



L . E . N .  
BUSINESS AND LANGUAGE INSTITUTE

A Job Preparation Program  
For People Of Diverse Cultures

Founded in 1992

Catalog for  
June 2012 - June 2013

SAN FRANCISCO, CALIFORNIA





L . E . N .  
BUSINESS AND LANGUAGE INSTITUTE

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## STATEMENT OF PURPOSE

L.E.N. Business and Language Institute is designed to provide computer and clerical training to prepare individuals for employment in office environments. We also offer instruction in English as a Second Language for those individuals who have limited English proficiency.

The school creates a work atmosphere. In addition to skills training, individuals are provided with guidance regarding appropriate office behavior, efficient work habits, and job search techniques.

All classes are taught in English. An English language environment is supported and encouraged. Our goal is to assist students in gaining functional language skills as quickly as possible. Individuals learn English not only during their class time, but use their language skills throughout the day.

Group classes are small. English, bookkeeping, mathematics, filing and job search skills are taught in small group settings. Maximum number of students in these classes is 25 with typical class size being 12-15. Computer instruction is individualized and progresses according to individual ability. Computer skills are learned and practiced through hands-on instruction.

Close ties with the business community are maintained through internship programs, regularly bringing business representatives to the school as guest speakers, and by having students perform clerical projects for the nonprofit community. We have also worked to develop and maintain employment relationships with area employers.

Our strength lies in working with disadvantaged minorities who may need extra support in order to gain marketable skills. In addition to providing vocational training, the environment is designed to improve English language proficiency, thus enhancing overall quality of life and integration to American society.

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.

## ACCREDITATION AND APPROVAL

L.E.N. Institute was licensed to operate in 1992 by the Private Postsecondary and Vocational Education agency pursuant to California

Education Code Section 94311. BPPVE #3804651 M. That state agency is no longer active.

L.E.N. Institute is approved to provide training to veterans.

1254 Market Street, Suite 200, San Francisco, California is the only site of L.E.N. Business and Language Institute.

L.E.N. Business and Language Institute is a private corporation in the state of California. Primary stockholders of the corporation are Nancy Rynd, M A and Thomas Ahrens. There is no advisory board.

L.E.N. Institute does not discriminate on the basis of sex, race, ethnic origin or religion.

L.E.N. Institute provides training in General Clerical Skills and Microcomputer Applications. Upon completion of training, graduates seek employment as office workers, file clerks, billing clerks, data entry clerks, cashiers, medical front office assistants, customer service representatives, hotel clerks, hospital clerks, bookkeeping assistants, administrative assistants, and receptionists.

L.E.N. Institute is designed as a workplace environment. The school is housed in a 1600 square foot space with tall windows and interior brick. The building was recently seismically retrofit. Computer equipment is IBM compatible personal computers with Windows PC operating system. The computers are networked, platform-to-platform.

In 1992 L.E.N. Business and Language Institute began providing training to individuals interested in gaining the clerical and computer skills necessary to obtain clerical employment. The school was designed to assist adult learners to acclimate to an office work environment at the same time that they gain strong work habits and skills. An English as a Second Language component was incorporated to give education to those in need of this training. From the Market Street location in San Francisco hundreds of students have gained work skills and gone on to various office careers.

# CURRICULUM

All classes will take place in the physical space located at 1254 Market Street, Suite 200, San Francisco, CA.

## **Computer Curriculum**

Instruction provided on IBM compatible computers

**SYSTEMS** - A general introduction to the systems used for various business applications. The program is designed to allow the students to develop ease working in the following systems:

### **Windows**

- Introduction to the operating system
- Mouse instruction
- File management and data security
- Introduction to graphic tools
- Running concurrent applications

**WORD PROCESSING** - Instruction focuses on word processing assignments designed to increase familiarity with the practical uses of the computer as well as to improve typing speed and accuracy. Standard business formats used in an office environment are taught and reviewed, including proofreading and editing symbols.

### **Microsoft Word**

#### Basic

- Menu Access: Save/Open/Close, Status Bar, Scroll, Open documents, Cut and Copy
- Intro to Toolbars (view, display tool tips)
- Features: Spelling, Headers/Footers, Print Preview
- Margins, Ruler, Line spacing, Font Style and Size

#### Intermediate

- Toolbars: Formatting and Standard Features
- Tabs and Indentation
- Find and Replace

#### Advanced

- Mail Merge

- Advanced Mail Merge (with query options)
- Mailing Labels
- Wizards: Resume, Fax Cover, Letter
- Tables and Graphics

**SPREADSHEETS** - Instruction focuses on creating and manipulating worksheet assignments designed to introduce the basics of spreadsheets on the computer. These assignments also help the student improve data entry speed and accuracy. Standard formats used in an office environment are taught and reviewed, including the practical use of formulas, functions, and formats.

