

# Diversified Language Institute

DLI is accredited by the Accrediting Council for Continuing Education and Training (ACCET).

**1670 Wilshire Boulevard  
Los Angeles, CA 90017  
213-413-6714  
Web Site: [www.dlila.edu](http://www.dlila.edu)**

**Additional Location:**

**3525 Lomita Blvd.  
Suite 102  
Torrance, CA 90505  
310-530-5886**

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**School Catalog for Calendar Year  
January 1, 2012—December 31, 2012**

DIVERSIFIED LANGUAGE INSTITUTE  
CATALOG  
January 1, 2012 - December 31, 2012  
APPROVAL DISCLOSURE STATEMENT

Diversified Language Institute, a private institution, was granted institutional approval from the Bureau for Private Postsecondary Education (BPPE). The Bureau's approval meant that the institution and its operation complies with the minimum state standards established under the Code and does not imply any endorsements or recommendations by the State of California or by the Bureau. DLI is accredited by the Accrediting Council for Continuing Education and Training. The following courses are approved:

**English as a Second Language (ESL)**  
**Business Office Administration**  
**Vocational English as a Second Language – Business Office Administration**

The courses are taught full-time in thirty weeks of 24 Clock Hours each. Students taking less than 24 Clock Hours a week will take longer to complete. The Courses consist of 720 Clock Hours of lecture and practice and carry twenty-four Semester Hour Credits. Instruction is in residence. Approximately 250 students can be accommodated at the main campus and 75 at Torrance Branch at one time. Sessions are available in the morning, afternoon and evening.

The School currently has available certain financial aid programs to assist qualified applicants in meeting their tuition expenses. Types which may be available are:

(For the English as a Second Language Program)

**Federal Pell Grants**  
**Extended Payment Plan**

(For the Business Office Administration Program and VESL-BOA Program)

Full consumer information may be obtained on [www.dlila.edu](http://www.dlila.edu)

**Federal Pell Grants**  
**Federal PLUS Loans for Parents**  
**Private Loans**  
**Federal Direct Loans**  
**Diversified Education Company Student Loan**  
**Extended Payment Plan**  
**Institutional Scholarships**

Institutional merit scholarships may be available from time to time on a limited basis. When awarded, scholarships are based on individual needs and a "B" average or better per semester.

Prospective students should ask the admissions representative for the current availability of these programs.

Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the School Director. Please consult the Staff pages for the name of the Director at your school. For further information, see 'COMPLAINT PROCEDURES.'

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at P.O. Box 980818, West Sacramento, CA 95798-0818, or call 888-370-7589 for directions on whom to contact. The fax number is 916-263-1897.

**As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.**

A student or member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll free 888-370-7589 or by completing a complaint form which can be obtained on the Bureau's Internet Web Site at <http://bppe.ca.gov>. The BPPE's fax number is 916-263-1897.

Diversified Language Institute is owned and operated by Diversified Education Company, 1670 Wilshire Boulevard, Los Angeles, CA 90017 – A California Corporation. Samuel Romano, President; Mercedes Bombino, Vice President; Lena Romano, Board Member. All classes are held at the Los Angeles and Torrance locations.

(Signed)  
*Samuel Romano*

## SCHOOL HISTORY

Diversified Language Institute was originally founded as Speak Easy Language Center in 1970, to meet the needs of the international community in Los Angeles for English language instruction. Since that time, students from all parts of the world have chosen Diversified Language Institute for their English studies. The name was changed to Diversified Language Institute in 1986. The Institute in Torrance is a branch of the Los Angeles campus.

Diversified Education Company, dba Diversified Language Institute does not have a pending petition in bankruptcy, is not operating as a debtor in possession, nor has it filed a petition within the past five years or had a petition, in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

## INSTITUTIONAL MISSION

Diversified Language Institute's Mission is to improve the language abilities of recent immigrants to Southern California area through the teaching of English for Vocational Purposes (EVP) and of foreign non-immigrant international students by providing intensive instruction in English as a Second Language (ESL) in order to facilitate becoming gainfully employed, continue their education, or advance within their professions. In addition, the school's mission is to teach the language of business and the computer application skills necessary to become gainfully employed in the business world.

## PHYSICAL FACILITIES

Diversified Language Institute occupies its own building on Wilshire Boulevard just a few blocks from the heart of Los Angeles. The Torrance branch is in a modern office building in a major industrial park. Classrooms are small, accommodating a maximum of 20 students. Audio tape players and recorders are used as instructional aids. A small reference library of ESL and business books is available. ESL students also have access to the internet. BOA students have workstations with computers, telephones and access the internet and to other office machines.

## NON-DISCRIMINATION POLICY

Diversified Language Institute, in compliance with civil rights legislation, hereby asserts that it does not discriminate on the basis of race, color, ethnicity, national origin, religion, creed, sex, age or handicap in its employment, admissions or educational programs.

## ACCESS FOR STUDENTS WITH DISABILITIES

Facilities are accessible to students with disabilities.

## ADMISSION REQUIREMENTS

Diversified Language Institute does not have any articulation agreements with other institutions.

DLI teaches an English as a Second Language program, for which applicants must pass a Placement test, and be placed in at least Level 1. Business Office Administration applicants must be High School

graduates, or pass an Ability to Benefit test.

### For the English as a Second Language Program

Diversified Language Institute admits students who show ability to benefit from our programs. The ability to benefit and the entry level is determined through a test. For non-high school graduates, the test is independently administered and approved by the United States Secretary of Education. These applicants must achieve test scores approved by the Secretary. No more than 50% of students attending may be non-graduate, ATB students. High school graduates must produce a copy of their high school diploma or transcript showing completion or, if such a document is unavailable, they must certify to being a high school graduate.

## ADMISSION REQUIREMENTS

### For the Business Administration Program

Applicants seeking admission to the Program must be high school graduates or hold a GED certificate, or pass an ability to benefit test, or has been determined by the institution to have the ability to benefit from the education or training offered by the institution based on the satisfactory completion of 6 semester hours, 6 trimester hours, 6 quarter hours, or 225 clock hours that are applicable toward a degree or certificate offered by the institution.

An interview with an admissions representative is also required. Applicants must be at least 18 years of age. Students entering under Immigration I-20 (non-resident student) status should refer to the information on page 6 of this Catalog.

## ADMISSION PROCEDURE

Foreign (non-resident) applicants: Submit a completed and signed application form with all supporting documentation required for your category and an international money order or cashier's check for the application fee and the tuition. Tuition and fees are detailed in this catalog and on the application. If the application is rejected, all tuition and fees (except for the **non-refundable** application fee) will be returned to the applicant. The application may be mailed or delivered in person to a Diversified Language Institute representative at the address shown on the application form.

Resident applicants: A visit to the school is required.

You will be given an ability to benefit (ATB) test and interviewed by an Admissions Representative. You must complete an application form and arrange for your tuition payments. You will also be given a tour of the facilities. Your application will be submitted to a school representative. If it is not accepted, any tuition and fees paid will be refunded within ten (10) days.

Applicants who apply for Federal financial aid for the ESL program) must possess saleable job skills and be able to work except for an English language deficiency.

## OFFICE HOURS

Business offices are open Monday through Friday from 8:00 AM. to 7:00 PM, or until 9 PM. by appointment. For additional information about this institution and its financial aid programs, contact the School Director at the address and telephone number listed on the front cover. The School Director's office is located at the school and the Director is available to meet with you during regular business hours and by appointment after 6 PM.

## CALENDAR

New ESL classes begin every Monday. Morning, afternoon and evening classes are available. The School will observe the following holidays in 2011. New Business Office Administration students will be admitted whenever a new, appropriate module begins.

New Year's  
Martin Luther King Day  
President's Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving  
Christmas Break:

## ACCESS TO FILES

Federal law guarantees students, or their parents, the right to examine student records and files maintained by the Institution. Except for this provision, access to student files is limited to those employees who have a legitimate reason for access and to outside agencies or individuals who have a legal right to access. Requests for examining files must be made through the School Director. No information will be released to third parties, except those with a legal right to access, without written permission from the student. The parents' right to access their children's files transfers to the student when he or she reaches the age of 18 or attends a post-secondary education.

## CLASS SIZE

Classes are small, with a maximum size of twenty students per instructor.

