



LANGUAGE STUDIES INTERNATIONAL

Student Policy Guide



MISSION STATEMENT

Language Studies International (LSI) is dedicated to providing a high quality English language and cultural immersion experience to international students and professionals of diverse ages and backgrounds.

COURSE DESCRIPTION & SCHEDULE

General 20 is designed for students who wish to improve general English skills. The course is divided into two morning periods:

Period One: 9:10 to 10:50 a.m.

The unit topic of the morning is introduced while focusing on a communicative approach to the lesson. A combination of teaching methods is used to achieve grammar objectives appropriate to the course level, incorporating listening, speaking, pronunciation, reading and writing skills. A textbook is distributed at all levels to be used in both morning classes.

Period Two: 11:10 a.m. to 12:50 p.m.

This integrated skills class builds on the same unit topic introduced in the first period through intense work on speaking, listening, reading, and writing skills. Lessons revolve around practical situations geared toward teaching the student "real world" skills; functional topics are chosen according to the level. Homework is assigned.

Morning classes run Monday to Friday.

Intensive 25 offers students a General English course in the morning session, followed by two days of PM study.

Intensive 30 offers students a General English course in the morning session, followed by four days of PM study. Afternoon options might include: English for Business, English for Specific Purposes, Academic English, TOEFL Preparation, and Conversation/Fluency Skills. Intensive 30 students can pre-book their afternoon choices or, at certain times, even choose their course during the Orientation session.

AFTERNOON SCHEDULE:

Period 3: 1:50 p.m. to 2:55 p.m.

Period 4: 3:05 p.m. to 4:05 p.m.

Afternoon classes run Monday to Thursday. *No afternoon classes are held on Fridays.*

Class Lists: If you are enrolled in an Intensive 30 course, you will join the afternoon class on Orientation Day. If you are enrolled in General 20, you will join your class the following morning. Look for your name on the posted Class List. The Class List will tell you the level, the teacher, the period (1-2 is AM, 3-4 is PM), and the room number.

For example: *The morning class list (Period 1-2):*

Class:	PERIOD 1-2 (A1) ELEMENTARY	
Room:	201	
Teachers:	Kevin Coria	
ID	Surname	Forename
5478	KO	Se Hoon
5471	MAYEIRO	Thiago
5235	YAMADA	Emu

The Official Language of LSI USA is English:

ENGLISH ONLY

while at school and on school activities

***To benefit the most from your time here, please speak
English at all times.***

Speaking English is part of our Standards of Behavior policy. Failure to follow this rule may result in your removal from class.

ATTENDANCE POLICY

Student attendance is checked weekly by teachers and LSI staff. In order to successfully complete a program and be awarded an LSI Certificate of Completion, students must maintain an attendance rate of 80% or higher overall. Students are also expected to maintain an attendance rate of 80% or higher in each 5-week period of their course. Moving up to a higher class level or qualifying for a vacation also requires a minimum of 80% attendance.

Late/Early Departure Policy: If you arrive 1-14 minutes after the start of class, you will be marked LATE (L). 3 LATEs in one week = ABSENT 1 period. If you arrive 15 minutes after the start of class, you will be marked ABSENT. Your teacher might not let you enter class. If you leave class for 15 or more minutes, either at one time or in total, at any time during class, you will also be marked ABSENT. Each AM period you are absent will decrease your AM weekly attendance by 10%. Each PM period you are absent will decrease your PM weekly attendance by 12.5%.

Excused Absence: NO ABSENCE is excused; however, consideration will be given to validated cases of documented illness or emergency.

Failure to maintain attendance will result in the following:

- 1:** If student attendance falls below 80%, the student is issued a **FIRST WARNING** and the student is placed on probation for 30 days. Attendance **must not** drop below 80% per week during probation.
- 2:** If attendance drops below 80% per week during probation or below 80% overall at any time after probation, a **SECOND WARNING** will be issued. The student is again placed on probation for 30 days. Attendance **must not** drop below 80% per week during probation.
- 3:** If attendance drops below 80% per week during the second probationary period or below 80% overall at any time after probation, a **THIRD AND FINAL NOTICE** is issued, resulting in **TERMINATION**. LSI will make every attempt to contact F-1 student visa holders to notify them that their SEVIS record (I-20) is terminated and inform them that they are “Out of Status” and must leave the USA *immediately*. Students who do not have an F-1 student visa will be notified that they can no longer study at LSI and will have to shorten their course.