### **Microsoft Excel**

#### Basic

- Menu Access/Basic Formatting
- Toolbars
- Formulas/Copy and Paste Procedures/Worksheet Layout

#### Intermediate

- Absolute Formulas/Advanced Formatting
- Sorting Data
- Advanced Functions

#### Advanced

- Filtering
- Multiple Worksheets/Financial Reports/Payroll
- Organizing Worksheets/Grouping, Subtotals
- Printing
- Charts and  $\exists$  Graphs
- Pivot Tables

**DATABASE** - Students are given alphanumeric data entry assignments to create a database. These assignments improve speed and accuracy. Data entry assignments are completed in Lotus and Excel as well as Access.

### **Access**

#### Basic

- Basic Alpha and numeric input
- Use of forms and reports
- Sort and search for data

- Use the toolbars

#### Intermediat

- Create data tables and forms
- Merge data with Word mail merge

#### **Microsoft Office**

In addition to individual program instruction, lessons are provided in the Microsoft Office Suite. These lessons promote an understanding of the interaction possibilities of Excel, Word, Access and the presentation powers of Microsoft PowerPoint and Publisher.

#### **Computer Theory**

Instruction is provided in computer theory. Class material covers both hardware and software. Emphasis is placed on vocabulary and enabling the students to successfully discuss their computer skills in an interview. Hardware covers peripheral devices, processing and storage. Software covers operating systems software and applications software with an emphasis on the Microsoft Office Suite used at L.E.N. Institute. A student produced PowerPoint presentation is the culmination of the class.

#### **Computerized Accounting Program**

Students that have completed the manual bookkeeping class are taught to use QuickBooks Pro automated system. Entry of transactions in debit/credit format, processing checks, recording receipts, general banking and journal entry procedures are taught. Income statements and balance sheets are prepared.

#### **Internet**

Students are given an overview of how to use search engines to navigate within the World Wide Web. We are on-line throughout the day and students are encouraged to browse the Internet and practice their newly learned skills. Job search using the Internet is emphasized. Students also have the opportunity to develop and edit website materials.

**Electronic Mail** - Students are taught how to read, create, delete and send Electronic Mail (e-mail).

**Keyboarding** - Individuals are taught keyboarding skills on both the computer and on the IBM electronic typewriter. Students are encouraged to achieve minimum speeds of 45 words per minute with high accuracy. Instruction is also provided in machine operation.

**Calculator** - Individuals are taught to operate the 10-key calculator by touch. Instruction is provided in machine operation and the multiple functions of the calculator. Students are encouraged to achieve minimum speeds of 200 strokes per minute with high accuracy.

**Filing** - Instruction is provided in organizing materials alphabetically, numerically, geographically, and by subject. Employment screening tests are administered upon completion of the filing course.

**Business Math** - Basic mathematics instruction is provided. Class material covers arithmetic, decimals, averages, percentages and fractions.

**Bookkeeping** - Basic instruction in manual bookkeeping techniques is provided. This instruction covers identification of assets, liabilities and owner's equity, basic bookkeeping formulas, double-entry transactions, posting of journal and ledger entries, and completing balance sheets. This course is optional.

**Telephone Etiquette** - Students are provided with instruction relating to appropriate answering of telephone calls, telephone call routing and message taking. Students are provided with the opportunity to practice these skills on a regular basis.

**Medical Front Office** - Students are provided with instruction in basic medical terminology, billing, patient scheduling, insurance coding (ICD-9), medical filing and record keeping. This course is optional.

#### **Computerized Medical Office**

Students are taught to use Lytec Medical automated system. The students are taught patient registration, billing procedures and coding procedures commonly used in a medical practice. They are also given bookwork on patient relations and interaction within the medical community.

**Career Development** - Students are provided with instruction in preparation of resumes, cover letters and follow-up letters, completion of job applications, interviewing techniques, identifying job leads, and job search tactics. Students are shown how to identify goals, plan and schedule activities on a daily and weekly basis, and track jobs contacts and follow-up.

