



STUDENT HANDBOOK

JUSTGO LANGUAGES

2019



JUST GO LANGUAGES

Student Handbook Revised: September, 2019

Mission Statement

Just Go Languages offers challenging and memorable opportunities by providing high-quality, personalized language learning experiences. Our unique, comprehensive programs help global students achieve career success and have better futures.

Contents

I. COURSE LENGTH AND STRUCTURE.....	3
II. STUDENT PROGRESS	3
III. LEVEL PROFICIENCY SUMMARY BY COURSE.....	4
IV. PROGRAMS.....	4
V. STUDENT LEARNING OUTCOMES AND GOALS	6
VI. STUDENT ADMISSION POLICY	10
VII. STUDENT ATTENDANCE POLICY	11
VIII. SESSION BREAKS.....	11
IX. STUDENT GRADING SYSTEM	12
X. STUDENT ORIENTATION.....	13
XI. GENERAL POLICIES.....	13
XII. F-1 VISA STUDENTS.....	14
XIII. HEALTH	15
XIV. PAYMENTS & REFUND POLICY	17
XV. HOUSING ACCOMMODATIONS.....	18
XVI. STUDENT COMPLAINT PROCEDURES.....	18
STUDENT COMPLAINT FORM	19
ENROLLMENT AGREEMENT	20

I. COURSE LENGTH AND STRUCTURE

Students are placed in different levels based on placement test results. Our courses explore all the creative and technical aspects of language learning including reading, writing, grammar & auditory/oral proficiencies.

Courses are offered in 3 levels: beginner, intermediate and advanced. Students should aim to complete one level in four 4-week sessions (16 weeks).

The Intensive English Course offers a total of 18 academic hours per week, 8 hours weekly of grammar during the 2-hour morning block and 10 hours weekly of speaking/listening and reading/writing in the 2.5-hour afternoon block.

The Semi Intensive English Course offers a total of 13.5 academic hours per week, 6 hours weekly of grammar during the 2-hour morning block and 7.5 hours weekly of speaking/listening and reading/writing in the 2.5-hour afternoon block.

Additional field trips and events may extend the number of possible hours of instruction students receive.

Students will take a total of 5 tests each session to assess what they have learned; 4 formative assessments which are taken weekly and one summative assessment at the end of each session. After four 4 week sessions (16 weeks), demonstration of Student Learning Outcomes at the rate of 70% or higher will determine that a student may **advance** to the next level. Students demonstrating less than 70% mastery of the Student Learning Outcomes will **continue** in their current level.

II. STUDENT PROGRESS

Every week, students complete a formative assessment. Students and instructors should evaluate student progress and mastery of the Student Learning Outcomes (below) in preparation for the end-of-session summative assessment.

After 4 sessions, the accumulative average of these assessments will determine their eligibility to advance to the next level. Students must achieve the Student Learning Outcomes (below) at a rate of 70% or higher as measured by the tests in order to consider the level mastered. In the event that a student scores 70% or higher, the instructor will recommend the student "Advance" to a higher level. If they score lower than 70%, they will "Continue" in the same level the following session. Students are allowed to repeat a level up to 3 times. Failure to progress after a third attempt can result in dismissal from the program.

Failure to Advance after 4 complete sessions indicates failure to make satisfactory progress within a course. Such occasions warrant an investigation by the director to include a report of student attendance, achievement indicated in assessments, and interviews with instructors. This report will be the basis of a meeting between the student, the director, and, as warranted, student sponsors and instructors to discuss the possible causes of failure to make satisfactory progress. The director will determine if the cause could have been prevented by the school through better curriculum or instruction or if the failure is the result of student's lack of initiative. Or the possibility that the cause is out of the control of either party such as natural disaster or an obstacle to student learning such as a learning disability. Possible outcomes include but are not limited to a refund or partial refund of tuition, dismissal from the school, additional tutoring, or repeating courses.

III. LEVEL PROFICIENCY SUMMARY BY COURSE

Please refer to your specific course outline and level to see a summary of your proficiency based on your placement or promotion. If a student has any questions or concerns about their placement or a promotion decision, they can contact the director. A review of the student's placement will be done to find out if any errors were made to have led to a possible misplacement.

