



STUDENT'S HANDBOOK



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Welcome

Mission

Our mission is to provide high quality teaching to our students by providing a unique learning experience to help them achieve their linguistic goals in personal, professional, and academic areas.

History

The Learning Institute of Foreign Education (LIFE) was founded in 2014. It was initially a tutoring center that specializes in fast communication skills. Most students were Orlando's foreign visitors whose main objective was to improve their English in a short period of time. Now our ESL program specializes in receiving both local residents and international tourists who have decided to develop their English in all the fundamental skills of the language: reading, writing, listening, and speaking.

Life USA Orlando's Unique Experience

Life USA Orlando provides to each and every student a unique learning experience. At this school you are not a number, but a real person. The faculty is also involved in administrative positions which allows students to feel more comfortable in the school. Since the staff knows exactly what happens in and out of the classroom this is a perfect way to improve our students' experiences. We have also designed our curriculum to encourage students to feel comfortable communicating in English at any level.

Goals/Values

Life USA Orlando's primary goal is to help improve students' English language proficiency for general, social, or academic purposes. This includes learning the four skills of listening, speaking, reading and writing, as well as studying grammar, vocabulary, and pronunciation. We also hope that our students build cultural understanding and achieve personal, professional, and academic goals while they study with us.

Orlando Area

Orlando, nicknamed "The City Beautiful", is home to more than a dozen theme parks. One of the most visited destinations in the world, Orlando's most famous attractions are Walt Disney World and Universal Orlando Resort. Many other attractions are also located along International Drive including the Orlando Eye. The city is also one of the busiest American cities for conferences and conventions.

The School

Staff

Administrative Director

Academic Manager

P/DSO

Student Services Coordinator

Administrative Assistant / Admissions

Address/Hours

Life USA Orlando has two locations. The schools are open from 8:30 am until 10:30 pm from Monday through Thursday and Fridays from 9:00 am until 5 pm. The administrative office is open from Monday through Thursday from 8h30am – 8pm and Friday from 9h00 am - 5pm.

Our locations are:

Main Site - Life USA Hunter's Creek - 12200 Menta Street, Suite #110

Phone # (407) 270-5373

Auxiliary Site - Life USA MetroWest 1507 Park Center Drive, Suite 1H

Phone # (407) 270-5947

Description of Facilities

Life USA Orlando's locations in Hunter's Creek and MetroWest are easily accessible. Both facilities are located in beautiful neighborhoods with ample parking that provide easy access to a variety of shopping, restaurants, and other amenities. The fully air-conditioned facilities include classrooms, a reception area, and a student lounge area. The main administrative offices are located in Hunter's Creek. We are prepared to accommodate people with special needs inside our facilities. Life USA Orlando is a wheelchair accessible school.

Admission Policy

Students must be 18 years of age or older. Minors then 18 years old must present a certificate of completion in Secondary Studies in order to be accepted. Life USA Orlando's English programs are specifically designed for non-native English speakers. Applicants you will take a Placement Test (written and oral) which is designed to give a quick assessment of your knowledge of the English language. Applicants will be placed into the class level that best suits them based on their placement test results. In case the class level placed is not available, applicants will be placed on the closest level available. Life USA Orlando will do its best to accommodate both the applicant's schedule and location choice to the best of their ability, but if the level placed is unavailable, the school reserves its right to change their first choice. Applicants must complete and sign the Enrollment Agreement and provide applicable payment, sign the Terms and Conditions form and attend new student's orientation session.

Federal Holidays

2022 Holidays

Holiday	Date
New Year's Day	January 1
Martin Luther King Jr. Day	January 17
Presidents' Day	February 21
Memorial Day	May 30
Labor Day	September 5
Veterans Day	November 11
Thanksgiving	November 25
Christmas Eve and Christmas Day	December 24, 25
New Year's Eve	December 31

***School remains closed on the holidays listed above.**

English Program

Super Life Intensive Course

The **Super Life Intensive Course** is available for local permanent residents and international F1 students. It offers 18 hours of classroom instruction each week. Classes are held in 3 different options of schedule:

From Monday to Thursday:

Morning: from 9am to 1:30pm

Evenings: From 6pm to 10:30pm

Fridays and Saturdays: From 8:30am to 5:30pm (lunch time from 1pm to 2pm)

The program offers six levels of Academic English with integrated skills and a focus on communicative English including an emphasis on vocabulary and pronunciation plus extra grammar practice and 1 Advanced C2 level with focus on Business English. The levels of the program focus on the progressive development of increasingly more complex use of language and communication skills. Students, therefore, progress through the courses in sequential order in accordance with the school's established standards of satisfactory academic progress. The Life USA Orlando levels have been created in accordance with the Common European Framework (CEFR):

Beginner (A1)	Intermediate (B1+)
Elementary (A2)	High Intermediate (B2)
Pre-Intermediate (B1)	Advanced (C1)
	Business English (C2)

Student's Learning Outcomes (SLOs) for each level have been developed using a combination of the CEFR, the *American English File, 3rd ed. textbook*, and the students' learning needs. For Advanced C2 Level, SLOs have been developed using a combination of the CEFR, *Oxford Business Result 2nd ed. textbook*, and the students' learning needs. You will receive a copy of the student learning outcomes for your class on your first day, in the course syllabus.

Methodology

The **Super Life Intensive** course in the **American English Program** at Life USA Orlando follows the communicative approach to language teaching. The communicative approach is based on the idea that learning a language successfully is developed through having to communicate real meaning in as natural a context as possible. Communicative activities are therefore essential to student learning success. Teaching methods include dialogues, role play, games, debates, and problem-solving activities. As part of your student assessment, the curriculum includes a project at week 4 and week 12 of each term, during the Progress Check tests. You are given a real life situation that aligns with the topics, vocabulary, and grammar of the text that you must solve together and present to the class. These projects have proven to be successful and motivating, since they are designed to give students the opportunity to discuss a real life situation in English that they then share with the class and hopefully apply to their daily lives.