## SATISFACTORY ACADEMIC PROGRESS POLICY & ATTENDANCE REQUIREMENTS

Diversified Language Institute's programs are divided into two semesters of fifteen weeks each for full time students or twenty weeks each for three-quarter time students. The programs are measured in credit hours with 12 credit hours earned in each semester. All students are evaluated for Satisfactory Academic Progress at the end of each semester.

**Quantitative progress** is a measure of the number of credit hours completed with a minimum grade of 70%. Student must complete twelve credit hours with a minimum passing grade before moving on to the second semester.

**Minimum time frame:** Students must also complete their program in no more than 1.5 times the stated number of hours/credits. To meet this requirement, students must have completed at least 1/3 of the total program by the end of their first semester. Failure to meet this requirement will result in termination. For those on financial aid, a second disbursement is not made until the student has earned 12 credits within the time allowed

**Attendance:** Students must also have regular attendance to make satisfactory progress. Attendance is reviewed monthly. A student will be cautioned if more than 10 absences are reported during the first half and receive a financial aid warning if more than 15 absences are reported during the first half, or if attendance falls below 80% during the second half. A student will be deemed a withdrawal after missing 14 consecutive calendar days.

**Qualitative progress** is a measure of the student's grade point average. The minimum GPA is 70%. Students who fall below this requirement will be placed on

**Academic Probation** status and will receive appropriate counseling for a period of one month. If the student fails to raise the GPA to at least 70% the student will no longer be eligible for financial aid and may be dismissed. The student's GPA is determined by weekly tests. If a student misses a test, the student will receive a '0' for that week. If a make-up test is taken, the grade received will replace the '0'. DLI does not use grades of 'I' for incomplete or 'W' for withdrawal.

**Appeal Process:** A student who is dismissed for failure to make satisfactory progress may appeal the dismissal by addressing the appeal in writing to the Director. The appeal should contain any special circumstances which may have contributed to the lack of progress and an

explanation of how the student plans to deal with those circumstances if re-admitted. The Director will review the appeal with the financial aid officer and an officer of Diversified Education Company within ten days and notify the student of the results in writing. If a student is reinstated following an appeal, DLI will provide the student with an academic plan to ensure the successful completion of the program.

**Transfer Students:** Students transferring from another institution in the ESL program will be tested to determine their placement in the program. GPA earned at another institution will not be used when calculating progress at this institution. Transfer students may not be eligible for financial aid if they do not enroll for a full program.

Students who are re-admitted after withdrawing must still complete the program within 150% of the stated time for the overall program.

### **TARDINESS**

Students who are 10 to 30 minutes late for a class are reported as tardy. Three times tardy will be counted as one absence. Students who miss 31 minutes or more of a class session are counted absent for that session.

### **LEAVE OF ABSENCE (TITLE IV and VETERANS)**

Although we do not recommend that a student interrupt his or her training, we do permit students to take a Leave of Absence for specific reasons. You may take more than one LOA not to exceed a total of 75 days in the Morning Session, or 100 days in the Evening Session. You must request the LOA in writing before you begin your leave. You must give a valid reason for the leave and sign your request.

Upon your return from an LOA you will be placed in a class that will allow you to make up the work that you missed.

If a Leave of Absence total exceeds 75 (AM) or 100 (EVE) days you will be terminated. This termination does not bar you from returning at a later date but you may be required to recycle a part of your course when you return. Keep in mind that our regulatory agencies require that a course of study be completed in no more than 150% of the originally scheduled length of time.

### **LEAVE OF ABSENCE (INTERNATIONAL STUDENTS)**

International, non-immigrant students may take up to two weeks of leave after continuous attendance of three months.

### **MAKE UP WORK**

Because our classes require class participation, missed classes cannot be made up. Missed tests may be made up within one week.

### **RIGHT TO APPEAL FROM TERMINATION**

A termination for failure to meet the requirements of satisfactory progress may be made. Follow the procedure described under 'Complaint Procedures' elsewhere in this catalog.

### **CONDUCT**

Students are expected to conduct themselves in a manner conducive to learning. Students who engage in disruptive behavior will receive one warning from the Director. A repeat offense will be grounds for dismissal.

Students who engage in behavior judged to be dangerous or life-threatening will be dismissed immediately.

Any student who has been dismissed because of conduct may appeal his dismissal, in writing, to the school's owner. The appeal should be addressed to the school at the address on the cover.

### **GRADING POLICY**

The following grading policy is in effect:

90-100%	=	Excellent
85-89%	=	Very Good
80-84%	=	Good
70-79%	=	Average

Below 70% is considered Failing.

### **COURSE LENGTH; OUTSIDE PREPARATION**

The English as a Second Language (ESL) and the Business Office Administration programs are 30 weeks in length, 24 Clock Hours per week for a total of 720 clock hours worth 24 Semester Units. Semester Units are computed as 1 Unit equal to 30 clock hours. Students in the ESL Program receive six (6) Semester Units for each full level completed. Students who complete only a portion of a Level are awarded a fraction of the six Units in proportion to the amount of time attended. A grade point average (GPA) of at least 70% is required to earn Semester Units of credit. Students may also enroll for half or three-quarter time. Half time will take the student 60 weeks to complete; three quarter time will take 40 weeks.

To maintain satisfactory academic progress, students

enrolled in all programs generally spend at least 360 clock hours of preparation outside of class. This preparation is in the form of homework assigned in class by the teacher. The assigned homework is in the form of reading and study assigned in preparation for weekly tests. Writing assignments are from the workbooks and/or materials from our Teacher Resource Center.

## **RECORDS RETENTION**

The institution maintains current records for a period of not less than five years at its principal place of business within the State of California. Grade and attendance records are retained indefinitely.

## **COURSES AND OBJECTIVES**

Diversified Language Institute's ESL program is divided into nine Levels - Beginning through Advanced. Students are placed in the Level best suited to their present English skills based on entrance test results and personal interviews. In this way, students progress at their fastest pace. The Business Office Administration program is comprised of three main modules: Front and Back Office Operations, Computer Applications and Business English, and Bookkeeping.

## **NON-DIPLOMA STUDENTS**

The full ESL Course leads to a proficiency in English suitable for employment. However, DLI recognizes that not all individuals wish or need to obtain that degree of proficiency. For foreign visitors or individuals who wish to study ESL for personal enrichment we offer portions of the full course in one-month segments. Such students will be placed in the program at the same level they would enter if they were full-course students. Additional segments may be added, as desired. Those who eventually take the full program in individual segments, and who meet the proficiency requirements of the full course may be eligible for a certificate of completion.

## **INTERNATIONAL STUDENTS**

This school is authorized under federal law to enroll non-immigrant alien students.

## **ELIGIBILITY**

Diversified Language Institute admits all students who show ability to benefit from our programs. Applicants for an I-20 from this school must be at least 18 years of age.

## **ADMISSIONS PROCEDURE**

Submit the completed and signed application form with all supporting documents listed for your category and an International money order or cashier's check for the registration fee and the tuition. Tuition and fee amounts are listed elsewhere in this catalog.

The application form may be presented to a Diversified Language Institute representative or sent directly to the Admissions Office at the address shown on the application form.

If you are accepted, you will receive the Certificate of Eligibility Form I-20 within 1-2 weeks. Present the I-20 form, proof of financial support, two photographs and a Visa Application Form to a U.S. Embassy or U.S. Consulate when you apply for an F-1 Student Visa.

## **STUDENTS WHO NEED AN F-1 STUDENT VISA**

All applicants in this category must submit a completely filled out application form along with the following documents:

1. A school transcript or diploma from the last school you attended, if available.
2. Proof of sufficient financial resources to cover tuition, living and transportation expenses.
3. A statement of your educational goals in the United States.
4. A photograph of the applicant.

## **STUDENTS ALREADY IN THE UNITED STATES WITH AN F-1 STUDENT VISA**

All students in this category must fill out an application form. In most cases, there will be a personal interview when the application is submitted. The following documents must also be presented.

1. A school transcript or diploma from the last school you attended, whether in this country or your home country, if available.
2. Proof of sufficient financial resources to cover educational and living expenses for at least one quarter (3 months).
3. A statement of your educational goals in the United States.
4. A photograph or presentation of passport as identification.

## **HOUSING**

Diversified Language Institute does not provide housing but will assist you in arranging housing in the Los Angeles, or Torrance area depending on which facility you attend. Students may live in dormitories not owned by the Institute, apartments (either singly or with roommate), or choose to participate in our Homestay program in Torrance

## **CONTINUING EDUCATION**

For students wishing to continue their education, Diversified Language Institute's University Placement Service will help you choose an American college or university which best meets your qualifications, and will advise you on all application procedures.