OR

If a student has any two 5-week periods where their attendance average is below 80%, it will result in **TERMINATION**. LSI will make every attempt to contact F-1 student visa holders to notify them that their SEVIS record (I-20) is terminated and inform them that they are “Out of Status” and must leave the USA *immediately*. Students who do not have an F-1 student visa will be notified that they can no longer study at LSI and will have to shorten their course.

All Attendance Violation Status Reports are kept on file at LSI. For information regarding your current attendance status, contact your Student Services representative or Academic Director.

It is YOUR responsibility to monitor your attendance

ACADEMIC POLICY

TO PASS TO THE NEXT LEVEL A STUDENT MUST:

1. Have an 80% attendance average overall
2. Have an 80% attendance average for the current 5-week period
3. Test into the next level on 3 out of the 4 sections of the Level Test

OR

1. Have an 80% attendance average overall
2. Have an 80% attendance average for the current 5-week period
3. Test into the next level on the listening and speaking sections of the Level Test
4. Have an 80% test score average for the current 5-week period

TO RECEIVE A CERTIFICATE OF COMPLETION A STUDENT MUST:

1. Have an 80% attendance average overall
2. Have a 70% test score average overall

If a student's overall test score average for a 5-week period is below 70%, the following steps are taken:

1: If a student's overall test score average for a 5-week period is below 70%, they will receive a **FIRST NOTICE**. They are asked to meet with the Academic Director for discussion and counseling and will be asked to sign that they did so. It will be determined what remedial actions are required. Notes will be recorded in the student's file.

2: If a student's overall test score average for a 5-week period is below 70% for the second time, they will again meet with the Academic Director for further counseling and sign that they did so. Notes are again made in the student file. Additional tutoring or other academic support may be offered. The student receives a **SECOND NOTICE**.

3: If a student's overall test score average for a 5-week period is below 70% for the third time, they will again meet with the Academic Director for further counseling and sign that they did so. Notes are again made in the student file. Additional tutoring or other academic support may be offered. The student receives a **THIRD NOTICE**.

4: If a student's overall test score average for a 5-week period is below 70% for the fourth time, a **FOURTH AND FINAL NOTICE** is issued, resulting in **TERMINATION**. LSI will make every attempt to contact F-1 student visa holders to notify them that their SEVIS record (I-20) is terminated and inform them that they are "Out of Status" and must leave the USA *immediately*. Students who do not have an F-1 student visa will be notified that they can no longer study at LSI and will have to shorten their course.

EXTENSION POLICY

Students are welcome to extend and add to their courses at LSI. If you are planning to add a course, drop a course, or extend your course, all arrangements must be made **at least one week prior** to these changes. Extending your course late may result in being unable to continue with your current class or other complications. For course adjustments, see the Academic Director to discuss your plans. If you have homestay with LSI, discuss your options with the Accommodations Coordinator. You will also need to visit the Student Services department to receive an updated I-20. In some cases, you will be asked to provide an updated Bank Statement.

Students wishing to extend must meet both the **ATTENDANCE STANDARD** (80% cumulative attendance) and the **ACADEMIC STANDARD** (70% cumulative test average) in order to be eligible for an extension.

Payments must be received before enrollment can continue.

LSI PUBLIC HOLIDAYS

School is closed: January 2, 16, February 20, April 14, 17, May 29, July 4, September 4, October 9, November 23 and 24. *School is also closed from* December 23, 2017 to January 1, 2018.

Student Involvement or Feedback In addition to Tutorials, you will be asked to complete questionnaires on E-LSI after completing a Level Test and/or Exit Test. We greatly appreciate your comments! Every 10 weeks, LSI holds a Student Advisory Board meeting to further communicate with our students and find out how we may continue to improve our school. You may also be asked to meet or serve as a Student Ambassador if you choose to do so.

