



CULTURAL CENTER FOR LANGUAGE STUDIES

OFFICE MANUAL

LANGUAGE INSTRUCTOR

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PART I

INTRODUCTION

PURPOSE AND USE OF THE MANUAL

This Manual is intended to serve as a reference guide for staff, teachers and administrative personnel of CCLS - Cultural Center for Language Studies Corporation Miami and CCLS Publishing House ("CCLS"). The Manual serves both as a statement of CCLS' policy, as well as a guide to various office procedures.

All personnel receive a copy of this Manual and are responsible for updating and keeping their copy current. A current copy of the Manual will be printed upon request and is available online at www.cclsmiami.com/policies

Because this Manual is intended to express CCLS' policies and procedures, it may be amended from time to time, without advance notice. The Manual is meant to grow with CCLS.

The policies and procedures in this Manual are not intended to be contractual commitments, expressed or implied, by CCLS; furthermore, CCLS employees should not construe them as such. CCLS reserves the right to revoke, change, or supplement guidelines at any time without prior notice. No policy is intended as a guarantee of continuity of benefits or rights.

Any member of CCLS familiar with a given procedure not included in the Manual is encouraged to document the procedure and submit it to their immediate supervisor.

This Manual is the property of CCLS - Cultural Center for Language Studies Corporation.

PART II

ABOUT CCLS

COMPANY HISTORY

CCLS - Cultural Center for Language Studies Corporation and CCLS Publishing House are subsidiaries of a Brazilian company – WL Internacional Ltda – whose shareholders also own CCAA-Centro de Cultura Anglo Americana and WLE Waldyr Lima Editora – the former being a language teaching institution with over 500 franchises in Brazil, and the latter being a Publishing House responsible for the production of the English and Spanish educational materials used in our schools.

OUR MISSION

"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 professionals use interactive educational techniques and technology to obtain excellence in teaching. CCLS offers language instruction that ranges from conversational skills for personal enrichment to intensive training courses for career or educational opportunities.

INSTITUTIONAL GOALS

Provide quality educational language courses that meet the needs and expectations of our students by offering engaging and interactive courses with well-designed curricula, syllabi, and lesson plans;

Use varied instructional resources to enhance learning and improve student performance by providing audio-visual-based activities, such as Internet resources, and teacher guides;

Foster clear and open communication with faculty and the student body by eliciting formal (via surveys and meetings) and informal (via daily interactions) feedback so that CCLS ensures that its students' needs are being met;

Cater to the community's diverse student needs by providing language courses of different intensity, duration, and schedules;

Create opportunities for enhanced and individualized learning by maintaining a learner-teacher ratio conducive to achieving learning goals;

Practice equitable student assessment that is commensurate with the program objectives and student's proficiency level by developing final exams that identify and demonstrate student progress, while formally recognizing other instruments of evaluation, such as student performance, attendance, and assignment completion throughout each course;

Optimize and improve enrollment procedures and practices, while maintaining an ethical admissions process. Attract more students and continue to provide services that advance the institution;

Comply with SEVP student visa regulations by carrying out our monitoring and tracking system to strategically and responsibly promote student growth;

Comply with SEVP student visa regulations and ACCET standards of accreditation and provide ethical, relevant and educationally sound language programs by carrying out our monitoring and tracking system to strategically and responsibly promote student growth;

Maintain faculty and general staff employment conditions and environment that foster teamwork and a harmonious and welcoming workplace;

Employ qualified instructors and support their professional growth by contributing to their development plan so as to ensure high teaching standards and improved student outcomes;

Maintain ethical financial management and ensure compliance with all federal and state fiscal regulations by ensuring proper bookkeeping and accountability and employing external accounting services to ensure accurate balance sheets. Remain consistent with the external stakeholders' requirements by providing them with monthly income and expense reports.

CCLS CONTACT INFORMATION AND OFFICERS

CCLS' address and telephone numbers are as follows:

CCLS

3191 Coral Way, Suite 114

Miami, Florida 33145

Telephone #: (305) 529-CCLS (529-2257)

E-Mail: info@cclsmiami.edu

Web Page: <http://www.cclsmiami.edu>

The address of our parent company in Brazil is as follows:

WL Internacional Ltda.

Rua 24 de Maio 347
Riachuelo
20951-Rio de Janeiro-RJ Brazil

BOARD OF DIRECTORS:

Chairperson: Waldyr Lima Lima Filho

President: Luiz H. Gonçalves

Vice President: Carolina A. Pinho, Maria Clara Faria Lima, Isabel Cristina Lima de Barros and Ricardo Cesar Lima

Secretary: Raul Lima Neto

Except for the President and Vice President, all other members of the board of directors work and reside in Rio de Janeiro, Brazil.

OTHER OFFICES:

Director of Language School: Carolina A. Pinho

Academic Coordinator: Martha Tordera

PART III

OFFICE POLICIES AND PROCEDURES

EMPLOYMENT AT-WILL

All employees are hired for an indefinite period of time, unless the employee has signed a fixed-term employment contract. Employees that are hired for an indefinite period of time serve at the will and pleasure of CCLS throughout their employment. Accordingly, employees are free to resign at any time, and CCLS is free to discharge an employee at any time, with or without cause and with or without notice.