## **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Diversified Language Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the ESL Program, the Business Office Administration Program, and/or the VESL program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Diversified Language Institute to determine if your credits or certificate will transfer.

### **Transfer in - ESL**

Although DLI does not award official credit hours for work done at other ESL schools, students are given credit for what they've learned elsewhere through the use of our Placement Test. Students are placed in our program according to the results of the placement test. If a student places at a high level and cannot complete the 720 hour program, tuition is adjusted to reflect the difference. Business Office Administration (BOA) students will be awarded credits for comparable work completed at other accredited colleges and postsecondary vocational institutions, subject to submission of a valid transcript showing work completed.

DLI does not award credits for prior experiential learning.

### **Transfer in – Business office Administration**

Business Office Administration students will be awarded credits for comparable work completed at other accredited colleges and postsecondary vocational institutions, subject to submission of a valid transcript showing work completed.

## **ENROLLMENT OF STUDENTS WITH SPECIAL NEEDS**

Admission to DLI's ESL program is based on the applicant's ability to benefit from our program as determined by the CELSA Ability to Benefit /Placement Test or the Wonderlic test for the Business Office Administration program. Students who do not pass this test, as determined by its publisher, cannot be enrolled in our program. Students with physical or mental handicaps or learning disabilities who pass the CELSA or the Wonderlic test may be admitted.

The School Director is responsible for determining whether an individual with such disabilities will be admitted to the school.

## **GENERAL INFORMATION**

### **PLACEMENT ASSISTANCE**

The School provides placement assistance to all of our graduates who qualify to work in this country. Although we cannot make job promises or guarantees, the graduate will be given assistance in writing a resume and preparing for and setting up job interviews. Our Placement Office maintains contact with a variety of companies. Job openings are posted and the Placement Officer will assist you in applying for jobs that fit the field you specified when you applied to DLI or the Business Office Administration program. You should contact the Placement Office at least a month before your graduation to begin the placement assistance process.

### **GRADUATION REQUIREMENTS**

A Certificate of Completion will be awarded upon completion of the ESL program, and a Diploma for the Business Office Administration program. To receive either, the student must have an overall Grade Point Average (GPA) of 70%, overall attendance of 80%, and finish at least 24 semester credit hours.

Other documents that may be issued include:

1. A Certificate of Attendance which states the length of time the student attended.
2. An Academic Record, which is issued to all students who finish at least one Level. It includes a record of all grades received at Diversified Language Institute.

3. A transcript of all work completed in the Business Office Administration program.

### **FINANCIAL STABILTY STATEMENT**

Diversified Education Company, parent company of Diversified Language Institute, has never filed a petition in bankruptcy and is not operating as a debtor in possession.

### **TUITION**

Tuition for the ESL course covering 30 weeks of instruction is \$3725 for each 15 weeks; \$7450 total. There is a one-time registration fee of \$75.00 payable at the time of registration. STRF fee is \$20.00. The cost of books is included in the cost of tuition.

Students who pay on a month-to-month basis pay a registration fee of \$75 and \$993.333 per each 4 week session. For a total of \$7450 for the 720 Hour program.

Tuition for the Business Office Administration program:

Registration Fee -	\$ 75.00
1 <sup>st</sup> half -	\$7,462.50
2 <sup>nd</sup> half -	\$7,462.50
Total tuition and registration fee -	\$15,000

STRF fee is \$37.50

Tuition for the VESL-BOA program:

Registration Fee -	\$75
1 <sup>st</sup> half -	\$9,325
2 <sup>nd</sup> half -	\$9,325
Total tuition and registration fee:	\$18,725

STRF fee is \$47.50

### **NOTICE: DLI does not accept advance payments for periods of enrollment that exceed *one academic year*.**

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of

the school.

3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than the 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for violation of the Act.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

### **REQUIREMENT TO REPAY LOANS**

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan, plus interest, less the amount of any refund, and if the student has received federal financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid programs.

### **BOOKS, SUPPLIES AND EQUIPMENT**

Students are responsible for disposable items such as pencils and papers. These are not sold by the school. No equipment is required for the course.

Students may expect to pay approximately \$500.00 a month for shared housing. Transportation costs, depending on mode of transportation and distance can run \$20.00 per week, or more. No food service is provided.

### **FEES AND OTHER COSTS**

The Registration (Application) Fee is \$75.00. The fee is refunded if the student cancels enrollment.

### **METHODS OF PAYMENT; FINANCIAL AID**

Students enrolled for the full course may apply for the Federal Pell Grant. A privately funded payment plan may be used to cover the balance not paid by grant. It is available only to U.S. Citizens and permanent residents. Ask your Financial Aid Officer for details. Any portion of tuition not covered by the Grant and plan is payable in monthly installments.

Diversified Language Institute is eligible to provide financial assistance to those who qualify under the Federal Pell Grant Program. Applicants for assistance

under this program may be obtained from the Financial Aid Office. Eligibility for all Federal programs is based on financial need computed on the basis of a federally provided needs analysis.

### **DELINQUENT TUITION**

Full tuition is payable by the date of graduation or last day in school unless other arrangements are made in advance. If a student is on monthly payments and is in arrears more than one month the student will be dismissed. The student may be reinstated when the student's account is brought up to date. Exceptions may be made in cases of hardship at the discretion of the Director.

### **DLI ACCEPTS PAYMENTS IN CASH, CHECK, MONEY ORDER, DEBIT CARD OR CREDIT CARD.**

### **COMPLAINT PROCEDURES**

If you have complaints about any matters relating to the Institute you should follow this procedure. First, discuss the complaint with your Instructor.

If you do not receive satisfaction, discuss the matter with the School Director.

If you still do not receive satisfaction, put your complaint in writing and address it to the President, Diversified Education Company, 1670 Wilshire Boulevard, Los Angeles, California 90017. Your complaint will be addressed within ten (10) working days of receipt.

You may also complain in writing to:

The Accrediting Commission of the Council for Continuing Education and Training (ACCET). 1722 N. Street N.W., Washington D.C. 20036. Telephone (202) 955-1113. The procedures for forwarding complaints to ACCET are posted at the School.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or by completing a complaint form, which can be obtained on the Bureau's internet website [www.bppe.ca.gov](http://www.bppe.ca.gov).

### **ALCOHOL AND DRUGS**

We are deeply concerned about the dangers associated with drug and alcohol abuse.

As an institution of learning our principle role is to encourage an education which leads toward high standards and respectful conduct in our students. While

we seek to educate and encourage, we also have a responsibility to restrict any behavior that adversely affects members of this campus. We feel we have a compelling obligation to eliminate drugs and alcohol from our campuses.

Each student is made aware of the Diversified Education Company Program Handbook on Drug Free Campuses which describes the drug free program in detail including pointing out the hazards of various drugs and listing community sources that the student may contact for help.

### **SETTLEMENT OF OTHER CHARGES**

If a student withdraws from DLI, DLI will settle reasonably any other DLI charges that the student may have incurred.

### **PROFICIENCY REQUIREMENT**

Upon completion of the ESL course, a proficiency test will be given. Students who complete the 30 week course but who have not achieved satisfactory proficiency may choose to take additional instruction without charge until the student has attained the required proficiency, or to receive a full refund of the total charges for ESL instruction. However, there is no proficiency requirement to graduate, as long as the student completes the program with a GPA of 70% and attendance of 80%.

Business Office Administration students are required to take a weekly test to determine their proficiency in each module.

### **WITHDRAWING FROM CLASS**

You may withdraw from a course by not attending class for fourteen consecutive calendar days or by informing the Records Office or School Director that you wish to withdraw. We prefer that you complete a withdrawal form at the Records Office; however, a signed letter will suffice. When you withdraw, you withdraw from the entire program.

### **CANCELLATION PROCEDURES**

If your application for enrollment is rejected by the school you will receive a full refund of any money paid.

You may cancel your enrollment at any time up to and including the first scheduled class day, or the seventh day after enrollment, whichever is later, and receive a full refund of any money paid, including the registration

fee. Cancellation may be in any form, but preferably should be in writing.

Should the program for which you enrolled be canceled prior to your starting class a full refund will be made of any money paid.

If you fail to appear for class on the date scheduled for class start you will be classified as a 'no start'. Your enrollment will be cancelled and any money paid will be refunded. Such a cancellation will not prevent you from starting at a later date should you wish to do so. A new enrollment agreement may be necessary.