IV. PROGRAMS

INTENSIVE ENGLISH LANGUAGE COURSE: 20 academic hours per week

- ◆ **Grammar**
- ◆ **Speaking/Listening and Reading/Writing**

SEMI-INTENSIVE ENGLISH LANGUAGE COURSE: 15 academic hours per week.

- ◆ **Grammar**
- ◆ **Speaking/Listening and Reading/Writing**

1. Program Description

We offer 12 four week sessions per year. The first day of each session (or the beginning of an individual student's enrollment), we administer a placement test which determines students' abilities and needs in each of the classes in which they are enrolled. Students are given weekly formative assessments. At the end of each four week session, students are given a summative assessment. If the student is completing their enrollment, they will be issued a certificate for the appropriate Level completed with 70% competency. Students will be grouped with an appropriate level class for the following session.

2. Language Learning/Teaching Approach

JUST GO LANGUAGES primarily subscribes to the communicative approach to language acquisition, which manifests in authentic and project-based learning activities that are designed to provide a combination of comprehensible input with ample opportunity for language production. A strong grammar-based element supplements this approach in order to support students' metacognitive language learning process. By planning and delivering courses and lessons that draw from both acquisition and learning approaches, JUST GO LANGUAGES provides instruction that supports its students' various learning styles and educational backgrounds. One of two courses offered in JUST GO LANGUAGES programs are based upon the communicative approach; they are the Reading/Writing and Speaking/Listening course. The second course takes a more explicit grammar-based approach. The content of the Grammar course presents material from the Cambridge Interchange books which incrementally build knowledge of and application of grammar rules. By helping students learn the structural forms and patterns of the English language, JUST GO LANGUAGES supports their success in Reading/Writing and Speaking/Listening projects where they must develop their skills through active reception and production.

3. Programmatic Goals:

Upon completion of the General English ESL Program, students will...

1. Demonstrate ability to comprehend written and spoken language in a variety of genres;
2. Identify, select and utilize key vocabulary appropriate to a variety of situations;
3. Apply a range of language structures to communicate written and spoken ideas;
4. Write about a variety of topics with fluency, correctness, and clarity;
5. Distinguish main ideas, supporting ideas and details in a variety of oral contexts.

4. Program Details

- Intensive English Course

- 20 total/18 academic hours per week
- Suitable for people interested in improving all English Skills
- Includes a combination of Speaking, Listening, Writing and Reading plus Grammar
- The course develops all 4 skills necessary for student success and development
- Formative assessments are taken each week
- Summative assessments are taken at the end of each session

Schedule		
8:30 a.m. – 10:30 a.m.	Grammar + review, coaching & assignment discussion	
10:30 a.m. – 11:00 a.m.	Break	
11:00 a.m. – 1:30 p.m.	Speaking/Listening & Reading/Writing	
Levels	Hours per Week	Schedule
Beginner, Intermediate & Advanced	20	Monday - Thursday 8:30 A.M. – 1:30 p.m.

- Semi Intensive English Course

- 15 total/13.5 academic hours per week
- Suitable for people interested in improving all English Skills
- Includes a combination of Speaking, Listening, Writing and Reading plus Grammar
- The course develops all 4 skills necessary for student success and development
- Formative assessments are taken each week
- Summative assessments are taken at the end of each session

Schedule		
8:30 a.m. – 10:30 a.m.	Grammar + review, coaching & assignment discussion	
10:30 a.m. – 11:00 a.m.	Break	
11:00 a.m. – 1:30 p.m.	Speaking/Listening & Reading/Writing	
Levels	Hours per Week	Schedule
Beginner, Intermediate & Advanced	15	Tuesday - Thursday 8:30 A.M. – 1:30 p.m.

V. STUDENT LEARNING OUTCOMES AND GOALS

1. Grammar (GR)

The Grammar class includes 8 academic hours of instruction per week for the Intensive English Course and 6 hours per week for the Semi Intensive English Course. Grammar takes place 2 hours daily during the morning block. Students will take weekly formative assessments and an end-of-session summative assessment to assess what they have learned. After 4 sessions (16 weeks), Demonstration of Student Learning Outcomes at the rate of 70% or higher will determine that a student may **advance** to the next level. Students demonstrating less than 70% mastery of the Student Learning Outcomes will **continue** in their current level.