Grading

We follow the Standard American system for grading.

A: 100% - 90%
B: 89% - 80%
C: 79% - 70%
D: 69% and below (fail)

Satisfactory academic progress is considered at 70% or higher. Those obtaining a lower score will be required to repeat the level.

Homework

Although your teacher may not give you homework every day, it can be an important tool for improving your level outside of class. When you do have homework, we encourage you to participate in the work that your teacher gives you outside of class to help you progress. In addition, the DVD in the back of your textbook provides extra practice you can complete outside of class.

Tests

Every four weeks, there is a progress test in all of the classes in the American English Program. These tests are designed to demonstrate that you are successfully progressing through the level, and that you are ready to move up to the next level at the end of the term. If you arrive in the middle of a level (week 3, for example) you are responsible for the information you missed. The curriculum allows for review, and your teacher can help you with any information you may have missed that will be on the test.

Testing Schedule

Progress Check 1 (including Project Presentation) <i>American English Program Week 4</i> <i>Express English Program Week 10</i>	15%
Midterm Exam (including oral assessment) <i>American English Program Week 8</i> <i>Express English Program Week 20</i>	35%
Progress Check 2 (including Project Presentation) <i>American English Program Week 12</i> <i>Express English Program Week 30</i>	15%
Final Exam (including oral assessment) <i>American English Program Week 16</i> <i>Express English Program Week 40</i>	35%
Total	100%

Levels and Changing Levels Policy

We follow the Common European Framework for language levels, from Beginner (A1) to High Advanced (C2).

If you feel you are at the wrong level in your first week, come and speak to someone in the office and we will discuss the level change (either up or down) with your teacher and the academic manager.

If you feel you are at the wrong level after your first week, to go up you must complete the final test for that level. If you would like to go down a level, we will speak to your teacher about the change.

If you want to request a level change either up or down, you must fill out a *Level Change Request Form* that you can get from the office. Also, all level changes start on the following Monday and are not in the middle of the week.

We strongly recommend that you tell your teacher or the office if you feel you are in the wrong level as soon as possible.

Maintaining Satisfactory Academic Progress

In order to maintain good academic standing, a student must maintain an average grade of at least 70% in their classes. The average is calculated based on Progress Check exams, the midterm, participation and the final exam, including oral assessments.

If a student fails a level based on the cumulative score of Progress Check tests, the midterm and the final exam in their class, s/he receives an Academic Probation Warning letter from the Academic Manager explaining that the student has been placed on academic probation. This letter is signed by both the Academic Manager and the student, and then put in the student's file. If necessary, the Academic Manager then provides her/him with an individual learning plan to help the student progress satisfactorily during the rest of the course. A student can only fail the same level once. Failure to pass the same level a second time will result in the student either having to transfer out or be terminated. The student can only fail three times during his studies at Life USA. In case of a fourth fail, the student will have to transfer out or be terminated.

Any student repeating a level must take all of the course tests again, no exceptions. Failure to take the tests is an automatic zero/no pass. If you are not able to take the test on the assigned day, you must make up the test on your own time outside of class. Please make arrangements with the office to take the test. A student has one week to make up for a missed test, otherwise they will receive a zero/no pass.

If a F-1 repeating student is failing the course again after taking the midterm, s/he-must have a consultation with the Academic Manager. S/he will be reminded that s/he is on academic probation and the rules and regulations required to maintain good academic status. The student will receive a final academic warning. If performance is not improved by the time s/he takes the final, s/he must transfer or will have their status terminated. The student may repeat the same level once and any level twice. The maximum time to complete the course of study is 128 weeks (counting possible repetitions). If a student repeats any level for a third time, she/he will be terminated on SEVIS.

Our curriculum provides a balanced development of the four language skills including speaking, listening, reading and writing with a focus on oral and communication skills including pronunciation and vocabulary.

Grade Appeal Procedure

If you disagree with the grade your teacher gave you on a test, you have the right to request to have the grade checked by the Academic Manager to make sure that the teacher has been fair and impartial when scoring your exam. Our policy for appealing grades is as follows:

Statute of Limitation: Grade appeals will be accepted ONLY within seven (7) days immediately following the date the disputed grade was communicated to the student as documented on the Grade Report.

The following procedures apply to grade appeals:

First, the student discusses with his/her instructor an explanation on the scoring of the student's grade. Usually after this initial dialogue between instructor and student, the problem is resolved.

If, after the initial dialogue, the student feels there are sufficient grounds to appeal for a grade change, the student must undertake the formal appeal process.

The following procedures apply:

The student must complete a Grade Appeal Form. This serves as a formal request to appeal the grade. Once completed, this form is given to the Academic Manager.

The Academic Manager investigates the appeal, reviewing the written test score as well as the subjective scores on the oral and/or writing sections of the exam.

If a change in one of these two scores is merited, the Academic Manager will adjust the grade accordingly. In the case of the oral assessment, the student may be requested to re-do the speaking task with the Academic Manager in order to receive a new score.

The Grade Appeal Form is completed by the Academic Manager with the updated score, if applicable.

The student will receive notification from the Academic Director of the decision within five (5) days from the start date of the formal appeals process.

Based on the student's ability to meet the level's learning outcomes, or lack thereof, the grade appeal will be resolved accordingly. The decision is final and non-appealable.

