTANT:** Except under unusual circumstances to be explained to the teacher, if a student leaves the class early, s/he will be marked absent for the entire class period.

## **POLICY ON ACADEMIC/PERSONAL ADVISING**

In the event of an academic or school site problem, a student should feel free to discuss it with the general manager or the academic supervisor who has an open-door policy in order for students to have access to student services in a timely manner. Personal problems can be referred to an appropriate agency to resolve the situation.

## **POLICY ON STUDENT FEEDBACK AND EVALUATION**

The student receives a faculty survey two weeks after the course started. Also a survey about faculty and staff is distributed to the students at the end of the course. The purpose of the survey is to collect student feedback on faculty and staff and on student satisfaction with the overall quality of MILA ORLANDO's program. In addition, students are encouraged to provide feedback to the general manager at any time. Results of the surveys are used to evaluate all aspects of the program in order to create positive change.

## **DISCRIMINATION POLICY**

MILA ORLANDO does not discriminate in its admission policies or practices on the basis of race, religion, color, national origin gender, disability, or any other protected classification and adheres to all anti-discrimination laws.

## **POLICY ON DISABILITY**

MILA ORLANDO complies with the Americans With Disabilities Act of 1990, as amended. Accommodations are available for students with disabilities.

## **POLICY ON PERSONAL PROPERTY POLICY**

The school assumes no responsibility for the personal property of students or employees.

## **POLICY ON PLAGIARISM/COPYRIGHT**

A student assumes the responsibility for providing original work in the courses without plagiarizing, which is defined as using another person's ideas or expressions without acknowledging the source. Penalties for plagiarism may range from failure for the particular assignment to failure for the course. This policy is in compliance with U.S. copyright law which does not permit the unauthorized possession or disposition of academic materials such as taking another student's work. Copyright protection extends to software and digital works. Any unauthorized distribution of copyrighted material may subject an individual to civil and criminal liabilities. For more information, visit [www.copyright.gov](http://www.copyright.gov), the U.S. Copy write Office website.

## **POLICY ON STUDENT INSURANCE, ACCIDENT OR EMERGENCY**

In the event of a student accident or illness at the school, the general manager must be notified at the time it occurs. MILA ORLANDO will provide assistance by calling an emergency contact person or emergency rescue, if needed. No medication can be administered to a student by school staff. If fire rescue transports a student, it will be at the expense of the student. Students are encouraged to obtain medical insurance prior to enrollment.

## **POLICY ON REFUND**

**Refunds prior to start date** - Student cancellation, before attending any classes, with at least the required 72 hours' notice prior to the course start date. is eligible for a full tuition refund, not including application fee and/or accommodation fees, overseas fee or courier fees.

**Refunds after start date** – There are no refunds after the start date for the tuition and the application fee, except:

If the class level has not been populated with a sufficient number of students and school cancels the class. In this circumstance, both tuition as well as registration fee is reimbursed.

There shall be no tuition reimbursement or make-up classes as a result of missed group classes or school closing days, with the exception of private one-to-one lessons that will be rescheduled in the event of a public holiday or 24-hour notice.

If a student is terminated due to a violation of school policy or rules there is no refund.

Withdrawal from a course before the student has begun attending classes is eligible for a refund. There are no refunds for months in which a student has already attended class, though tuition paid for additional months in advance is eligible for a refund less any agent fees and/or discounts.

Promotional rates are not eligible for refunds.

MILA ORLANDO reserves the right to cancel a class due to low enrollment. The same refund policies apply to classes canceled by MILA ORLANDO as those canceled by the student. Promotional rates are not eligible for refunds.

## **POLICY ON VACATION/BREAKS**

Students are allowed to take 3 breaks per year. Each break consists of 2 weeks and can be taken after 12 weeks of continuous study.

Students are not allowed to take a vacation during the scheduled exam week unless a make-up date has been approved by administration. Failure to take the scheduled exam will result in a 0 for the student.

## **POLICY AND PROCEDURE FOR STUDENT TERMINATION**

A termination letter is given to a student when the student does not demonstrate behavior for successful learning and/or violates the Student Code of Conduct. Generally, but not necessarily, a warning letter precedes termination. Any tuition paid more than two weeks after the termination date will be refunded.

## **STUDENT CODE OF CONDUCT**

“Disruptive behavior” means conduct which prevents other students from learning or from doing the required schoolwork. Words or actions which prevent the teacher from meeting the needs and goals of the class are also disruptive. Any action or word intended to hurt a teacher, another student, or school property is disruptive behavior.

The following is a list of some behaviors that are disruptive and therefore unacceptable at MILA ORLANDO:

1. Showing disrespect or lack of courtesy towards teachers, staff, or other students. Some examples of such behavior are: Refusing to complete assignments. Refusing to cooperate with teachers or other students in class work or outside assignments.
2. Speaking on or using cell phones in the classroom. Using a laptop for something other than classwork. Refusing to bring the required textbook and materials to class. Sleeping in class.