A. Beginner

-Grammar Beginner Prerequisite: Placement test

-Goals:

- To employ strategies developing long-term mastery of grammar necessary for basic communication.
- To develop communication structure and grammar with a focus on practical applications.

-Objectives: Instruction will include formal grammar lessons using basic present and present progressive verb structure; to internalize producing logical questions and short responses plus a continued focus on the basic rules of nouns and adjectives.

-Text: Richards - Cambridge Interchange Book 1 - Fourth Edition

-Student Learning Outcomes

In order to advance to intermediate level, students must demonstrate 70% proficiency in the following Student Learning Outcomes:

1. Students will identify and utilize the simple present, present progressive in affirmative and negative statements and questions.
2. Students will identify and utilize subject and object pronouns.
3. Students will identify and utilize to be constructions in the present time.
4. Students will identify and utilize possessive adjectives and demonstratives.
5. Students will identify and utilize the simple past, past progressive and future verb forms in affirmative and negative statements and questions.
6. Students will identify and utilize appropriate determiners.
7. Students will identify and utilize count and non-count nouns.
8. Students will identify and utilize modals to give advice, express possibilities, and describe present and past abilities.

B. Intermediate

-Grammar Intermediate Prerequisite: Placement test or 70%+ progress of beginner level.

-Goals:

- To develop existing knowledge of grammar rules while internalizing sentence structure.
- To continue improvement of grammatical structure by developing form, meaning and usage.

-Objectives: Instruction will include modeling correction of basic grammar errors in increasingly complex sentence structures as well as incorporate strategies to enhance sentences while maintaining a succinct American communication style.

-Text: Richards - Cambridge Interchange Book 2 - Fourth Edition

-Student Learning Outcomes

In order to advance to advanced level, students must demonstrate 70% proficiency in the following Student Learning Outcomes.

1. Students will identify and utilize quantifiers in questions and statements.
2. Students will identify and utilize comparatives and superlatives.
3. Students will identify and utilize prepositions of time and location.
4. Students will identify and utilize possessives in questions and statements.
5. Students will identify and utilize the present perfect in affirmative and negative statements and questions.
6. Students will identify and utilize prepositional phrases.
7. Students will identify, distinguish and utilize a variety of modifiers.
8. Students will identify and utilize modals to express necessity, lack of necessity and prohibition.

C. Advanced

-Grammar Advanced Prerequisite: Placement test or 70%+ progress of Intermediate level.

-Goals: To increase proficiency in concepts introduced in Levels Beginner and Intermediate.

-Objectives: Instruction will model attention to detail and bring attention to critical analysis of English grammar as well as demonstrate the most complex examples of English grammar rules in a variety of examples to show the most formal grammar for academic and professional purposes as well as more obscure scenarios as they apply to common practice.

-Text: Richards - Cambridge Interchange Book 3 - Fourth Edition

-Student Learning Outcomes

To receive a certificate of completion in Advanced, students must demonstrate 70% proficiency in the following Student Learning Outcomes.

1. Students will distinguish time frames and aspects.
2. Students will identify and utilize appropriate coordination and subordination when writing and speaking.
3. Students will demonstrate understanding of parallel structure in words, phrases and clauses.
4. Students will identify, distinguish and utilize modals and phrasal modals.
5. Students will identify, distinguish and utilize the present perfect, simple past and past perfect in questions and statements.
6. Students will identify, distinguish and utilize active and passive voices in the present, past and future.
7. Students will identify and utilize noun clauses.
8. Students will distinguish sentence types, clauses and phrases.
9. Students will identify, distinguish and utilize adjectives clauses and phrases.
10. Students will identify and utilize gerunds and infinitives as subjects and objects.
11. Students will identify, distinguish and utilize adverb clauses and phrases.
12. Students will identify, distinguish and utilize conditional sentences, both real and unreal.

2. Reading/Writing & Speaking/Listening

The Reading/Writing and Speaking/Listening class is offered 10 Academic Hours per week for the Intensive English Course and 7.5 Academic Hours per week the Semi Intensive Course. Reading/Writing and Speaking/Listening takes place 2.5 hours daily during the afternoon block.