Level Objectives: Each level, A1 to C1, has specific objectives that students must learn and master before being considered for the next level. These objectives are accessible in the shared student space and/or classroom. Take a copy for yourself or ask your teacher for one. Your teacher will inform you of the weekly grammar goal and topic as well as that day's agenda.

Level Repetition: A 10-week level may be repeated once if it is determined to be of benefit to the student. After completing two 10-week sessions at the same level a student will meet with the Academic Director to complete a Level Continuance Request if more time at the same level is needed. **The maximum cumulative length of permitted language training in the USA is 36 months.**

Visa Concerns: While on Academic Probation, a student's I-20 will remain active and in-status provided that Attendance Standards continue to be met.

Appeals Process: If a student feels they have been wrongly given an Academic Notice, he or she has one week to provide a written statement to the school's Academic Director. Additional documentation may be provided with this statement. The Academic Director will respond to the student in writing within one week.

Afternoon Assessment: Your progress will be tracked in afternoon classes also. You will have goals and objectives that match the type of class you are enrolled in. For example, FLUENCY students will be assessed based on a daily speaking mark that is tied to the learning point of the lesson. This daily mark will be averaged to obtain a weekly score. In ENGLISH FOR BUSINESS classes, a weekly presentation or test will be graded and recorded. For TEST PREPARATION courses, such as Cambridge, IELTS, and TOEFL, a weekly writing assignment will be graded and recorded. These marks (1-5) will appear on your progress report and will be posted on E-LSI. Your teacher will inform you of the rubric and score sheets used to measure your ongoing progress.

E-Learning from LSI (E-LSI): Using the log-in and initial password you are provided with during your first week of study, simply go to <http://e-learning.lsi.edu/>

E-LSI can be used to:

- *Access your attendance records and test scores*
- *Complete Tutorials*
- *Practice English using additional learning materials*
- *Participate in class forums*
- *Receive and send messages to your teacher*
- *Complete questionnaires*
- *Access your Certificate of Completion*

TESTING POLICY

Placement Test: During Orientation, new students will have a Placement Test. These test results are used to determine your starting class level.

Review Tests: Each Monday (except in cases of a public holiday) you will take a Review Test which indicates your mastery of the previous week's grammar and vocabulary.

Scoring of Review Tests:

Unit Test Scores	Equivalent Letter Grade
100-90	A
89-80	B
79-70	C
69-60	D
59-1	F
0	Missed Unit Test

Make-Up Test Policy: Students will have one day to make-up a Review Test, to be done during class time the following day. If the student continues to be ill or cannot take the make-up test, the teacher will refer the student to the Academic Director for an extracurricular assignment in lieu of test score.

Homework is given three times per week (on Tuesday, Wednesday, and Thursday). These assignments are grammar, vocabulary, reading, or writing related. The following day in class, the teacher will check each student's homework assignment to see if the assignment was completed. If a student completed the homework assignment, the teacher will mark a check on the class register. If a student failed to complete all of the homework assignment, the teacher will mark -3 on the class register. Each homework assignment that is not completed in its entirety results in -3 points deducted from the Review Test.

For example,

if a student gets an 87 on the Review Test on Monday, and completed 3 homework assignments the previous week, the student's final test grade would be an 87.

if a student gets an 87 on the Review Test on Monday, and completed 2 homework assignments the previous week, the student's final test grade would be an 84 ($87 - 3$).

if a student gets an 87 on the Review Test on Monday, and completed 1 homework assignment the previous week, the student's final test grade would be an 81 ($87 - 6$).

if a student gets an 87 on the Review Test on Monday, and completed 0 homework assignments the previous week, the student's final test grade would be a 78 ($87 - 9$).

Level Tests: Every 5 weeks, each student will have a comprehensive Level Test in place of that week's Review Test. These scores *will not* factor into the cumulative academic average. Performance on this test will indicate whether a student should remain at the current level or should be promoted to the next level. If a Level Test falls within 2 weeks of your Exit Test, you may elect to waive taking one of the tests. After taking a Level Test, you will receive a Student Progress Record which shows your results.

Exit Test: All students enrolled for 8 weeks or more must take an Exit Test before leaving. You will not receive a Certificate of Completion if you have not taken your Exit Test.