Denying other students an equal opportunity to participate in class. Being disrespectful of another person's culture

3. Arriving late to class repeatedly or abusing the late pass system.
4. Repeatedly speaking one's native language during class.
5. Arriving at school under the influence of alcohol or drugs; using or distributing alcohol or drugs at school. No alcohol or drugs are allowed in MILA ORLANDO classrooms or on the school grounds.
6. Being violent. Any kind of physical violence or harassment will result in immediate expulsion from the program and must speak with a P/DSO immediately.

The actions and behaviors described above are unacceptable at MILA ORLANDO. A student who displays disruptive or unacceptable behavior, whether in his/her scheduled classes, on the school grounds or at any school-sponsored event, may be expelled from MILA ORLANDO and must speak with a P/DSO immediately.

#### MILA ORLANDO'S Classroom Do's and Don'ts

Please be prompt.

Please come to class ready to learn.

Please have your homework ready for class.

Please do NOT smoke in the building.

Please do NOT have your cell phone turned on.

Please do NOT speak your native language in class.

Please address your teachers in the manner that they request.

\*Teachers may adjust the classroom rules as they see fit. This is a guideline of general rules to follow when on the premises of the school. \*

#### **POLICY ON GRIEVANCE/COMPLAINT**

Any student may take a grievance/complaint to the assistant general manager who will investigate the alleged incident. If the assistant general manager agrees that the student has a legitimate grievance/complaint, appropriate action will be taken. The student will be notified as soon as possible of the disposition of the grievance/complaint either by phone or e-mail. If dissatisfied the student may appeal to the general manager. The assistant general manager maintains a grievance/complaint log for 5 years on file. The student can obtain the grievance/complaint form from the assistant general manager.

#### **POLICY ON DISSEMINATION**

The general manager is responsible to make accessible all the policies, procedures, and regulations of MILA ORLANDO. Students are expected to know and observe the school policies, procedures, and regulations contained in the Student Handbook provided at the time of enrollment and found on the website. The general manager will distribute an update page(s) if at any time there are new policies or revisions of existing policies not in the Student Handbook.

## **GENERAL RULES AND PROCEDURES**

### **COMPLAINT PROCEDURES**

Students are encouraged to speak with administration regarding any problems, questions, clarifications about visa status, etc., they may have. The General Manager, P/DSO, Academic Supervisor, and/or Student Services Housing Coordinator, are all available for student assistance and guidance. For clarifications about visa status please see the **P/DSO ONLY**.

If you have a problem or complaint about a class, you should speak with the teacher first. If you are still not satisfied, make an appointment with the General Manager or Academic Supervisor. You may also see the General Manager and staff about general complaints or problems with your schedule. Additionally, there is a formal complaint form on the reception desk if you would like to submit a written complaint. The complaint form can be returned to the reception desk, to any administrative personnel. The complaint will be addressed, and a meeting will be scheduled to discuss and attempt to resolve the problem.

### **SCHEDULE CHANGES AND WITHDRAWALS**

Any student desiring to change his or her class schedule must first obtain permission from the Academic Supervisor or General Manager. Such permission is at the discretion of the school. Students on an I-20 must also contact the PDSO in the event of any student status change.

### **DRESS CODE**

A student is required to dress in a manner that is appropriate for the educational setting. The following are unacceptable: wearing flip flops, not wearing shoes, wearing clothes with inappropriate expressions. A student violating this policy may be asked to leave the premises.

### **SCHOOL ENVIRONMENT**

It is necessary that the school's environment be free of disruptions which interfere with teaching and learning activities. During class time, all phones and other electronic devices must be turned off or kept on "silent mode".

### **OFF-SITE CLASS/ ACTIVITIES POLICY**

In order to maintain a safe environment, personnel and students are expected to conduct themselves in compliance with the Student Code of Conduct during any off-campus social/recreational activity. Students must provide their own transportation to an off-campus activity.

### **EMERGENCY SITUATIONS**

In any emergency on-campus or off-campus, students must follow the directions of faculty who will follow to the extent possible the emergency procedures provided to them by the school.

## **FIRE DRILL**

1. When the alarm sounds, five series of three bells, teachers will escort the students quickly and quietly out of the building following the posted route in each classroom.
2. Students will take purses and valuable with them.
3. Student must remain 100 feet from the building until the all clear is sounded.

## **LOCKDOWN**

When the LOCKDOWN announcement is heard, follow this procedure:

1. Report to the nearest secured area.
2. Classroom and entrance doors must be closed and locked. Teachers should continue with regular classroom activity.
3. Remain in the classroom until the LOCKDOWN is lifted.

## **STUDENT SERVICES**

### **STUDENT ORIENTATION**

At the time of enrollment, the administrative assistant conducts the student orientation which addresses the following:

Required forms are reviewed including the International Student Registration Agreement, the Admissions Agreement, and the Release Form.

