



International  
Language Academy

# STUDENT HANDBOOK 2023 - 2024 SCHOOL YEAR

## MILA MIAMI

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Sunny Isles Beach, FL 33160  
(786) 207-4552

## MILA ORLANDO

7011 Grand National Drive, Suite 104  
Orlando, FL 32819  
(407) 286-0404

## MILA JACKSONVILLE

8650 Old Kings Road South, Suite 7,  
Jacksonville, FL 32217

## MILA BOCA RATON

1855 West Hillsboro Boulevard,  
Deerfield Beach, FL 33442

## MILA BOSTON

186 Alewife Brook Parkway, 3<sup>rd</sup> floor,  
Cambridge, MA 02138

*The main purpose of this handbook is to inform students of MILA'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!*

# Summary

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## MISSION

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

## METHODOLOGY

MILA's teaching methodology fosters communication and English fluency through emphasizing context-based, real-life situations at all instructional levels using 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 topics. There is an additional focus on pronunciation and vocabulary. In summary, MILA's methodology is based on the communicative approach and emphasizes oral communication.

Students develop English language skills using a variety of tools, building meaning together as a class. MILA's teachers use multimedia tools and interactive resources to engage students. They take care to create a friendly and accepting environment to make students feel comfortable and confident enough to take risks expressing themselves in the English language.

MILA's differentiator is that students will be thoroughly immersed in American culture through real-life situations and course context, facilitating their practice of the language and thus their learning process. MILA's classes are practical, allowing what is learned in the classroom to be applied outside the classroom **immediately**. This approach breaks down traditional learning barriers and gives each student confidence to communicate in a new language.

ACADEMIC SCHOOL CALENDAR

ACADEMIC PROGRAM SCHOOL CALENDAR 2023 | MILA MIAMI

# ACADEMIC CALENDAR 2023

MIAMI

JANUARY

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01.01.23 - 01.06.23 - Winter Break	06.19.23 - Juneteenth	10.09.23 - Columbus Day
01.16.23 - Martin Luther King Jr. Day	07.04.23 - Independence Day	11.20.23 - 11.24.23 - Thanksgiving Break
02.20.23 - President's Day	07.10.23 - 07.28.23 - Summer Break	11.23.23 - Thanksgiving Day
03.20.23 - 03.24.23 - Spring Break	09.04.23 - Labor Day	12.25.23 - 01.07.24 - Winter Break
05.29.23 - Memorial Day		

ACADEMIC PROGRAM SCHOOL CALENDAR 2024 | MILA MIAMI

# academic CALENDAR MIAMI

## 2024

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<p><b>01.01.24</b> - New Year's Day  <b>01.02.24 - 01.05.24</b> - Winter break 23/24  <b>01.15.24</b> - Martin Luther King Jr's birthday  <b>02.19.23 - 03.29.23</b> - President's day  <b>03.25.23 - 03.29.23</b> - Spring Break  <b>05.06.24 - 05.10.24</b> - Rotation Break 1  <b>05.27.24</b> - Memorial Day  <b>06.19.24</b> - Juneteenth  <b>07.04.24</b> - Independence Day</p>	<p><b>07.08.24 - 07.26.24</b> - Summer Break  <b>09.02.24</b> - Labor day  <b>09.23.24 - 09.27.24</b> - Rotation Break 2  <b>11.25.24 - 11.27.24</b> - Thanksgiving  <b>11.28.24</b> - Thanksgiving Day  <b>11.29.24</b> - Day After Thanksgiving  <b>12.23.24 - 12.31.24</b> - Winter Break 24/25  <b>12.25.24</b> - Christmas Day</p>
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MILA

Miami International  
Language Academy

# ACADEMIC CALENDAR 2023

ORLANDO

JANUARY

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FEBRUARY

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NOVEMBER

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01.01.23 - 01.06.23 - Winter Break	06.19.23 - Juneteenth	10.09.23 - Columbus Day
01.16.23 - Martin Luther King Jr. Day	07.04.23 - Independence Day	11.11.23 - Veterans Day
02.20.23 - President's Day	07.10.23 - 07.29.23 - Summer Break	11.20.23 - 11.25.23 - Thanksgiving Break
03.13.23 - 03.18.23 - Spring Break	09.04.23 - Labor Day	12.25.23 - 12.31.23 - Winter Break
05.29.23 - Memorial Day		