All refunds due to cancellations will be made within thirty days of the date of cancellation.

After you begin classes, the following refund policy will apply.

NOTE: the examples of refund were required under the former state law. The examples shown no longer apply because they are based on the full year tuition and refunds are now calculated on a semester basis.

### REFUND POLICY

If you withdraw from school after the first day of attendance, or are terminated by the school for cause, this refund policy will apply. The refund policy applies to each semester you attend.

If you withdraw during the first 60% of each semester, as measured in the number of class days from your start date until your last date of recorded attendance, the school will retain an amount equal to the number of clock hours from your start date to your last date of attendance, whether you have been present at all class sessions, or not, divided by the number of days in the semester. For example, if you should withdraw after 40 days the amount retained by the school would be forty divided seventy five (the number of days in the semester) or 53% of total tuition charged. Any amount in excess of that amount would be refunded. The Registration Fee is not refunded after the first day of class.

Refunds will first be applied to any federal financial aid received in the following order 1) Direct un-sub Federal loan; 2)Direct sub-Federal Loan; 3) Direct Federal Plus Loan; and 4) Pell Grant . After all required sources have been paid, any money left will be returned to the student within 30 days of the date of withdrawal.

If you withdraw after completing 60% of the course, as measured by the number of days from the start of the course until your last date of attendance, no refund will be made. If you do not understand this policy, please discuss it further with your financial aid officer.

If an amount is due the school you will be responsible for paying that amount.

For the purpose of determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the course when any of the following occurs:

- a. You notify the School of your withdrawal or the actual date of withdrawal.
- b. The school terminates your enrollment.
- c. You fail to attend classes for fourteen calendar days. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

If any portion of your tuition was paid from the proceeds of a loan, then the refund will be made to the lender or to the agency that guaranteed the loan, if any. Any remaining amounts of refund will first be used to repay any student financial aid programs from which you received benefits. Any remaining amount will be paid to you.

You have the right to withdraw from a course of instruction at any time. If you withdraw from the course of instruction after the period allowed for cancellation of the agreement as stated above, the School will remit a refund less the \$75 **non refundable Registration Fee**, within 30 days of withdrawal. If you take a Leave of Absence and fail to return, refunds will be made within 30 calendar days from the end of the Leave of Absence. You are obliged to pay only for the educational services rendered. No equipment is furnished and there is no equipment charge. The amount of the refund will be determined based on the last date of recorded attendance. The refund shall be the amount you paid for instruction multiplied by a fraction, the numerator of which is the number of hours of instruction which you have not received but for which you have paid, and the denominator of which is the number of hours of instruction for which you have paid. IF THE AMOUNT THAT YOU HAVE PAID IS MORE THAN THE AMOUNT THAT YOU OWE FOR THE TIME YOU ATTENDED, THEN A REFUND WILL BE MADE WITHIN 30 DAYS OF WITHDRAWAL. IF THE AMOUNT THAT YOU OWE IS MORE THAN THE AMOUNT THAT YOU HAVE ALREADY PAID, THEN YOU WILL HAVE TO

## MAKE ARRANGEMENTS TO PAY IT.

Please note that rules issued by the United States Department of Education affect students whose tuition is partially paid by PELL GRANT. A separate refund calculation will be performed and a refund made to the PELL Grant if the student has completed less than 60% of the course. This refund will reduce the amount paid toward tuition and may increase the amount due from the student. If you plan to withdraw, ask your Financial Aid Officer for a computation.

### **Student Tuition Recovery Fund (STRF)**

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all the following applies to you:

1. You are a student in an educational program who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

## **CONSUMER INFORMATION SECURITY AND PROTECTION**

1. Policies and procedures for protecting consumer information shall be the responsibility of the DEC Corporate Staff and their designated assistants.
2. Consumer information shall be safeguarded against access except by designated employees and others who have a legal right to inspect such records including police departments and oversight agencies, or by other legal authority. Any breach of this policy must be reported promptly to Corporate.
3. Electronic records shall be protected by secure passwords.
4. Social Security numbers shall list the last four digits only in printouts and searches except for those individuals who have legitimate need for the full number.
5. Areas where student records are kept shall be securely locked when not occupied by appropriate personnel.
6. Personal information about students and employees shall not be released to the public without student permission, with the exception of parents or guardians of minor children, or agencies who have the authority to request such information without obtaining permission from the individual.
7. Personal information may not be released over the telephone even if the caller identified himself or herself as the individual involved. Information requested by current or former students may be released in person or by mail addressed to that individual.
8. Personal information about students or employees shall not be mailed to anyone other than the student or employee or with their written and signed request.
9. Credit cards used to make payments to the school will be identified by the last four digits only.
10. All discarded documents containing personal information is shredded either at the company or by a company employed to do so by DEC.
11. Security programs will be evaluated at least once a year by the school director, his designated representative or by Corporate staff.

### **AFFILIATED SCHOOLS**

The following schools are owned and operated by Diversified Education Company:

*The following are accredited by The Accrediting Commission of the Council for Continuing Education and Training*

**(ACCET):**

Diversified Language Institute  
1670 Wilshire Boulevard  
Los Angeles, California 90017  
Main campus of DLI

Diversified Language Institute  
3525 Lomita Blvd. Suite 102  
Torrance, California 90505  
A Branch of DLI, Los Angeles

*The following schools are accredited by **The Accrediting Commission for Career Schools and Colleges of Technology (ACCSC)**:*

Associated Technical College  
1670 Wilshire Boulevard  
Los Angeles, CA 90017

Associated Technical College  
707 Broadway, Suite 300  
San Diego, CA 92101

**THE FACULTY AND MAJOR STAFF PERSONNEL OF DIVERSIFIED LANGUAGE INSTITUTE AND ITS TORRANCE BRANCH**

**(Los Angeles Main Campus - ESL)**

Guido Cannone, Regional Director  
MA, UCLA

Eric Blakely  
MA in TESOL, California State University Los Angeles

Christine Lacquement, Instructor,  
BA, William Jewell College

Nusta Duangrisai, Instructor  
MAS in TESOL, CSU Los Angeles

Jim Lentz, Instructor  
BA, UC Irvine

Levi Madrid, Instructor  
BA, University of Denver

Samuel Manna, Instructor,  
MA in TESOL, UCLA

Mark McMurdock, Instructor  
JD, Howard University School of Law

Frederick Miller, Instructor  
BA, Pacific Union College

Manuel Monteiro, Instructor  
BA, CSU San Bernardino

Miguel Reyna, Instructor  
MS, PACE

David Rico, Instructor  
Thirteen years of ESL Teaching Experience (1996-1997, and 2000 to 2012)

Justo Rodriguez, Instructor  
BA, CSU Los Angeles

Quy Tran, Instructor  
MA in TESOL, CSU Los Angeles

Jesus Verde, Instructor  
BA, UCLA

Ana Palma, Financial Aid Officer

**(Business Office Administration)**

Sahak Armenyan, BOA Program Coordinator  
MBA, California State University Los Angeles

Leonard Khechumayn, Instructor  
MBA, St. John's University

Rafael Margolin  
MS, National University La Jolla

Gina Owens-Ricks, Instructor  
MBA, Woodbury University

Lorraine Vaught, Instructor  
BA, Loyola Marymount University

Nancy Villareal  
BS, Ball State University

Avetik Zorabian, Instructor  
BA, UC Santa Barbara

**(Torrance Branch Campus - ESL)**

Guido Cannone, Regional Director  
M.A. UCLA

Roberta Ross, Branch Director  
Certificate in Marketing Management, Calgary University  
Certified in Management, Canadian Institute of Management

Mike Lamb, Lead Instructor  
BS, Cleveland State University

Robert Baddy, Instructor  
BA, American University

Dennis Bray  
BA, Brigham Young University

Manuel Cuadros, Instructor  
BA, CSULA

Roberto Hernandez, Instructor  
BA, UCLA

Jeffrey McLeod, Instructor  
BA, UCLA

David Miller, Instructor  
MA, CSU Dominguez Hills

Miguel Reyna, Instructor  
MS, PACE

Nubia Sell  
BA, California Azuza Pacific University

Toni Torres, Instructor  
MA – Linguistics, CSULB

Christopher Swanson, Instructor  
BA, Indiana University

Ana Gomez, Financial Aid Officer

**(Torrance Branch Campus – Business Office Administration)**

Roberta Ross, Branch Director, BOA Program Administrator  
Certificate in Marketing Management, Calgary University  
Certified in Management, Canadian Institute of Management

Manuel Cuadros  
BA, CSU Los Angeles

Susan Trumpower  
MS, California State University Dominguez Hills

## **DISCLOSURES**

**The following information is provided in compliance with various state and federal regulations.**

### **Family Educational Rights and Privacy Act (FERPA)**

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond high school level. Students to whom the rights have transferred are "eligible students".

Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student has the right to a formal hearing. After the hearing, if the school still decides not to amend the records, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information. Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose these records, without consent, to the following parties or under the following conditions: a) School officials with legitimate educational interest; b) Other schools to which a student is transferring; c) Specified officials for audit or evaluation purposes; d) Appropriate parties in connection with financial aid to a student; e) Organizations conducting certain studies for or on behalf of the school; f) Accrediting organizations; g) to comply with a judicial order or lawfully issued subpoena; h) Appropriate officials in cases of health and safety emergencies; and (i) State and local authorities within a juvenile justice system, pursuant to specific State law. DLI follows the above procedures.

Students may request to review records in person at the DLI Records Office. Giving a 2-4 day advanced notice is desirable to avoid having to wait while files are retrieved from storage.

Diversified Language Institute does not maintain a student directory. Further information, or complaints on adherence to this policy may be obtained by calling (202) 260-3887.

### **Review of the School's Accreditation, Approval and/or Licensing**

Examination of the school's accreditation documents and state approval may be had by making an appointment with the School Director during regular daytime business hours Monday-Friday, except holidays.

### **Unlawful copying or sharing of copyright material**

The downloading or copying of copyright material, including computer programs for personal use or distribution is prohibited both by DLI and by federal law. Persons found to be violating this prohibition are subject to dismissal as well as criminal penalties. A person who violates federal copyright law under Chapter 12 shall be fined not more than \$500,000 or be imprisoned for not more than five years, or both for a first time offense and not more than \$1,000,000 or be imprisoned for not more than 10 years, or both for each subsequent offense.

### **Vaccinations**

Diversified Language Institute does not have a policy requiring vaccinations of any kind. However, we advise students in attendance during fall and winter months to obtain the current flu vaccine.

### **ARBITRATION AGREEMENT**

Any and all disputes, losses, and/or claims arising out of and/or relating to this Agreement including, without limitation, those as to the performance of the parties, the terms of this Agreement, its interpretation, its negotiation, or a party's breach of this Agreement shall be resolved by way of binding arbitration by a single neutral arbitrator by and pursuant to the rules of the American Arbitration Association (or any successor entity thereto) in the City of Los Angeles, County of Los Angeles. In rendering its decision and award, the arbitrator shall follow California law, rules and procedures and shall not modify the provisions of this Enrollment Agreement/Contract. The award entered in such a proceeding shall be fully binding, final and not subject to appeal and may be entered and enforced as a final judgment by any Court of competent jurisdiction. In the event of any arbitration or other proceeding between the parties hereto arising out of or in any manner relating to this Agreement including, without limitation, its negotiation, terms, interpretation, performance and/or breach and in addition to all other recoveries and awards, the prevailing party shall recover from the non-prevailing party any and all reasonable attorneys' fees incurred including those incurred on appeal, in enforcement proceedings and/or in connection with bankruptcy proceedings.

NOTICE: BY INITIALING IN THE SPACE BELOW YOU ARE AGREEING TO HAVE ANY DISPUTE ARISING OUT OF THIS AGREEMENT DECIDED BY NEUTRAL ARBITRATION AS PROVIDED BY CALIFORNIA LAW AND YOU ARE GIVING UP ANY RIGHTS YOU MIGHT POSSESS TO HAVE THE DISPUTE LITIGATED IN A COURT OR JURY TRIAL. YOUR AGREEMENT TO THIS ARBITRATION PROVISION IS VOLUNTARY.

I HAVE READ AND UNDERSTAND THE FOREGOING AND AGREE TO SUBMIT DISPUTES ARISING OUT OF THIS AGREEMENT TO NEUTRAL ARBITRATION. \_\_\_\_\_ (Initial)

### **CREDIT HOUR POLICY**

#### **VOCATIONAL ENGLISH AS A SECOND LANGUAGE**

Diversified Language Institute will award Credit Unit Hours for its Vocational English as a Second Language program based on the following formula:

**For Academic Purposes:** Thirty Class Lecture Hours (plus assigned homework) = One Semester Credit Unit

**For Financial Aid Purposes:** Thirty Class Lecture Hours = One Semester Credit Unit

Each Level is 180 Lecture class hours. Depending on the Level, teachers introduce elements of English and practice such with the class. Students are tested and graded weekly in order to measure students' proficiency with the language.

Each Level includes a minimum of 49 hours of assigned homework. Teachers will assign homework on a daily basis and document the assignments on the appropriate forms. Completion of the assigned homework is checked daily, and a maximum of 2 points per day will be awarded (for a total of 10 points per week = 10% of the weekly grade).

The Vocational English as a Second Language program consists of 720 lecture class hours and a minimum of 196 hours of outside preparation (assigned homework), totaling 916 hours. The syllabus for each Level within the program identifies the components outlined above. The student's performance is graded and monitored within each component.

#### **BUSINESS OFFICE ADMINISTRATION**

DIVERSIFIED LANGUAGE INSTITUTE will award Credit Unit Hours based on the following formula:

**For Academic Purposes:** Thirty Class Hours (plus assigned homework) = One Semester Credit Unit

**For Financial Aid Purposes:** Thirty Class Lecture Hours = One Semester Credit Unit

Each Module includes a minimum of 49 hours of assigned homework. Teachers will assign homework on a nightly basis and document the assignments on the appropriate forms. Completion of the assigned homework is checked daily, and a maximum of 2 points per day will be awarded (for a total of 10 points per week = 10% of the weekly grade).

The Business Office Administration program consists of 720 Class Hours, plus a minimum of 196 hours of outside preparation (assign homework), totaling 916 hours. The syllabus for each Module within the program identifies the components outlined above. The student's performance is graded and monitored within each component.

# English AS A Second Language (ESL)

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Unit Tests and in class performance. Instructors' qualifications include at least a BA degree in an appropriate field, and/or teaching experience.

This program is designed for individuals who already have a job skill or want to continue their education. Therefore, job opportunities will depend on the student's previously acquired skills.

CIP Code: 23.0101;

O-NET codes: 53-3031; 37-2010; 37-2010; 39-9010; 35-2011; 35-2013; 35-2012; 35-2014; 41-2010; 41-2020; 41-2030; 35-3000; 51-6050; 51-2090; 53-7060

720 Clock Hours plus a minimum of 180 hours of outside preparation - 24 Semester Hours- 30 Weeks\*

\*May be taken in 40 or 60 weeks for 3/4 and 1/2 time.

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70%, or better, and an overall attendance of 80%. A certificate is awarded upon completion. The course is 30 weeks in length and consists of 720 hours of instruction. Each full Level is valued at 6 Semester Units. A total of 24 Semester Units is required for graduation.

**LEVEL 1: (180 HOURS plus 45 hours of outside preparation) TEXT: ALL-STAR BOOK 1, UNITS 1-5, Student Book, Workbook, and related audio CDs. And BASIC ENGLISH GRAMMAR 6 Units**

By the end of Level 1, students will be able to make themselves understood and to understand native speakers when engaged in objectives which teachers have presented and students have exchanged in everyday encounters. To achieve these objectives, teachers present and students have extensive classroom practice in the following:

**Life Skills:** Introduce yourself; ask for and give spelling of names;

Exchange personal information; follow classroom instructions; say and understand phone numbers; ask about occupations;

Describe the location of things in the community; talk about places on a U.S. map; ask for clarification; talk about library services; prepositions of locations;

Ask for an tell the time of day; ask about business hours; ask about prices; ask for a phone number from directory assistance; listen to an automated phone message;

Describe the weather; talk about event on a calendar; talk about holidays; talk about appointments; make, cancel and reschedule an appointment

Ask for information in a store; ask about sizes and prices; describe clothing; listen to a story; give opinions about clothes; return something to a store; talk about appropriate clothing

**Grammar:** personal pronouns; imperatives; punctuation; simple present

Prepositions of location; *there is/there are; is there/are there*; singular and plural nouns; punctuation

*Yes/no* questions with be; questions with *how much*; *yes/no* questions and answers with be; information questions with be

*Wh* questions with be; questions with how many; singular and plural nouns; capitalization

Present continuous statements; present continuous questions and answers, object pronouns; information questions with the present continuous

**LEVEL 2: (180 HOURS plus 45 hours of outside preparation) TEXT: ALL-STAR BOOK 1, UNITS 6-10, Student Book, Workbook, and related audio CDs. And BASIC ENGLISH GRAMMAR**  
**6 Units**

By the end of Level 2, all students will be able to use the following and understand native speakers who do the same, given the parameters of the vocabulary and classroom exposure time in Level 2.

