



STUDENT HANDBOOK



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CCLS MISSION STATEMENT

"Our mission is to contribute to an individual's education by teaching languages and providing insights into other cultures, thereby fostering personal and professional growth which will help students become informed and active members of society."

To achieve this, trained, motivated teachers use interactive educational techniques and technology to obtain excellence in teaching.

WELCOME TO CCLS!

Our commitment is to provide you with the most appropriate environment for effective learning. CCLS teachers are experienced professionals and highly motivated to help you acquire a new language. CCLS staff has worked hard to develop a curriculum and materials that will ensure effective learning.

Please read the information contained in this booklet and let us know if you have any questions or concerns. We will be happy to assist you in every step of your way to success in improving your English language skills.

IEP – INTENSIVE ENGLISH PROGRAM SCHEDULE

Basic to Advanced – 13 courses: Mondays to Thursdays: 9AM-1:30PM or 2PM to 6:30PM

CCLS POLICIES

All CCLS policies described in this handbook are available at the front desk and online at [Click here](#)

IMPORTANT INFORMATION ABOUT YOUR LANGUAGE PROGRAM AND STUDENT STATUS

I.) PROGRAM CURRICULUM AND COURSE SYLLABI

The Intensive English Program curriculum and course syllabi are available in a binder inside each classroom and online at [Click here](#). A copy will be provided to you upon request. The program curriculum and course syllabi present the learning goals and course description.

II.) ATTENDANCE

CCLS wants you to enjoy the maximum benefit from your language program; therefore, you will be expected to attend and be punctual in all classes. Missing classes may put you in danger of failing your course of studies. Besides, attendance is a requirement to maintain your student visa status. Regardless of your academic performance, you must have at least **80%** cumulative attendance during your program of studies to maintain satisfactory academic progress. Students who arrive more than 15 minutes past the start of class or who depart during/after the break will be marked tardy. Six tardiness will constitute

one absence. A student who departs class before the break or arrives during/after the break will be marked absent. Attendance constitutes **10% of your final grade**.

III.) CLASS PARTICIPATION

Your teacher will speak only English and will discourage you from speaking your native language at school. To help you understand the different activities of each class, the teacher will use audio-visual resources and model some examples of each exercise. Please understand that translating into your native language is not to your advantage as there is no perfect correlation between the two languages. Following the instructions and full participation in class will be crucial to your success in learning English effectively. Our classes focus on oral work, so please avoid reading from books or writing down during your classes, unless so instructed by the teacher. Your performance (effort, readiness, and correctness) will be evaluated every class and it will constitute **10% of your final grade**.

These guidelines for classroom discussion will help you make the most of your participation in class:

- Come to class on time and prepared.
- Speak in the target language at all times.
- Do not monopolize the activity. Let your classmates participate in the discussion.
- Do not use your phone during class.
- Do not attempt to translate new vocabulary into your native language and vice versa. Try using illustrations and examples instead. Remember, the goal is to think in the target language.
- Let others finish what they are saying: do not cut off or interrupt your classmates.
- Be positive, and don't laugh at or be impatient with each other! Work with each other to create a safe and welcoming learning environment for all.
- Be sensitive not to offend people who do not share your values or beliefs. In the U.S., it is unlawful to discriminate against a person based on race, color, religion, gender, national origin, age, disability, marital status, or sexual orientation. Moreover, we have a moral obligation to respect one another.
- When speaking about personal experience and opinions, consider that your personal experience may differ from others'. Keep an open mind and consider it an opportunity to learn from one another and other cultures

IV.) MATERIALS FOR EACH COURSE - ASSIGNMENTS

Besides your active participation in class, you are expected to do your homework assignments in a timely fashion. Homework is an integral part of your language program and will help you assimilate the new structures and vocabulary more effectively. Without this important component of your program, the retention of the lesson contents would be unsatisfactory. Completion of all work assigned by your teachers is **mandatory** and will constitute **10% of your final grade**.

English for Effective Communication – Classes on Mondays to Thursdays

CCLS produces its own teaching materials for basic and intermediate levels of instruction to ensure all programs flow in a logical sequence. In each course you will use a Textbook and a Workbook.

The advanced level materials are also sold at CCLS, for your convenience.

Communication Skills –Classes on Tuesdays and Thursdays

The Communication Skills Course is an integral part of your Intensive English Program (IEP). These courses focus on conversation skills and run from basic to advanced levels of instruction. Generally, students only use an activity book in each course.

V.) CCLS ACADEMIC SERVICES

Placement Confirmation

After your first week of classes, your teacher will confirm your final placement, according to your proficiency in English. You may be transferred to another session if your teacher determines so. Please understand that any change in your program is made with your best interest in mind.