ACADEMIC PROGRAM SCHOOL CALENDAR 2024 | MILA ORLANDO

**academic CALENDAR ORLANDO**

**2024**

**JANUARY**

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**FEBRUARY**

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**JULY**

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**DECEMBER**

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**School Breaks:**

- 01.01.24 – 01.07.24 – Winter break
- 01.15.24 – Martin Luther King day
- 02.19.23 – President's day
- 03.18.23 – 03.23.23 – Spring Break
- 05.27.23 – Memorial Day
- 06.19.23 – Juneteenth
- 07.04.23 – Independence Day
- 07.08.23 – 07.27.23 – Summer Break
- 09.02.23 – Labor day
- 10.14.23 – Columbus Day
- 11.11.23 – Veterans Day
- 11.25.23 – 11.30.23 – Thanksgiving
- 12.23.23 – 12.31.23 – Winter Break

**10 YEARS**

**MILA**  
Miami International Language Academy



## MILA'S ACADEMIC PROGRAMS

### ESL INTENSIVE PROGRAM

The ESL Intensive Program is a full-time course designed for students on an F1 student visa who wish to improve their overall proficiency in English for a variety of purposes. The program consists of six levels of instruction; each level includes 18 hours per week of instruction and each level lasts for 16 weeks. MILA uses American English File, Second Edition books.

### ESL INTENSIVE COURSE LEVELS AND OUTCOMES

LEVEL	CEFR	Description	Learning Outcomes
Basic	A1	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 to communicate successfully. Students will develop literary and analytical skills that will prepare them to be successful in higher-level courses.	At the end of this level students will be able to: <ul style="list-style-type: none"><li>● Use a limited range of words and phrases like personal ID questions.</li><li>● Comprehend basic expressed needs with simple words or phrases.</li><li>● Understand simplified spoken English in short dialogues, simple conversations, interviews, and songs.</li><li>● Have limited social conversations.</li><li>● Show comprehension in reading tasks well as apply basic reading strategies.</li><li>● Produce simple written sentences.</li><li>● Write basic sentences and questions, emails, and short paragraphs.</li><li>● Identify and correctly use a variety of targeted basic grammatical structures.</li><li>● Use correct spelling and capitalization and basic vocabulary.</li></ul>

<b>Pre - Inter media te</b>	<b>A2</b>	<p>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 pronunciation strategies and listening skills to reinforce their ability to communicate successfully.</p>	<p>At the end of this level students will be able to:</p> <ul style="list-style-type: none"> <li>● Listen for main ideas and details.</li> <li>● Identify new vocabulary from the context in reading and listening.</li> <li>● Have conversations in formal and informal settings.</li> <li>● Construct meaning from print material like reading, apply reading strategies.</li> <li>● Produce simple sentences in paragraph format on familiar topics.</li> <li>● Correctly identify the use of a variety of targeted basic and more complex grammatical structures.</li> <li>● Correct spelling, capitalization, and identify correct vocabulary.</li> </ul>
<b>Inter media te</b>	<b>A2+/ B1-</b>	<p>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.</p>	<p>At the end of this level students will be able to:</p> <ul style="list-style-type: none"> <li>● Comprehend simplified informal and formal spoken and apply basic listening strategies.</li> <li>● Describe basic needs in simple statements and questions in present, past, or future tenses, and use a limited vocabulary.</li> <li>● Construct meaning from print materials and apply basic reading strategies.</li> <li>● Produce simple, well-organized paragraphs with sentences and some supporting detail forming the basic essay structure.</li> </ul>

			<ul style="list-style-type: none"> <li>● Identify and correctly use a variety of increasingly complex grammatical structures.</li> <li>● Use correct spelling, vocabulary, and capitalization.</li> </ul>
<b>Pre-Advanced</b>	<b>B1</b>	<p>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 broadening their grammatical structures.</p>	<p>At the end of this level students will be able to:</p> <ul style="list-style-type: none"> <li>● Interpret conversation and listen to formal and informal texts.</li> <li>● Apply listening strategies.</li> <li>● Engage in conversations beyond survival needs.</li> <li>● Ask and answer questions.</li> <li>● Give an opinion on a topic.</li> <li>● Give a two-minute talk.</li> <li>● Construct meaning from print materials.</li> <li>● Make predictions about texts.</li> <li>● Summarize.</li> <li>● Identify main ideas and details.</li> <li>● Produce written essays, blog posts, articles, and biographies on personal topics.</li> <li>● Use correct spelling, punctuation, and structured grammar in their writing.</li> <li>● Identify and correctly use a variety of targeted complex grammatical structures.</li> <li>● Use vocabulary, phrasal verbs, and phrases and collocation verbs.</li> </ul>