Achievement Scale

Life USA Orlando's courses include seven levels of English. In order to progress satisfactorily through the courses, you must be able to acquire the necessary learning outcomes in order to move from one level to the next. You can access Life USA Orlando Achievement Scale through the link indicated below:

<https://www.lifeusaorlando.com/methodology>

Level/Course	Level Objectives:	Reading and Writing Outcomes:	Speaking and Listening Outcomes:
<p>Beginner (A1) Level</p> <p>Super Life Intensive</p> <p>Classic Life Semi-Intensive</p> <p>Active Life</p>	<p>Students are able to understand and respond appropriately to simple spoken English structures and to produce basic spoken English on familiar topics. They can understand and analyze simple texts in English, recognize word order and simple sentence structures.</p>	<p>Students can understand very short, simple texts. For example, they can comprehend notices, posters, simple text messages, postcards, etc., picking up familiar names and basic phrases one at a time and rereading as required. Learners can write a short, simple message or postcard, for example sending holiday greetings. They can fill in forms with personal details, for example entering name, nationality and address on a hotel registration form.</p>	<p>Learners can interact in a simple way provided the other person is prepared to repeat or rephrase things at a slower rate of speech and help with comprehension. Students can ask and answer simple questions in areas of immediate need or on very familiar topics. Students can use simple phrases and sentences to describe what they do, where they live and people they know. Students are able to understand simple, standard speech which is very slow and is carefully articulated. They can also recognize familiar words and very basic phrases concerning themselves, their family and immediate concrete surroundings when people speak slowly and clearly.</p>

Level/Course	Level Objectives:	Reading and Writing Outcomes:	Speaking and Listening Outcomes:
<p>Elementary (A2) Level</p> <p>Super Life Intensive</p> <p>Classic Life Semi-Intensive</p> <p>Active Life</p>	<p>Students will be able to read, listen to and answer basic English and use spoken English in real world situations; express using grammatical structures to express in the present, the future and the past time; comprehend and analyze basic texts.</p>	<p>Students will be able to understand short, simple texts containing high frequency vocabulary and shared international expressions. They can find specific, predictable information in simple everyday material such as advertisements, notices and timetables. They can write short, simple notes and messages relating to matters in areas of immediate need, linking a series of simple phrases and sentences with simple connectors like 'and', 'but' and 'because'. They can write a very simple personal letter, for example, thanking someone for something.</p>	<p>At this level, students can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar topics and activities. They can handle very short social exchanges, even though they cannot usually keep the conversation going on their own accord. Students are able to use a series of phrases and sentences to describe in simple terms family and other people, living conditions, educational background and present or most recent jobs. They can understand clear, slow, standard speech related to areas of most immediate personal relevance (e.g. very basic personal and family information, shopping, local geography and employment) and can catch the main point in short, clear, simple messages and announcements.</p>
Level/Course	Level Objectives:	Reading and Writing Outcomes:	Speaking and Listening Outcomes:
<p>Pre-Intermediate (B1) Level</p> <p>Super Life Intensive</p> <p>Classic Life Semi-Intensive</p> <p>Active Life</p>	<p>Students will be able to read, listen to and answer appropriately to natural spoken English; use spoken English in a variety of social, academic and professional settings; use grammatical structures in both written and spoken English in different contexts; comprehend and analyze authentic texts.</p>	<p>Students are able to understand factual texts on subjects related to their interests that consist mainly of high frequency everyday or job-related language. They can recognize significant points in straightforward newspaper articles on familiar subjects and can understand the description of events, feelings and wishes. Students at this level can write simple texts on topics which are familiar or of personal interest by linking a series of shorter discrete elements into a linear sequence. They can write personal letters describing events, experiences and impressions.</p>	<p>Students at this level can exploit a wide range of simple language to deal with most situations likely to arise while traveling, shopping, eating out, etc. They can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events). They can keep going comprehensibly in order to describe experiences and events, dreams, hopes and ambitions and can briefly give reasons and explanations for opinions and plans. They are able to narrate a story or relate the plot of a book or film and describe reactions. They are able to understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. They can understand the main point of many radio or TV programs on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.</p>

Level/Course	Level Objectives:	Reading and Writing Outcomes:	Speaking and Listening Outcomes:
<p>Intermediate (B1+) Level</p> <p>Super Life Intensive</p> <p>Classic Life Semi-Intensive</p> <p>Active Life</p>	<p>Students will be able to understand the main points as well as some details of clear input on familiar matters regularly encountered as well as topics that are new to them; effectively deal with situations likely to arise during their daily activities and produce more connected text on topics which are less familiar to them; describe opinions, obligations, and experiences, and events; give reasons and explanations for opinions and plans.</p>	<p>Learners can understand texts that are longer and more involved than a shorter, basic text. They can read for detail, skim, scan, predict and infer. Learners are able to process information from a text and communicate the main ideas, as well as most details. They are able to give their opinions and debate controversial topics they have read about. Students can also understand texts regarding both real and hypothetical situations. Learners can write longer, more formal texts, including a resume, cover letter, a survey and a report on the survey findings although they may still make errors in more formal language. They are also able to write a short story using mixed verb tenses, as well as find and correct a variety of their own mistakes in grammar and language use.</p>	<p>Students at this level can exploit a wider range of language to communicate opinions, ideas, and tell stories using a mix of time frames. Learners can communicate in a more natural way in a number of different situations. They are able to recognize the difference between formal and informal English and can express themselves appropriately. They are also able to use richer language for exclamations and emphasis, as well as real or imagined conditions. They can speak intelligibly for more extended periods in order to describe opinions, dreams, hopes and ambitions and can give reasons and explanations for opinions and plans. Students can begin to self-correct errors, putting into practice known structures and showing awareness in accuracy. Their vocabulary range is richer, allowing learners to express themselves with more confidence on topics outside of the daily norms, although lexical limitations may still cause some repetition. Miscommunication due to pronunciation occurs less and less. Learners can understand natural, fluidly spoken English on a topic of which they have some awareness. They can understand a variety of different accents, as well as listen for detail, for example, specific words a speaker says or a particular reaction a speaker expresses. Their ability to understand comes more naturally, so they are able to follow a tv show or movie, although details and colloquial language may still escape them.</p>