**Life Skills:** give opinions about foods; ask for items in a grocery store; describe food containers; ask for price information; listen to a recorded message

Talk about family members and responsibilities; talk about personal interests and activities; make telephone calls; discuss family expenses; give opinions about expenses

Talk about health problems; discuss remedies; listen to and practice 911 calls;

Describe things in a house; talk about accidents in the home; ask for housing information;

Respond to job ads; listen to a job interview; give opinions about what to do in an interview; give reasons

**Grammar:** questions and answers with *do* and *don't*; frequency adverbs

*Yes/no* questions + simple present; simple present statements; *don't* and *doesn't*; information questions with the simple present

*Can* for ability; giving advice with *should* and *shouldn't*;

Comparing past and present; simple past statements; negative simple past statements

*Yes/no* questions with the simple past; future with *be going to*

**LEVEL 3: (180 HOURS plus 45 hours of outside preparation) TEXT: ALL-STAR, BOOK 2, UNITS 1-5, Student Book, Workbook, and related audio CDs. And BASIC ENGLISH GRAMMAR**  
**6 Units**

By the end of Level 3, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 3, as well as the individual differences in student ability.

**Life Skills:** exchange personal information; describe people; greet a friend; make introductions

Ask about places in the community; ask for and give directions; ask for information at a train station

Talk about expenses; talk about purchases; talk about money; talk about banking services; listen to an automated phone message

Talk about goals; talk about plans; describe the workplace; ask for and give advice; listen to a recorded message;

Exchange personal information; talk about common purchases; talk about shopping; make exchanges, returns, and purchases

**Grammar:** present tense statements: regular verbs and *have*; present tense negative statements; *yes/no* questions with *does*;

Present continuous statements and questions; *wh-* questions;

Simple past statements; *yes/no* questions + past tense; *wh-* questions + past tense

Present conditional; future with *be going to*

Comparatives; superlatives

**LEVEL 4: (180 HOURS plus 45 hours of outside preparation) TEXT: ALL-STAR, BOOK 2, UNITS 6-10, Student Book, Workbook, and related audio CDs. And BASIC ENGLISH GRAMMAR  
6 Units**

By the end of Level 4, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 4, as well as the individual differences in student ability.

**Life Skills:** talk about food; ask for things in a restaurant; order from a menu; take food orders

Talk about relationships; talk about a wedding; communicate in social situations; talk about customs; conduct an interview; disagree politely; offer help

Talk about parts of the body; describe illnesses and injuries; talk about experiences in an emergency room; talk to health professionals

Talk about actions in the home; talk about problems in the home; talk about a fire emergency; talk about weather forecasts

Talk about jobs and job skills; talk about work experience; ask for information in a library; communicate with an employer

**Grammar:** *how much* and *how many*; quantity words

*Whose* versus *who's*; two-word verbs; nouns and adjectives

*Should* and *shouldn't*; *might* and *will*

*Commands* and *requests*; *will* and *won't*

*Have to/don't have to*; *would like/would rather*

## COMPUTER CURRICULUM

### WINDOWS 2003

1. Getting Started with Windows XP (Including, but not limited to these topics)
  - Understanding Windows XP basics
  - Logging on
  - Logging off
  - Shutting down a Windows XP computer
2. Working Efficiently in Windows XP
  - Getting to know the Windows XP desktop
  - Working with the Start Menu
  - Creating shortcuts
  - Etc
3. Managing computer security
  - Changing your computer's name
  - Working with user accounts
4. Adding hardware and software
  - Installing speakers and a microphone
  - Installing a printer
  - Installing a storage device
  - Installing a new software program

- Installing Windows components
5. Working with Files and Folders
    - Exploring your computer
    - Looking at file and folder information
    - Creating, editing, and deleting files and folders
    - Finding files
  6. Personalizing Windows XP
    - Changing the look and feel of Windows
    - Selecting a screen saver
    - Changing your system's date and time
    - Making Windows XP easier to see and use
  7. Making Connections
    - Connecting to the internet
    - Connecting to a virtual private network
  8. Communicating with other people
    - Creating a Passport Account
    - Setting up Outlook Express
    - Sending and receiving E-mail messages
    - Adding contacts to your address book
  9. Having Fun with Windows XP
    - Playing games
    - Surfing the Web
    - Using Windows Media Player
    - Etc.
  10. Solving Problems
    - Keeping your computer up to date
    - Diagnosing system problems
    - Cleaning up your hard disk
    - Helping yourself
    - Contacting product support
    - Asking for help from someone else
    - Backing up and restoring files
    - Restoring your operating system

## **Microsoft Office XP**

1. Jumping into Microsoft Office
  - Starting an Office program
  - Opening an existing file
  - Working with documents in more than one program
  - Editing more than one document at a time
  - Saving or deleting a file
  - Printing in Office
  - Closing files and quitting office
  - Getting help
  - Working efficiently using toolbars and task panes
  - Working smart
  - Common Office XP tasks and where to learn about them
  - Recovering files

- Repairing Office Programs
2. Enhancing documents
    - Adding pictures to your documents
    - Adding clip art and other types of media
    - Changing the size, placement, and content of pictures
    - Adding and modifying Word Art
  3. Creating, Editing, and Printing a Word document
    - Starting a Word document
    - Selecting text
    - Moving and copying text
    - Correcting typos and spelling automatically
    - Finding and replacing text
    - Inserting new pages
    - Printing from Word
  4. Formatting a Word document
    - Changing font and size, italics, color, and other effects
    - Aligning and indenting text
    - Creating bulleted and numbered lists
    - Applying a style
  5. Building complex documents using word
    - Creating a table
    - Formatting and positioning tables
    - Working with templates
    - Automating mailings
  6. Creating an Excel Worksheet
    - Getting started with Excel
    - Working with cells and ranges
    - Formatting text and numbers
    - Copying a table from the web to Excel
    - Using templates to create workbooks
    - Printing from Excel
  7. Working efficiently with data and calculations
    - Using formulas to work with your data
    - Simplifying calculations using functions
    - Copying formulas
    - Entering data automatically
    - Naming cells and ranges
  8. Charting and analyzing data
    - Showing data in a chart
    - Working efficiently with charts
    - Modifying data in a chart
    - Sorting and filtering data in a list
  9. Using Outlook for E-Mail
    - Setting up an E-mail account for the first time
    - Composing an e-mail message
    - Checking e-mail and responding to messages
    - Sending and receiving E-mail attachments
    - Organizing e-mail messages
    - Subduing junk e-mail

10. Scheduling with Outlook
  - Scheduling appointments, meetings and events
  - Changing appointments, meetings and events
  - Personalizing your calendar
11. Managing personal information using Outlook
  - Previewing your day's work
  - Creating an online address book
  - Creating a to-do list
  - Keeping a journal
  - Making notes to yourself
  - Printing from Outlook
12. Creating a PowerPoint Presentation
  - Creating a presentation from scratch
  - Creating a presentation using a template
  - Outlining a presentation
  - Adding slides
  - Adding text
  - Printing from PowerPoint
13. Delivering a PowerPoint presentation
  - Preparing notes and handouts
  - Setting up a slideshow
  - Presenting a slideshow
14. Creating a Publication with Publisher
  - Creating a specific type of publication
  - Publisher in a nutshell
  - Adding and deleting pages
  - Working with frames for pictures and text
  - Adding and formatting text
  - Adding pictures
  - Wrapping text around pictures
  - Checking and printing a publication

**LEVEL 5: (180 HOURS plus 45 hours of outside preparation) TEXT: ALL-STAR, BOOK 3, UNITS 1-5, Student Book, Workbook, and related audio CDs. And FUNDAMENTALS OF ENGLISH GRAMMAR 6 Units**

By the end of Level 5, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 5, as well as the individual differences in student ability.

