

Student Handbook



School Rules and Regulations

LADO Student Handbook

Table of Contents

Section	Page
Welcome.....	3
Mission Statement, Beliefs, and Values.....	4
Contacting Us.....	5
Accreditation.....	6
Course Registration and Placement.....	7
Course Catalog.....	9
Tuition, Fees, and Special Rates.....	15
Payment Methods.....	20
Cancellation and Refunds.....	21
LADO Cultural Orientation.....	26
Attendance and Grading.....	33
Academic Integrity and Student Conduct.....	38
F-1 Student Policies.....	39
LADO Services.....	44
<i>Student ID</i>	44
<i>Students With Disabilities</i>	44
<i>Graduation Certificates</i>	44
<i>Retention of Student Records</i>	44
<i>Field Trips</i>	44
<i>Field Trip Incidents</i>	45
Complaints.....	47
LADO Graduation.....	48
Useful Information.....	49
<i>Metro Map</i>	49
<i>Free Healthcare Clinics</i>	50
<i>Student Healthcare and Health Insurance</i>	51

WELCOME TO LADO!

Dear New LADO Student,

Welcome to LADO! You are now entering a new world where you will spend your time studying English, experiencing American culture and traditions, and meeting people from around the world.

Our programs and classes have been designed so that students can achieve their goals of learning English while having fun. The staff at this school is here for you, and we are always available to help. If you have any questions, please ask. If you have any problems, please let us know. We want the LADO experience to be positive for every student.

In order to get the most out of your classes and to improve your English, we recommend the following:

1. Come to class every day. If you have too many absences, you may not pass your class. Furthermore, if you are an F-1 student, you will be at risk of losing your F-1 status.
2. Let your teacher know in advance of any planned absences.
3. Be on time. Every minute of class is very important and arriving late is disruptive to both teachers and other students.
4. Do your homework.
5. Participate in class discussions. These are important opportunities for you to practice.
6. Make up any work that you miss, and ask your teacher what you have missed if you are absent.
7. Practice your English skills outside the classroom.

These are important aspects of learning another language, and we encourage you to become involved in your studies here.

Please take the time to read the following material which we have provided for your information. During your time here, be sure to make use of all the resources available to students.

Best Regards,

The Staff at LADO

MISSION STATEMENT, BELIEFS, AND VALUES

LADO MISSION STATEMENT

LADO provides students with the skills they need to realize their dreams by offering high quality English Programs and materials, teacher training, testing, and language development inspired by Dr. Robert Lado's achievements in applied linguistics.

LADO International Institute's Statement of Beliefs and Values

As a company, we cultivate and practice the following values: cooperation, respect, teamwork, motivation, positive attitude, accountability, fairness, honesty, professionalism, approachability, and interdependence.

We strive to meet our students' communicative needs by offering classes that focus on all aspects of language.

We offer a variety of programs suited to our students' varying lifestyles.

We incorporate culture in and out of the classroom, for we believe that culture is inseparable from language.

We believe that individualized attention and student-centered classes in a small group setting is the most effective means to help our students accomplish their goals while accommodating our students' individual learning styles.

We believe that quality education should be affordable.

We provide an environment where students feel comfortable and secure by promoting tolerance and appreciation of other people's cultural, ethnic, religious, and language backgrounds.



CONTACTING US

LADO International Institute

8618 Westwood Center Drive, Suite 200

Vienna, VA 22182

United States of America

Phone: (703) 523-1100; (202) 223-0023

Email: info@lado.edu



LADO is located within walking distance of the Spring Hill metro station, on the Silver Line. There is also parking at the school. LADO is conveniently located in the heart of the Tyson's area, near I-66, I-495, VA-7 (Leesburg Pike), and VA-267 (Dulles toll road).

The following programs are offered at LADO: Intensive (Evening, Morning and 2-day), Evening Semi-Intensive, Private Tutorials, Workshops.

ACCET DOCUMENT 49.1- NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET-accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure, which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints that involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, the student has the right and is encouraged to submit a complaint to ACCET in writing via the online form on the ACCET website (<https://accet.org/about-us/contact-us>). The online form will require the following information:

1. Name and location of the ACCET institution
2. A detailed description of the alleged problem(s)
3. The approximate date(s) that the problem(s) occurred
4. The names and titles/positions of all persons involved in the problem(s), including faculty, staff, and/or other students
5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET
6. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved
7. The status of the complainant with the institution (e.g., current student, former student) Please include copies of any relevant supporting documentation (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

Online Complaint Submission Form



Telephone: (202) 955-1113
Email: complaints@accet.org
Website: www.accet.org

Note: Complainants will receive an acknowledgement of receipt within 15 business days.