Counseling

Besides language instruction, CCLS provides you with academic counseling throughout your course of studies. We strive to improve your level of proficiency in English and language needs. If you have any doubts or concerns, please discuss them with the school Director or Academic Coordinator.

Student Evaluation and Advancement

At the end of each course, you will be evaluated by means of written and oral exams, as well as your attendance, performance in class (participation) and work completion (assignments). The weight of each component of your final grade is as follows:

EEC Courses (Monday to Thursday):

Midterm and Final Written Exams – 35%
Final Oral Exam – 35%
Assignments – 10%
Participation – 10%
Attendance – 10%

CSK Courses (Tuesday & Thursday):

Midterm and Final Exams - 30%
Presentations: 40%
Assignments – 10%
Participation – 10%
Attendance – 10%

Students enrolled in the Intensive English Program (EEC + CSK courses) will receive one final grade. The former {EEC represents 70%, while the latter (CSK) represents 30%}. In order to maintain good academic standing and move up to the next level, students must maintain at least a 70% cumulative weighted grade during their course of studies.

The whole program of studies cannot exceed thirty-six (36) months.

After you successfully complete your course of study, you will receive a Certificate of Completion and school transcript upon request.

The *Satisfactory Academic Progress Policy* is available at: [Click here](#)

Tutoring

If you are not performing well academically, CCLS can provide you with private tutorial classes at a discounted rate. The school Director or Academic Coordinator can arrange tutorial classes upon request.

VI.) CCLS IMPORTANT POLICIES

Student Records

CCLS active students have the right to access and review their own personal records. To gain access to these records, a student needs only allow a maximum of five (5) business days for administrative staff to process the request. Completed students may also access their records for up to three years upon completion of their course of studies, provided that they allow ten (10) business days for administrative staff to process the request. CCLS keeps its student records for three (3) upon completion of studies. The school Director and Academic Coordinator are responsible for releasing this information to you.

School Breaks

CCLS offers spring, summer and winter breaks. CCLS' spring break runs for one week and coincides with Miami-Dade public school spring break. Our summer break usually runs for 3 weeks starting around July 4. The winter break typically runs from the third week of December to the first week of January. Please consult our current school calendar for the exact school break dates.

Vacation

After four consecutive courses of studies at CCLS, students are entitled to up to eight weeks of vacation (not to exceed one school session). In order to be eligible for a vacation, students need to be in good academic standing and submit (in writing) a formal notification of intent to take vacation two weeks before the intended vacation start date (Vacation Request Form). Student must receive approval from the school administration. For more information, see *Student Vacation Policy* at [Click here](#)

Leave of Absence

In emergency situations, such as family serious illness or death or financial difficulties, students will be allowed to make a written request for a leave of absence outside the USA not to extend beyond five months or a leave of absence for documented medical treatment in the USA as per SEVP regulations. For more information, see *Student Leave of Absence Policy* at [Click here](#)

Holidays

CCLS is closed on national holidays. Please consult the Calendar on our website for information on holidays and school recesses. [Click here](#)

Dismissal

Disruptive behavior may be cause for dismissal. At CCLS, respectful conduct towards your classmates and CCLS staff is expected. You should help us maintain an environment free of harassment or any form of discrimination based on ethnicity, color, religion, gender, age, sexual orientation, national origin, cultural values, or any other protected status. Several countries and cultures are represented in our student body, and they all deserve our respect, even if they clash with our own values and beliefs.

CCLS Academic Honor Code

CCLS students are expected to uphold institutional values of academic honesty and integrity. Students may not plagiarize, copy others' work, or cheat. Plagiarism is a form of academic dishonesty, and it will not be tolerated. Examples include using other's ideas or work as your own and failing to credit the original source (be it the Internet, a book, a friend, or a classmate). If a student plagiarizes or facilitates

plagiarism, he/she will receive a **zero** on the assignment in question. If the problem recurs, the student will face disciplinary action, up to and including dismissal from the school.

Copyright Law

Due to Copyright Law students are not allowed to make copies of any books or parts thereof, at CCLS Section 107 of the 1976 Copyright Act provides the doctrine of “fair use” of a copyrighted work, for purposes such as criticism, comment, news reporting, teaching, scholarship, or research. Fair use is an attempt to balance an author’s copyright protection in creating intellectual works against the public interest in the dissemination of those works.

To determine whether the use made of a work is fair use, the law defines four factors to consider:

1. The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit, educational purposes;
2. The nature of the copyrighted work;
3. The amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
4. The effect of the use upon the potential market for or value of the copyrighted work.