**Life Skills:** talk about daily routines; talk about family responsibilities; talk about goals; listen to conversations about goals; ask for focused repetition; Talk about jobs; discuss success

Talk about houses; describe different types of housing; report housing problems; describe a house; evaluate a house for sale; role-play phone conversations with real estate agents; listen to phone conversations between tenants and landlords; role-play phone conversations between tenants and landlords; practice asking for a more specific time; talk about tenants' and landlords' responsibilities; talk about the Fair Housing Act

Talk about healthy and unhealthy behavior; listen to conversations between patients and doctors; role-play conversations between patients and doctors; give opinions about healthy and unhealthy behavior; give health advice; share ideas about getting healthy

Offer polite disagreement; talk about big purchases; listen to conversations between customers and car salespeople; role-play conversations between costumers and car salespeople

**Grammar:** past time clauses with *when*; future time clauses with *when*

Comparative and superlative adjectives; *as + adjective + as*

Present perfect; simple past and present perfect

Gerunds

**LEVEL 6: (180 HOURS plus 45 hours of outside preparation) TEXT: ALL-STAR, BOOK 3, UNITS 6 - 10, Student Book, Workbook, and related audio CDs. And FUNDAMENTALS OF ENGLISH GRAMMAR**

**6 Units**

By the end of Level 6, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 6, as well as the individual differences in student ability.

**Life Skills:** talk about work injuries; talk about personal injuries; listen to conversations between employees and employers; role-play conversations between employees and employers; talk about safety procedures; talk about health hazards

Talk about community; talk about rules in the community; listen to conversations between citizens and authorities; role-play conversations between drivers and police officers; discuss differences in laws in different cultures; talk about accomplishments of Cesar Chavez; accept criticism

Ask questions about a position; talk about qualities of the workplace; talk about benefits; talk about ways to find a job; listen to conversations between employers and job applicants; rale-play conversations between receptionists and applicants

Talk about the ways people communicate; talk about communications skills; talk about communication at work; listen to various conversations of people communicating; role-play conversations; talk about good listening skills; practice phone skills: conversations and messages

**Grammar:** past continuous; simple past and past continuous

Infinitives

Real conditionals

Present unreal conditional statements+

**LEVEL 7: (180 HOURS plus 45 hours of outside preparation) TEXT: ALL-STAR, BOOK 4, UNITS 1 - 5, Student Book, Workbook, and related audio CDs. And FUNDAMENTALS OF ENGLISH GRAMMAR**

**6 Units**

By the end of Level 7, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 7, as well as the individual differences in student ability.

**Life Skills:** talk about continuing education; talk about personal and professional goals; listen to telephone conversations and messages; talk about telephone behavior; talk about job interviews; talk about importance of writing skills; discuss success

Talk about types of transportation; talk about solving transportation problems; talk about automobile insurance; listen to conversations regarding a traffic accident and car repair; listen to conversation about making car and travel reservations; get information about travel schedules

Talk about a health emergency; talk about types of healthcare professional and specialties; listen to phone conversations between patients and doctors' offices; role-play phone conversations between patients and doctors' offices; clarify information; talk about food labels and nutrition; talk about immunizations; talk about healthy and unhealthy diets;

Talk about Washington D.C.; talk about marches and protests; talk about rights and responsibilities; discuss social issues; listen to conversations about educational system; express agreement and disagreement; talk about government agencies; talk about unions

**Grammar:** direct and indirect *yes/no* and *wh-* questions;

Past form of *should*; past form of *could*

Adverb clauses of time; adverb clauses of reason and contrast

Active and passive verbs; forming the passive

**LEVEL 8: (180 HOURS plus 45 hours of outside preparation) TEXT: ALL-STAR, BOOK 4, UNITS 6 - 10, Student Book, Workbook, and related audio CDs. And FUNDAMENTALS OF ENGLISH GRAMMAR**  
**6 Units**

By the end of Level 8, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 8, as well as the individual differences in student ability.

**Life Skills:** discuss advertising; talk about shopping and comparison shopping; listen to conversations between customers and salespeople; role-play conversations between customers and salespeople; discuss food shopping tips; talk about finding housing; express doubt

Talk about courtrooms and people in them; summarize; talk about a bar graph; talk about types of crime and common laws; listen to recorded messages; listen to information about getting a marriage and driver's license; talk about getting a marriage and driver's license; paraphrase; talk about traffic tickets; talk about neighborhood problems

Talk about workplace situations; talk about workplace responsibilities and behavior; talk about interviews; listen to job interviews; role-play job interviews; discuss ideal employees and employers; describe workplace tasks; expand responses to questions;

Talk about household budgets; talk about expenses; listen to conversations about banking; talk about protecting your money; talk about financial terms; give advice

**Grammar:** tag questions

Adjective clauses

Past perfect; past unreal conditional

Quoted speech; reported speech

**LEVEL 9: (180 HOURS plus 45 hours of outside preparation) TEXT: GRAMMAR FORM AND FUNCTION 3, Student Book and related audio CDs. And Understanding and Using English Grammar**  
**6 Units**

Level 9 is the culmination of DLI's ESL Program. Included in this Level is ample opportunity to work with grammar structures, work on listening and speaking activities, reading at a more challenging level, and writing at a low-advanced and

advanced levels. This Level represents a synthesis of all the forms and functions.

By the end of Level 9, all students will be able to use the following and understand native speakers who do the same given the parameters of vocabulary and classroom exposure time in Level 9, as well as the individual differences in student ability.

The major points studied are:

The simple present and present progressive; the present perfect and present perfect progressive; listening puzzle: kinds of grain; reading challenge: the American bison; write an informal letter

The simple past and past progressive; the past perfect and past perfect progressive; listening puzzle: canals; reading challenge: the Erie Canal; write a narrative

*Be going to* and *will*; time clauses and conditional sentences in the future; the future perfect and future perfect progressive; listening: space exploration; reading: where will the beaches be?; write an essay with supporting examples

Nouns and expressions of quantity: Regular and irregular plural nouns; possessives; compound nouns; listening: desserts; reading: Kellogg's corn flakes; write a descriptive essay;

Pronouns and articles: subject and object pronouns: possessive adjectives; possessive pronouns; reflexive pronouns; indefinite articles *a* and *an*; *one* and *ones*; the definite article *the*; listening: used in homes by millions; reading: Thomas Edison ; write a review of a movie

Modals I; listening: cash, check, or credit card?; reading: Oprah Winfrey; write an expository essay

Modals II; listening: reading maps; reading: urban explorers; write a business letter

The passive voice, causatives and phrasal verbs; listening: animals; reading: near earth objects; write a cover letter  
Gerunds and infinitives; listening: sports; reading: the google guys; write an essay of analysis

Agreement and parallel structure; listening: fabric; reading: the samurai; write an essay of definition

Noun clauses and reported speech; listening: information; reading the y2k problem; write a fable or a legend

Adjective clauses; listening: waste management; reading: the garbage patch; write an essay that describes a process

Adverb clauses; listening: natural disasters; reading: chili peppers; write an essay of comparison and contrast

Conditional sentences; listening: dairy products; reading: the beautiful game; write a persuasive essay

# Business Office Administration

All instruction is conducted in English only

All students are evaluated weekly by qualified instructors. Evaluation is based on Module Tests and class performance. Instructors' qualifications include at least a BA degree in an appropriate field, and/or teaching experience.

This program prepares students for the following jobs: office administrator, bookkeeper, clerk, customer service representative, receptionist, administrative assistant, office and administrative support.  
CIP Code: 52.0408; O-NET code: 43-9199

**720 Clock Hours                  24 Semester Hours                  30 Weeks\***

\*May be taken in 40 or 60 weeks for 3/4 and 1/2 time.

The Program includes a minimum of 196 hours of assigned homework.

The student must complete a minimum of 720 hours with a grade point average (GPA) of 70% or better, and an overall attendance of 80%. A Diploma is awarded upon successful completion of the program. The course is 30 weeks in length and consists of 720 hours of instruction. A total of 24 Semester Units is required for graduation. This program prepares students for entry level positions in the industry.

## Program of Study

**Front and Back Office Operations Modules - Total: 216 hours                  7.20 Units**

**Administrative Assistant                  24 Lecture Hours    24 Practicum Hours**

Textbooks and Resources used:

Textbook: Administrative Assistant and Secretary's Handbook  
James Stroman, Kevin Wilson, Jennifer Wauson 2012

Students will learn to perform a variety of administrative and clerical procedures necessary to help run an organization. Students will learn document processing and multiple computer applications, as well as learn how to organize and manage an office.