Progress Reports contain weekly attendance and test scores. Each student receives a detailed Progress Report every 5 weeks and, for bookings of 4 weeks and longer, during the final week. Your progress can always be checked on E-LSI at any time.

Level Challenge Test: If you believe you have been placed at the wrong level and are taking course for 4 weeks or fewer, you may request a Level Challenge Test to gauge your actual English level again.

Certificates: When you leave LSI, you will receive (via email) a Certificate of Completion if you have met the Academic and Attendance Standards for General 20 and Intensive 25/30 courses. The certificate will indicate the class level which you have achieved. Students enrolled for 8 weeks or longer must take a mandatory Exit Test to obtain their certificate. All financial obligations must be met to receive a certificate. If you plan to depart early, please notify a staff member and we can prepare your certificate for your new end date.

VACATION & LEAVE OF ABSENCE POLICY

To qualify for an **AUTHORIZED VACATION**, you *must* meet the following requirements:

- You have completed 26 weeks of study
- You have a minimum of four weeks course remaining after your vacation.
- You have a minimum 80% attendance.
- You have a minimum 70% test average.

*You are allowed a *short* break between courses with the Academic Director's approval.*

ALL OTHER DAYS OFF ARE UNAUTHORIZED.

- If you intend to take time off, inform Administration at least 2 WEEKS in ADVANCE.
- You will need to know the exact dates you wish to take off.
- Vacations must be scheduled on a weekly basis, Monday-Friday. You cannot begin or end vacations mid-week.
- You will have the option of moving your vacation time to the end of your course if you like. **This option does not apply to those on a SACM scholarship.*
- Vacations within the USA cannot exceed 4 weeks total. Vacations outside the USA cannot exceed 5 months total.

If the vacation policy is not met, a student may take a **Leave of Absence** (for travel emergencies) instead. In this case the student's I-20 will be terminated under "Authorized Early Withdrawal" and must be submitted for correction and re-approval in order for the student to return.

Vacation Retesting: Should a student take a vacation of 4 weeks or longer, he or she may be required to take a placement exam to determine the student's current level.

STANDARDS OF BEHAVIOR

LSI expects you to follow rules of conduct that will protect the interests and safety of all our students, staff members, and the organization. Although it is not possible to list all forms of behavior that are considered unacceptable, the following are examples that may result in disciplinary action **up to and including dismissal from the school:**

- **NOT SPEAKING ENGLISH IN CLASS**
- Rudeness or insulting behavior toward fellow students or staff members.
- Theft or inappropriate removal or possession of property.
- Possession of or being under the influence of alcohol or illegal drugs.
- Sexual or other unlawful or unwelcome harassment.
- Any discriminatory comments made or directed toward a student or staff member.
- Unsatisfactory performance or conduct.
- Disrupting the class and/or disturbing the learning of others.

If you have violated the Standards of Behavior agreement, the following course of action may be pursued (depending on the nature of the complaint):

- 1) **Your teacher will talk with you privately about the offensive behavior.**
- 2) **The Director/Academic Director will speak with you about your behavior.**
- 3) **You will be asked to leave class and the building for the day.**
- 4) **If your behavior continues to be an issue, you will be dismissed from school.**

THANK YOU FOR YOUR COOPERATION



NO PHONES IN CLASS!

Turn them off and keep them off

NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE

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

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

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

4. SEND TO:

ACCET
 CHAIR, COMPLAINT REVIEW COMMITTEE
 1722 N Street, NW
 Washington, DC 20036
 Telephone: (202) 955-1113
 Fax: (202) 955-1118 or (202) 955-53060
 Email: complaints@accet.org
 Website: www.accet.org

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



BPPE COMPLIANCE STATEMENTS

Language Studies International is a private institution approved to operate by the Bureau for Private Postsecondary Education. Approval to operate means compliance with state standards.

BPPE Approval: LSI is licensed to operate by the California Bureau for Private Postsecondary Education. We are required by the State of California to give you the following information:

1. 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 www.bppe.ca.gov tel: 916-431-6959 fax: 916-263-1897
2. 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.
3. A student or 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 Internet Web site www.bppe.ca.gov

Profession: None of LSI's programs lead to positions in a profession, occupation, trade or career field requiring licensure.