**Internship** - Students who demonstrate acceptable skills and behavior

may be offered the opportunity to participate in an internship. Positions within the San Francisco Bay Area business community are identified. Students may have the opportunity to attend work 1/2 day and attend school 1/2 day. To date, participating institutions include ♦ the University of California in San Francisco, ♦ Chinatown Community Development Center, ♦ San Francisco Bay Conservation and Development Commission, ♦ Mission Neighborhood Health Center, ♦ San Francisco Housing Rights Committee, ♦ Mercy Housing Corporation ♦ Improvworks.

**Business Correspondence Course** - Advanced English students and native English speakers have the opportunity to participate in the Business Correspondence Course. Students learn content organization and proper language and phrasing used in business letters and memos. Students also practice formatting revising and editing their letters and memos on the computer.

**English as a Second Language** - Four different ESL classes are offered. Students are typically enrolled in 2 such classes daily. Grammar classes are offered at 2 different levels. There are grammar and vocabulary classes at a beginning-intermediate level (ESL levels 200 - 400) and intermediate-advanced level (ESL levels 400 - 600). Depending upon language level, students are also enrolled in either a conversation class or business English class. The conversation class focuses on incorporating new ideas into daily speech. The focus in the conversation class is on vocational ESL including job interviews, telephone conduct and appropriate work behaviors. Business English focuses on advanced grammar and sentence structure. Advanced reading comprehension and writing skills are also taught.

**Special Classes** - Students are provided with assignments designed to improve writing and spelling skills.

Materials are available to assist individuals in preparing for the Graduate Equivalency Diploma (GED).

L.E.N. works hand-in-hand with Bay Area nonprofit agencies by volunteering to perform clerical projects on the school premises at no charge. These projects offer students real work experience in data entry, database creation and update, word processing, record checking and editing. This forum allows students to practice their clerical skills while performing a valuable community service. They have an opportunity to learn about community agencies and to form connections with these agencies.

*L.E.N. Link*, L.E.N. Institute's bi-monthly newsletter, is produced on-site and students are encouraged to use this forum to practice

and develop their writing skills and knowledge of the Publisher software program.

L.E.N. Institute maintains a library of textbooks and learning manuals available to students during the day and also available for overnight check out.

## ADMISSIONS

Students considering the possibility of attending L.E.N. Institute should arrange an appointment to tour the facility and take the admissions examinations. In addition, there is an oral interview with the admissions counselor. Results of the testing are typically available to the individual, and any involved referral agency, within 24 hours.

Students must demonstrate an 8th grade reading level in their native language to qualify for admission to the program. Prior to admission, individuals are also tested for math level, English grammar level and English communication ability. These tests are used to determine the level of competency upon admission to the program and also to assess progress.

For those individuals who have English as a Second Language, a minimum English language level of 200, as assessed by the Combined English Language Skills Assessment (CELSA) is recommended for admission to the program. There is no additional cost for participation in the ESL classes.

The students ability to benefit is determined by the admissions examinations administer as discussed above.

Students who are 17 or older and have attended at least 6 years of school are appropriate for the program.

Generally, if there is space available, an individual may initiate training any Monday. Certificate programs of sixteen, twenty-four, twenty-eight and thirty-two weeks are offered. There is an opportunity for individuals to participate in an internship placement during the final 8 weeks of the training (see Internship section).

The institution does not provide visa services but will vouch that students are enrolled in the program at no cost.

## EVALUATIONS

It may be determined that an evaluation period is appropriate. Evaluations may be used to determine the physical appropriateness of the training, students' ability to maintain a work station, and students' ability to benefit from the training. In some cases an individual who has not passed the admission examinations may wish to participate in an evaluation to further assess their ability to benefit. Evaluations can be 1 or 2 weeks in length. This time may be absorbed into total training time if an individual decides to continue. Costs of evaluations are \$250.00 per week plus a one-time charge of \$75.00 for registration.

## CERTIFICATES OF COMPLETION

Certificates of completion are awarded upon completion of the 16, 24, 28 or 32-week program, provided attendance and academic standards have been achieved.

The following details academic standards for each program.

### 16 WEEK PROGRAM - 432 HOURS

Individuals in the 16 week program must obtain intermediate computer skills as measured by scoring a 70% or above on the intermediate examination in at least one computer class. They must complete one of the general clerical classes with a final grade of 70% or above.