SLOs for the Level must be taught during instructional minutes and tasks must be project-based to practice what is taught. No additional homework should be assigned for students who stay on-pace. Students will take weekly formative assessments and an end-of-session summative assessment to assess what they have learned. After 4 sessions (16 weeks), Demonstration of Student Learning Outcomes at the

rate of 70% or higher will determine that a student may **advance** to the next level. Students demonstrating less than 70% mastery of the Student Learning Outcomes will **continue** in their current level.

A. Beginner

- **Reading/Writing Beginner Prerequisite:** Placement test. Students who enroll in this course should have basic reading skills in their native language and they should be familiar with Roman numerals and the letters of the alphabet. Students lacking these basic abilities must enroll in a private tutoring course before taking the class.

- **Goals:** To develop the basic reading and writing skills needed to survive in a new country as a step towards personal, academic, and professional goals.

- **Objectives:** Instruction will include modeling and prompting sentence structure, punctuation, and interpretation of mass-produced publications in the USA such as:

Week 1-Schedules and Maps

Week 2-Menus, Bills, and Receipts

Week 3-Questionnaires and Graphs

Week 4-Applications and Advertisements

- Student Learning Outcomes

At the end of the course, students will be able to:

1. Students will comprehend basic texts on familiar topics.
2. Students will identify main ideas in a basic text on familiar topics.
3. Students will produce questions and answers on personal information and everyday activities with appropriate vocabulary and structure.
4. Students will compose simple and compound sentences on familiar topics with appropriate vocabulary and correct punctuation.

- **Speaking/Listening Beginner Prerequisite:** Placement test

- **Goals:** To learn vocabulary and pronunciation for survival in a new languages; to comprehend and respond to everyday expressions and basic phrases; to understand and use short sentences and frequently used expressions related to areas of most immediate relevance.

- **Objectives:** Instruction will include modeling and prompting discussions to include greetings, personal information, local geography, families, social information, shopping, and desires.

- Student Learning Outcomes

At the end of the course, students will be able to:

1. Students will produce answers to questions on everyday activities and personal information with appropriate vocabulary and structure.
2. Students will identify main ideas in short conversations on familiar topics.
3. Students will describe themselves, their surroundings, likes and dislikes, and regular activities orally.

Weekly themes incorporate local cultural events as well as:

Week 1-Greetings and Local Geography

Week 2-Personal Information and Shopping

Week 3-Families and Social Information

Week 4-Desires and Comparisons

B. Intermediate

- **Reading/Writing Intermediate Prerequisite:** Placement test or 70%+ progress of Beginner level.
- **Goals:** Use progressively more extensive texts and move from writing groups of sentences to developing structured paragraphs; to improve comprehension rate and develop editorial writing skills.
- **Objectives:** Instruction will include modeling and coaching in the specific structure and style used by writers in the USA. Classroom practice will include:
 Week 1-Paragraphs
 Week 2-Outlines and Advanced Punctuation
 Week 3-Short Essays
 Week 4-Letters

- Student Learning Outcomes

At the end of the course, students will be able to:

1. Students will identify main ideas, supporting ideas and examples in an intermediate text.
2. Students will utilize context clues to determine vocabulary in context.
3. Students will compose simple, compound and complex sentences on a variety of topics with appropriate vocabulary and structure.
4. Students will utilize pre and post writing strategies that include brainstorming, outlining, revising and editing.

- **Speaking/Listening Intermediate Prerequisite:** Placement test or 70%+ progress of Beginner level.

- **Goals:** To practice vocabulary and pronunciation for daily communication; to produce simple connected sentences on topics which are of personal interest.

- **Objectives:** Instruction will include modeling and prompting discussions about employment, ambitions, and opinions, detailed comparisons of self-chosen topics of interest and strategies for understanding spoken passages,

- Student Learning Outcomes

At the end of the course, students will be able to:

1. Students will produce answers to questions on a wide range of topics, utilizing appropriate vocabulary and structure.
2. Students will identify main ideas in extended conversations on work, future goals, school, community, and interests.
3. Students will describe present, past and future events, make requests, give opinions, and offer suggestions orally.

Weekly themes include local cultural events as well as:

- Week 1-Opinions and Desires
- Week 2-Detailed Comparisons and Finances
- Week 3-Ambitions and Employment Topics
- Week 4-Being and interviewer and/or Interviewee

C. Advanced

- **Reading/Writing Advanced** Placement test or 70%+ progress of Intermediate level.