No supervisor or manager has the authority to alter the at-will nature of an employee's employment. Any oral or written statement by a supervisor or manager that may be construed as altering the at-will nature of an employee's employment with CCLS will not be binding with CCLS. The only exception to the foregoing is if an employee and CCLS enter into a written employment contract specifying a set term, and the contract is signed by a Director of CCLS and the employee being hired under specific terms.

OFFICE HOURS: Monday through Friday from 9 a.m. to 6 p.m.

SCHOOL HOURS: Monday through Thursday from 9 a.m. to 8 p.m.
Friday from 9 a.m. to 6 p.m.

Note: School hours may vary to accommodate class schedules. All students are to be informed CCLS is open as of 9 am.

HARASSMENT IS PROHIBITED

CCLS believes that all employees should be able to work in an environment free of discrimination and free of any form of harassment based on race, color, religion, age, gender, gender orientation, pregnancy, national origin, disability, or any other protected status.

To help ensure that no employees are subjected to harassment, and in order to create a comfortable work environment, CCLS will not tolerate verbal, written, or physical conduct by any employee that harasses, disrupts, or interferes with another employee's work performance or that creates an intimidating, offensive, or hostile environment. With regard to harassment, CCLS prohibits the following:

1. Unwelcome sexual advances, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:

- Submission to such conduct is made as either, explicitly or implicitly, a term or condition of employment.
- Submission to or rejection of such conduct is used as a basis for decisions affecting an individual's employment.
- Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.

2. Offensive, gross, and/or race, color, religion, age, gender, gender orientation, pregnancy, national origin, disability, or any other protected status related comments, statements, jokes, innuendoes, cartoons, pictures, or other materials.

CCLS' intolerance of harassment extends to employees' interactions with students. Teachers hold a position of respect and authority with their students, and they must not abuse this established trust and understanding.

All supervisory personnel and employees are responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. It is expected that employees will respect the rights of their co-workers.

If an employee experiences any job-related harassment, whether based on race, color, religion, age, sex, pregnancy, national origin, disability, or any other protected status, or if an employee believes that he or she has been treated in a discriminatory manner, the employee should promptly report the incident to their supervisor. The supervisor will investigate the matter and take appropriate action, including reporting it to the President and/or Vice President. If the employee believes it would be inappropriate to discuss the matter with their supervisor, the employee may bypass the supervisor and report the matter directly to the President and/or Vice President, who will undertake an investigation.

To the extent possible, employee complaints of harassment will be kept confidential. The grievant will be expected to cooperate with CCLS in order to conduct a thorough investigation.

If CCLS determines that harassment has occurred, appropriate and immediate disciplinary action will be taken against the offending employee, up to and including discharge. CCLS prohibits any form of retaliation against an employee for utilizing this complaint procedure or for assisting in the investigation of a complaint.

CCLS' policy and procedures in this area emphasize prevention; therefore, all employees must be aware of potentially sensitive situations and should guard against the possible perception of improper conduct.

GRIEVANCE PROCEDURE

A grievance is defined as any dispute or complaint arising between an employee and CCLS.

CCLS recognizes the value of a grievance procedure that allows for the timely review of employee grievances in a fair yet practical manner. A grievance is considered to be any dispute between an employee and CCLS, which impacts an employee's ability to perform his or her job. Although purely personal matters between employees would not ordinarily give rise to a grievance subject to this grievance procedure, any matter which adversely affects an employee's ability to perform his or her job could be the subject of a grievance. Employees must use good individual judgment and common sense as their guide.

The attached grievance form will serve as the appropriate form for submitting a grievance. The grievant may attach any additional information he or she feels necessary to fully state their grievance.

The following guidelines shall be applicable to all phases of the grievance process.

1. All employees should work towards creating an environment that encourages an employee to discuss a grievance. The atmosphere created should be free of interference, coercion, restraint, and discrimination.
2. All employees shall cooperate fully with grievance review team and the management team.

Grievance Procedure Steps

Step 1 The employee should report the problem to his or her supervisor within a reasonable amount of time. The employee will receive a written response within five working days.

Step 2 If the grievance is not settled in Step 1, the grievance may, within five working days after the answer to Step 1, be presented to a higher officer. The grievance, at this time, shall be documented in writing and signed by the grievant. As in Step 1, the employee shall receive a written response within five working days.

The time frame for each step is limited to working, or business, days and excludes Saturdays, Sundays, and holidays. Should the grievance remain unresolved after the completion of Step 2, CCLS alone may refer the issue to an outside arbitrator for an impartial and binding decision. Employees do not share this power of referral. Once CCLS makes the binding decision to submit a grievance to an arbitrator, neither party may further pursue another resolution. If decided upon beforehand, though, an outside mediator—in lieu of an arbitrator—can be enlisted to resolve the dispute.

The costs of arbitration will be borne equally by the parties. All other costs associated with the process will be borne by the party incurring them. For example, the employee may be represented by counsel at his or her own choosing and at his or her own expense. The award of the arbitrator in all cases is final, conclusive, and binding upon CCLS and the employee.