COURSE REGISTRATION AND PLACEMENT

LADO offers a variety of programs suited to different lifestyles.

Intensive Program – LADO’s Intensive Program is designed for students who want to progress rapidly and see immediate results. LADO offers both a 5-day Intensive (20 hours a week) and a 2-day Intensive program (18 hours a week). Classes are held only in person.

Semi-Intensive Program – For working students, LADO offers a Semi-Intensive Program. This program allows students to enjoy rapid progress while maintaining a busy lifestyle. Classes for this program are held four days per week in the evenings (10 hours a week). Classes are held both in person and online.

Schedules	Days	Times	Session Lengths	Total Hours	Levels Completed
Morning Intensive (in person only)	Monday to Friday	9:00am - 1:00pm	18 days	72	1
Evening Intensive (in person only)	Monday to Friday	5:45pm - 9:45pm	18 days	72	1
Evening Semi Intensive (in person and online)	Monday to Thursday	6:00pm - 8:30pm	29 days	72	1
2-Day Intensive (in person only)	Monday and Tuesday	8:50 am - 5:50 pm	8 days	72	1

Placement Test

Before beginning your course at LADO, you will be required to take a placement test. LADO’s LIPT placement test will evaluate your grammar, reading, writing and listening skills. In addition, you might be asked to take an oral placement test, which is administered by the program director. During an oral placement test, you will be asked questions to evaluate your speaking skills. The tests can be taken at LADO or online. The total time for both tests is about an hour and fifteen minutes. Make sure to bring identification with you to take the test.

The cost of the tests is included in your registration fee. It is recommended that you take the exams before the first day of your session.

After taking the placement test, the program director will place you in the appropriate class for your level based on the test results. If you do not come before the first day to take the placement test, it is possible you will need to be placed in a different level if your level is unavailable.

Retaking the placement test: A student who has been absent for more than 6 months must retake the placement test to re-enroll. All other students who want to retake an initial placement test must get the approval of a program director or the academic director. Decisions in these situations are made on a case-by-case basis.

Class reassignment: To request a change of level, you must speak to the program director within the reassignment period for your program.

The re-assignment period for all programs begins at the beginning of the class and lasts for the following amount of time:

Intensive	3 days
2-Day Intensive	1 day
Semi-Intensive	5 days

If your teacher and director agree that you should change levels, you will be reassigned a new level. If you are requesting to repeat a course that you have already passed, you will be asked to fill a form stating the reason. The program director will review it and determine whether a class reassignment is appropriate. Your teacher can also initiate a reassignment for you if they feel that a different level is more appropriate within the first three days of your course.

COURSE CATALOG

LADO International Institute has established a comprehensive curriculum to help students of all levels achieve high degrees of English language proficiency as efficiently and effectively as possible.

Students are required to purchase the official course materials for every class they take and must have them **on the first day of class**. These materials—such as textbooks, workbooks, and online access codes—are necessary for participating in lessons, completing assignments, and preparing for exams.

All course materials are protected by copyright. In accordance with LADO's Copyright Policy, students may not photocopy, share, or use unauthorized copies of any materials. Each student must have their own legally purchased copy.

Students who do not have the required materials will not be permitted to enter their classrooms until the materials are obtained.

The LADO program is comprised of ten levels of English instruction, followed by a variety of upper-level electives, including TOEFL. The following levels are offered within the LADO curriculum:

Level 1

CEFR Correlation: A1 (Beginner 1)

Course Description: Students will focus on developing basic functional conversational English skills at the basic beginner level for everyday situations like asking for and giving information, shopping, ordering in restaurants and asking for directions. They will study beginner vocabulary and grammar structures including the verb to be, simple present and present progressive tenses. Throughout the course, students will participate in pair and group work, pronunciation, listening and conversation practice, and games and role-play activities.

Level 2

CEFR Correlation: A1 (Beginner 2)

Course Description: Students will focus on developing basic English skills through intermediate-beginner level listening, speaking and reading and writing practice focusing on the simple present, past and future tenses. Learners will practice useful vocabulary to describe time, simple plans, and common topics like work, weather and transportation. Activities include group discussions, pair and group work, pronunciation, conversation, listening and writing practice and games and role-play activities.

Level 3

CEFR Correlation: CEFR A1/A2 (Beginner 3)

Course Description: In this course students will practice foundational English skills through advanced beginner listening, speaking, reading and writing lessons. Building on Level 2

grammar, learners will practice using more advanced grammatical structures to make comparisons, give advice, and talk about hobbies, free time and activities in the past. Activities include group discussions, pair and group work, pronunciation and conversation practice, listening and writing practice, games and role-play activities.