Faculty: We employ approximately 10 to 12 regular full-time instructors and 6 to 8 additional part-time instructors during periods of higher enrollment. All LSI instructors are qualified, experienced English speakers with native proficiency and start with at least 6-months of related teaching experience and hold either a Bachelor of Arts degree or a Master of Arts degree, and often have further certification with a focus on English as a Second Language (ESL). Most have lived and worked overseas.

Admissions, Acceptance of Credits: LSI does not accept credits earned from other institutions or through challenge examinations or achievement tests. We have Conditional Admission Agreements with the institutions listed on our Partner Universities list, however this does not involve any transferring of credit; only that LSI courses help fulfill necessary English proficiency requirements.

Language of Instruction: All instruction will be in English. There is no proficiency requirement except for certain programs. All students will take LSI's English Level Placement Test, the Cambridge Michigan Language Assessment.

Title IV and Loan: LSI San Diego does not participate in any federal and state financial aid programs and do not offer student loans or any forms of financial aid.

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 that, if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

Bankruptcy: LSI does not have a pending petition in bankruptcy, is not operated by a debtor in possession, has not filed a petition for bankruptcy within the preceding five years, and has not had a petition in bankruptcy filed

against it within the preceding five years which resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

Placement Services: LSI does not offer any employment placement services as LSI students generally do not have the right to work in the USA.

STRF:

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

- You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all of part of your tuition either by cash, guaranteed student loans, or personal loans, and
- 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:
- You are not a California resident, or are not enrolled in a residency program, or
- 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.

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 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 a violation of the Act.

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

Transferability:

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Language Studies International is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the LSI Certificate of Completion you earn in the

educational program is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate of Completion that you earn at this institution is 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 Language Studies International to determine if our Certificate of Completion will transfer.

Any student who wishes to transfer to another institution may do so if they have enrolled at another institution and provide proof in the form of an acceptance document from the other institution. If the student is not in good standing at LSI, meeting all academic and attendance requirements, the other institution will be informed of the student's status at the time of transfer. All transfers are handled through the school registrar.

Facilities & Equipment: LSI San Diego occupies a three-story building that it shares with one local tenant (a successful architect). Classes are held on all three floors and the reception/administrative office is located on the third floor. We are located in downtown San Diego. The building is located at 1706 Fifth Avenue, about a 10-minute walk from the city center. The building is within walking distance of several bus stops and the Fifth Avenue trolley stop at C St.

LSI San Diego is currently operating 20 classrooms of varying sizes. LSI students may use the Student Lounge/Resource Room and Common Room. The Student Lounge has vending machines with snacks and beverages, plus a sink, microwave, toaster, and refrigerator for student use. The area around the school includes several restaurants and cafes, where students may purchase inexpensive meals for breakfast and lunch in the \$5 to \$15 range. LSI San Diego is wheelchair accessible. We also have 20 computers for student use, which provide students with free Internet access. Free wireless is also available at the school.

Services: LSI offers accommodation placement, social program, and an extensive orientation. LSI also provides assistance to students who would like to go on to study at an American university or college.

Housing: LSI does not control any dormitory facilities. We assist students in finding housing in homestays, residence hotels, student residences, and shared apartments.

Our homestays are carefully selected and offer students the opportunity to learn more about the American culture and California life in a comfortable setting. Our Student Services/Accommodation Coordinator visits all homestays on a regular basis to ensure a welcoming and friendly atmosphere. LSI also works with a number of student residences, residence hotels, flat shares, and campus accommodations, which offer options with or without meals, depending on the location. The prices per person per week range from US\$225-\$1050+, depending on location, type of room, and type of meal plan booked.

VISA: LSI is an Intensive English Program. English language instruction is our main purpose. Once the required proof of financial responsibility is received, LSI will have an I-20 form issued for a student visa to students applying for any full-time course of study (18 hours or more per week) as required by the Department of Homeland Security (DHS). There is no English language proficiency required of students to study at LSI.

Experiential Credit: LSI does not offer experiential credit.

Financial Aid: LSI does not offer financial aid.