Level/Course	Level Objectives:	Reading and Writing Outcomes:	Speaking and Listening Outcomes:
<p>High Intermediate (B2) Level</p> <p>Super Life Intensive</p> <p>Classic Life Semi-Intensive</p> <p>Active Life</p>	<p>Students will be able to read, listen to and answer appropriately to natural spoken English; use spoken English in a variety of social, academic and professional settings; use grammatical structures in both written and spoken English in a different contexts; comprehend and analyze authentic texts.</p>	<p>At this level, students can understand articles and reports concerned with contemporary problems in which the writers adopt particular stances or viewpoints. They can understand contemporary literary prose and can adapt style and speed of reading to different texts and purposes, using appropriate reference-sources selectively. Students are able to write clear, detailed text on a wide range of subjects related to their interests. They can write an essay or report, passing on information or giving reasons in support of or against a particular point of view. They can write letters highlighting the personal significance of events and experiences.</p>	<p>Students can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. They are able to take an active part in discussion in familiar contexts and can account for and sustain views clearly by providing relevant explanations and arguments. They can present clear, detailed descriptions on a wide range of subjects related to their field of interest, expanding and supporting ideas with subsidiary points and relevant examples. They can explain a viewpoint on a topical issue giving the advantages and disadvantages of various options. Students can understand standard speech spoken at a normal rate and follow even complex lines of argument provided the topic is reasonably familiar. They can understand the essentials of lectures and most TV news and current affairs programs and can understand the majority of films in standard dialect.</p>
Level/Course	Level Objectives:	Reading and Writing Outcomes:	Speaking and Listening Outcomes:
<p>Advanced (C1) Level</p> <p>Super Life Intensive</p> <p>Classic Life Semi-Intensive</p> <p>Active Life</p>	<p>Students will be able to listen, speak, read, and write using longer and complex sentences and more extensive vocabulary. Students are able to use language skills at a higher level of critical thinking to make predictions, summarize information, express and defend opinions.</p>	<p>Students are able to understand long and complex factual and literary texts, appreciating distinctions of style. They can understand specialized articles and longer technical instructions, even when they do not relate to their field. Students are able to write clear, well-structured texts and express points of view at some length. They can write detailed expositions of complex subjects in a letter, an essay or a report, underlining the salient issues. They can write different kinds of texts in a style appropriate to the reader in mind.</p>	<p>Students can express themselves fluently and spontaneously. They can use language flexibly and effectively for social and professional purposes and can formulate ideas and opinions appropriately and relate contributions skillfully to those of other speakers. At this level, students can present clear, detailed descriptions of complex subjects integrating sub-themes, developing particular points and rounding off with an appropriate conclusion. Learners can understand lectures and discussions on complex topics beyond their own field, though they may need to confirm occasional details, especially if the accent is unfamiliar. They can understand even when the talk is not clearly structured and when relationships are only implied and not signaled explicitly.</p>

Level/Course	Level Objectives:	Reading and Writing Outcomes:	Speaking and Listening Outcomes:
Advanced (C2) Level Super Life Intensive Classic Life Semi-Intensive Active Life Part Time	<p>Can understand with ease virtually everything heard or read.</p> <ul style="list-style-type: none"> • Can summarize information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. • Can express themselves spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations. 	<p>Can understand and critically interpret virtually all forms of business written language, including abstract, structurally complex, or highly colloquial writings.</p> <ul style="list-style-type: none"> • Can understand a wide range of long and complex texts, appreciating subtle distinctions of style and implicit as well as explicit meaning. <p>Can write clear, smoothly flowing, complex texts in an appropriate and effective style and a logical structure which helps the reader to find significant points.</p> <ul style="list-style-type: none"> • Can express her/himself with clarity and precision, relating to the addressee flexibly and effectively. 	<p>Has no difficulty in understanding different kinds of English accents, even those delivered at fast native speed.</p> <p>Can produce clear, smoothly flowing well-structured speech with an effective logical structure which helps the recipient to notice and remember significant points.</p> <ul style="list-style-type: none"> • Has a good command of idiomatic expressions and colloquialisms with awareness of connotative levels of meaning. • Can convey finer shades of meaning with reasonable accuracy. • Can backtrack and restructure around a difficulty.

Academic Calendar

Both of our educational programs have an academic calendar. Depending on when your class started, your class test schedule may be different to other classes. You should refer to your class syllabus for test dates or ask your teacher. A copy of the Academic Calendar can be found at the back of your Student Handbook.

School Breaks

Life USA Orlando is open year-round except for the Federal and most important Holidays. The school is also closed for the period of:

- Spring Break
- Summer Break
- Thanksgiving Week
- Winter Break

For more details you may access our academic calendar at: <https://www.lifeusaorlando.com/academic-calendar>

School Campuses & Switching Between Them

Although students might have a preference as to the location where they want to study (MetroWest or Hunter's Creek), placement is not guaranteed. The location will be chosen at the discretion of the school based on several factors including, but not exclusive to:

The number of students in a single classroom.

The different class levels available at a certain location.

The availability of instructors when opening new class levels or expanding existing ones based on the number of new or transferred students during a particular class term.

By the same logic, when students want to switch from a morning to an evening schedule, Life USA Orlando will have a final say whether said shift would be possible or not. Therefore, refer to the aforementioned factors regarding the location where students will be placed, as they would apply here as well.