The number of clock hours of instruction for completion of the 16 week certificate program are as follows:

Microcomputer Applications.....	80
Word Processing Skills.....	27
Data Entry Skills.....	42
Keyboarding.....	77
Calculator.....	27
Filing.....	22
Math.....	7
Job Search Skills.....	6
English as a Second Language.....	144
(if needed, otherwise these hours are distributed among computer and keyboarding classes)....	
TOTAL.....	432

Optional classes in this program are Bookkeeping, Medical Front Office and Internship. If students opt to participate in these

classes there are less hours available for computer instruction. This class is designed to prepare individuals for employment as General Office Clerks, Customer Service Representatives, File Clerks, Quality Control Clerks, Medical Front Office Clerks, and Data Entry Clerks.

24 WEEK PROGRAM - 648 HOURS

Individuals in the 24 week program must obtain intermediate computer skills as measured by scoring a 70% or above on the intermediate examination in at least two computer classes. They must complete two of the general clerical classes with a final grade of 70% or above.

The number of clock hours of instruction for completion of the 24 week certificate program are as follows:

Microcomputer Applications.....	101.25
Word Processing Skills.....	40.5
Data Entry Skills.....	63
Keyboarding.....	103.5
Calculator.....	40.5
Filing.....	33
Math.....	10.5
Bookkeeping.....	31.5
Job Search Skills.....	9
English as a Second Language.....	216
(if needed, otherwise these hours are distributed among computer and keyboarding classes).....	
TOTAL.....	648

Optional classes in this program are Medical Front Office and Internship. If students opt to participate in these classes there are less hours available for computer instruction. This class is designed to prepare individuals for employment as General Office Clerks, Customer Service Representatives, File Clerks, Medical Front Office Clerks, Data Entry Clerks, Bookkeeping Assistants, Accounts Payable and Receivable Clerks, Administrative Assistants and Receptionists.

28 WEEK PROGRAM - 736 HOURS \*

Individuals in the 28 week program must obtain advanced computer skills as measured by scoring a 70% or above on the final examination in one computer class. They must obtain a 70% or above on the intermediate examination in a second computer class indicating intermediate level skills. They must complete two of the general clerical classes with a final grade of 70% or above.

Microcomputer Applications.....	205
Word Processing Skills.....	133
Data Entry Skills.....	108
Keyboarding.....	135
Calculator.....	73
Filing.....	20
Math.....	20
Bookkeeping.....	30
Job Search Skills.....	12
 TOTAL.....	 736

\*This is the only program approved by the Veteran's Administration for Veteran's educational benefits

Optional classes in this program are Medical Front Office and Internship. If students opt to participate in these classes there are less hours available for computer instruction. This class is designed to prepare individuals for employment as General Office Clerks, Customer Service Representatives, File Clerks, Medical Front Office Clerks, Data Entry Clerks, Bookkeeping Assistants, Accounts Payable and Receivable Clerks, Administrative Assistants and Receptionists.

**32 WEEK PROGRAM** - 864 HOURS - General Clerical with Extended Microcomputers

Individuals in the 32 week program must obtain advanced computer skills as measured by scoring a 70% or above on the final examination in one computer class. They must obtain a 70% or above on the intermediate examination in a second computer class indicating intermediate level skills. They must complete two of the general clerical classes with a final grade of 70% or above.

The number of clock hours of instruction for completion of the 32 week certificate program are as follows:

Microcomputer Applications.....	135
Word Processing Skills.....	54
Data Entry Skills.....	84
Keyboarding.....	138
Calculator.....	54
Filing.....	43.75
Math.....	13.75
Bookkeeping.....	42
Job Search Skills.....	12

English as a Second Language..... 288

(if needed, otherwise these hours are distributed among computer and keyboarding classes).....

TOTAL..... 864

Optional classes in this program are Medical Front Office and Internship. If students opt to participate in these classes there are less hours available for computer instruction. This class is designed to prepare individuals for employment as General Office Clerks, Customer Service Representatives, File Clerks, Medical Front Office Clerks, Data Entry Clerks, Bookkeeping Assistants, Accounts Payable and Receivable Clerks, Administrative Assistants and Receptionists.

Students not achieving the aforementioned academic standards, but maintaining attendance standards, will receive a Certificate of Attendance.