SUBSTANCE ABUSE

CCLS unequivocally endorses the philosophy that the workplace should be free from the detrimental effects of drug and alcohol abuse. To ensure worker safety and workplace integrity, the illegal manufacture, possession, distribution, or use of controlled substances or alcohol in the workplace by its employees is prohibited. Disciplinary action, up to and including termination, will be exercised for violation of this policy.

DRUG AND ALCOHOL FREE WORKPLACE

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance or alcohol is harmful and is prohibited in and on the CCLS owned or controlled property, or as part of any of its activities. Any employee determined to have violated this policy shall be subject to disciplinary action for misconduct, which may include termination and/or referral for prosecution. No employee is to report to work or class, or any activity at school premises or sponsored by CCLS, while under the influence of illegal drugs or alcohol. Violation of these policies by an employee will be reason for disciplinary action up to and including termination and/or (2) referral for prosecution consistent with local, state, and federal laws.

Substance abuse can adversely affect an employee's job performance and jeopardize the safety of co-workers and the public. CCLS will refer employees who are in need of treatment/counseling to local agencies. Payment for counseling or treatment is the sole responsibility of the employee. All assistance/referrals are strictly confidential and do not become a part of the employee personnel file.

Employees must inform any visitor or student carrying alcoholic beverages that CCLS does not allow alcoholic drink containers on its premises.

EXCELLENT SERVICE TO STUDENTS AND CLIENTS

CCLS is committed to providing **Excellent Customer Service**. All employees should serve our students/clients promptly and politely.

All customer service employees are expected to follow the guidelines of the **Excellence in Customer Service Manual**. All teachers are expected to follow the guidelines of the **Teacher's Handbook**.

Non-compliance with this policy is grounds for discipline, up to and including discharge.

PERSONNEL FILES

A Personnel File is maintained for each teacher and administrative staff member. All employment records, including the original application form and/or resume are considered confidential and kept either in a cabinet in

the Administration office or in the Vice President's computer. It is important that personal data of all employees, such as address, telephone number, name change, and tax withholding information be kept accurate and up-to-date. Each employee is required to report any changes to the Vice President. CCLS will not release personnel files to anyone outside CCLS, unless properly ordered to do so by a competent judicial authority. CCLS faculty and staff have the right to access and review their own personal records. To gain access to these records, an employee need only allow a maximum of five (5) business days for administrative staff to process the request. Former employees may also access their records for up to three years upon termination of employment, provided that they allow ten (10) business days for administrative staff to process the request. The school Director is responsible for releasing this information.

For office-related purposes only, CCLS will maintain an up-to-date directory of all present teachers and administrative staff telephone numbers and email addresses for use by **CCLS PERSONNEL ONLY**. No other use should be made of the information contained in the directory. It is expressly prohibited to furnish any personal information (including phone numbers and email addresses) of CCLS' employees to students, coworkers, service providers, suppliers, clients, etc.

PART IV

EMPLOYMENT

CCLS selects personnel who meet high standards of character, education, and occupational qualifications who can advance CCLS work competently, who have a capacity for growth, and who will become a viable part of the organization. All employees and applicants for employment shall be considered without regard to race, color, religion, sex, age, national origin, disability, or veteran status.

Part IV has been customized to reflect the job description of each employee category.

PERSONNEL POLICIES AND BENEFITS

EMPLOYEE CLASSIFICATIONS

(A.) Employee

1. Full-time are those persons who are regularly scheduled to work forty (40) hours or more each week and who are continuously employed for ten (10) months or more during a calendar year. These employees are eligible for benefits as provided in this policy.
2. Part-time are defined as those persons who may or may not be regularly scheduled for less than forty (40) hours or less per week. They are not eligible for employee benefits, except as specifically provided in this policy.

(B.) Non-Employee

Adjunct Instructors, Independent Contractors/Consultants are non-CCLS employees who are engaged for specific services with established fees, contract expenses, and written agreements. All instructors who teach their classes outside CCLS premises will be treated as Adjunct Instructors. Adjunct Instructor's official transcript of academic work should be presented and evaluated before written agreements are finalized.

FAIR LABOR STANDARDS ACT (FLSA) CLASSIFICATION

1. Exempt Employees are those employees whose positions meet specific tests established by the FLSA and state law and who are exempt from overtime pay requirements.

According to the US Department of Labor Wage and Hours Division " *Teachers are exempt if their primary duty is teaching, tutoring, instructing or lecturing in the activity of imparting knowledge, and if they are employed and engaged in this activity as a teacher in an educational establishment. Exempt teachers include, but are not limited*

to, regular academic teachers... The salary and salary basis requirements do not apply to bona fide teachers. Having a primary duty of teaching, tutoring, instructing or lecturing in the activity of imparting knowledge includes, by its very nature, exercising discretion and judgment."

2. Non-Exempt Employees are those employees whose positions do not meet FLSA exemption tests. They may be paid a monthly salary or hourly rate, are subject to premium pay for overtime, and must complete a time record to meet the reporting requirements of federal and state agencies.