In case a student decides to change Campus or Shift after beginning his/her studies, this change **can only be done at an Initial Term**. Once a term has started, the student will have to wait until the next term to change shifts or campus sites. It is important to keep in mind that not all levels may be available year-round at different shifts or campus sites. When a level is not available, Life USA Orlando will place the student in the closest level available at a specific shift or campus. Students may have to take additional Placement Tests as a result of the change.

Before Starting Classes

Registration

Life USA Orlando has an open registration policy, which means students can enroll in classes every Monday, except for test and break weeks. New students are always advised that their courses begin on Mondays unless there are holidays that affect the week, then an alternate day is assigned. Students may be placed in an ongoing class.

Mandatory New Student Orientation Upon registration, the student will be informed of an orientation session (usually the Friday before their first week of class) which will be scheduled prior to the first day of class. Students must attend our New Student Orientation session in person before they begin to study. These are the topics discussed at the orientation: immigration rules and regulations, Life USA Orlando policies and procedures, maintaining legal status in the USA as an F-1 student, attendance, testing and grades. Students must bring Passport with F-1 visa and F-2 for dependents (if any), I-20, Local address in Orlando, Emergency contact information, I-94. Each student receives a document to sign saying they understand the rules and regulations, and that they have received a copy of the Student Handbook.

Placement Test

Upon registration, the student will also be informed of the placement test. Students are placed into the appropriate level using the Life USA Orlando Placement Testing Program. The Life USA Orlando Placement Test identifies the optimal proficiency level for students entering both of our educational programs. It consists of two parts:

The written placement test is an 80 question, multiple-choice test. Students have up to 60 minutes to complete the exam. It evaluates:

Listening Comprehension

Use of English

Reading Comprehension

The Life USA Oral Assessment Test is a series of questions that the teacher will ask to decide the student's speaking level. It evaluates:

Range of vocabulary

Grammar and pronunciation accuracy

Fluency

Spoken interaction

Coherence/general understanding

Returning students who have been out of class for more than 60 days must [retake](#) the placement test in order to ensure that they are still at the same level as when they finished. If the returning student tests at a lower or higher level than the level they were in previously, the student is responsible for buying a new textbook.

Books and Academic Material

The textbook for your class must be purchased at registration, as well as when you proceed to the next level(s). If a student has chosen not to buy your textbook from Life USA Orlando he or she must sign the Book Waiver form available with our staff. Used books must be approved by the Academic Manager before being used in class.

Attendance & Absences

According to SEVP/SEVIS regulation **8 CFR 214.2(f)**, full-time international students (F-1) must attend at least 18 hours per week. Any student who does not meet this weekly attendance requirement will receive a violation letter and possible disciplinary action, which includes termination from the program.

Regular and consistent attendance is very important as it will help students succeed in their goal of learning English. We understand our students may have sick days and other personal issues and we want to help them be academically successful. Based on that, Life USA Orlando expects the students to:

All students must maintain a minimum of 85% attendance per term (16 weeks).

Attend all classes in the first week of each term.

Arrive on time to class every day and stay in class the entire time.

Be present on exam days. Alternate exam days will not be available.

If absences exceed 15%, the likelihood that the student will pass his/her classes is very low and he/she may have to repeat the level and put his/her F-1 status on probation.

If the student misses 2 consecutive days of class, he/she must contact the school. Failure to do so may result in action described below.

Students with medical emergencies must submit a request for exception with supporting documentation (doctor's note) within 2 days of returning.

Students who do not follow the Student Code of Conduct (consistently speaking their native language in class, for example) will be marked as absent by the teacher.

These are not excused absences: being on traffic, personal appointments, such as children's school and the DMV including driver's license test, lack of transportation or childcare arrangements, non-emergency medical appointments. Make these for non-class time.

A pattern of non-excused missing classes is evidence of not meeting the minimum requirements of 18 hours of study each week and grounds for disciplinary action, including possible termination.

The student is still responsible for assignments, tests and exams that occur during their absences.

Tardiness and Early Departures

If a student is 15 minutes late for a class or leaves 15 minutes early, he or she will be marked as late. Life USA Orlando will not replace missed classes. After 3 lates on the same term the student will be considered absent. A class missed is a class lost. Students who miss more than thirty (30) minutes of any class session due to tardiness or early departure will receive an unexcused absence. No partial attendance will be given, which means students who miss thirty (30) minutes of class due to any combination of late arrival, tardiness, or early departure will be marked absent for that day. This also includes, for example, being out of class talking on the phone.

The consequences of poor attendance:

Each incident where attendance falls below 85% will be documented as follows:

1st Lack of Compliance: You will receive a "Warning Letter" by e-mail from the DSO.

2nd Lack of Compliance: You will receive a "Final Warning" by e-mail from the DSO.

3rd Lack of Compliance: After the third occurrence of falling below 85%, the DSO will e-mail you a Termination Notice and you will have your status terminated on SEVIS and will be reported to the Department of Homeland Security (DHS).

Absences and Make-up Classes

According to the US Department of State, Life USA Orlando cannot excuse absences. Students who miss classes must fulfill their academic responsibilities and make up for their missed classes. Students who are not in compliance with their academic responsibilities must make up their missed classes.

Students may make up classes attending in a different shift from his/her first option with the cost of \$25 per class.

Maintaining Status

While studying in the United States, it's mandatory that you maintain your F-1 international student status. In order to maintain your status, you need to:

Enter the United States no more than 30 days before your program of study begins.

Immediately contact your designated school official (DSO) when you enter the United States.

When you arrive at school, you need to contact your DSO again, no later than the program start date listed on your I-20.

You must take a full course of study each term

Attend and pass all your classes. If school is too difficult, speak with your DSO immediately.