All four factors must be examined, weighed, and balanced in relation to the desired use.

CCLS requires that all copyrighted material copy requests be submitted by the instructor to the School Director or Academic Coordinator for approval.

Complaints

If you have any kind of complaint or concern, please do not hesitate to talk to one of our customer service associates. If they are not able to resolve the issue or you prefer to discuss your concern directly with the school Director, or Academic Coordinator, they will be happy to discuss your situation with you. CCLS student grievance policy is available online at [Click here](#)

CCLS is accredited by ACCET, which is recognized by the U.S. Department of Education as an accrediting agency. Students who feel that they have not reached a satisfactory resolution to any complaint may write a formal complaint to ACCET. ACCET’s complaint procedure is posted on the bulletin board in the common area. It is also available at [Click here](#)

Program Cancellation

In the unlikely event that CCLS cannot offer the desired course or program, you are entitled to a full refund of all tuition and material fees for that course or program. Upon enrolling for classes at CCLS you agree not to seek any further compensation.

Your evaluation of CCLS programs

As your opinion is extremely important to us, we will give you the opportunity to formally evaluate our academic program and instructors. For that purpose, you will be asked to fill out our Student Surveys during your course of studies and an Exit survey at the end of your course of studies.

Withdrawing from classes

In the event that you need to return to your country before your program of studies is completed, CCLS must be notified before you leave the USA so eligible refunds are processed and the school takes the appropriate steps when closing your records at SEVIS.

Transferring to another school

You must request your transfer to another SEVIS accredited school at least two weeks before your classes start at the new school. You will need to submit to CCLS a transfer request form and a letter of acceptance from the new school. There is no charge to transfer a student to another school. Please, be aware that if you transfer out after you have started a course, you may not be entitled to a full or any tuition refund for that course. Please check the cancellation and refund policy below. You must comply with CCLS attendance and academic progress policies until the transfer process is complete to transfer in active status.

Refund Policy and Procedures for students currently enrolled at CCLS

Refund Eligibility and payment:

1. CCLS cancels the course – Students are entitled to a full refund of tuition of courses not taken. If it is the first course, application fees paid are also refunded.
2. Withdrawal of a student prior to the beginning of the first course or a student has never attended classes: CCLS will retain four weeks of tuition charges.
3. Withdrawal of an attending student after the start of the first course: If a student withdraws at or before the course's mid-point, CCLS will retain four weeks of tuition charges.
4. Withdrawal of a continuing student before the course mid-point: CCLS will retain a prorated amount of tuition fees for that course. The prorated calculation will be made in weeks up to the last day of attendance. CCLS will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
5. Withdrawal after course mid-point – CCLS retains all tuition fees for that course.
6. Students who have paid several courses will receive full refund of courses not taken, excepting as indicated above. In all refund cases (excepting item 1 above), students will forfeit any discount obtained with the prepayment of multiple courses. Courses taken will be recalculated based on the current published tuition fee.
7. Materials are non-refundable, unless CCLS cancels the course.
8. It is understood that students who made payments through travel or educational agents will receive any due refunds through the agent. CCLS will not be responsible for any contracts that students have signed with their agents but will show student evidence that the refund was paid to the agent.
9. Refund payments will be made within forty-five (45) days of the date of determination, which is the date of the student's withdrawal notification or the date CCLS withdraws the student for excessive absences (30 calendar days) or violation of CCLS code of conduct, Satisfactory Academic Progress and Attendance policies.
10. CCLS retains student records for three (3) years. If CCLS is unable to contact or

locate the student within three years of the date of determination, CCLS will retain any refunds due.

Refund policy and procedures available at [Click here](#)

Smoking

Smoking and the use of electronic nicotine delivery systems are strictly prohibited on the school premises.

Alcohol and Drug Use

It is prohibited by law to possess, use, sell, distribute or be under the influence of alcohol or a controlled/ unauthorized substance at CCLS. Violation of this policy will result in disciplinary action up to and including dismissal from school and referral to authorities.

VII.) TRAVELING OUT OF THE USA

If you travel **outside** of the United States, follow the instructions below:

1. Have a valid, signed Form I-20 (first and second pages)

The school PDSO or DSO must sign the second page of the Form I-20 prior to your trip. Please advise the school at least two weeks ahead of your trip so you obtain the signature in a timely fashion. If you are traveling within the continental United States, no signature is required.