Level 4

CEFR Correlation: A2 (Beginner 4)

Course Description: In this pre-intermediate course students will begin to practice more complex grammatical structures like the present perfect tense to talk about their experiences. In addition, learners will learn and practice functional language for comparing nouns and verbs, talking about routines, and asking questions. The students' language is expected to become more idiomatic and fluent, while their use of new vocabulary increases. Activities include conversation and pronunciation practice, listening and writing activities, pair and group discussions and games and role-play activities.

Level 5

CEFR Correlation: A2+/B1 (Low Intermediate)

Course Description: Building on the grammar and vocabulary learned in earlier levels, students will learn and develop speaking, listening, reading and writing skills at the low intermediate level in this course. Students will practice grammatical structures like the passive voice to describe events and learn how to refuse an invitation, express feelings, give reasons, persuade and summarize events. Learners will practice communicating hopes, plans, and recommendations in speaking and writing. In addition, learners will expand their use of more advanced vocabulary through the study of prefixes and modifiers. Activities include pronunciation and conversation practice, listening and writing activities, pair and group discussions, games and role-play activities.

Level 6

CEFR Correlation: A2+/B1 (Low Intermediate)

Course Description: In this low-intermediate course students will learn how to use conditionals, the verbs make and do, direct and indirect speech, expressing regrets and possibilities, and practice over 30 idiomatic expressions. In addition, they will learn vocabulary for giving advice, making decisions and attending weddings. Students will learn to pronounce, distinguish and practice a combination of complex intonation patterns, word stress and consonant clusters. Activities include conversation practice, listening and reading activities, pair and group discussions, games and role-play activities.

Level 7

CEFR Correlation: B1 (Low-Intermediate)

Course Description: Building on key grammatical concepts in Level 6, Level 7 will help learners develop intermediate academic reading, writing, listening and speaking skills. During this course students will study how to write a well-developed paragraph and learn the skills to write an effective essay. Students will build their vocabulary, reading and critical thinking skills by reading texts from a variety of fields like the arts, urban studies, media studies, travel and linguistics. Activities include conversation practice, writing and peer review activities, watching and analyzing videos and engaging in pair and group discussions to improve written and spoken English.

Level 8 L&S

CEFR Correlation: B1+ (Intermediate)

Course Description: Level 8 L&S is an intermediate level course designed to help learners develop their listening, speaking and pronunciation skills through a variety of activities like giving presentations, and arguing for or against an idea. Students will engage in speaking and pronunciation practice related to unit themes from science, anthropology, sociology and cultural studies. Throughout the course learners will watch and analyze video and audio clips, engage in discussions and learn how to prepare and give a presentation and participate in debates and participate in role play activities.

Level 8 R&W

CEFR Correlation: B1+ (Intermediate)

Course Description: Level 8 R&W is an intermediate level course designed to help learners improve academic reading and writing skills. Building on Level 7, students will learn to write

longer prose applying more advanced organizational and grammatical structures. Students will build their reading and critical thinking skills by reading multi-paragraph texts from fields such as behavioral psychology, cultural anthropology and science. Activities include pronunciation and conversation practice, writing and peer review, watching and analyzing videos, pair and group discussions.

Level 9L&S

CEFR Correlation: B2 (Upper-Intermediate)

Course Description: Students will focus on developing upper-intermediate listening, speaking and pronunciation skills through activities like learning to effectively tell a story and practicing listening comprehension of short lectures and videos. Unit themes include topics like the art of storytelling, history of hygiene, rethinking tourism and leadership skills. Throughout the course learners will watch and analyze videos and audio clips, engage in discussions, give and prepare presentations, participate in debates, meetings and role play activities.

Level 9R&W

CEFR Correlation: B2 (Upper Intermediate)

Course Description: Level 9 R&W is designed to help learners refine their academic reading and writing skills at the upper-intermediate level. Students will study and practice writing varied essay forms such as an argumentative essay and research essay while applying upper-intermediate grammatical structures and organizational techniques to their writing. Students will build their reading and critical thinking skills by reading upper-intermediate texts from fields such as economics, business and tourism. Throughout the course, learners will participate in discussions on readings and videos, study new vocabulary and work on improving their written and spoken English.