Average enrollment at L.E.N. Institute is 35 students. There are five full time staff members. Maximum school enrollment in 45 students, but this is highly unusual. English, Filing, Business Math, Bookkeeping and Career Development are taught in small group settings. Average enrollment in these classes is 12-15. Maximum enrollment is 20 students. Instruction on the computer is self-paced. The student/teacher ratio is 1:5.

## **TRANSFER OF CREDITS**

L.E.N. Institute does not accept credits from other educational facilities.

L.E.N. Institute does not have any transfer or articulation agreements with any other college or university that provides for the credits earned in the program of instruction. L.E.N. Institute does not have any transfer or articulation agreements with any other college or university.

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

"The transferability of credit you earn at L.E.N. Business and Language Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree, diploma, or certificate you earn in Entry Level Clerical with Microcomputers, General Office Basics with Microcomputers or General Office with Microcomputers is also at the complete discretion of the

institution to which you may seek to transfer. If the credits or degree, diploma, 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 L.E.N. Business and Language Institute to determine if your credits or degree, diploma, or certificate will transfer."

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

The institution's 16-week program, General Clerical with Microcomputer Applications is 432 hours long; the 24-week program is 648 hours long; the 28-week program is 736 hours long and the 32-week program is 864 hours long. Satisfactory progress is evaluated every month throughout the program.

The student is required to make quantitative progress toward program completion. To be making satisfactory academic progress, a student must attend at least 85% of the scheduled class hours on a cumulative basis during each evaluation period.

The student's academic average is reviewed to determine qualitative progress. The minimum required is 70% at the conclusion of each evaluation period.

Incomplete grades are not given, and students must repeat any classes in which they earn less than a 70% average. Course work repeated may adversely affect a student's academic progress in terms of maximum time frame.

Students who withdraw from the program will receive a grade of 0% in each class interrupted by the withdrawal. All interrupted classes must be repeated upon readmission to the institution.

### **FILING, BUSINESS MATH AND BOOKKEEPING**

Qualitative measures are used to assess progress at the mid-point and final points of these classes. A score of 70% or above is required for an individual to be considered as having passed this class.

## ENGLISH AS A SECOND LANGUAGE

In addition to regular quizzes in the classroom setting, the Combined English Language Skills Assessment (CELSA) is administered every three months.

The student will be informed through their monthly progress report of their grades and informed in writing of the academic requirements if they are to obtain a Certificate of Completion. Students are advised to retake classes where possible and retake examinations.

If a student fails to meet the cumulative 85% attendance or 70% grade average for any evaluation period, or both, they will be placed on probation for the next evaluation period. Failure to achieve an 85% attendance or a 70% grade average, or both, at the end of the probationary evaluation period will result in the administrative withdrawal of the student.

Students will be notified in writing when they are placed on probation and the steps necessary to be removed from probationary status. Students will also receive attendance or academic counseling, from the School Director, as appropriate, when they are placed on probation.

The institute will notify a student by certified mail if he or she is being administratively withdrawn for unsatisfactory academic progress.

If students wish to appeal this determination they must advise the School Director in writing within 5 calendar days of their receipt of the dismissal notice. The appeal must be accompanied by documentation of the mitigating circumstances that have prevented the student from attaining satisfactory academic progress. Only extraordinary circumstances will be considered, such as death or severe illness in the immediate family.

The School Director will assess all appeals, and determine whether the student may be permitted to continue in school on a probationary status, despite not meeting the satisfactory progress requirements. The student will be sent the written decision within ten days of the Institute's receipt of appeal. The decision of the School Director is final.

Students reinstated upon appeal are on a probationary status for the next evaluation period, during which time they must meet the terms and conditions set out in the School Director's letter granting the appeal. At the end of the evaluation period, and at the end of every evaluation period thereafter, the student's academic status will be reviewed. The student may continue on probation as long as he or she

meets the terms of the probation, until such time as satisfactory academic progress status is regained. Students are permitted to withdraw from classes that are not required to obtain a Certificate of Completion. Students are able to repeat classes and coursework if there is time available in their scheduled training. Students are encouraged to perform remedial course work in order to meet the academic standards.

MAXIMUM TIME FRAME

The maximum time that a student has to complete the training program is 24 weeks for the 16 week program, 36 weeks for the 24 week program, 42 weeks for the 28 week program and 48 weeks for the 32 week program. Time spent on an approved leave of absence is not counted against the maximum time frame.

Tuition is charged at a rate of \$250 per week for any extension required to meet academic standards.

Students exceeding the maximum time frame will be administratively withdrawn.