2. Apply for a passport or visa renewal in your home country, if necessary.

If your passport is expired or will expire within **six months** of your return, you should apply for renewal while in your home country. If your F-1 visa is expired or will expire while you are abroad, you must apply for a new visa prior to re-entering the U.S. If you do not have a student visa on your passport (you changed status in the USA), you must obtain an F-1 visa in your home country. Check the website of the U.S. Embassy or Consulate in your home country to make an appointment once you know your travel dates. Traveling on expired or soon-to-expire documents may result in difficulties when returning to the United States.

3. Travel with all required documents.

The required documents are the following: a valid, signed Form I-20 (pages 1 and 2); Form I-901 payment receipt; and current financial information showing evidence of funds to cover tuition and living expenses in the USA. Failure to have all required documents may jeopardize your ability to re-enter the United States. Never place important documents in checked luggage.

VIII.) THE COMMUNITY

CCLS neighborhood is a very safe residential/commercial area. There is a variety of full-service restaurants (American, Chinese, Japanese, Portuguese, and Latin-American fare) and fast-food restaurants (McDonald's, Burger King, Taco Bell, Subway) close to our school, as well as a full-size supermarket (pharmacy inside), a drugstore, office supply store, and a shopping mall within walking distance.

Hospitals

Coral Gables Hospital	3100 South Douglas Road	305-445-8461
Mercy Hospital	3663 S. Miami Avenue	305 854-4400

Banks in the Area

Total Bank – 2720 Coral Way

Chase Bank - 2740 Coral Way

Terrabank (on the 1st floor of the building CCLS is located)

Bank of America - 37th Ave. & 2nd Street

ATM

There is an automated teller machine outside the south entrance to CCLS on the left-hand side. It is next to Terrabank.

Bus Stops

Bus 24 – It runs east (downtown) and west with bus stops across the street from CCLS on Coral Way (in front of Taco Bell and Mobil gas station). Both stops are just a few yards from CCLS.

Bus 6 – It runs south (Coconut Grove and Metrorail Station) and north (Little Havana) with bus stops in front of Taco Bell and Mobil gas station on SW 32nd. Street. Both stops are just a few yards from CCLS.

Bus 27– It runs north (Miami Gardens) and south (Coconut Grove) with bus stops five blocks east of CCLS.

Bus 500 – It runs northeast (Brickell and Government Center) and south (Coconut Grove) with bus stops five blocks east of CCLS.

Bus 37 – It runs north (Miami Airport and Hialeah) and south (Coconut Grove) with bus stops five blocks west of CCLS

Coral Way Trolley – It is free of charge and connects Coral Gables to the Port of Miami.

Check map at [Click here](#)

You must have the exact change for the bus fare. The bus driver will not give you change. If you plan on using public transportation on a daily basis, it may be worth purchasing the Easy Card. [Mobility EASY Card \(miamidade.gov\)](#)

If you need assistance regarding public transport in Miami, please ask our Customer Service Associates. They will be happy to help you.

Transit Information

For Metrorail or Metromover schedule information, phone tel. 305/770-3131 or visit [Click here](#). You may pick up the bus schedules on the bus or visit the site [Click here](#). Besides schedules (Schedules and Routes), you may also access the best itinerary for your trip (Trip Planner). For a map of all the bus routes click on Transit System Map [Metrobus Routes & Schedules - Miami-Dade County \(miamidade.gov\)](#)

For the trolley system information, visit [Get Trolley Info, Schedules, & Maps - Miami \(miamigov.com\)](#)

IX.) ADDITIONAL INFORMATION

Currency Exchange

Foreign exchange bureaus are not common in Miami. There are currency exchanges at Miami International Airport, such as Miami Currency Exchanges (tel. 305/876-0040). Foreign Currency Express (Tel. 305/381-5182) is at 206 Aragon Avenue, Coral Gables, 33134.

Business Hours

Banking hours vary, but most banks are open weekdays from 9 a.m. to 3 p.m. Several stay open until about 5 p.m. at least one day during the week, and many banks feature (ATMs) for 24-hour banking. Most stores are open daily from 10 a.m. to 6 p.m., excepting Sundays; however, shopping malls are usually open from 10:00 a.m. to 9:00 p.m. Mondays to Saturdays and 12:00 p.m. to 8:00 p.m. on Sundays. As far as business offices are concerned, Miami is generally a 9-to-5 town.

Emergencies

To reach the police, ambulance, or fire department, dial **911** from any phone. The call is free.

Health Care

The USA does not offer free health care. If you do have health insurance, you will be solely responsible for all medical and related expenses you incur in the U.S. in case of an injury, emergency or illness. If you need medical care while at CCLS, CCLS will send for medical assistance, but you will be responsible for all expenses related to your diagnostic and treatment.