Goals: To develop an understanding of the elements of tone, style, and implications; to comprehend and produce detailed descriptions, arguments, narratives, and essays; to independently prepare submissions on a wide range of topics using appropriate style and tone.

- **Objectives:** Instruction will include modeling and coaching in the specific structure and style used by writers in the USA for understanding and production of professional publication level independent writing. Examples will include:

Week 1-Business letters

Week 2-Resumes

Week 3-Newspaper/magazine articles

Week 4-Essays

- **Student Learning Outcomes**

At the end of the course, students will be able to:

1. Students will identify main ideas, supporting ideas, examples and details in a variety of texts of varying length and genre.
2. Students will utilize context cues to determine vocabulary in context, infer implied meaning, and make predictions.
3. Students will compose multi-paragraphed essays on a single topic with appropriate organization and development.
4. Students will utilize pre and post writing strategies that include brainstorming, outlining, drafting, revising and editing

- **Speaking/Listening Advanced Prerequisite:** Placement test or 70%+ progress of Intermediate level.

- **Goals:** To learn vocabulary and pronunciation for specific purposes; to practice strategies for understanding complex spoken passages; to express oneself in a fluent and spontaneous manner on a wide range of topics.

- **Objectives:** Instruction will include modeling, lecture listening and notetaking, discussions that include supporting ideas with evidence and examples.

- **Student Learning Outcomes**

At the end of the course, students will be able to:

1. Students will identify and summarize main ideas, supporting ideas and details in extended, authentic dialogues, lectures and news stories.
2. Students will employ clarification strategies, communicate point of view, utilize persuasive language, and effectively make a claim.
3. Students will synthesize information to infer meaning.

Weekly themes include local cultural events as well as:

Week 1-Descriptions and Narratives

Week 2-Arguments and Debates

Week 3-Technical Discussions and Analytics

Week 4-Academic defense in their field of specialization as well as the ability to paraphrase information about less familiar topics

VI. STUDENT ADMISSION POLICY

- JUST GO LANGUAGES programs are designed for non-native English language learners. Applicants may not enroll in a higher level than their current level of proficiency.
- All applicants must be at least 16 years of age.
- Applicants must be able to write using the Roman alphabet.

VII. STUDENT ATTENDANCE POLICY

A student enrolled in any program is required to maintain an 80% cumulative attendance in the classroom. ***Failure to meet the attendance standards may result in dismissal from your program and/or termination of your F1 status.***

1. Late Arrivals and Early Departures:

Each instructor will track classroom attendance. If a student arrives more than fifteen minutes late or leaves more than fifteen minutes early, they will be marked late (L). Students will receive one absence (/) if they accumulate four lates (L).

Without consistent attendance, students cannot benefit from the JUST GO LANGUAGES instructional programs.

2. PROBATIONARY STATUS FOR ATTENDANCE

A. Warning

A student who fails to meet the 80% attendance requirement for their program will be given a written warning. A student will be required to meet immediately with their Student Advisor or Academic Director to develop plan of action in order to reach the 80% attendance requirement within 10 weeks.

B. Probation

If a student does not achieve an 80% attendance within 10 weeks of receiving a warning they will be placed on probation. They must meet immediately with their academic director to review and modify their action plan.

C. Dismissal

If a student does not achieve 80% attendance within 10 weeks of being placed on probation, the student will be dismissed from their program.

D. Appeal

When a student has cause to appeal any actions based on attendance or grading, they must do so in writing to their academic director within 10 business days. The appeal will be considered by the Academic Director and campus leaders. A decision will be communicated to the student within 10 business days.

VIII. SESSION BREAKS

Session breaks are dependent upon course duration and visa requirements and are subject to JUST GO's attendance policy described above.

-Holidays

JUST GO LANGUAGES dismisses class for the following holidays:

- New Year's Day - January 1st
- Martin Luther King Day - Third Monday of January

- President's Day - Third Monday of February
- Memorial Day - Last Monday of May
- Independence Day - July 4th
- Labor Day - First Monday of September
- Columbus Day - Second Monday of October
- Veterans Day - November 11th
- Thanksgiving Day - Fourth Thursday of November
- Christmas Day - December 25th

Please note that if the holidays listed above impact established class schedule, JUST GO LANGUAGES does not make up for lessons missed on the dates above. Campus facilities may not be available during holidays.