**ACADEMIC CALENDAR**

Students are accepted any Monday that there is space available. The school is closed the following days in the 2012 school year:

Independence Day .....	July 4
Labor Day .....	September 3
Thanksgiving Holidays .....	November 22, 23
Winter Break .....	December 24 through Jan. 1
Martin Luther King .....	January 21
President's Day .....	February 18
Spring Break .....	March 29
Memorial Day.....	May 27

**JOB PLACEMENT ASSISTANCE**

Students participate in a range of job preparation activities, including developing good work habits, personal development activities, resume preparation, simulated interviews, and identifying employment opportunities. In addition, representatives and recruiters from local businesses regularly come on site to speak to and meet the students.

Students participate in a class, Career Development, designed to provide information regarding appropriate job search techniques. Material covered includes completing applications, interview techniques and interview questions. Assistance is provided to complete a resume and cover letter. Four weeks prior to completion of the training students work twice weekly one-on-one with the job developer to respond to specific job leads provided by the school. Upon completion of the training, if the individual remains unemployed, they may continue to meet regularly with the job developer for an unlimited period of time.

L.E.N. Institute cannot guarantee job placement, but it does work actively to assist individuals in obtaining employment. School staff works actively within the community to form employment relationships and develop opportunities.

## **COUNSELING**

L.E.N. Institute administrative staff provides counseling services as needed regarding academic and attendance performance. Referrals to external agencies may be made as appropriate.

## **TRANSPORTATION**

L.E.N. Institute is easily accessible by public transportation. The Market Street location is accessible by numerous MUNI bus lines. The school is located one half block from the Civic Center BART station. Secured parking lots are located within one block of the school. The school is also accessible by SamTrans and Golden Gate Transit.

## **SCHOOL HOURS**

Class hours are Monday through Thursday 8:30 a.m. to 3:30 p.m. Friday hours are 9:00 a.m. to 12:00 p.m. Holidays coincide with those normally observed by area business offices. Breaks are 10:30-10:45 and 2:10-2:20, Lunch is 12:00-1:00

## **LAB HOURS**

The school is open and equipment is available for use from 7:30 a.m. to 5:00 p.m. Monday through Thursday, Friday from 8:00 a.m. to 4:00 p.m.

## **ATTENDANCE POLICY**

Regular attendance is necessary to accelerate the learning process. We feel very strongly that regular and dependable attendance is of vital importance in developing good work habits, and in learning new skills.

Students are expected to attend school all day, every day. At minimum, students are expected to maintain an 85% attendance rate.

If a student is unable to attend school on a given day or part of a day, they must contact the school administrator to inform them of their inability to attend. Three unexcused absences (not contacting the school regarding inability to attend) may result in termination of training.

Chronic tardiness will result in counseling and may result in the student being placed on probation. Leaving school prior to the end of classes will also count against total attendance rate.

If a student's attendance rate falls below 85% they will be placed upon attendance probation. They will be informed in writing that they must maintain 100% attendance for 30 days. Failure to do so will result in their being required to make up missed hours. They are allowed a 30-day period to make up their missed school hours. Continued absenteeism will result in the student being administratively withdrawn.

If a student is absent for more than 5 consecutive days without contacting L.E.N. Institute to explain the extenuating circumstances, they will be administratively withdrawn.

## **CANCELLATION AND REFUND POLICIES**

Students may terminate their scheduled training at any time by notifying the school director verbally of their intention to do so. Tuition will be refunded to the payer as of the end of that week. Exception to this relates to withdrawals during the final month of training. There is no refund made after a student has reached this point in their scheduled training.

Refunds will be made within 15 days of withdrawal.

If the school requests a student withdrawal due to violation of attendance, academic or behavior policies, these same tuition refund procedures apply. Exception to this is a student who is withdrawn on such basis during the final month of training. They will receive a refund based on time remaining in their scheduled training.

Students who have reserved a space for admission but do not start will not be charged.

After a student attends the first day of classes there is a nonrefundable \$75.00 for registration and \$100 for supplies.

Students may request a Leave-of-Absence. Typically, reentrance is dependent upon available space. This leave of absence cannot exceed  $\frac{1}{2}$  the program length. Thus, if a student is enrolled in the 16-week program, they cannot take a leave of absence for longer than 8 weeks. All Leave of Absence requests must be in writing and must be signed by the student. The anticipated date of return must be indicated on the Leave of Absence form.