<b>Advanced</b>	<b>B2</b>	At this level the focus is on developing English vocabulary, pronunciation skills, and grammatical structures 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 the workplace, life, and academic situations.	At the end of this level students will be able to: <ul style="list-style-type: none"> <li>● Interpret essential points of discussions or speeches.</li> <li>● Give short presentations, speeches and conversations.</li> <li>● Apply learning strategies like previewing, making predictions and summarizing.</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, vocabulary.</li> <li>● Correctly use vocabulary, phrases, idioms and collocations to word build.</li> </ul>
<b>Proficient</b>	<b>C1</b>	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. Student’s 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.	At the end of this level students will be able to: <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>● Engage in meaningful conversation.</li> <li>● Infer meaning by analyzing a variety of reading passages or interpreting the main ideas and details and apply reading strategies.</li> <li>● Compose a text with correct paragraph development, organization, grammar structures,</li> </ul>

			<p>vocabulary, and proficient mechanics.</p> <ul style="list-style-type: none"> <li>● Identify and correctly use a variety of complex grammatical structures.</li> <li>● Identify and correctly use vocabulary, phrases, idioms, and collocations in a variety of themes.</li> </ul>
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### ESL INTENSIVE COURSE LEVEL GUIDE AND CURRICULUM

CEFR Level	MILA level	American English File book
A1	Basic	Starter
A2	Pre-intermediate	Level 1
A2+/B1	Intermediate	Level 2
B1	Pre-advanced	Level 3
B2	Advanced	Level 4
C1	Proficient	Level 5



### PRIVATE ENGLISH COURSE

The Private English course is a part-time course designed for students who wish to improve their overall proficiency in English for a variety of purposes but who do not wish to study full-time. The program consists of six levels of instruction; each level

includes 16 hours per week of instruction and each level lasts for 16 weeks. MILA uses American English File, Second Edition books. The curriculum for this course is the same as the ESL Intensive course. Students will choose which 2 hours per week of the course they will not attend.

**PLACEMENT TEST INFORMATION**

All students enrolling in the ESL Intensive Course will be required to take MILA’s placement test at the start of their course to determine the appropriate starting level. See MILA’s Placement Test Policy below for more information.

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**BUSINESS ENGLISH PROGRAM (MBE)**

The Business English Program (MBE) is designed for students who already have a good command of English and wish to further their overall proficiency and apply English in business situations. It includes two levels: MBE01 and MBE02. Each level is 16 weeks long. There are 18 hours of instruction each week, for a total of 288 clock hours per level. MILA uses the Business Result book series.

The Business English curriculum targets specific business content while ensuring students have ample time to practice the language. Skill building in the functional language of business takes more time to develop than skill building in general English.

This is a rigorous program that requires the student to already have a strong command of general English skills. If students do not test at the appropriate level, they will need to increase their proficiency in the ESL Intensive Program first. This is a stand-alone program and can be tailored to students’ prior educational and employment backgrounds.

**MBE COURSE LEVELS AND OUTCOMES**

LEVEL	CEFR	Learning Outcomes
MBE01	C1+	By the end of the level, students will be able to: talk about first impressions, arrange to meet and exchange contact details, talk about work routines, projects and plans using the present simple and present continuous, talk about motivation, encourage and end conversations politely, use different questions to check information or start conversations, talk about projects, run meetings and question decisions, talk about past or recent actions and achievements, talk about innovation, present ideas and refer to evidence, talk about ability in the past, present and future, talk about ethical business, plan arrangements and respond to invitations, talk about decisions, plans and predictions, talk about personality