IX. STUDENT GRADING SYSTEM

Students are placed in different levels based on placement test results. Our programs are offered in three levels (Beginner, Intermediate, and Advanced). Students should aim to complete 1 level in four 4-week sessions (16 weeks).

Students must achieve a minimum of passing grade of 70%

1. Final grades are valued as follows:

Point Range	Qualitative Equivalent
94 - 100	Excellent
88 - 93	Very Good
81 - 87	Good
76 - 80	Satisfactory
70 - 75	Fair
69 - and below	Failing

2. STUDENT PROGRESS GUIDELINE

At the end of each week, all students are given a Formative Assessment. At the end of each four week session, all students are given a Summative Assessment. After four 4 week sessions (16 weeks), the students' average test results will determine their eligibility to advance to the next level. Students must achieve the Student Learning Outcomes at a rate of 70% or higher as measured by the assessments in order to be considered satisfactory progress. In the event that a student scores 70% or higher, the instructor will recommend the student "Advance" to a higher level. If they score lower than 70%, they will "Continue" in the same level.

****Failure to maintain satisfactory progress can affect F-1 Visa Status***

X. STUDENT ORIENTATION

Academic Advising begins with Orientation every Monday for new students. During Orientation we will inform students about the following:

- Trips and Activities
- The Student Life Center
- Class and School Schedules
- Introduction to Faculty and Staff
- Rules and Policies

If you need help finding accommodations, we can suggest housing and other services/activities in the Miami Beach area. Please call +1 (305) 534-1255 or send a request to info@justgolanguages.com. You can also request and submit a Housing Accommodations Student Request form to the Student Services Coordinator, Analiz Guzman at analiz@justgolanguages.com.

For any questions regarding immigration, the curriculum, your progress or to request excused absences due to emergency, illness, personal reasons or travel plans please contact our DSO & Academic Director, Analiz Guzman at analiz@justgolanguages.com.

For all immigration advising such as questions about your F-1 status, please contact our Coordinator of International Education/PDSO, Dr. Roman Cech at r.cech@justgolanguages.com.

XI. GENERAL POLICIES

- Respect and follow instructors' rules of conduct.
- The target language is the only language spoken in the classroom.
- Cell phones may be used only for instructional purposes.
- Come to class prepared and on time.
- Academic integrity is mandatory. Failure to submit your original work will result in dismissal from class.
- F1 International Visa students are required to maintain full-time enrollment of 20 hours per week.
- F1 Visa students are solely responsible for maintaining their status.
- ALL students must ensure that all contact information including phone numbers, emails and local addresses are accurate at all times. Any changes must be reported to student services within 10 days.

1. DAMAGE TO PROPERTY

Students must pay the full cost of any damage they cause to property.

2. EXPULSION

JUST GO reserves the right to expel students for unacceptable or unlawful behavior or lack of attendance. No refund will be given and any unpaid fees become immediately payable. Repatriation is at student's own expense.

JUST GO has a zero-tolerance policy for discrimination, bullying and harassment in the workplace and the classroom. Discrimination, bullying and harassment is unacceptable, against the law, and will not be tolerated.

3. PHOTOGRAPHY & FILMING

Students agree that photographs, videos, artwork or other works, as well as recorded or written

testimonials; may be used, stored or transferred internationally by JUST GO or by a third party agent, for promotional purposes including printed and online marketing materials and on any social media network without further consent or notification. If students do not wish to participate, JUST GO will respect their wishes but it is the student's responsibility to absent themselves from the photograph/video.

XII. F-1 VISA STUDENTS

JUST GO is authorized under federal law to enroll F-1 non-immigrant students. By law, to issue the I-20 form, along with the application form, JUST GO must receive: a copy of the student's valid passport and proof of financial eligibility that meets both tuition and living expenses throughout the enrollment period, such as a recent bank statement no older than 60 days or letter from the student's bank or sponsoring person. Sponsors must also provide affidavit of support.

JUST GO cannot be held responsible for decisions taken by embassies or immigration police regarding entry visas or visa extensions.

Although, JUST GO can offer some guidance, visa advice can only be given by the appropriate Embassy, Consulate or High Commission. Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in their chosen location. Students must maintain a valid visa status and their course will be terminated without a valid visa.