For further information, visit http://www.dol.gov/whd/regs/compliance/fairpay/fs17d_professional.pdf

OFFICIAL EMPLOYER

All CCLS employees are subject to the policies established by its Board of Directors and its authorized directives.

QUALIFICATIONS

LANGUAGE INSTRUCTOR JOB DESCRIPTION

Minimum Academic and Work Experience Requirements

- (a) Bachelor's degree and a minimum of three months of full-time equivalent ESL or foreign language teaching or
 - (b) Bachelor's degree and ESL or foreign language teaching certification that includes teaching practicum.
- Proficiency and fluency in the target language

Preferred Qualifications:

A Bachelor's Degree in ESL/TESOL, Linguistics, Education or Spanish, (ELE) and Portuguese (PLE)
One-year experience in classroom ESL/EFL or foreign language teaching (ELE, PLE)

Management Responsibilities

Inform the school Director or the Academic Coordinator of any student disciplinary or academic difficulties.
Notify the customer service associate at the reception desk, The Academic Coordinator or school Director if a student has missed two consecutive classes or more than 5 random classes during a term.
Keep students' attendance sheet, records of work, homework evaluation sheets accurate and up-to-date.
Request educational materials prior to the commencement of each session.
Return all loaned materials immediately after the end of each session.
Hand the complete class related paperwork (attendance sheet, assignment control sheet and record of work) to the general staff at the end of the last class of each session.
Be available for the semiannual meeting with the school Director.
Submit the time logs for payment of classes in a timely fashion.
Be punctual for all classes.

Academic Responsibilities

Teach English/Spanish/Portuguese effectively, following the appropriate methodologies and CCLS teaching guidelines.
Exercise good classroom management.
Prepare lessons in advance and deliver them to the best of one's abilities.
Treat all students with respect and in a fair and equitable manner.
Familiarize oneself with the language lab equipment and programs available to students.
Grade student assignments and examination papers.
Provide appropriate feedback on oral and written work to students.
Prepare and introduce complementary materials, including audio and visual resources as necessary to facilitate students' learning.
Assist in the selection of educational resources for corporate/private programs.

Teachers report directly to the Academic Coordinator and school Director.

EMPLOYMENT PROCEDURES

The President and Vice President are employed by the Board of Directors. The President is the Chief Executive Officer of CCLS. The President/CEO employs all employees. Employment responsibility and authority may be delegated to others by the President/CEO.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION PROGRAM

It is CCLS' policy to treat all personnel decisions equally and to regard these decisions as directly related to business needs and requirements. No person shall be excluded from participation in, denied any benefits of, or subjected to any form of discrimination, including race, creed, color, religion, national origin, ancestry, sex, age, pregnancy, disability, or veteran status.

We believe in and endorse Affirmative Action, not only because it attempts to address the prevalent social inequities in this country, but also because of our deep commitment to upholding the principles it is founded upon and the knowledge that they too serve our purpose and mission at CCLS.

The administration of this policy is the responsibility of the President along with the Vice President. Compliance to and application of this policy is the responsibility of all supervisory personnel.

EMPLOYMENT OPPORTUNITIES

CCLS strives to fill each opening with the most qualified candidate and either promotes from within the organization and/or hires outside candidates at the sole discretion of CCLS.

AMERICANS WITH DISABILITIES ACT

CCLS complies with all aspects of the Americans with Disabilities Act and state handicap laws, and will, therefore, afford any reasonable accommodations to qualified applicants and employees with known disabilities, unless such accommodations would cause an undue hardship to CCLS.

WORK SCHEDULES

Hours: The immediate supervisor is responsible for the preparation and supervision of the working schedule for their employees. CCLS will attempt to notify employees of any changes in workday or workweek hours at least two (2) weeks in advance of the effective date of such change. Employees working more than five hours per day will take a mandatory thirty-minute unpaid break. Employees working less than 5 hours per day may request an unpaid break if he feels the need to take a meal or a snack. Employees may not snack or eat during their working hours.

All such working schedules shall be governed by federal and state laws regulating hours of labor, be in conformity with established procedures and CCLS policies, and approved by the responsible executive. The workweek begins at 12 a.m. Monday.

Overtime (non-exempt employees): Overtime work has to be approved by the School Director or President. Authorized overtime is paid on the basis of one-and-a-half times the approved hourly rate for time worked in excess of 40 hours in the workweek. Violation of such policy could result in disciplinary action, including termination.

PAYROLL PROCEDURE

All employees are paid every two weeks, on Wednesdays. Employees are to submit their time sheets to their supervisor/manager by Sunday prior to payday. If a regularly scheduled payday falls on a holiday, employees will receive pay on the next day of operation.

CCLS preferred form of payment is Zelle or direct deposit. Employees must submit their personal Zelle ID or bank account information upon employment. Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Checks may be mailed to employees at their request. In the event that a mailed check is reported undelivered, a replacement check will be made two (2) weeks after the

original check was issued. This is to allow time for the delivery of the original check by the post office. No exceptions will be made.

PAY INCREASES AND PROMOTIONS

Wages are adjusted at CCLS' discretion. Within particular job categories, such as teacher and customer service associate, promotions are unavailable.