		<ul style="list-style-type: none"> <li>● participate in decision-making meetings and talk about social plans.</li> <li>● talk about different quantities; talk about outsourcing.</li> <li>● present information and ask questions about presentations.</li> <li>● report information in an impersonal way; talk about employment.</li> <li>● negotiate with colleagues and make requests.</li> <li>● negotiate certain conditions, talk about start-ups.</li> <li>● ask contacts for help and avoid saying 'no'</li> <li>● talk about past or recent activities and results, talk about technology.</li> <li>● deal with information and problems on the phone</li> <li>● use phrasal verbs in different contexts, talk about change.</li> <li>● present plans and give balanced arguments.</li> <li>● talk about the probability of future activities and developments, talk about data.</li> <li>● describe trends.</li> <li>● report what someone has said, talk about cultural differences.</li> <li>● describe past events and news.</li> <li>● describe the sequence of past events, talk about appraisals.</li> <li>● evaluate performance and raise issues.</li> <li>● talk about imagined past actions and results, talk about career breaks.</li> <li>● present a case.</li> <li>● talk about time off.</li> <li>● discuss interview questions.</li> </ul>
MBE02	C2	<p>By the end of the level, students will be able to:</p> <ul style="list-style-type: none"> <li>● talk about cultural differences.</li> <li>● report on research and use tenses correctly.</li> <li>● introduce themselves, talk about careers.</li> <li>● discuss/share ideas and talk about the past.</li> <li>● explain their opinion, talk about organizational change.</li> <li>● give a formal presentation about the future.</li> <li>● show understanding, discuss company risks.</li> <li>● participate in a teleconference and use pronouns to refer to something.</li> <li>● facilitate conversation, discuss personalities.</li> <li>● avoid conflict and add emphasis in negotiation.</li> <li>● respond to feedback, discuss innovation.</li> <li>● talk about new ideas and use adverbs.</li> <li>● avoid giving direct answers, discuss training.</li> </ul>

		<ul style="list-style-type: none"> <li>● communicate effectively on the phone and talk about the future from a past perspective.</li> <li>● express dissatisfaction, discuss performance at work.</li> <li>● give informal presentations and deal with questions, talk about Corporate Social Responsibility (CSR)</li> <li>● discuss options using conditionals.</li> <li>● avoid misunderstandings, discuss types of leadership.</li> <li>● give a briefing using the passive.</li> <li>● say how they feel about something, discuss values.</li> <li>● reach an agreement using formal and emphatic language.</li> <li>● talk about difficult issues, discuss persuasion.</li> <li>● sell an idea using discourse markers.</li> <li>● deal with compliments</li> </ul>
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### MBE LEVEL GUIDE AND CURRICULUM

CEFR Level	MILA level	Business Result book
C1+	MBE01	Upper Intermediate
C2	MBE02	Advanced



### MBE ENTRY REQUIREMENTS FOR EXISTING AND NEW STUDENTS

#### Existing MILA students

To be eligible to participate in the Business English Program, students must have successfully completed MILA's Proficient level with a score of 70% or higher. These students are eligible to enroll in the MBE01 level.

#### New students



New students will be required to take MILA’s placement test and place in the Proficient level to be able to participate in the Business English program. Students who do not test into the Proficient level must begin in the Intensive English Program until they pass the Proficient level.

## **ACADEMIC POLICIES AND PROCEDURES**

### **PLACEMENT TEST POLICY**

All new students are required to take a comprehensive placement test which determines the appropriate level for each student in MILA’s programs. The placement test assesses grammar, listening, reading, writing and speaking.

#### **Level changes after initial placement**

Students who feel that they’ve been placed in a level that is either too easy or too difficult should speak to their teacher at the end of their first week of classes. The teacher will confer with the Academic Supervisor and will make a final decision based on the student’s performance in class and the student’s placement test results.

### **STUDENT ASSESSMENT**

Student assessment includes an overall average grade based on the following assessments in each proficiency level:

#### **Intensive English Program**

Progress tests	30%
Mid-term	35%
Final	35%
Total	100%

#### **MBE Program**

Written tests	60%
Listening tests	30%
Writing/presentation	10%
Total	100%

Grades for each assessment are included on Individual Student Reports (ISR). ISR’s are updated after every progress test. Teachers will meet with each student to review each student's progress and achievement of learning outcomes two times per level; after the

midterm test and after the final exam. 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 by an average of all assessments noted above. Students must pass each level with a minimum of 70% to advance to the next level.

### **GRADING SCALE**

MILA's Grading Scale is as follows:

- 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%

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

### **ACADEMIC PROGRESS POLICY**

#### **Satisfactory Progress**

Students who pass their current level with a score of 70% or more and have a cumulative attendance percentage of 80% or more will advance to the next level.

#### **Unsatisfactory Progress**

##### *First Fail*

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

##### *Second Fail*

If a student fails a level a second time, they will be put on Academic Warning. The student will be required to repeat the level a second time. The Academic Supervisor will issue a more rigorous progress plan which the student will need to complete successfully. Students on Academic Warning will be required to attend tutoring sessions.