Respect the student code of conduct

Meet the financial obligations and holds with Life USA Orlando

Attend the mandatory New Student Orientation session

Failure to meet the requirements above will cause termination in the SEVIS system. The student will be "out of status" and will have to go through a long and expensive process to try to be reinstated in SEVIS. It is possible that this process will not be successful, and the student will have to return home.

Termination

Termination of students' records in the SEVIS system cannot be voided. Common violations include:

- Attendance - Failure to maintain a full course-load (18 hours per week)
- Attendance - Taking time off from classes (other than authorized vacations)
- Employment - Working without authorization
- Failure to maintain financial commitments. (tuition, books, and other fees)
- Not completing the transfer process within 15 days of transferring from another school
- Remaining in the U.S. with an expired I-20 form
- Failure to report a change of address within 10 days
- Failure to maintain good academic standing
- Withdrawing without authorization

The DSO is available to assist students, but the DSO is also responsible for ensuring the school's compliance with immigration regulations concerning the enrollment of international students. NOTE: If students are aware of a potential problem with their immigration status, they must contact the DSO before it becomes an actual problem. In general, the options to correct a situation become limited once a problem has developed. Students are encouraged to contact the DSO anytime any questions or concerns arise.

Employment

As F-1 visa holders, students are not permitted to work off campus or engage in business without an explicit employment authorization issued by DHS. Doing so is considered a serious violation of their student status and may result in deportation. Life USA Orlando eventually offers on campus jobs. Students are encouraged to contact the DSO for further information about it.

Withdrawal and Transfer Procedures

All students who intend to permanently withdraw from classes MUST PROVIDE NOTICE IN WRITING of their intention to withdraw from their course of study AT LEAST THIRTY (30) DAYS PRIOR TO THEIR NEXT TUITION PAYMENT to avoid any additional tuition charge on their account. Failure to provide the required Thirty (30) Days' written notice may result in additional charges, and if paid in advance, their next tuition payment will be applied and non-refundable. (check Enrollment Agreement for cancelation rules)

In order to transfer to another SEVP-authorized school, you must formally withdraw from your course by notifying the school in writing by email to contact@lifeusaorlando.com. The official date of the withdrawal will be the date your record is transferred in SEVIS to another SEVP-authorized school. You must attend your classes until your record is transferred. Your attendance must be at least 85% by the date of your transfer and you are required to maintain good academic achievement and a grade average of 70% or more. If your attendance is less than 85% by the day of your transfer, your record will be transferred as terminated. Students must be attending classes in order to be eligible for transfer. Transfers will not be accepted without an Acceptance Letter from the school you are transferring to. To avoid any tuition charge, your record must be transferred before your next payment schedule. Students cannot ask for transferring during their annual vacation time nor under school's breaks.

"To be eligible to transfer, you must consistently maintain F status and follow the correct transfer procedures. To maintain your status at your current school, you must continue attending all of your classes while you are waiting to transfer. F student, that is until your transfer release date. Your transfer release date is the day on which the designated school official (DSO) at your current school moves responsibility for your Student and Exchange Visitor Information System (SEVIS) record to your new school"

<https://studyinthestates.dhs.gov/students/study/transferring-to-another-school>

Vacation Request and Temporary Absence

If Students are not eligible for vacation, see Temporary Absence.

Before Students Take Vacation Time

SEVP defines Vacation Policy as it follows:

F-1 student eligibility for annual vacation is dependent upon the student having completed at least twenty-six weeks (academic year) of instructional time enrolled in an SEVP-certified school for a program offered in clock hours.

Eligibility

Life USA Orlando students become eligible for annual vacation when:

- Successfully complete 26 consecutive weeks of full-time study, have a Ceiling Attendance Rate of 85% or higher and if they are in good academic and financial standing.

Vacation Period: 2 weeks

Students must submit a Vacation Request Form at least four weeks in advance before they plan to take vacation. F-1 students must obtain approval from the Designated School Official (P/DSO) before taking vacation. This is to protect their immigration status. Taking vacation without previous authorization can result in Termination of Status.

Vacation can be approved at least one week before the vacation start date. It is the student's responsibility to confirm with the front desk the status of the vacation request. Upon acceptance, the P/DSO will sign the Vacation Request Form authorizing the annual vacation.

If F-1 visa holders plan to travel outside U.S. territory, they must have a valid passport and an I-20 form signed on the second page by the P/DSO. Please see Temporary Leave for more information.

During vacation student is in status if s/he is registered for the next term. S/he cannot transfer to another school during vacation to extend their time off. While Students are on Vacation the student's tuition payment is waived during vacation.

When returning from vacation it is the student's responsibility to contact the Academic Department immediately if you have any concerns. Student must take any test missed while on vacation. If the student does not take the make-up test(s), his/her grade will be zero.

Life USA Orlando will attempt to place the student appropriately at the closest level possible. Note that the student might not be placed in the same class, level, and time that you had prior to his/her leaving on vacation. Any placement concerns must be brought to the attention of the Academic Department.

Life USA reserves the right to reassign students accordingly. As a last resort, Life USA may, in its sole discretion, ask students to transfer to another school.

How to request a Temporary Absence

1. Students must submit a Temporary Absence Request at least two (2) weeks before they leave will go into effect;
2. Students must provide a copy of their airfare ticket;
3. Students must provide medical documentation by a licensed medical doctor (MD), doctor of osteopathy (DO), or licensed clinical psychologist if they request a Temporary Absence for medical reasons;
4. Students' SEVIS records will be terminated for "Authorized Early Withdrawal", which will not affect their immigration records. The exact date of the termination will be based on the date they indicate on the form;
5. Students must depart the country within 15 days of the termination date (for "Authorized Early Withdrawal" only);
6. Students cannot be in the U.S. with a terminated record. If students are terminated for another reason, such as a lack of attendance, they do not have a grace period to leave and they must depart immediately.