Level 10

CEFR Correlation: C1 (Advanced)

Course Description: Students will focus on developing advanced level listening and speaking skills by learning a variety of skills, such as how to give a persuasive pitch, conduct an interview and give a presentation on a scientific topic. Unit themes are from fields like biology, behavioral science, business, ethics and design. Throughout the course learners will watch videos and listen to audio clips, engage in discussions, participate and prepare for debates, presentations and role plays, while engaging in pair and group work.

Upper-Level Elective Courses (ULEs) rotate every month. Below are those offered at LADO. Note that some ULEs take two or three sessions to complete.

Business English Partner

CEFR Correlation: C1 (Advanced)

Course Description: This course is designed to help students develop advanced writing and speaking communication skills to help them succeed in the workplace. During the course, students will study and learn new vocabulary related to finance, innovation, the tourism industry, managing conflict, customer engagement and entrepreneurial mindset and disruptors in business. Students will have an opportunity to fine-tune their grammar, while engaging in discussions, debates, group work and presentations.

TOEFL Prep

CEFR Correlation: C1 (Advanced)

Course Description: In this course students will focus on becoming familiar with the TOEFL iBT format, testing process, and scoring. Ensure an understanding of the format of the TOEFL test, by reviewing test taking strategies and practice tests in a test environment. They will reinforce their speaking and writing skills with special attention to timed writing and speaking strategies.

Advanced Grammar Review

CEFR Correlation: B2-C1

Course Description: This course provides an in-depth review of grammar structures learned in levels 1-10. Throughout this course, students will have an opportunity to revisit and practice previously learned grammar through listening, speaking, reading and writing activities. Throughout the course students will participate role play activities, listening activities, and group and pair work.

Listening, Speaking & Critical Thinking (Pathways) Part A

CEFR Correlation: C1 (Advanced)

Course Description: Students will focus on developing advanced listening, speaking, and critical thinking skills. Specifically, students will practice participating and preparing for discussions and research-based presentations, evaluating and analyzing information critically, and engage in problem solving. Unit themes explore tourism, urban challenges, beauty, global studies and facing fears.

Listening, Speaking & Critical Thinking (Pathways) Part B

CEFR Correlation: C1 (Advanced)

Course Description: In this course students will focus on developing advanced academic listening, speaking, and critical thinking skills by participating in discussions and research-based presentations, evaluating and analyzing information critically, and engage in problem solving. Unit themes explore money, traditions, health and technology, the mind and the future of food. During the course students will analyze videos, readings, and engage in developing presentations linked with the unit themes.

Reflect 6 R&W Part A

CEFR Correlation: C1 (Advanced)

Course Description: Students will focus on refining their academic reading and writing skills at the advanced level. They will study and practice writing varied essay forms such as a summary, descriptive, process and expository essay using advanced grammatical structures and organizational techniques. They will build their reading and critical thinking skills by reading analyzing advanced texts from fields such as behavioral science, biology, business and design. Throughout the course learners will participate in discussions on readings and videos, study new vocabulary, and work on improving their written and spoken English.

Reflect 6 R&W Part B

CEFR Correlation: C1 (Advanced)

Course Description: In this course learners will focus on refining their academic reading and writing skills at the advanced level. Students will practice writing forms such as a review of a creative work, cause-effect essay, compare-contrast essay and persuasive writing, using

advanced grammatical structures and organizational techniques. Students will expand their reading and critical thinking skills by reading advanced texts from fields such as art, social science, communication and behavioral science. Throughout the course learners will participate in discussions on readings and videos, study new vocabulary and work on improving their written and spoken English.

Reading, Writing & Critical Thinking (Pathways) Part A, B

CEFR Correlation: C1 (Advanced)

Course Description: Students will focus on developing advanced academic reading, writing, and critical thinking skills. Students will learn to construct an effective essay using outside research and sources, while evaluating and analyzing information critically. Each unit theme explores real-world issues and includes videos, readings, and collaborative activities, enabling students to gain a deeper understanding of global topics while building their communication skills. Throughout the course students will engage in discussions, writing, peer editing, reading and games and activities to learn new vocabulary.

Keynote Advanced Part A, B

CEFR Correlation: C1 (Advanced)

Course Description: Using TED Talks as the basis, students will focus on developing advanced listening and speaking skills in this course. They will watch and analyze TED Talks to learn new vocabulary, sharpen their listening and comprehension skills, while also learning new presentation skills. Students will have ample opportunity to improve their presentation skills through activities like participating in short presentations and delivering their own TED Talk.