##### *Third Fail/Termination*

If a student does not comply with the terms of the Academic Warning, the student's enrollment at MILA will be terminated, and the student will be required to leave the USA **immediately**. No refund will be given to students who are terminated.

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

At MILA, 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.

**Making Pre-Arrangements:** If you know in advance that you are going to miss a test, notify your teacher to see if the test can be taken at another time. Your teacher must approve the make-up test with the Academic Supervisor. There will be a fee of \$20 per test, oral and written, to make-up tests.

**Missed Progress Test:** If you missed a quiz, you have one week to make it up. Progress Tests may not be made up during class hours.

**Missed Midterm Test or Final Test:** If you missed a final test or a midterm 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. Final tests and Midterm tests may not be made up during class hours.

Students who miss a test without previous notice can only make up the test if they can prove extenuating circumstances, such as an illness or accident. Students will need to provide evidence (such as a doctor's note, accident report, etc.) documenting the extenuating circumstances before a make-up test will be scheduled.

### **POLICY ON EXTENSIONS, COMPLETIONS, & CHANGES IN ENROLLMENT**

All students on F-1 visas are required to inform the P/DSO of their intention to complete, extend, or shorten their studies by the last week of their final period of study.

Notification is required so that the MILA P/DSO can update SEVP if the student will no longer be studying. Students not actively enrolled and attending classes who have not shortened their course are required to leave the country. Students who plan to remain in the U.S. to study at another institution must inform your P/DSO to request a transfer, per the **TRANSFER POLICY**.

### **TRANSFER POLICY**

Students currently studying at MILA wishing to transfer to another school are asked to inform the P/DSO of the transfer request at least 30 days prior to the start of classes at the new institution.

Additionally, the student must provide the MILA P/DSO:

- Written confirmation of the acceptance.
- Contact information for the new school's DSO.
- The SEVIS school code for the transfer-in school to ensure transfer to the correct school.

If the student has been attending MILA for at least six (6) months based upon the initial start date (first day of class), there is no administrative fee charged for the transfer/change of status/initial.

If the student has not been attending MILA for at least six (6) months based upon the initial start date (first day of class), a transfer fee in the amount of two (2) monthly tuition fees (the amount charged every 4 weeks) will be charged to complete the transfer/change of status/Initial. (The tuition fee can be found on the MILA Admissions Terms & Conditions Agreement.)

Students who have completed their original enrollment period have up to 60 days to transfer to the new school once their course is completed at MILA.

### **ATTENDANCE POLICY**

MILA enforces 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 which is 18 hours of instruction per week. Failure to maintain a minimum of 80% attendance will result in termination from MILA and the termination of the student's I-20 by the P/DSO. Any unused tuition is non-refundable if a student is terminated.

Attendance is taken for every class by the teacher and is added to student's overall cumulative attendance by the DSO each week. The first time a student's attendance drops below 80%, the student will be given their First Attendance Warning Letter. The student will then have one week to bring their attendance over 80%.

If the student fails to bring their attendance over 80% within the timeframe listed on the First Attendance Warning Letter, the student will be issued a second Attendance Warning Letter. The student will then have one additional week to bring their attendance over 80%.

If the student fails to bring their attendance over 80% within the timeframe listed on the Second Attendance Warning Letter, the student will receive a termination letter. The student will be terminated from MILA and their I-20 will be terminated. The student will then have to **immediately** leave the USA.

## **POLICY ON LATE ARRIVALS, EARLY DEPARTURES AND MISSING CLASS**

Students are expected to arrive at class on time and stay until the end of the class period. Students who miss more than 20 minutes of any class period, either by arriving late, leaving early, or missing any other part of class will be marked absent. Students who miss up to 20 minutes of any class period will be marked “late.” Three late arrivals will equal one absence.

## **POLICY ON MEDICAL EXCUSE**

MILA does not allow absences for medical reasons unless the student provides a Medical Excuse. A Medical Excuse is a medical documentation from a licensed physician on the physician’s letterhead, with the physician’s medical license number and signed by the physician. The letter must state the start date and expected end date of the illness. If the student is ill and can’t come to class, the student will be marked absent. If the student has been to the hospital or has seen a doctor, he or she will still be marked absent unless the required Medical Excuse documentation is provided. MILA’s attendance policy requiring a minimum of 80% attendance enables students to use the 20% for unexpected illnesses.