PAY ADVANCES

It is CCLS' policy to decline all requests for pay advances for personal reasons. Pay advances in the event of vacation or legitimate business reasons (e.g., CCLS business trip) may be requested through the Vice President.

LOANS

It is CCLS' policy not to make loans to employees.

HOLIDAYS

After three months of continuous employment, a regular full-time employee is entitled to paid holidays. Part-time employees are not eligible for paid holidays. CCLS currently provides eight (8) paid holidays to eligible employees each year. CCLS is officially closed on these days: New Year's Day, Martin Luther King's Day, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Eligibility for Holiday Pay

Full-time employees must work the last scheduled working day before a holiday and the first scheduled working day following the holiday in order to be eligible for holiday pay, unless time off on these days has been excused (e.g., vacation).

EMPLOYEE PERFORMANCE EVALUATION

The performance of general and faculty staff members is reviewed annually with respect to the tasks and responsibilities specified in the job description. The review provides a means for discussing, planning, reviewing the performance of each employee and encouraging individual improvement when needed.

The purpose of the performance evaluation is to improve performance and help the employee achieve a professional level of conduct and performance.

COMPANY'S RECESS

CCLS may close or reduce working hours for one, two-, or three-weeks during Christmas/New Year at CCLS' sole discretion. Classes are interrupted for that time period, as most students request time off. School recess is considered unpaid time off for all employees (excepting Christmas Day and New Year's Day for eligible employees). Full-time employees may request that their paid vacation time coincide with CCLS recess.

INCLEMENT WEATHER AND ADVERSE CONDITIONS

In the event of local inclement weather, such as hazardous storms, hurricanes, tornados, or other treacherous or adverse conditions of any nature, the President will have the responsibility for deciding if the hours of operation should be altered or the school be temporarily closed. CCLS will try to contact its employees by telephone and/or electronic mail, and a banner will be posted on the CCLS website. In such events, no payment for missed working hours will be made.

VACATIONS

A regular full-time employee shall be entitled to a paid vacation of two (2) weeks for each twelve (12) months they

are employed. An employee shall not be entitled to any vacation time until they have completed at least twelve (12) months of employment and while active in pay status. Thereafter, the employee is entitled to a paid two-week vacation after each year's anniversary with CCLS.

Eligible full-time employees may take their vacation time all at once or one week at a time. They may not, however, take their vacations in short breaks of one or two days. They must request their vacation days in one-week terms, or all at once.

A terminated employee—one who is not terminated for misconduct—will be paid for vacation not taken, proportional to the time they worked the year of their termination. Vacation not paid is forfeited at the end of each anniversary year according to the date of employment.

Part-time employees are not entitled to paid vacation. Employees who are not entitled to paid vacation may request permission from their supervisor to take one or two non-consecutive weeks of unpaid vacation time a year after they have completed at least twelve (12) months of employment with CCLS. Like full-time employees, part-time employees may not take their vacations in short breaks of one or two days. They must request their vacation days in one-week terms.

Vacation entitlement is administered by the Vice President. Eligible employees are responsible for planning ahead for vacation and working out a complete schedule with their supervisors. Normally, four (4) weeks advance notice of vacation is expected and necessary to ensure scheduling of work.

TERMINATION OF EMPLOYMENT

Terminations are to be treated in a confidential, professional manner by all concerned. An employee desiring to terminate employment, regardless of employee classification, is requested to give CCLS a two weeks' advance notice in writing so that a replacement can be found.

All employees serve at the will and pleasure of CCLS and can be terminated at any time with or without cause and with or without notice.

LANGUAGE COURSES

All CCLS full-time and part-time employees active on payroll for at least six (6) continuous months are eligible to one hundred percent (100%) discount off tuition in the English, Portuguese, and/or Spanish group courses at the school premises, so long as they meet the same academic standards required of the students. Students will take priority in enrolling for courses over eligible employees. Eligible employees who do not meet the academic standards or who become inactive on payroll will forfeit the discount. Discounts do not apply to books and materials. Classes cannot be taken during the employee's working hours. Adjunct instructors, independent contractors/consultants are not eligible for the language course discount.

PART V

MISCELLANEOUS POLICIES

EMPLOYEE APPEARANCE AND DRESS CODE

All employees must keep a clean and neat appearance in dress and hair. Discreet make-up, accessories, and jewelry are allowed. Perfume is also allowed but should not be so intense as to cause an adverse reaction in co-employees or students. Employees' attire should be clean, neat, and of a conservative style consistent with a professional atmosphere, projecting a good image to customers, visitors, and other employees. Employees must not wear hair nets or rollers, Bermuda shorts, shorts, sleeveless shirts (men), ragged T-shirts and jeans, revealing attire (low-cut blouses and dresses, bare midriff, miniskirts, etc.), or casual footwear (flip flops, backless flat sandals; male employees: sandals of any kind).

PUNCTUALITY

All employees are expected to arrive on time and be ready to work. Late arrivals are ground for discipline, up to and including discharge.

ABSENCES

Anyone who will be absent from work for any reason must inform their immediate supervisor with as much advance notice as possible. Poor attendance is grounds for discipline, up to and including discharge.