ULE Keynote Proficient Part A, B

CEFR Correlation: C2 (Proficient)

Course Description: Students will focus on developing native-like listening and speaking skills using TED talks as the basis. Throughout this course students will watch and analyze TED Talks to learn new vocabulary, sharpen their listening and comprehension skills and learn new presentation skills. Students will have ample opportunity to improve their presentation skills through activities like participating in short presentations and delivering their own TED Talk.

ULE Life Around the World 5 Parts A, B

CEFR Correlation: B2 (Upper Intermediate)

Course Description: Through authentic audio, video, and reading materials—including news reports, interviews, inspirational talks, and demonstrations—students will learn to interpret meaning, analyze perspectives, and communicate with clarity and confidence. The course emphasizes critical thinking, media literacy, and real-world communication. Students will practice reporting information, describing experiences and career paths, negotiating solutions, and expressing nuanced ideas using advanced grammar structures. Special attention is given to understanding how media influences audiences, identifying fake news, and using professional language for academic and workplace communication.

ULE Life Around the World 6 Parts A, B, C

CEFR Correlation: C1 (Advanced)

Course Description: This course introduces upper-intermediate learners to global themes

through authentic National Geographic content. Students will focus on developing their speaking, listening, reading, and writing skills while exploring topics such as the digital world, human behavior, history and culture, social interaction, decision-making, and the natural environment. The course expands academic vocabulary, strengthens critical thinking, and prepares learners to communicate confidently in diverse international contexts.

ULE 21st Century Communication Part A, B

CEFR Correlation: B2+/C1 (Advanced)

Course Description: Students will practice listening, speaking and critical thinking skills to enable them to evaluate and express their opinion regarding ideas. Students will analyze TED Talks and identify the speaker's techniques in listening activities, use appropriate language for asking rhetorical questions, use visuals effectively in a presentation, use gestures and personal anecdotes effectively in a presentation, interpret infographics related to each unit, and use B2-C1 CEFR vocabulary related to the unit themes.

TUITION, FEES, AND SPECIAL RATES

Tuition, Registration, and Other Fees

Intensive Program: \$740.00

Semi-Intensive Program: \$630.00

Non-refundable registration fee: \$100.00

Student ID card (valid 6 months): \$10.00

Student parking pass (valid 2 months): \$2.00 – optional

Special Rates

Special rates are set with the approval of the CED. If a student believes that he/she qualifies for a special tuition rate, he/she should inform an admissions officer. Students may not receive more than one type of reduction in tuition at a time. Student discounts do not apply to workshops and tutorials.

- 1. Group Discounts:** Groups of five or more new students are eligible to receive a 10% tuition discount for the entire time they study at LADO, provided the group was previously formed for reasons other than receiving a discount on tuition at LADO. In order to receive this discount, all members of the group must:

- a. Enroll together or be registered by the same person.
- b. Enroll for the same program and the same session
- c. Present an official letter on letterhead paper from the head of their organization listing the name of each student in the group;
- d. Present valid, signed photo identification proving that they are the individuals referred to in the aforementioned letter.

To promote collaborative learning and improve accessibility, LADO International Institute offers a special group tutoring rate with a 30% discount for groups of eight (8) or more students. This rate applies exclusively to ESL tutoring sessions that are:

- Scheduled collectively, and
- Delivered in a shared instructional format.

All participants must be:

- Enrolled in the same program level, and
- Able to adhere to a common schedule.

Group tutoring is available only by special arrangement through the Academic Director. Approval is subject to instructor availability and classroom capacity. Group eligibility must be confirmed before the discounted rate is applied. The discounted rate will appear on the invoice once eligibility is verified. The tutoring rate is distinct from standard tuition rates for intensive or semi-intensive programs.

Tutoring is reserved for students or groups who, for specific reasons, cannot enroll in regular programs and require special scheduling or instructional arrangements. This ensures tutoring remains a supplementary service for exceptional cases rather than a standard alternative to tuition.

- 2. Repeat Tuition:** Students are eligible for a 30% tuition discount, if they are required to repeat a course due to not having met LADO's academic requirements. This tuition discount applies to the Intensive and Semi-Intensive programs. To obtain this discount, the student must have:
 - a. Attended all classes
 - b. Completed all in-class assignments
 - c. Completed all homework assignments
 - d. Taken all required examinations for the course

Teachers are required to inform a director if one of their students meets the above-mentioned criteria. The director, based on the documentation presented by the student's teacher, will then make the necessary determination to either grant or deny said discount. All documentation supporting the Program Director's decision must be kept in the student's file. A student can only receive the repeat tuition once per student per level. (See also Policy 6.6: Tuition for Repeating a Level.)