**Customer Service Representative                  48 Lecture Hours    24 Practicum Hours**

Textbooks and Resources used:

Text Book: Customer Service A Practical Approach  
Elaine K. Harris 2007

Customer Service Training  
Maxine Kamin 2002

Dealing With theirate Customer  
Kantola Productions DVD

Serving Customers – Helping People  
Kantola Productions DVD

Students will learn to identify the principles of good customer service and will develop customer service techniques and systems. They will learn that customer service skills play a necessary and significant role in every business transaction.

**Receptionist****24 Lecture Hours 24 Practicum Hours**

Textbooks and Resources used:

How to be an Outstanding Receptionist and Ambassador for Your Organization(Book and Video)  
Sandy McKenzie

Textbook: Administrative Assistant and Secretary's Handbook  
James Stroman, Kevin Wilson, Jennifer Wauson 2012

Textbook: Phone Skills for the Information Age  
Dorothy Maxwell

Occupational Outlook Handbook, Receptionists and Information Clerks  
Bureau of Labor Statistics, 2010-2011

File Clerk, General File Clerk  
John Czukor

Customer Service Training  
Maxine, Kamin, 2002

Survival Guide for Administrative Assistants  
Justa Victorian, 2007

Students will learn real world work skills in answering telephones, operating multiple lines, routing and screening calls, greeting visitors, handling in-company mail and packages, updating appointment calendars, preparing travel vouchers, providing information to company visitors and employees. Students will learn specific duties of an Office Clerk, such as maintaining payroll records, taking inventory, filing, entering data into the computer, and operating various office equipment such as photocopiers, fax machines, and scanners.

**Data Entry/Office Clerk****24 Lecture Hours 24 Practicum Hours**

Textbooks and Resources used:

Textbook: Administrative Assistant and Secretary's Handbook  
James Stroman, Kevin Wilson, Jennifer Wauson 2012

File Clerk, General File Clerk  
John Czukor

Students will learn to key in text, enter data into a computer, operate other office machines, and perform other clerical duties, all in a mock-up office environment. Students will learn specific duties of an Office Clerk, such as maintaining payroll records, taking inventory, filing, entering data into the computer, and operating various office equipment such as photocopiers, fax machines, and scanners.

**Computer Applications and Business English Modules –Total: 264 hours 8.8 Units****Keyboard Mastery and Windows (48 hours)****Keyboard Mastery:**

Textbooks and Resources used:

Textbook: Keyboarding Mastery  
Barbara G. Ellsworth, 2008

Computer Program downloading onto the desktop: *keyboardingonline.com*

Students will learn to develop basic skills in touch keyboarding. Emphasis will be placed on the alphabetic, punctuation, and symbol keys.

**Introduction to Windows:**

Textbooks and Resources used:

Textbook: Microsoft Office 2010 Introductory Concepts and Techniques  
Gary B. Shelly, Thomas J. Cashman, Misty E. Vermaat 2010

Textbook: Administrative Assistant and Secretary's Handbook  
James Stroman, Kevin Wilson, Jennifer Wauson 2012

Students will learn to use basic Windows applications to create documents, view files, customize Windows, create user accounts, passwords, browse the Web, exchange e-mail.

**Word (24 hours)**

**Introduction to Word-processing applications:**

Textbooks and Resources used:

Textbook: Microsoft Office 2010 Introductory Concepts and Techniques  
Gary B. Shelly, Thomas J. Cashman, Misty E. Vermaat 2010

Students will learn to create, edit, format, and print Word documents as well as to record and edit simple macros.

**Excel (48 hours)**

**Introduction to Microsoft Excel:**

Textbooks and Resources used:

Textbook: Microsoft Office 2010 Introductory Concepts and Techniques  
Gary B. Shelly, Thomas J. Cashman, Misty E. Vermaat 2010

Students will learn basic spreadsheet concepts, navigate in workbooks, enter, edit, format and print data, charts, tables, as well as to record and edit simple macros.

**Access (24 hours)**

**Introduction to Microsoft Access:**

Textbooks and Resources used:

Textbook: Microsoft Office 2010 Introductory Concepts and Techniques  
Gary B. Shelly, Thomas J. Cashman, Misty E. Vermaat 2010

Students will learn database concepts, learn to create a database using a wizard in design view, format tables and use templates.

**Internet (24 hours)**

**Introduction to the Internet:**

Textbooks and Resources used:

Textbook: Teach Yourself VISUALLY Microsoft Windows Vista  
Paul McFedries, 2007

Textbook: Administrative Assistant and Secretary's Handbook  
James Stroman, Kevin Wilson, Jennifer Wauson 2012

Students will learn internet terminology, surf the Web, work with and customize a browser, optimize file usage, and learn

tips on making a browser work for the student.

### **PowerPoint (24 hours)**

#### **Introduction to PowerPoint:**

Textbooks and Resources used:

Textbook: Microsoft Office 2010 Introductory Concepts and Techniques

Gary B. Shelly, Thomas J. Cashman, Misty E. Vermaat 2010

Students will learn slide layout and different views, enter data, create slide shows, insert other application objects, save, open, and print presentations.

### **Microsoft Outlook (24 hours)**

#### **Introduction to Microsoft Outlook:**

Textbooks and Resources used:

Textbook: Microsoft Office 2010 Introductory Concepts and Techniques

Gary B. Shelly, Thomas J. Cashman, Misty E. Vermaat 2010

Textbook: Administrative Assistant and Secretary's Handbook

James Stroman, Kevin Wilson, Jennifer Wauson 2012

Students will learn how to use outlook for e-mail, schedule and maintain appointments, events and meetings, and organize personal folders.

### **Desktop Publishing (24 hours)**

#### **Introduction to Desktop Publishing:**

Textbooks and Resources used:

Textbook: Microsoft Office 2010 Introductory Concepts and Techniques

Gary B. Shelly, Thomas J. Cashman, Misty E. Vermaat 2010

Textbook: Creating Business Cards and Newsletters

Elizabeth Eisner Reding

Students will learn to demonstrate the placing and editing of text, add art and special text effects to create flyers, newsletter and publications.

### **Business English (24 hours)**

Textbooks and Resources used:

Textbook: Administrative Assistant and Secretary's Handbook

James Stroman, Kevin Wilson, Jennifer Wauson 2012

Textbook: The Gregg Reference Manual: a Manual of Style, Grammar, Usage and Formatting

William A. Sabin

Students will learn grammar, usage, and style. They will learn techniques and formats to editing, proofreading letters, memos, publications, and other business documents.

## **Accounting and Bookkeeping - Total: 240 hours 8.0 Units**

### **Basis Accounting Principles (48 hours)**

Textbooks and Resources used:

Textbook: Bookkeeping and Accounting Principles, 4<sup>th</sup> Edition  
Joel J. Lerner

Students will learn the double-entry system, journaling and posting transactions, reading financial statements, sales and purchases and cash journals, costing and pricing merchandise, controlling cash, payroll, and ten-key mastery.

### **Computer-based Bookkeeping Program (QuickBooks) (192 hours)**

Textbooks and Resources used:

QuickBooks Learning Guide  
(Intuit Education Program) Author: A. L. Craig

Students will learn an entry level computer-based bookkeeping program (QuickBooks). They will learn the fundamentals of managing revenues and expenses, bank reconciliation, and setting up a company file and filling out relevant forms for a fictitious company.

## **VESL – BUSINESS OFFICE ADMINISTRATION**

**All instruction is conducted in English only**

**This program strengthens non-native English speakers' language skills before preparing them for jobs in the Business Office Administration field, as outlined above.**

**1080 Clock Hours          36 Semester Hours          45 Weeks\***

**\*May be taken in 60 for 3/4 time (18 Hours per week).**

The student must complete a minimum of 1080 hours with a grade point average (GPA) of 70% or better, and an overall attendance of 80%. A Diploma is awarded upon successful completion of the program. The course is 45 weeks in length and consists of 1080 hours of instruction. A total of 36 Semester Units is required for graduation. This program prepares students for entry level positions in the industry.

### **PROGRAM OF STUDY**

This program includes 360 Class Hours of English as a Second Language instruction, beginning with at least DLI Level 6 proficiency in ESL at the entry point, and the 720 Hours Business Office Administration program as detailed above.

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