CONFIDENTIALITY

Employees agree not to use any of CCLS proprietary educational materials, equipment, or materials loaned to them for services provided on behalf of other educational institutions and to the general public.

Employees acknowledge that in and as a result of their employment at **CCLS**, they may make use of, or acquire information relating to **CCLS's** procedures, manuals, proprietary CCLS methodology, confidential reports and lists of students (which are deemed for all purposes confidential and proprietary), as well as the nature and types of services rendered by **CCLS**. Employees agree that he shall not, at any time during or following the terms of their employment at **CCLS**, directly or indirectly divulge or disclose for any purpose whatsoever any information or materials that has been obtained by, or disclosed to, then.

EVACUATION

All employees are required to familiarize themselves with the following:

- 1- The floor layout
- 2- Exit locations
- 3- Stairwells configuration
- 4- Outside exit
- 5- Locations of fire extinguishers

Please request assistance from your supervisor to locate the evacuation exits and fire extinguishers.

Fire Evacuation Procedures

The following information is presented to you as a worker in a multiple-story building. The firefighters know their jobs. In an event of a fire, you should know what to do to help them protect you, and others that may be with you.

BEFORE A FIRE BREAKS OUT:

- a) Know your exits. Buildings like ours are equipped with enclosed fire exits and stairs. Exit signs direct you to the nearest fire exit;
- b) Do not use elevators. Elevator shafts are often like chimneys and collect smoke and gases. In case of power surge, the elevators will automatically go to the adjacent floor. You should then exit and look for the fire exit.

IF YOU SEE A FIRE, REPORT IT IMMEDIATELY:

- a) First, call the Fire Department (911). Tell them the exact location of the fire, if known; if not, give them your location. Then, notify the building security desk (305 448-8668) or Forte management office (305 445-5511);
- b) Notify everyone in your immediate area. Make certain that everyone knows, including the students;
- c) Leave by your designated exit. Teachers will lead their students to the closest exit. In the absence of the instructor, the Director or their assignee, will lead the students to the closest exit.

CLOSE DOORS AS YOU GO:

- a) Closing doors will restrict the spread of smoke, fire, and hot gases. Don't lock the doors, as it slows down the Fire Department;
- b) Do not return for articles left behind; they are not worth the risk of being trapped;

- c) Try to exit the stairways quickly, in single line and keep to the side: Fire fighters may be bringing in hose and equipment;
- D) Remain calm, do not run, scream, or shout at other people. Your safety depends on your actions.

By reading this material, you have taken the first step in assuring that you safely escape a fire emergency in the building, should one arise. Keep this notice and reread it often.

SMOKING

Smoking is strictly prohibited inside the school premises and office building.

FAMILY MEDICAL LEAVE ACT (FMLA)

The FMLA applies to all:

- public agencies, including local, State, and Federal employers, and local education agencies (schools); and
- private sector employers who employ 50 or more employees for at least 20 workweeks in the current or preceding calendar year – including joint employers and successors of covered employers.

Currently, CCLS is not covered by the FMLA

JURY DUTY

Jury duty is a personal civic duty. Employees, who are called for jury duty, will not receive wages during their time of service. Jury duty will not be deducted from vacation time unless requested by the employee. Documentation of jury duty must be provided to CCLS.

MILITARY SERVICE

When an employee is called or recalled for active duty, CCLS will grant an official leave of absence without pay. Re-employment rights shall correspond with those provided in the federal and state laws relating to servicemen's re-employment rights.

EXPENSES AND ALLOWANCES

Properly authorized expenses incurred while traveling on CCLS business or entertaining official guests shall be recognized as proper charges. Only the President and Vice President may authorize expenses and allowances.

It is a requirement to submit receipts for all expenses, in order to be reimbursed. Receipts must always show the name of the establishment, the date and the amount to be honored. Employees are expected to use proper discretion in using CCLS funds for gratuities to the extent of what is customary.

The following are recognized as proper charges, if provided for in the budget:

- a. Registration fees for authorized attendance at conferences, seminars and conventions considered advantageous to CCLS business.
- b. Reasonable meal expenses while entertaining official guests.
- c. Hotel lodging is considered a business expense when traveling on authorized CCLS business. Staff is required to stay at the CCLS designated hotel if they are to receive reimbursement. Two traveling employees of the same gender are expected to share a room.
- d. While traveling on CCLS business, reasonable transportation fares, (i.e., air fare, taxi fare, shuttle service).
- e. When conducting CCLS business locally, taxicab fare, except to and from work, is reimbursable when close timing or other emergency warrants the use of a cab or when bulky or heavy material must be transported.

GARNISHMENT AND WAGE ASSIGNMENTS

CCLS policy is to comply with state or federal law.

BENEFITS FOR PART-TIME EMPLOYEES

Unless specified or covered by statutes, the provisions outlined in this employee handbook apply to full-time employees only.

SAFETY

Employees are our most important resource, and safety is one of CCLS' principal responsibilities. For this reason, safety must be made an integral part of all functions.