It is the responsibility of the applicant to ensure that the most updated regulations/processes are being followed. JUST GO cannot be held responsible for any visa regulation changes which occurs after the booking has been confirmed in compliance with the then existing regulations.

A visa document courier fee or postal fee of \$125 is charged each time documents have to be sent by mail.

1. HOW TO MAINTAIN YOUR STATUS

As an approved F-1 Visa holder, YOU are solely responsible for maintaining your status, as outlined on page 3 of your Form I-20.

2. IMPORTANT TO REMEMBER:

- Keep your passport valid at all times.
- Keep your Form I-20 valid at all times. Apply for an extension prior to the expiration date.
- Maintain full-time enrollment, a minimum of 80% attendance during your program, and show satisfactory progress toward completion of your studies.
- Get approval for vacations, leaves of absence and medical leaves.
- Do not accept off-campus employment.
- Notify JUST GO of any address change within 10 days.
- Have medical insurance during your enrollment. Extend your medical insurance coverage if you extend classes, take a vacation, leave of absence or medical leave.
- When you have finished your program at JUST GO, you have a 60-day grace period during which you must either leave the country or transfer to another school in order to obtain a new I-20.

- If you finish your program at JUST GO early (before your program end date on your I-20), you have a 15-day grace period during which you must either leave the country or transfer to another school.

If you have any questions about your status or any of this information, please contact our PDSO, Roman Cech at R.Cech@JustGoLanguages.com or DSO, Analiz Guzman at analiz@justgolanguages.com

XIII. HEALTH

It is recommended that students choose to disclose any mental or physical illness, allergy, disability or condition that may interfere with their ability to successfully complete their program, that may impact the well-being of any other student or staff member, that may require monitoring, treatment or emergency intervention during the student's period of enrollment, or that may require special accommodation.

JUST GO will not discriminate on the basis of any above mentioned conditions and will provide reasonable accommodation to meet all students' needs. Nevertheless, JUST GO reserves the right to terminate a student's enrollment if the student's participation represents a risk to their, other students' or staff members' health and safety.

Due to the high cost of health care in the United States, we strongly suggest you have health insurance while you are here. There are many insurance companies for you to choose including:

<https://www.sevencorners.com/products/student-travel>

<http://www.insuranceforstudents.com/>

Please be aware that not having health insurance can result in a delay in your receiving medical care and/or high medical bills that you will be responsible to pay in full.

➤ **In case of serious emergencies, always call 911.**

For minor health concerns, there is a low-cost community clinic open 7:30 am until 5:00 pm Mondays through Fridays only.

Miami Beach Community Health Center
710 Alton Road Miami Beach, FL 33139
(305) 538-8835

EMERGENCY NUMBERS for MENTAL HEALTH ASSISTANCE

- 800-273-8255 (Florida Department of Children and Families)

EMERGENCY NUMBER for POISON CONTROL

- 800-222-1222 (American Association of Poison Control Centers)

If you have other questions about general needs to make your stay more pleasant, please contact our Student Services Assistant.

CVS Pharmacy is located 120 meters east of JUST GO LANGUAGES.

1. SAFETY

Please refer to the Public Safety Portal on the Miami Beach website for thorough and helpful information about your safety while living and studying at JUST GO in Miami Beach:

<http://www.miamibeachfl.gov/publicsafety/>. Please ask the JUST GO Director, an Instructor, or the

Student Services Assistant for help with understanding the information on this website.

2. EMERGENCY PREPAREDNESS

Please take some time to make sure you are prepared in the event of an emergency while traveling and studying in Miami Beach. The guide at http://www.nafsa.org/uploadedFiles/NAFSA_Home/Resource_Library_Assets/OPO_SIG/steps.pdf?n=6431 can help you think about what you need to do ahead of time.

3. FORCE MAJEURE

JUST GO will not be responsible for any failure to comply with any of its obligations (and therefore shall not be required to provide any compensation) if the failure is occasioned by any cause beyond JUST GO's reasonable control. Nor shall JUST GO be responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to act of government, war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

XIV. PAYMENTS & REFUND POLICY

All students must pay registration and tuition before taking the placement test. Payments may be made by bank transfer or credit card and must be received in full 14 days prior to the course start date. A deposit must be paid immediately upon booking. A payment of first and last months' tuition is required to be paid in advanced for program enrollments longer than 2 months. A booking confirmation will only be sent when a deposit has been received. Bank details are provided on the invoice. Payments must include all bank transfer charges (including intermediary bank charges).