Temporary Absence for less than 5 months

1. Send an email to the DSO at least 60 days before they plan to return. This will give the DSO time to request that their record is reactivated with USCIS.
2. After the request is made, the DSO will confirm once their records have been reactivated. Students are advised to check their emails for updates.
3. USCIS processing times vary and can take 1 to 4 weeks, so it is important to contact the DSO well in advance. The DSO cannot request reactivation more than 60 days before the students' returning dates.

Temporary Absence for more than 5 months

1. If students need to be outside the U.S. for longer than five (5) months, they must obtain a new I-20 form and they will need to pay the SEVIS fee again. Students' current I-20 forms will be invalid after being outside of the U.S. for more than five months.
2. It is the students' responsibility to email the DSO at least two months prior to returning to the Institute to request the new I-20 form. An Express Mail fee applies.
3. If students' current F-1 visa is expired, they will need to apply for a new one to re-enter the U.S

Temporary Absence for Medical Reasons

1. If students are eligible to take a temporary absence due to medical reasons, they will have the option to return to their home country or remain in the U.S. to receive medical treatment.
2. If students wish to remain in the U.S., they must provide medical documentation by a licensed medical doctor (MD), doctor of osteopathy (DO), or licensed clinical psychologist recommending that they should remain in the U.S. to receive treatment and should not attend classes. Otherwise, they must leave the U.S.
3. Students' tuition payment is NOT waived if they receive treatment in the U.S.

Medical Insurance

Life USA does not require any type of health insurance for language students, however, it is highly recommended. Failure to obtain health insurance coverage can be very expensive in the case of illness, accident, or injury. Health insurance is very important in the United States and we strongly suggest that our students be covered in order to avoid the high cost of an accident or injury. A staff member can help if you have any questions.

Transportation/ Housing

Life USA does not offer housing and/or transportation services to prospective students.

Your First Day of Class

Please come to class prepared on the first day with a notebook, pen or pencil, and any other materials you may need for class. You will receive your textbook before you start class. Textbooks can be bought in the office. If you choose not to buy your textbook from Life USA Orlando, you must sign a waiver saying that you choose not to buy the book from the school.

Books

New students will purchase a textbook from the office before their first lesson. If students lose or destroy a book, they have to buy a replacement from the office. The textbook used in both the American English Program and the Express English Program is *American English File 2nd ed.* by Oxford University Press. If a student chooses not to purchase their textbook from the school, they must sign a waiver form accepting responsibility for the condition of the book and that they understand that if they do not have the book by the second week of class, they will be considered unprepared for class and therefore marked absent.

During the first week of class, we strongly suggest that students do not write in their textbook (or only write in pencil) in case they have not been placed at the appropriate level and need to change classes. If the book is not written in and still in 'like-new' condition, Life USA will exchange the old textbook for a new one. If the textbook is damaged or written in with ink, Life USA cannot exchange the textbook and the student will have to buy a new textbook for the new level.

Extension of Stay

It is the students' responsibility to extend their I-20 form before it expires. If they are still pursuing advancement on their program and Life USA Orlando offers that program beyond the end date on their I-20 form, they must request an extension at least four (4) weeks before their current I-20 form expires. Extensions require students to provide financial documentation to support the fact that they and/or a sponsor can support their studies for the time requested in the extension. Expedite fee will apply if extension is requested two (2) weeks before their current I-20 form expires.

Before You Leave

Exit test

Before your last day of class, we must take an exit test. This test score will show how much progress you have made during your time with us. The exit test must be taken prior to your last day. Arrangements can be made with the administrative offices to find a time that is convenient for you. You must take this exit exam to receive your course certificate.

Certificate

When you have completed your course, we will provide you with a Certificate of Study from Life USA Orlando. But, to receive the certificate, you must have 70% attendance and complete the final exit survey, as well as take the exit exam.

Evaluations

It is important for us to know what you liked about our school, academic program, and teaching staff, and what improvements we can make for the future. Please complete the Final Exit Survey when you take the exit test. You must complete the final survey so we can give you your Certificate of Study from the school.

Final Course Report

In addition to your certificate, we can also provide you with a Final Course Report that will be completed by your teacher and the administrative office. Please ask the administrative office if you would like one.

Grace Periods

The period of time referred to as the Grace Period is derived from the duration of status provisions: a) An F-1 student may be admitted up to 30 days before the program start date listed on Form I-20 form. b) An F-1 student may remain in the United States for up to 60 days beyond the completion date of the program of study; c) An F-1 student who has been granted an authorized early withdrawal by the DSO may remain in the United States for up to 15 days following the withdrawal date noted in SEVIS to prepare to depart the United States.

Student Services

Student Guidance

Life USA Orlando is always open to guide its students in personal and academic matters. Students seeking advice on personal or academic issues have access to both administration and faculty. The office staff will formally meet with students when it's considered necessary to discuss academic performance, attendance, or school rules and policy issues.

Student's ID

Life USA Orlando School refers students to the website <https://us-online.aliveplatform.com?partnerId=752> in order to obtain an International Student Identity Card (ISIC) which is the only internationally recognized proof of full-time student status issued in over 130 countries.

When applying, the following documents must be provided:

- The student's enrollment agreement or I-20 copy
- Proof of date of birth (for example: passport, birth certificate, Official Identity Card issued in the student's country of residence)
- A recent passport-sized photograph of the student



Complaints

Life USA Orlando's complaint form is available to students who wish to have a concern resolved regarding any issues with a classmate, teacher, the program, policy or procedure of the school community during their studies. The information on the complaint form is strictly confidential and will be forwarded to the correct department and resolved as quickly and as efficiently as possible.

Health and Safety

Emergency Situations

If there is an immediate emergency, call 911 for help.