Violation of the published policies, or behaviors deemed inappropriate by the school administration, may result in administrative withdrawal. Tuition will be refunded from that date forth.

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The text shall also include a description of the procedures that a student is required to follow to cancel the enrollment agreement or withdraw from the institution and obtain a refund consistent with the requirements of Article 1.

## **STANDARD OF CONDUCT**

### **Prohibited Conduct**

Theft, deliberate or careless damage of any school property or the property of any other employee or student.

Deliberate destruction of any school property or the property of any employee or student.

Removing or borrowing school property without prior authorization.

Unauthorized use of school equipment, time, materials, or facilities.

Provoking a fight or fighting during working hours or on school property.

Carrying firearms or any other weapons on school premises at any time.

Causing, creating, or participating in a disruption of any kind during working hours on school property.

Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management.

Use of abusive language at any time on school premises.

Failure to notify the school when unable to report to school unless notification is not possible due to physical incapacitation or inaccessibility of the supervisor.

Sleeping at the school other than during lunch or break periods, restricted to the limits of those periods.

Making or accepting personal telephone calls of more than five minutes in duration during working hours, except in case of emergency, time-urgent circumstances or during break and lunch periods.

Unlawful harassment of other students or teachers.

Abuse of drugs or alcohol.

Students violating behavior policy will be informed in writing of the problem and of the steps necessary to rectify the behavior. Students may be administratively withdrawn on the basis of their behavior and violation of the aforementioned policies.

## **OTHER POLICIES**

Individuals are required to speak English on the school premises.

Students are required to wear attire appropriate to an office setting. Recommended attire for women includes dresses, skirts, slacks and blouses and stockings. Recommended attire for men includes slacks, dress shirts and ties. Sneakers, blue jeans and

sports clothing are allowed only on casual days. Fridays are casual days.

Students are able to borrow books from the school library. Books are available relating to computers, clerical techniques, English language enhancement, business behaviors, job search skills, resume/cover letter writing, typing, mathematics, calculator operation and GED preparation.

Students are able to use computers and other equipment for one hour before classes start and 1 and 1/2 hours after classes end, Monday through Thursday. On Friday lab hours are until 4:00 p.m.

On a monthly basis outstanding student performance is recognized. Students who have maintained perfect attendance for a calendar month are recognized for this achievement. Each month a student who demonstrates outstanding performance with regard to language acquisition is recognized as English Speaker of the Month and a Student of the Month is recognized for outstanding progress.

Tutoring is available at no extra charge. Study groups are held as needed for filing, math and bookkeeping classes.

Students are expected to turn their cellular telephones off during class times.

Student records are maintained for 5 years from completion date. Students may obtain copies of their progress reports and Certificates of graduation. Making a verbal request from the Director will result in these records being provided within 5 working days. This information is also available upon request by those third party payers. In other cases, a completed release of information form may be required.

L.E.N. has no responsibility to find or to assist students in finding housing.

## TUITION/FEES

L.E.N. Institute is a privately owned and operated training institution. Tuition charges are \$250.00 per week. There is a one time \$75.00 registration fee and a \$200.00 charge for books and supplies. Supply charges for the 16-week n training program are \$100.00.

Total cost of training:

Sixteen - week program:..... \$4,655.00  
Twenty four - week program:..... \$6,995.00  
Twenty eight - week program: ..... \$8,115.00  
Thirty two - week program:..... \$8,775.00

There is no student financial assistance available. The institution does not participate in any state or federal financial aid programs. Students paying their own tuition must pay in advance on a monthly basis. Refund will be made upon notification of withdrawal of the program for any time remaining in that month. Students paying cash must make their payments by the first of the month or they will not be allowed to attend classes. A past due notification will be sent when payment is more than 30 days past due. If payment is not received in 60 days payment will be requested by telephone. If payment is still not received at 90 days a collection agency will be contacted.

If the students 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 receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

The institution does not have a pending petition in bankruptcy, is operating as a debtor in possession, has not filed a petition within the preceding five years, or has not 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 (11 U.S.C. Sec. 1101 et seq.).

## **GRIEVANCE PROCEDURE**

This institution is recognized by the Bureau for Private Postsecondary and Vocational Education as meeting and maintaining certain standards of quality. It is the goal of L.E.N. Institute to provide educational training programs of quality. When problems arise, students should make every attempt through the formal complaint procedure within the institute to find a fair and reasonable solution.