By law, employees are required to comply with all safety and health regulations established for their protection. Employees should:

- Follow all safety rules applicable to their job.
- Immediately report to their supervisor all accidents, incidents, or injuries, regardless of how insignificant the injury or situation may seem.
- Immediately report to their supervisor all safety hazards.
- Be responsible for keeping the work area clean and orderly.
- Assist supervisors in setting a safe example for new workers, and if assigned, to instruct other employees in the safe performance of their duties.
- Operate equipment and vehicles in a proper and safe manner.

PRIVACY

The school reserves the right to monitor all employees using any communication media at school, such as phone, mail, email, chat rooms, social networking, and instant messaging.

Pictures or unauthorized copies of students' or employees' records, data, or information are strictly prohibited. Violation of such policy will result in disciplinary action including termination.

INTERPRETATION OF PERSONNEL POLICY

All matters pertaining to the interpretation of the personnel policy should be referred to the Vice President and, if not satisfactorily clarified, then to the President. The employer reserves the right to add, delete, or change policy or practice without notice. The employer reserves the right to sole interpretation of these policies.

UNETHICAL CONDUCT POLICY

It is the responsibility of the director, officers, and employees to uphold CCLS' ethical standards and to demonstrate commitment to openness and accountability. CCLS employees are encouraged to report—either verbally or in writing—to their immediate supervisor or alternate line of authority, all evidence of activity by a CCLS employee that may constitute:

- Instances of corporate fraud;
- A violation of state or federal law; or
- Substantial and specific danger to employee or public health and safety

An employee who has made a report of suspicious conduct and who subsequently believes he or she had been subjected to retaliation of any kind by any CCLS employee is directed to immediately report it to the President, or Vice President.

NO WEAPONS ON COMPANY PROPERTY POLICY

CCLS prohibits all persons who enter CCLS suites from carrying a handgun, firearm, or weapon of any kind onto the property regardless of whether the person is licensed to carry the weapon or not. Possession of a concealed weapon endorsement as authorized by the State of Florida is not an exemption under this policy. CCLS property covered by this policy includes, without limitation, all school-owned or leased suites and warehouses. CCLS vehicles

are covered by this policy, regardless of whether they are on CCLS property at the time.

This policy applies to all employees, independent contractors, adjunct instructors, students, customers, guests, and visitors on the property, regardless of whether or not they are licensed to carry a concealed firearm. The only exceptions to this policy will be police officers, law enforcement agents, and Madison Circle security guards.

Employees violating this policy will be subject to disciplinary measures, up to and including termination. Other persons violating this policy may be denied entrance to the premises and ordered to leave the premises. If an employee becomes aware of anyone violating this policy, he or she should report it to their supervisor immediately.

Prohibited weapons include, but are not limited to handguns, firearms, rifles, shotguns, bb-guns, pellet guns, any device from which a projectile may be fired, bows and arrows, electronic stunning devices/stun-guns, pepper spray, tear-gas, explosives, metal/brass knuckles, black-jacks/slaps, bludgeons, clubs, knives, box-cutters, slingshot, a firearm silencer, a gas gun and any other device which is designed to be used as a weapon, whether defensive or offensive. If you have a question about whether an item is covered by this policy, please contact the Vice President or President.

INTERNET ACCESS, SMART PHONE AND ELECTRONIC-MAIL POLICY

Internet Access, CCLS smartphone and Electronic Mail systems are assets owned by CCLS. They are critical components of CCLS corporate communication systems. The systems are provided by CCLS for employees to facilitate the performance of company work. Their contents are the property of CCLS. Employees should be aware that there is no expectation of privacy regarding company electronic mail or smartphone apps.

CCLS Management may monitor Internet usage and email and may retrieve the contents for legitimate business reasons, such as, finding lost messages, complying with investigations of wrongful acts, or recovering from system failures. Thus, there is no guarantee of privacy in an employee's use of CCLS email system, smartphone and Internet access. Employees should, therefore, conduct themselves accordingly.

Employee use of the Internet, smartphone and electronic mail for personal use is restricted to their break time only. Employees violating this policy will be subject to disciplinary measures, up to and including termination.

Use of CCLS Internet access is limited to CCLS employees and students. CCLS employees and students are responsible for maintaining the security of their account and their password. Precautions should also be taken by employees to prevent unauthorized access to their terminal or desktop tools, computer accounts, and mailboxes by logging off when a terminal or desktop screen is to be left unattended. Unauthorized entry to another employee or authorized users terminal, account, desktop tools, or mailbox is strictly prohibited.

All employees must be aware that company email is subject to discovery procedures in a lawsuit.

If an employee is authorized to take data out of the office, it is their responsibility to protect such data from theft, damage, or sabotage.

SOFTWARE

Making illegal copy/copies of school software is strictly prohibited; violators are subject to disciplinary action, including termination.

All employees are prohibited from downloading or copying unauthorized software and files from the Internet, disks, or other media to school computers; including, but not limited to games and music.

Downloading or copying software or files has to be approved by the Vice President or the President.

Any act of sabotage, including transmitting virus(es) to school computers or using school computers to transmit viruses to other computers, will result in termination of employment and might include legal actions.

