

Grading, Attendance and Satisfactory Academic Progress Policies

1. Qualitative Standard

Students enrolled in any English Language programs must maintain a cumulative grade of 80% and attendance of 90% by completion.

2. Attendance Percentage Calculation

Attendance percentages are calculated based on course minutes. A course that is 1.5 hours Monday through Thursday has a total class time of 6 hours per week. If a student is late 15 minutes to one class, the student is marked present for 1.25 hours on that day. At the end of the week, the student attended 5.75 hours. 5.75 hours divided by the possible 6 hours gives the student an attendance percentage of 96%.

3. Evaluation of Student Progress

Counselling sessions are held every 4 weeks. During the counselling sessions students are given a progress report that will state the student's cumulative grade and attendance percentages. If the student is below the required minimum attendance and/or grade percentage, the student will be placed on probation until the student meets the minimum required standards. At the end of the term, if the student has not met the program requirements they will not receive a certificate of completion or advance to the next level and will need to repeat the course.

4. Attendance & Academic Probation

A student will be placed on **Attendance probation** if their cumulative attendance falls below 90%. The student will be placed on **Academic probation** if their cumulative grade falls below 80% for all Programs at the time they are given a progress report.

- A written warning letter will be issued to the student stating that their attendance/grade has fallen below the required minimum standards and needs to show improvement.
- The student is placed on a **two-week probationary period** and must show attendance improvement over the next two weeks.
- If the student shows continued improvement during the two-week probationary period and has raised their cumulative attendance/grade percentage above the required minimum standards then the student will be removed from probation. This does not mean that the student's attendance/grade can dip below the required minimum standards. If a student comes off of Probation and his/her attendance/grade drops below the minimum standards again they will be issued a **final warning letter** and will be at risk of being dropped from the program.
- If the cumulative attendance/grade percentage is still below the required minimum at the end of the two-week probationary period, but the student has shown improvement and is moving toward raising their attendance/grade percentage, they will remain on probation until they have raised their cumulative attendance/grade percentage above the required minimum standards. This is monitored every 2 weeks.
- If however the student's cumulative attendance/grade is still below minimum required standards **and has not** shown continued improvement, then the student will be issued a **final warning letter** stating that the student must show improvement over the next 2 weeks.
- If after the final 2 weeks the student's attendance has not shown improvement, the student will be removed from the program and no refund will be issued.

5. Vacation Policy

Vacation accumulates on a 4:1 ratio. For every 4 weeks of consecutive study, the student will accumulate 1 week of vacation. The maximum length of accumulated vacations is 1 month. Therefore a student that has studied for 4 months or more may take up to 1 month vacation. Students must be in good standing to be eligible to take vacations.

6. Leave of Absence Policy

California Language Academy does not permit leave of absences. If time off of greater than 4 weeks is required, the student will be withdrawn from the program and will need to re-enroll upon return. A student who is absent for eight consecutive class days without an approved vacation request will be terminated from the program.

Cancellation & Refund Policy

1. Tuition Refund Policy

Cancellations prior to the first day of class or a no show: Student is eligible for a full tuition refund minus any non-refundable fees including application fees, shipping fees, materials, travel insurance fees and any other relevant fees.

If the student entered the US on a CLA I-20: Student is responsible for all the tuition charges for up to four weeks of the first term/session, and any non-refundable fees including application fees, shipping fees, materials, travel insurance fees and any other relevant fees.

For cancellations on or after the first day of class (enrollments of 1 - 4 weeks): Student is responsible for all the tuition charges for up to four weeks, and any non-refundable fees including application fees, shipping fees, materials, travel insurance fees and any other relevant fees.

For cancellations on or after the first day of class (enrollments of 5+ weeks): If the student completes 50% or more of the enrollment, no refund will be issued. Any cancellation before 50% completion of the course will be issued a refund at the appropriate tier rate for the new enrollment with a minimum of 4 weeks charged.

All refunds are made to the original fee payer. When determining the number of weeks, CLA will consider a partial week the same as a full week.

2. Accommodation Refund Policy

Accommodation cancellations must give 4-weeks notice. From the date of notification, fees of 4 weeks will be charged plus any other relevant fees.

All students must complete an Accommodation Cancellation Request in order to receive a refund.

3. Non-Refundable Services

Application, materials, activities and transportation services are non-refundable. Application fees are one-time fees charged at the time of enrollment. Materials fees are charged at each change in level.

Student's Right to Cancel

Students who cancel prior to the start date, will receive payment of the refund within 45 days of the scheduled start date. Students who withdraw on or after the start date will receive payment of the refund within 45 days of the notification of withdrawal.

If a student withdraws or shortens their course after the first day of class, but before completing 50% of their contracted number of weeks, the student will be charged full price for the number of weeks completed when calculating a refund and a minimum of 4 weeks. All tuition discounts or special offers are dependent upon completion of the entire original enrollment. If a student received a tuition discount or special offer and later cancels or modifies their original enrollment, the tuition discounts or special offers are null and void and this new enrollment will be calculated at the full pricelist price.

If the student enrolled and paid through an authorized agent, CLA will process any refunds back to the agent and the agent will in turn process the refund to the student.

Refund Calculation Example:

Example 1:

Original Enrollment: Standard 15 x 9 weeks x \$275/week = \$2,475.

Cancellation during week 2: Minimum of 4 weeks charged. 4 weeks x \$290/week = \$1,160.

Refund Due = \$2,475 - \$1,160 = \$1,315

Example 2:

Original Enrollment: Standard 15 x 9 weeks - 50% discount = (9 weeks x \$275/week x 50%) = \$1,238.

Cancellation during week 2: Min. of 4 weeks charged at full price. 4 weeks x \$290/week = \$1,160.

Refund Due = \$1,238 - \$1,160 = \$78

Example 3:

Original Enrollment: Standard 15 - 9 weeks (\$275/week) = \$2,250.

Cancellation during week 5: (5 weeks / 9 weeks) 55% of program completed

Refund Due = No Refund