Prices are subject to change without notice and will be confirmed upon invoicing.

Registration fees and tuition fees are non-refundable once classes have begun. Tuition refunds may be requested *before* the students' starting date. Refunds may take up to 60 days to process. Students who have begun classes but have extenuating circumstances which cause them to need to withdraw from the course before or at the mid-point of their enrollment period may apply for a partial tuition refund at the Director's discretion. The student must apply in writing to request a refund.

- Registration, courier and I-20 processing fees are nonrefundable and nontransferable.
- No refunds will be made without a receipt.
- Refunds will be made only to the person, company or agency that paid the school. If the student paid for a program through an agency, they must apply directly to that agency for a refund.
- The refund will be made in the form of a check unless the student paid the tuition with a credit card; then the card will be credited. (It is the student's responsibility to ensure their address is up to date in order to receive refund.)
- Students being issued a refund who paid by Paypal or wire transfer will be charged a \$70 fee.
- Refunds that are requested to be paid to a person other than the student who applied for the refund must include a letter from the student authorizing JUST GO LANGUAGES to make the check payable to the person indicated on the refund application. A valid I.D. of the person must be presented when claiming the check.
- A \$100 cancellation fee will be charged to those who choose to cancel after enrollment.

Refunds will only be processed fully to students who never received educational services due to any personal reasons such as having second thoughts, medical problems, conflicting schedules, etc. or due to changes generated by the institution. JUST GO is not liable for students who fail to request a refund before their starting date and fail to attend their course. No tuition fees are refundable except during such circumstances as stated before.

This is a shortened version of the Refund Policy. The full Refund Policy is printed on JUST GO's Terms & Conditions and made available to all students.

1. CHANGES TO ENROLLMENT

JUST GO reserves the right to charge an administration fee of \$100 USD each time the course is changed or postponed after JUST GO has confirmed the initial enrollment. A downgrade in course type after booking is considered a cancellation and the same refund policies above will apply.

XV. HOUSING ACCOMMODATIONS

JUST GO is dedicated to making its programs, services, activities and accommodations easily accessible for all students. Students seeking help with housing accommodations may request the Housing Accommodations Student Request Form from the manager. Host Family placement fee is \$150 and Residence placement fee is \$50.

XVI. STUDENT COMPLAINT PROCEDURES

Please attempt to resolve disagreements. If discussion does not resolve the problem, ask a teacher to intervene. If the issue is still not resolved, you may submit an informal complaint as outlined below: Make an informal complaint by speaking with the Director. If the informal complaint has not been resolved to your satisfaction within 5 days, you may submit the Student Complaint Form.

Student Complaint Forms may be submitted in person, by mail or by e-mail to info@justgolanguages.com. Please be sure to include your name, course name, and the date/location of the incident that has caused you concern. Please describe with as much detail as possible all information that is relevant to the issue(s) involved. Your complaint will be investigated by the Director within 5 business days. When the investigation is complete, you will have a meeting with the Director to resolve the issue in a way that is fair and equitable. If you have used or misplaced the Complaint form provided in your Student Orientation Handbook, please ask for a paper or electronic version from the Student Services Assistant.

JUST GO LANGUAGES

STUDENT COMPLAINT FORM

1. Name
2. Address
3. Telephone Number
4. Email Address
5. How did you attempt to resolve this issue?
6. Date(s) and Time(s) of Incident(s)
7. Location(s)
8. Name of alleged offender or offending issue
9. Describe what happened (Please attach documents you feel could help the investigator)

By signing this paper, I give JUST GO- Languages permission to investigate the above issue. I understand that the information in this document is considered *sensitive* and will only be shared with the person(s) necessary to have a thorough investigation.

Signature of Complainant

Date

420 Lincoln Road Suite 324
Miami Beach FL 33139
info@JustGoLanguages.com

ENROLLMENT AGREEMENT

By signing below, I agree I have read and understood JUST GO LANGUAGES Student Orientation Handbook. I will comply with these rules and follow the policies as long as I am in the program. If I do not comply with these rules or policies, I understand that I can be expelled from the program without a refund.

Name of Student

Signature of Student

Date