If you wish to purchase health insurance, we will be happy to assist you.

Legal Aid

Most Consulates offer some legal aid to citizens from the countries they represent. Keep the phone number of your country's Consulate office in Miami or Embassy in Washington handy.

Driver's License

Your foreign driver's license translated into English is valid in Florida. However, if you plan on staying longer than six months, you should apply for a Florida's driver's license. The FL driver's license is an official identification and can be used for official purposes, including travel within the USA. For information on how to obtain a FL driver's license, visit [Florida Drivers License - Non US Citizens \(dmvflorida.org\)](http://dmvflorida.org) One of our Customer Service Associates will be happy to help you navigate the DMV site.

Traffic Tickets

All traffic tickets are paid by mail or online (via credit card). **Never** attempt to pay the fine directly to a police officer; this could be construed as attempted bribery, which is a serious crime.

Florida ID Card

If you do not have a Florida driver's license, CCLS encourages students to get a Florida ID card which serves as an official identification and can be used for official purposes including travel within the USA. For information on how to obtain a FL ID card, visit [Driver Licenses & ID Cards - Florida Department of Highway Safety and Motor Vehicles \(flhsmv.gov\)](http://flhsmv.gov)

Liquor Laws

Only adults 21 or older may legally purchase, carry or consume alcohol in the state of Florida. Liquor laws are strictly enforced. If you look young, carry identification. Keep in mind that possessing, using or being under the influence on school premises is strictly prohibited.

Safety

As always, use your common sense and be aware of your surroundings at all times. Avoid deserted and poorly lit streets.

When driving around Miami, always keep a good navigation app handy, keep the doors locked, and stay alert. Never stop on a highway--if you get a flat tire, drive to the nearest well-lit, populated place.

We advise students to leave their passports and original I-20 at a safe location. Carry copies of these documents and your original driver's license or state ID.

Free Medicine

Publix Supermarkets will offer a limited number of prescription drugs free of charge. Please check their site at [Click here](#) for additional information.

Inclement Weather

Hurricane season is from June to November. In the event of an extreme weather emergency such as a **hurricane watch** or **warning**, CCLS will cancel classes and instructions will be communicated to students via telephone/email.

If weather deteriorates unexpectedly, please listen to/watch for official advisories/alerts:

1. National Weather Service: [Homepage | National Oceanic and Atmospheric Administration \(noaa.gov\)](#)
2. National Hurricane Center: [National Hurricane Center \(noaa.gov\)](#)

Language	Radio Station	Frequency
English	KHB34	162.55
Spanish	WZ2531	162.500

Miami Attractions

The most popular attractions in Miami and directions to get there from CCLS are:

Metro zoo – Bus 24 (Downtown) to Vizcaya Station; take metro to Dadeland South Station; then bus 252A to the zoo. [Zoo Miami | 2,500 Animals, 750 Acres, 4 Miles of Walkways](#)

Miami Beach - Bus 24 (Downtown) to terminal; take bus C or K to Miami Beach. [Home - City of Miami Beach \(miamibeachfl.gov\)](#)

Cocowalk (Coconut Grove) – Bus 6 to Coconut Grove Station; take bus 249 to Cocowalk. [Home - Cocowalk](#)

Parrot Jungle – Bus 24 (Downtown) to the terminal; take bus S (Aventura) to McArthur Causeway and Fountain St. [Jungle Island - Animal Interactions & Exhibits - Fun Miami FL Attractions](#)

Seaquarium - Bus 24 (Downtown) to SW 1st. St and SW 1st. Ave; take bus B to Seaquarium. [Home - Miami Seaquarium](#)

Key Biscayne - Bus 24 (Downtown) to SW 1st. St and SW 1st. Ave; take bus B to Key Biscayne.

Vizcaya Museum; Planetarium; Natural History Museum - Bus 6 to Coconut Grove Station; take metro to Vizcaya Station. [Vizcaya Museum & Gardens, Miami FL](#)

Dolphin Mall – Bus 24 (West) to FIU; take bus 71 to Dolphin Mall. [Dolphin Mall | Miami's Largest Outlet Shopping and Entertainment Destination \(shopdolphinmall.com\)](#)

CCLS Contact Information

President: Luiz Goncalves – 305 529-8563 – lgoncalves@cclscorp.com

School Director – Carolina Pinho – 305 529 2257 – cpinho@cclscorp.com

Academic Coordinator – Martha Tordera – 305 529 0084 – mtordera@cclscorp.com

Customer Service – 305 529 2224 – info@cclcorp.com