## **LEAVE OF ABSENCE (LOA)**

If a student becomes very ill, they may be eligible for a medical leave of absence. The student must contact the P/DSO **immediately** to inform MILA of the situation. The medical condition and Leave of Absence (LOA) must be prescribed by a doctor.

The student will then need to provide medical documentation from a licensed physician on the physician’s letterhead, with the physician’s medical license number and signed by the physician. The letter must state the start date and expected end date of the illness. The letter must also state that the student was unable to study during the specified period.

The letter will be reviewed by the General Manager or PDSO for approval. If the letter meets the approval requirements, the student will be granted the medical leave for the time specified in the letter. The LOA will not count toward the student’s overall attendance.

When an LOA is approved, the student’s I-20 will be terminated, and the student must depart the USA **immediately**. When preparing to return to the United States, the student must notify the P/DSO at least 30 days prior to the desired return date to begin the process of reactivating the I-20. The student cannot be out of the USA for more than five (5) months on the same I-20. If the student needs to be out of the USA for more than 5 months, they will be issued a new I-20.

A regular tuition fee must be paid during the time students are under any medical excuses.

### **REDUCED COURSE LOAD (RCL)**

Under certain circumstances, students may be eligible to maintain student status while enrolled in a reduced course load (RCL) of less than 18 hours per week. If you have a medical condition preventing you from coming to class full-time, speak to the P/DSO. You will need to provide a letter from a doctor licensed in the USA, on their letterhead that states the reason for the need for the RCL and how long the RCL is expected to last. The letter must be signed by the doctor. The P/DSO will make the determination on whether or not the reason for the request meets RCL requirements. If an RCL is approved, the student will not be marked absent from the classes missed during the RCL period.

### **POLICY ON LEAVING THE COUNTRY**

Students must notify the P/DSO when they plan to travel outside the United States so they can remain in status with their student visa. Students must have a valid, current passport and visa. The length of time outside the USA must be less than 5 months. If the time outside the USA is longer than 5 months, the student must end their current course and begin a new course with a new I-20. Students must be able to show that they have the necessary funds for tuition and living expenses for the period of study after they return. Students should schedule a meeting with the P/DSO to discuss the leave and for the P/DSO to sign the student's I-20.

### **POLICY ON STUDENT'S CHANGE OF ADDRESS**

Students who move from one address to another must notify the P/DSO of the new address and/or new phone number **immediately** upon moving to a new address. P/DSOs always must adhere to SEVP policies and regulations.

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

In the event of an academic or school site problem, students should feel free to discuss with the General Manager, the Academic Supervisor and/or the P/DSO's. Each of these staff members has an open-door policy 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. MILA provides a list of appropriate agencies to better serve you. Please refer to the student orientation for guidance, referrals, medical insurance, surrounding areas, and social information.

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

Students are asked to complete a faculty and staff survey two weeks after their course starts and during the last week of the level. The purpose of the survey is to collect student feedback on faculty and staff and on student's satisfaction with the overall quality of MILA's program. In addition, students are encouraged to provide feedback to the general manager, and P/DSO at any time. Results of the surveys are used to evaluate all aspects of the program to create positive change.

### **DISCRIMINATION POLICY**

MILA 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**

Plagiarism is defined as using another person's ideas or expressions without acknowledging the source. Students assume the responsibility for providing original work in their classes without plagiarizing. Penalties for plagiarism may range from a failing grade on an assignment to a failing grade for the level.

MILA's copyright policy prohibits the unauthorized possession or distribution of academic materials including the following: reproducing copyrighted documents, selling, or purchasing examinations, papers, reports or other academic work, taking another student's academic work without permission, possessing examinations, papers, reports, or other assignment not released by an instructor, and/or submitting the same paper for multiple classes without advance instructor authorization and approval.

This policy follows U.S. copyright law which 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. Copyright Office website.

### **POLICY ON ACCIDENTS OR EMERGENCY ON THE SCHOOL SITE**

In the event of a student accident or illness at the school, the General Manager, and P/DSOs must be notified at the time it occurs. MILA will aid by calling an emergency contact person or emergency rescue if needed. No medication can be administered to a student by school staff. If an ambulance transports a student, it will be at the student's expense.

### **ANNUAL VACATION POLICY**

F-1 students may be eligible for an annual vacation. To be eligible for this vacation, students must meet certain conditions. Note the following important points:

- students must have studied for a minimum of **26 weeks of study** (instructional time) to be eligible for ONE ANNUAL VACATION. One annual vacation is optional for qualifying students. Students are not obligated to take a vacation.
- School Breaks are not considered instructional time.