Walk in Clinic

If you have a medical emergency that is not life threatening, it is best to go to a walk-in clinic and not the hospital. There are clinics close to the school.

Metrowest:

Walgreens Healthcare Clinic

9200 Conroy Windermere Road

Windermere FL 34786

Hunter's Creek:

Walgreens Healthcare Clinic

11600 S Orange Blossom Trail

Orlando FL 32837

Hurricanes

Hurricane season in Florida is from June to November each year. Hurricanes can be very dangerous. If a hurricane is coming, you must get supplies and prepare in advance.

To prepare for a storm:

- Fill your car with gas; gas may not be available after the storm.
- Get cash; ATMs and credit cards may not work after the storm.
- Buy flashlights, batteries, candles, battery-powered TV or radio; the electricity may not work after the storm.

- Charge your cell phone and buy an adaptor that will allow the phone to charge from a car.
- Buy ice in case the refrigerator doesn't work after the storm.
- Buy canned and dried food that does not require refrigeration.

During a storm, you should have a safe place to stay:

- Stay away from unprotected windows, which can break in heavy winds.
- Stay inside. Do not go outside.
- Listen to the news for current information about the storm.

After the storm:

Listen to the news for other important information

Failure to Meet Financial Obligations to Life USA Orlando

All students are expected to meet their financial obligations in a timely manner. For students who pay tuition and fees on a weekly or monthly basis, payments are due as indicated in the student's enrollment agreement. Students whose tuition payments become more than 14 days past due are subject to expulsion from the program.

STUDENT CODE OF CONDUCT

Life USA Orlando offers a supportive, non-discriminatory learning environment for all of its students, faculty, and staff. We take issues regarding student behavior and obligations very seriously. There are two types of student violations: serious violations and less serious violations. An example of each is below:

Less serious violations disturb other students, teachers, and/or staff, and they interfere with the school's ability to carry out its mission and learning program(s). These violations disrupt daily educational activities and/or other school operations. Less serious violations include, but are not limited to:

Violating any rule or instruction posted in the school or described in the Student Handbook

Refusing to follow the instructions of a teacher or staff member

Bringing food or open drinks into a classroom without prior approval from the administration

Engaging in unruly, disruptive, or bullying behavior

Making telephone calls or sending text messages during class time

Using foul or abusive language directed at a classmate, teacher, or member of staff

Serious violations are those that threaten the safety and/or welfare of other students, faculty and staff, could constitute a criminal violation, or cause serious disruption to the school's educational program(s). Students who commit an act considered to be a serious violation are subject to immediate expulsion from the school without a refund (see Terms and Conditions). The following acts are considered serious violations:

Committing any act of physical violence or verbal threats of violence

Stealing from the school or another classmate

Intentionally damaging school property or equipment

Sexual harassment directed toward another student, teacher, or member of staff

Committing a criminal violation of federal, state, or local law

Refusing to leave the classroom or the school after being instructed to do so by a teacher or member of staff

Refusing to participate in course assessments

LIFE USA ORLANDO COVID-19 POLICY

Life USA Orlando is committed to providing a safe and healthy school environment for all its employees, students, and visitors. Life USA Orlando has developed a COVID-19 preparedness plan for in-person classes starting on January 10th, 2022. Life USA Orlando ensures that all persons, including employees, students, and visitors will do their best to maintain social distance. Both teachers and students will be encouraged to wear a face mask or face covering inside the class even if he/she is fully vaccinated.

Life USA Orlando strongly encourages students to continue following the CDC guidelines. All students, employees and visitors at all Life USA campuses are encouraged to wash their hands often with soap and water and use hand sanitizer when soap and water aren't available.

We encourage all students to be vigilant in monitoring for symptoms of illness. If a student is feeling any of the symptoms related to COVID-19, such as cough, shortness of breath or difficulty breathing, or at least two of the following symptoms: fever, chills, muscle pain, headache, sore throat, and/or loss of taste or smell, she/he must notify the DSO immediately and must be tested. While waiting for the results of the test, the student will be excused and will have to stay self-quarantined. If the student tests positive, she/he will not be allowed to come to school for 5 days. In case a close relative, i.e., spouse or child who lives in the same house as the student, gets infected with COVID, the school has also determined that the student must remain in quarantine for 5 days. If after 5 days of self-quarantine the student continues to feel symptoms, he/she must see a doctor and request for a medical report. All COVID- 19 attendance's excuses must be justified by presenting a positive PCR Covid test (5 days excuse only) or a medical report.

ACKNOWLEDGMENT STATEMENT RECEIPT

I, _____ have attended the Student's Orientation Class, received, read, and understood Life USA Orlando Student Handbook, School Conduct Policy, and Attendance Policy. I know that it is my responsibility to keep in accordance with these policies and that if I do not, that my I-20 is in danger of termination without notice.

I also understand that if my level of English proficiency is not to the point that I can understand this or neither school's official documents, then it is my responsibility to get someone to read this to me in my native language so that I can understand it.

I understand that if I move, I MUST update my current living address whenever there are any changes.

I also understand that if I am sick, I must contact the P/DSO immediately to arrange to provide appropriate medical documentation from a licensed medical physician, doctor of osteopathy, or licensed clinical psychologist to be considered as an excused absence. Failure to prove this documentation will result in absences, and possibly put my I-20 in danger.

Finally, I understand that I am responsible for knowing the policies and procedures of Life USA Orlando and to follow them completely. If any policies or procedures change, it is my responsibility to check my email to ensure that I am aware of the changes. I do not have to sign a new waiver to account for the change in policy or procedure.

Student's Signature: _____

Student's name: _____ Date: _____

Student's Guardian Name (if under 18) _____

Student's Guardian Relationship (if under 18) _____

Student Guardian Signature (if under 18) _____ Date: _____