- 3. Program Changes:** If a student chooses to enroll in a different program because the class the student has registered for will not open in his or her program, the student will be eligible for a twenty percent (20%) discount in the new program the student is changing to. The students must meet the following conditions in order to be eligible to receive this discount:
 - a. The student must have paid tuition in the old program at least one day prior to the change of program.
 - b. The class the student originally enrolled in is cancelled or closed by LADO.
 - c. The student must enroll in the new program by the last day of registration in the new program.

4. Employees: Employees of LADO who work a minimum of 20 hours per week are eligible, immediately upon hire, to obtain a 50% tuition discount for courses at LADO while employed here. Employees who work between 10 and 20 hours per week receive a 25% tuition discount. Employees working fewer than 10 hours a week are not eligible for a discounted tuition rate. The course must currently be in session, and its content must be required or be beneficial in fulfilling the employee's job description (i.e. ,English classes for non-native speakers). (See also Policy 14.5: Employee Tuition Benefits.). If the course does not meet the minimum number of students required to open a class, the employee may choose to wait until the following session (this may not be an option for students on an F-1 visa) or enroll at the regular tuition rate.

5. Religious Orders: Students who are full-time employees of religious institutions may receive a 20% reduction in tuition for the entire amount of time that they study in a regular program at LADO. For the purposes of this discount, a religious institution is defined as one whose employees are qualified to obtain R-1 visas and/or who are considered tax exempt religious organizations by the IRS. To be eligible for this discount, students must: 1) demonstrate that the nature of their job (more than 50% of their time at work) mainly involves conducting religious ceremonies or activities; 2) be employed on a full-time basis (30 or more hours per week), although a full-time religious worker who is on a study vacation may be eligible for this reduced tuition rate.

To receive this discount, students must show the admissions officers the following documentation:

- An original letter (not a photocopy or a faxed copy) on the group's letterhead and signed by his or her supervisor indicating
 - a) the student's full-time employee status at such organization and
 - b) the nature of the student's job in terms of conducting religious work.
- A photo ID matching the information in the preceding paragraph.

6. International Rescue Committee (IRC): LADO has agreed to allocate space for refugees from the International Rescue Committee (IRC) to enroll in the Semi-Intensive, free of charge, provided that the minimum and maximum enrollment requirements have been met as stipulated per class. In addition, LADO has established a limit of one student from IRC as the maximum number of students who may be eligible for this discount at LADO at any given time. The minimum enrollment

requirement is the minimum number of students LADO needs to have enrolled to have a class. The minimum number of students used to determine the minimum enrollment requirement does not include refugees from IRC. The maximum enrollment requirement is the maximum number of students LADO can have in a class. Refugees from the IRC may not enter any LADO class which already has a maximum number of students.

Eligible students from this organization must present the following upon enrollment:

- a. An official letter on letterhead paper from the appropriate official of their organization. (only original letter accepted)
- b. A valid, signed photoidentification

Students from this organization may then take the placement tests and register free of charge. LADO administrative staff members will place IRC students' names on a waiting list in order of registration. Students will be contacted as space allows. IRC students are otherwise subject to the same rules and regulations as other LADO students.

7. Embassies, Consular Offices, and International Organizations: LADO offers a 10% discount on tuition in any of its regular programs to employees and immediate family members of employees from the following organizations:

- Embassies or Consular Offices of foreign countries in the United States
- The World Bank
- The International Monetary Fund (IMF)
- Inter-American Development Bank (IBD)
- Organization of American States (OAS)
- Pan-American Health Organization (PAHO)
- Afghanistan Retraining Initiative for Self-Employment (ARISE)
- National Endowment for Democracy (NED)

For employees of the organizations mentioned above to receive this discount, students must show the admissions officers the following documentation:

- a. An original letter (not a photocopy or a faxed copy) on the organization's letterhead and
- b. signed by his or her supervisor indicating the student's full-time employee status at such organization.
- c. Photo ID matching the information in the preceding paragraph.

For immediate family members of employees of the organizations mentioned above to receive this discount, students must show the admissions officers the following documentation:

All the items required for employees, and valid, signed photo identification proving that they are immediate family members of an eligible employee as mentioned in the preceding paragraphs.

8. Au Pairs: Any au pair holding a J-1 visa and attending a Student Exchange Program offered by an accredited agency authorized by SEVIS to issue the DS-2019 form (formerly IAP-66) is entitled to receive a 20% discount in any of LADO's regular programs. In order to receive the au pair discount, the student must present an original letter (not a photocopy or a faxed copy) on the Au Pair agency's official letterhead signed by an authorized officer indicating the student is currently participating in their au pair program upon registration or both, copy of the J-1 visa and unexpired DS-2019.