Students seeking to register a complaint, resolve problems, or gather further information regarding policies should first contact the school Administrator. If further action is necessary, the individual should contact the school Director. If the issue remains unresolved, these problems can be addressed with the Bureau for

Private Postsecondary and Vocational Education, 400 'R' Street, Suite 5000, Sacramento, CA 95814-6200, 916-445-3428.

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 or by completing a complaint form, which can be obtained on the bureau's web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

## **STUDENT TUITION RECOVERY FUND**

California law requires that, upon enrollment, a fee be assessed the institution in relation to the cost of tuition (Education Code Section 94343). These fees support the Student Tuition Recovery Fund (STRF), a special fund established by the California legislature to reimburse students who might otherwise experience a financial loss as a result of (a) the closure of the institution, (b) the institution's breach or anticipatory breach of the agreement for the course of instruction, or (c) a decline in the quality or value of the course of instruction within the 30-day period before the institution's closure. The Fund protects only California students. Institutional participation is mandatory.

It is important that enrollees keep a copy of any enrollment agreement, contract, or application to document enrollment, tuition receipts or cancelled checks to document the total amount of tuition paid. Such information may substantiate a claim for reimbursement from the STRF, which must be filed within one year of the Council's service on the student of their rights under the STRF, or if no notice of rights are served to the student, within four years of institution's closure. For further information or instructions contact:

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:

Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
[www.bppe.ca.gov](http://www.bppe.ca.gov)  
(888) 370-7589  
fax: (916) 263-1897

For further information regarding enrollment, admissions, or employment of graduates please contact school personnel.

L . E . N .  
BUSINESS AND LANGUAGE INSTITUTE

1254 MARKET STREET

SUITE 200

SAN FRANCISCO, CALIFORNIA 94102

415-252-9059

FAX: 415-252-0360

E-mail: [leninst@sbcglobal.net](mailto:leninst@sbcglobal.net)

[www.leninstitute.com](http://www.leninstitute.com)

## STAFF

### **Nancy Rynd, M.A.**

Director

Ms. Rynd has a M.A. degree in Psychology. She has been the Director of L.E.N. since 1992 when the school opened. For the seven years prior to that she was employed as a Vocational Rehabilitation Counselor. Prior to that she was employed with ITEL where she provided customer support and wrote instruction manuals for a bankruptcy software program. She was also involved in production of the book, *In Search of Excellence*.

### **Thomas Ahrens, B.A.**

Administrator / Instructor

Mr. Ahrens has been a Teacher and Administrator at L.E.N. since 1992. He is a certified English as a Second Language Instructor. During more than 20 years of self-employment he has developed the skills necessary for maintaining a successful business. These skills include bookkeeping techniques as well as proficiency with various microcomputer applications.

### **Daisy Reyes**

Assistant to the Director

Ms. Reyes is a 2005 graduate of L.E.N. Business and Language Institute. She brings her personal experience and this educational background to her work with the students. Her administrative work history prior to attending L.E.N. Institute helped her to develop the precision and attention to detail necessary to successfully assist the students in their work through their classes and computer curriculum. Ms. Reyes is bilingual; speaking Tagalog as well as English.

### **Mijin Lee, M. A.**

English as a Second Language Instructor

English as a Second Language instructor, Mijin Lee, holds a B.A. from Oberlin College in Creative Arts. She received her M. A. degree in English from San Francisco State University with a concentration in Teaching English to Speakers of Other Languages. Ms. Lee has taught in a variety of settings. She has been an

instructor at Skyline College, Jefferson High School, Mills College and Asians for Job Opportunities. She has also worked in Korea as an English teacher. She brings her outstanding English teaching skills to the L.E.N. grammar classes.

**Leigh Manning, B.A.**

English as a Second Language Instructor

English as a Second Language teacher, Leigh Manning, brings extensive teaching experience to her position at L.E.N. Institute. She is a graduate of California State University in Sacramento. She holds an adult teaching credential that emphasizes teaching English as a Second Language. She was Teacher of the Year in 2003-2004 in Elk Grove Adult and Community Education, Resource Teacher of the Year in 2004-2005 and Employee of the Year Elk Grove Adult and Community Education 2005-2006. For the past 15 years she has held positions teaching English and developing curriculum in various environments. She also has strong computer skills. In addition to teaching English, Ms. Manning works one-on-one with students in their job search. Her combination of experience makes her an excellent addition to the L.E.N. staff.