- F-1 students may take up to 16 weeks of **ONE ANNUAL VACATION**. Note that unused vacation time a student is entitled to does not carry over from one year to the next. Students must use any vacation weeks within one year of their course start date.
- Students on an F-1 visa, regardless of their status (initial, change of status, and transfers) are subject to this policy. REINSTATEMENT students are not eligible for ONE ANNUAL VACATION until his/her case is approved by the USCIS.
- F-1 students must also have a valid I-20 with a longer program end date than the end of the student's ONE ANNUAL VACATION, meaning that the student must go back to class after going on vacation.
- If the student takes either 12 or 16 weeks of ANNUAL VACATION, the final monthly tuition fee that is due during the vacation period is waived.

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

Students may be terminated from MILA for certain reasons including, but not limited to:

- Failing to make academic progress.
- Absences in excess of 20%.
- Violation of the Student Code of Conduct.

MILA wants its students to be successful and will resort to termination only after a series of warning letters are given. In most cases students will be given warning letters to alert them that they are at risk of being terminated. In the case of attendance issues, students will be given two warning letters; ample time to bring attendance over 80%. A termination letter will be given to students who are terminated. Any tuition paid more than two weeks after the termination date will be refunded.

### **STUDENT CODE OF CONDUCT POLICY**

MILA requires students to behave in a way that encourages learning in a collaborative, multicultural academic environment. Disruptive behavior is conduct that prevents other students from learning or from doing their 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:

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 classwork or outside assignments.



2. Using cell phones in the classroom; using a laptop for something other than classwork.
3. Refusing to bring the required textbook and materials to class.
4. Sleeping in class.
5. Denying other students an equal opportunity to participate in class.
6. Being disrespectful of another person's culture.
7. Arriving late to class repeatedly.
8. Repeatedly speaking one's native language during class.
9. Being violent; any kind of physical violence or harassment will result in immediate termination from the program and the termination of the student's F1 visa.

The actions and behaviors described above are unacceptable at MILA. 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 terminated from MILA.

### **CLASSROOM DO'S AND DON'TS**

MILA's general classroom rules are applied consistently to all students and are as follows:

- Please be prompt, don't arrive late, leave early or miss any class time.
- Please come to class ready to learn.
- Please have your homework ready for class.
- 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.

MILA teachers may have additional classroom rules. As a student in the class, you are expected to follow any additional rules communicated and enforced by the teacher.

### **ALCOHOL/TOBACCO/DRUGS**

MILA does not allow smoking anywhere on the school grounds. Students are not permitted to bring or consume alcohol on the school grounds. Students are not permitted to be on the school grounds who are under the influence of alcohol. Drugs of any kind are not permitted on the school grounds. Students are not permitted to be on the school grounds if they are under the influence of drugs of any kind. Violation of these rules will result in immediate expulsion from MILA.

### **COMPLAINT PROCEDURES/GRIEVANCES**

Students are encouraged to speak with administration regarding any problems or questions, clarifications about visa status, etc., they may have. The General Manager, P/DSO, Academic Supervisor, 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, P/DSOs or

Academic Supervisor. You may also see the General Manager, P/DSOs 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.

When a student grievance/complaint is received, the appropriate staff will investigate the incident and take the appropriate action to remedy the situation. The student will be notified as soon as possible of the disposition of the grievance/complaint either by phone or e-mail. If unsatisfied, the student may appeal to the general manager and P/DSOs. The assistant general manager and P/DSOs maintain a grievance/complaint log for 5 years on file. The student can obtain the grievance/complaint form from the assistant general manager and P/DSOs.

### **SCHEDULE CHANGES AND WITHDRAWALS**

Students requesting 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. F-1 students must also contact the P/DSO in the event of a status change.

### **DRESS CODE**

Students are required to dress in a manner that is appropriate for the learning environment. The following are unacceptable: wearing flip-flops, going barefoot (not wearing shoes), and wearing clothes with inappropriate expressions. A student violating this policy may be asked to leave the premises.

### **SCHOOL ENVIRONMENT**

MILA's learning environment must be free of disruptions that interfere with teaching and learning activities. During class times, all phones and other electronic devices must be turned off or kept on "silent mode."

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

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 an emergency on-campus or off-campus at a social/recreational activity, students must follow the directions of faculty and/or staff who will follow to the extent possible the emergency procedures provided to them by the school.