PERSONAL USE OF OFFICE EQUIPMENT AND SUPPLIES

CCLS' supplies, copy services, postage, etc., are for CCLS' business and must not be used for personal needs. Students are not allowed to make use of CCLS' equipment. Teachers must request copies of exercises and texts for CCLS students at least 24 hours in advance. Copies will be made by the customer service associate(s).

Personal telephone calls during business hours, both incoming and outgoing, should be confined to those which are absolutely necessary and should be kept to a minimum. Personal calls consume time, energy, and concentration that should be dedicated to one's job. Personal calls to/from one's cell phone should also be restricted to the absolutely necessary. Employees are expected to pay for any personal toll calls made from CCLS phone lines.

Faculty is expected to turn off or mute their communication devices during class time.

Unless duly authorized, employees are not permitted to remove company hardware, software or equipment from CCLS premises.

COPYRIGHT LAW

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 request be submitted by the instructor to the School Director or Academic Coordinator for approval.

WORKMEN'S COMPENSATION

The Florida Workers' Compensation Act is a system for providing necessary medical care and compensating workers who experience work-related illnesses or injuries, and are unable to work as a result of their illnesses or injuries. Employees are covered by Workers' Compensation from their first day on the job; there is no waiting period for eligibility for Workers' Compensation. Under Florida law, the term "injury" means personal injury or death by accident arising out of and in the course of employment, and any diseases or infections that naturally result from the injury. A Poster regarding Workmen's Compensation is posted in the main office (suite 114) that indicates "How to report a workplace Injury" and "Network Referral Unit." Additional procedures are outlined below:

1. Workers' Compensation benefits include partial payment of lost wages if a work-related injury or illness causes the employee's absence for more than seven calendar days. In addition, Workers' Compensation, through CCLS' insurance carrier, pays all medical costs for medically necessary services pertaining to work-related injuries or illnesses when utilizing approved medical providers. To reach the Hartford's Network Referral Unit, call 1-800-327-3636 and press 4 at the prompt. CCLS will supplement wage payment by expending accrued vacation leave, as necessary, once verification of the claim is received from the carrier, and the statutory "waiting period" has been met.
2. When a work-related injury or illness results in lost time for more than 21 days, the Workers' Compensation wage benefits are retroactive to the original date of injury. In cases where the Workers' Compensation insurance carrier provides payment of wages, it is at the rate of two-thirds of the employee's average gross weekly wage at the time of injury or illness up to a statutorily established cap.
3. When a work-related injury or illness occurs, the employee must immediately notify their supervisor. CCLS is required by law to report work-related injuries or illnesses, whether major or minor, to the State within seven days

of such occurrence. Failure to do so could result in serious fines. Therefore, all supervisors and/or employees must report all work-related injuries immediately for filing. Employees are to report work-related injuries to their supervisors (regardless of the severity of the injury).

Eligibility

All full-time and part-time employees are eligible to Workers' Compensation benefits as of the first day of work. Non-employees (Adjunct instructors, Independent Contractors/Consultants are not eligible for the benefits.

NON-COMPETE – NON-DISCLOSURE

All employees who receive specialized training at CCLS have access to confidential and proprietary information of CCLS teaching system and have direct contact with CCLS students or patrons in a specialized environment provided by CCLS. All employees are required, as a condition of employment, to maintain a non-competition and/or non-disclosure relationship with CCLS, restricting the employee's ability to compete with, or disclose CCLS confidential or proprietary information.

CCLS POLICIES

CCLS policies are available online at www.cclsmiami.edu/employee-policies. All employees are required to read the school policies and may request copies from the School Director.

STANDARDS OF ASSOCIATION

All employees are responsible for upholding CCLS' mission and standards throughout the community. No employee shall engage in conduct that is contrary or detrimental to CCLS' mission and image. Please review and sign a copy of our agreement as outlined herein:

CCLS OFFICE MANUAL – ACKNOWLEDGMENT OF RECEIPT EMPLOYEE COPY

I acknowledge that I have received and read the CCLS Office Manual, which contains a brief description of the employee benefits currently provided, CCLS policies, and other job-related information. By signing this acknowledgement of receipt, I expressly agree to uphold CCLS mission and institutional goals and fulfill my professional duties while employed by CCLS according the directives set forth in the CCLS Office Manual. I understand that this Manual is not intended to be an expressed or implied contract of employment, but rather, is designed to answer many of the questions that may arise in connection with my employment. I also understand that the Office Manual may be changed at any time with or without prior notice to me. I further acknowledge that the employment relationship between CCLS and me is "at-will," meaning that the relationship may be terminated by either party at any time for any reason, without regard to the provisions or procedures in the Manual which CCLS will apply at its sole discretion.

CCLS GRIEVANCE FORM

Employee Name: _____ SSN: _____

Department: _____ Date of Hire: _____

Job Title: _____ Date Submitted: _____

Complete details of grievance, including references to any law or policies:

Remedy Requested:

Employee's Signature

Date

Disposition – Step 1 Date Received: _____

Disposition: _____

Accepted ____ Appealed ____

Supervisor

Date Communicated

Disposition – Step 2 Date Received: _____

Disposition: _____

Accepted ____ Appealed ____

School Director

Date Communicated