Exception: In case an au pair holding a J-1 visa LADO changes his or her visa status to F-1, the original discount will be discontinued beginning in the session immediately after the F-1 approval notice is posted in SEVIS.

9. Coupons and Referral Bonuses and Temporary Incentive Pricing:

LADO may offer, from time to time, promotional coupons, referral bonuses, or promotional incentive pricing (e.g., deferred payments or deferred free tuition upon commitment to a specified duration of study), which entitle the bearer or recipient to a reduced tuition rate for the first session, or sessions otherwise designated, for which the student enrolls. Coupons, referral forms, and temporary incentive pricing initiatives are distributed through many different advertising channels. These coupons and temporary pricing offers must be approved by the CED, circulated by the corporate office to the administrators of each center to be affected, and kept on file. Only one coupon per student per session is valid, and temporary incentive pricing offers are strictly limited to the terms and conditions specified during the promotional period.

10. Institutional Contracts: LADO may sign contracts with individual companies, government agencies, embassies, and other organizations. This policy may be superseded by those institutional contracts. Contract information is kept at the corporate office. LADO schools have received a binder from the corporate office listing and/or including all institutional contracts to be kept at each center. LADO will update contract lists as they become available.

11. Economic hardship: LADO may offer returning students special tuition rates or deferred tuition payments up on a showing of severe economic hardship. Eligibility for economic hardship benefits will be determined by

presentation of evidence to a committee comprising, at a minimum, the CED, the Administrative Director, and at least one Center Manager, and will be determined on a case-by-case basis, as well as a session-by-session basis. Recipients must demonstrate an 85% final score from previous class and keep a minimum of 85% final score during classes approved for scholarship. Recipients will be limited in number (with a maximum of one recipient per program per center) and provision of such benefits shall create no ongoing obligation on the part of LADO to provide further classes beyond each session for which the benefit is granted. F-1 visa holding students, who have provided evidence to USCIS regarding solvency of their funding, shall not be eligible for special tuition rates based on economic hardship unless they have applied to USCIS for economic hardship benefits.

12. Military Discount: Active service members (domestic or international), retirees, veterans, and their immediate family members (i.e., spouse or child/children) are eligible for a 20% discount in tuition for all LADO Intensive and Semi-Intensive classes for the entire time they study at LADO. In order to receive the military discount, applicants must present their original military ID.

13. Family Discount: A family of two or more new students (i.e., spouses, child/children, and/or siblings) are eligible to receive a 20% discount in tuition for all LADO Intensive and Semi-Intensive for the entire time they study at LADO. In order to receive this discount, the new students must provide written documentation or identification to prove they are related, and they must also enroll together.

PAYMENT METHODS

LADO accepts the following payment methods from students and customers:

1. Cash: LADO accepts U.S. currency only.
2. Checks: LADO accepts personal, certified or company bank checks. All checks must be from U.S. banks in the Federal Reserve System. If the check is from a sponsor or company, *THE STUDENT'S NAME MUST BE LISTED IN THE MEMO SECTION*. LADO does not accept any temporary or starter checks. LADO will only issue I-20 documents paid for by check after 10 business days from the payment date.
3. Travelers Checks: LADO accepts Travelers Checks from U.S. banks or major credit card companies, such as American Express and Citibank.
4. LADO accepts money orders in U.S dollars drawn on U.S banks. LADO does not accept Money

Orders in U.S. dollars drawn on non-U.S. banks.

5. Major credit and debit cards: LADO accepts Visa, MasterCard, American Express, and Discover.
6. Wire transfers: LADO accepts wire transfers in U.S. dollars. Payee must pay all transaction fees, regardless of whether the wire transfer is incoming or outgoing (as in the case of a refund sent to the student by LADO)

Note: For the purpose of preparing the Daily Cash Reports, LADO processes money orders and travelers checks above as checks.

CANCELLATION AND REFUNDS

General Conditions

LADO's refund policy complies with all state and federal rules and regulations and is stated in the student Application/Enrollment Agreement and school literature. LADO's refund policy also complies with ACCET Document 31.

- a. In all cases, the refund due is based on the refund schedule below and the student's balance will be calculated based on the student's last date of attendance.
- b. Refunds are available within 40 calendar days from the date LADO receives notifications of the students' request.
- c. The registration fee for the ESL programs is non-refundable. However, if a class is cancelled by LADO subsequent to a student's enrollment, LADO will refund the registration fee if this is the student's first session.