### **FIRE DRILL**

If/when the FIRE ALARM sounds (five series of three bells):

1. 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 items with them.
3. Students must remain 100 feet from the building until all is clear and sound.

### **LOCKDOWN**

If/when the LOCKDOWN announcement is heard, follow this procedure:

1. Report to the nearest secured area.
2. MILA staff and faculty will close and lock all entrance and classroom doors.
3. Remain in the classroom until the LOCKDOWN is lifted.

### **LOBBY**

MILA encourages the students to take advantage of the LOBBY area and its amenities, which includes: Wi-Fi, water, refrigerator, microwave oven, and others.

### **HOUSING ACCOMMODATION**

MILA does not offer accommodations.

### **MEDICAL INSURANCE**

MILA does not offer any health insurance.

MILA strongly recommends that students obtain adequate health insurance for the duration of their stay in the U.S. 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 extremely high and can become a financial burden to an individual if extensive medical treatment is needed. Therefore, MILA strongly recommends that students obtain adequate health insurance for the duration of their stay in the U.S.

**Please refer to the STUDENT ORIENTATION for medical insurance and medical assistance referrals.**

### **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 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>

### **PAYMENT INFORMATION**

The initial payment of tuition and fees is due upon enrollment.

Additional tuition payments are due monthly (every four weeks) after the student's first day of class, as stated on the Admissions Terms & Conditions Agreement.

MILA accepts major credit cards, including Visa, Mastercard, Discover, and AMEX, cash, international money order, and personal checks. There is a fee of \$35 for any returned check. Students also have the option of making payments via direct deposit into MILA's account.

### **LATE PAYMENTS**

Tuition payments are due monthly (every four weeks) per the terms on the Admissions Terms & Conditions Agreement.

If a tuition payment has not been received within four (4) weeks of the due date, students are issued a Late Payment Warning and charged a late fee of \$30.

If the tuition payment, including the late fee, has not been made within one week (7 days) of the first Late Payment Warning, the student will receive a second Late Payment

Warning. An additional late fee of \$30 will be charged at the time of the second Late Payment Warning and each week thereafter until the student's account has been brought current.

Additionally, the student will not be permitted to attend classes after the second Late Payment Warning is issued. The student will be marked absent from class until the past due tuition payment, including late fees, is paid.

Students marked absent due to late payment are subject to the terms of the Attendance Policy, including Attendance Warnings and Termination. For F-1 students who are terminated for violating the Attendance Policy, the terminated status will be updated in the SEVIS system and the student must depart the USA immediately.

### **REFUND POLICY**

Refunds prior to start date - All fees paid except the application fee shall be refunded in full to the student upon written notice given to the Administration 72 hours prior to the course start date.

Payment to students for reimbursements shall be made by MILA within (30) days of receiving written notification of cancellation.

If the student does not honor the contract after the course start date, he/she will forfeit the four weeks paid and is subject to a four-week full-price penalty fee.

Tuition with special promotions: If the student decides to drop out of school during the paid period, he/she will have to pay the difference for the period studied. (Calculation will be based on regular four-week tuition X promotion tuition).

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 enough students, and the school cancels the class. In this circumstance, both tuitions, as well as registration fees, will be reimbursed.

For F-1 English students, if you are terminated by CNA LANGUAGE SCHOOL DBA MILA – MIAMI INTERNATIONAL LANGUAGE ACADEMY due to violations of the school or federal law (including attendance policies), no refund will be given.

For F-1 English students, if your visa is 'denied', your tuition fee (except registration fee, mailing fee) will be refunded only after applicants present the denial letter given by the American Embassy/USCIS.

Students who are 'accepted' and withdraw on their own do does not qualify for refunds.

Any 'Change of Status' student who changes their mind, abandons their program, or starts another process does not qualify for a refund.

**PROCESS FOR REGULAR REVIEW OF POLICIES AND PROCEDURES**

Policies and procedures related to students, faculty, administrators, and staff are reviewed by the CEO, General Manager and Academic Supervisor on an annual basis. When new policies are added to the Student Handbook or Faculty/Staff Handbook, the updates are discussed at staff meetings. When changes are made to the Student Handbook, the changes are communicated to the students; students are instructed to refer to the updated Student Handbook on MILA's website.

## ACKNOWLEDGMENT STATEMENT RECEIPT

I, \_\_\_\_\_ have received, read, and understood the MILA'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 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 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: \_\_\_\_\_

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

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

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

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