The International Student Handbook is reviewed in order for the student to understand its contents and to sign acknowledgment of the information.

A tour of the school is given.

A textbook is issued.

A Power Point orientation is presented.

When possible, the teacher is introduced.

### **STUDENT SERVICES COMMITTEE**

Each quarter one student is chosen by the faculty and staff to represent the student body on a Student Services Committee to meet in set date. The committee's goal is to address student concerns about the site. In addition to the student representative, the committee includes the Site General Manager, P/DSO, Academic Supervisor and/or other members as determined by the Site General Manager.

### **LOBBY**

MILA ORLANDO encourages the students to take advantage of the LOBBY area, which includes, coffee and water. Computers available for student's needs.

### **HOUSING ACCOMMODATION**

MILA ORLANDO offers accommodations at apartments or with an American family in a Home Stay. Please contact the school for current prices and availability.

## **MEDICAL INSURANCE**

The school does not offer any health insurance policy. All students are advised to purchase health insurance coverage. The consequences of not having health insurance or not having adequate coverage can be serious. Students may not be able to receive treatment or the treatment that is received can be extremely expensive. If illness occurs, failure to have adequate health insurance coverage can jeopardize a student's ability to meet financial obligations such as school tuition payments.

There are many risks associated with not having health insurance in the United States. Unlike many countries where health insurance is provided by the government, the United States does not guarantee medical coverage for any individual residing in this country, citizen or non-immigrant visitor alike. The costs of receiving medical attention without medical insurance in the U.S. are typically very high and can become a financial burden to an individual if extensive medical treatment is needed. Therefore, MILA ORLANDO strongly recommends that students obtain adequate health insurance for the duration of their stay in the U.S.

You may check rates at <https://www.quote-andapply.com/studentsecure/getquote.php?referid=24537> for more information.

## **FINANCIAL INFORMATION / PAYMENT**

Credit cards and monthly payments are accepted. Monthly payment must be made by the first week of each month. Payment made at any point afterward shall be considered delinquent. After the 7th day of delinquency, a late fee of an additional 15% of the amount due will be charged. For additional information, please talk with the administrative assistant at the front desk. Office Hours  
Monday through Friday  
9:00 a.m. – 9:00 p.m. (Excluding Holidays)

## **AUTHORIZATION FOR ACCESS TO STUDENT RECORDS**

The Family Educational Rights and Privacy Act (FERPA) states that once a student registers at an institution, the student's educational record belongs to the student. The law further states that the student has the right to control disclosure of the educational record (even to parents). MILA ORLANDO must comply with FERPA, and to the extent allowed in compliance with FERPA, will be attentive to the need of parents (and other designated third parties) to have access to a student's educational record. Further information about FERPA can be found on the following website: <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

## ACKNOWLEDGMENT STATEMENT RECEIPT

I, \_\_\_\_\_ have received, read, and understood the MILA ORLANDO's Student Handbook, Refund Policy, School Conduct Policy, and Attendance Policy.

I know that it is my responsibility to keep in accordance with these policies and that if I do not, that my I-20 is in danger of termination without notice.

I also understand that if my level of English proficiency is not to the point that I can understand this, then it is my responsibility to get someone to read this to me in my native language so that I can understand it.

I understand that if I move, I MUST update my current living address whenever there are any changes. I also understand that if I am sick, I must contact the P/DSO immediately to arrange to provide appropriate medical documentation from a licensed medical physician, doctor of osteopathy, or licensed clinical psychologist in order to be considered as an excused absence. Failure to prove this documentation will result in absences, and possibly put my I-20 in danger.

Finally, I understand that I am responsible for knowing the policies and procedures of Miami International Language Academy – MILA ORLANDO and to follow them completely. If any policies or procedures change, it is my responsibility to check my email to ensure that I am aware of the changes.

I do not have to sign a new waiver to account for the change in policy or procedure.

Student name: \_\_\_\_\_ Date: \_\_\_\_\_

Student Name Guardian Name (if under 18) \_\_\_\_\_

Date: \_\_\_\_\_

Student Signature Guardian Signature (if under 18) \_\_\_\_\_

Student Email \_\_\_\_\_

# SCHOOL Calendar for Year 2020

2020

January						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

March						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August						
Su	Mo	Tu	We	Th	Fr	Sa
						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November						
Su	Mo	Tu	We	Th	Fr	Sa
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

December						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Holidays and Observances					
01/01/20	New Year's Day		05/25/20	Memorial Day	
01/20/20	Martin Luther King Jr. Day		07/04/20	Independence Day	
02/17/20	Presidents' Day		09/07/20	Labor Day	
			11/12/20	Columbus Day	
			11/11/20	Veterans Day	
			11/26/20	Thanksgiving Day	
			12/25/20	Christmas Day	