Distance Education: LSI San Diego does not offer distance education; however, the LSI Worldwide organization does offer some online courses for anyone interested.

Grievances: LSI USA Student Complaint Procedure

Language Studies International prides itself on the quality of its teaching, accommodations and overall personal care. However, if students have a complaint it will be treated seriously. The procedure for making and resolving complaints is displayed throughout each US school in simplified form. This policy is available in school upon request.

Each school has the following procedure.

Academic & Accommodation

Stage 1 – Informal Resolution

- It is hoped that the vast majority of complaints will be resolved quickly and informally
- In the first instance, the student should discuss any issues with their class teacher
- Should the student still be unhappy, they should speak to the Assistant/Academic Director. The Assistant/Academic Director is available for students whenever and wherever possible
- If the student is still unhappy following discussion with the Assistant Director and feel that their complaint is not being resolved, they should speak to the school Director. The Director's decision is usually considered final.

Stage 2 – Formal resolution

- If the student remains unhappy throughout the informal process, they may take the complaint further by writing to:

Mr. Steven Nicholson
Vice President/General Manager, LSI North America
1706 Fifth Avenue, Suite 301
San Diego, CA 92101
Email: snicholson@LSI.edu

BPPE: A student or 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 Internet Web site www.bppe.ca.gov

Records: LSI retains paper versions of your student records for a period of 5 years and electronic versions of student records indefinitely. Students may view their paper files upon written request.

Student's Right to Cancel

- (1) 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.
- (2) LSI's refund policy is here below. If a student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.
- (3) To cancel the enrollment agreement or withdraw from the institution and obtain a refund, please see or email an administrative staff member and fill out, sign and submit an add/drop form.

LSI USA – REFUND POLICY

1. Service Charges

Unless otherwise stated, enrollment fees are non-refundable. All other service charges having already been incurred by LSI, including but not limited to, courier fee, accommodation placement fee/deposit and medical insurance, will not be refunded (up to a maximum charge of US\$250 for LSI schools in California and US\$500 in other LSI USA schools).

2. Visa denials

On written notification of a visa rejection and receipt of relevant supporting documentation, 100% of fees will be refunded less enrolment fee, accommodation placement and all other (utilized) service charges. In all cases where a visa or visa support documentation has been issued, the relevant immigration authorities will be informed.

3. Cancellation before the course start date

All cancellations must be in writing and sent by e-mail or post. The date of arrival at LSI of the email or of the letter determines the period of notice to be applied.

Tuition

For cancellations made prior to or on the course start date, 100% of tuition fees are refunded minus the \$250 in non-refundable enrollment/tuition fees in California, and \$500 in non-refundable enrollment/tuition fees in Massachusetts and New York.

Accommodation

For cancellations made 7 days or more prior to the course start date, 100% of the accommodation fees will be refunded, less any actual housing costs incurred by LSI, including penalties from 3rd party suppliers. If less than 7 days' notice is provided for a cancellation, there is a charge of either 1 week accommodation fees or any penalties incurred by LSI from 3rd party suppliers (whichever is the greater sum).

4. Termination Policy – Cancellation after the course has started

Tuition

'Termination' means stopping or leaving all or part of the course or courses booked, including extensions, once the first course has started. When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is calculated. If the student terminates after having completed more than 60% of the program, there is no refund. In all other cases, unused weeks of tuition are refundable.

In all cases additional service charges (airport transfers, courier fees, enrolment fees, insurance, accommodation placement fee, program supplement fee, etc.) are non-refundable and written notification of termination must be given to the school. Students who terminate their program may not be eligible to receive a LSI certificate and will not be allowed to stay in LSI accommodation.

Accommodation

Students must give 4 weeks' notice in writing to the School. A refund will be made of the unused accommodation fee less the applicable notice period and the applicable change fee. Penalties incurred by LSI from 3rd party suppliers as a result of accommodation terminations will be charged to the student (if in excess of any fees held from the notice period).

5. Method of Refund Payments

Refunds will be made via the LSI representative to whom the fees were originally paid, or via the same payment method and destination from which the fees were originally paid. Refunds made via an LSI representative are subject to the representative's own cancellation refund policies. All refunds will be made within 45 days of written notification unless otherwise stated.