Other Fees

Courier fees, and other administrative processing fees (such as rush processing fees) charged by LADO to its students, are non-refundable under any circumstances. All other fees charged by LADO to its students are non-refundable, as long as these fees do not exceed \$500.00 when added to the non-refundable registration fee.

Tuition

Course Cancellations

If a student's scheduled course is cancelled by LADO subsequent to the student's enrollment, LADO will refund all tuition fees paid by the student for the cancelled class. For the purpose of cancellations described in this section, all refunds due will be made within thirty (30) calendar days of the first scheduled day of class.

Cancellations for "no-shows": When a student cancels his/her scheduled course, the student will receive a full tuition refund provided the student: 1) has not entered classes; and 2) cancels by the end of the registration period.

For more details regarding refunds for F-1 students, please refer to section 6.0 below, Refund Policy for F-1 Students.

Cancellations after Registration Period. Automatic Drop for Excessive Absences:

- I. In order to receive a refund after the registration period begins, the student must notify LADO verbally or in writing of his/her wish to withdraw from a course.
- II. In order to process any refund request, the refund is calculated by the student's documented drop date of enrollment or the last day the student attended the class.
- III. Refunds are calculated based on a prorated number of classes attended using session weeks. A session week begins on the first day of scheduled classes for any given program. Session weeks are not to be confused with calendar weeks. The prorated amount will be determined by the ratio of the number of weeks or lessons in series of instruction completed by the student to the total number of weeks of instruction offered. Any portion of a week's attendance by a student will be considered a full week's attendance for the purpose of this section. No part of the tuition will be refunded after 75% of the session has been completed by the end of the session week.
- IV. In all cases, the refund due is based on the refund schedule below. The student's current balance is calculated on refund forms using the student's documented drop date.
- V. All refunds will be paid within forty (40) calendar days from the date LADO receives notification of the student's request to withdraw from a course (see *documented drop date* in the next section). All refunds must be requested within 180 days from the date of F-1 visa or change of status approval, or from the date that the student gives withdraw notification from classes.

Student Drops Out of Course without Notifying LADO:

- I. LADO makes the determination that a student has automatically dropped out of a class session due to excessive absences if the student misses one-half of the session in consecutive absences without notice of withdrawal to LADO. This would be after the fourth (4th) consecutive absences without notice in the ESL Intensive Program's 2-day classes, the ninth (9th) consecutive absence without notice in the ESL Intensive Program's 5-day classes, and the fourteenth (14th) consecutive absence without notice in the ESL Semi-Intensive Program. The date LADO makes this determination (the 4th, 9th, and 14th) is the student's documented drop date for that session.

- II. Refunds are calculated based on the student's documented drop date of enrollment and on the proportion of classes attended on a week-by-week basis. For example, in the Intensive Program, LADO refunds 75% of the tuition if the student's termination date of enrollment is within the 1st scheduled week of classes, 50% of the tuition if the student's termination date of enrollment is within 2nd scheduled week of classes, 25% of the tuition if the student's termination date of enrollment is within 3rd scheduled week of classes, and no tuition after 16 days. Please see the refund schedule below.

Refund Schedule

Morning Intensive: 4-week program, 5 classes per week, 18 days of class per session.

If a student cancels any day within the 1st scheduled week of classes, 75% of the tuition paid will be refunded.

If a student cancels any day within the 2nd scheduled week of classes, 50% of the tuition paid will be refunded.

If a student cancels any day within the 3rd scheduled week of classes, 25% of the tuition paid will be refunded.

No tuition refund applies during the 4th scheduled week of classes (after the 16th scheduled class), since more than 75% of the program is completed in the fourth week of class.

Evening Intensive: 4-week program, 5 classes per week, 18 days of class per session.

If a student cancels any day within the 1st scheduled week of classes, 75% of the tuition paid will be refunded.

If a student cancels any day within the 2nd scheduled week of classes, 50% of the tuition paid will be refunded.

If a student cancels any day within the 3rd scheduled week of classes, 25% of the tuition paid will be refunded.

No tuition refund applies during the 4th scheduled week of classes (after the 16th scheduled class), since more than 75% of the program is completed in the fourth week of class.

2-Day Intensive: 4-week program, 2 classes per week, 8 days of class per session.

If a student cancels any day within the 1st scheduled week of classes, 75% of the tuition paid will be refunded.

If a student cancels any day within the 2nd scheduled week of classes, 50% of

the tuition paid will be refunded.

If a student cancels any day within the 3rd scheduled week of classes, 25% of the tuition paid will be refunded.

No tuition refund applies during the 4th scheduled week of classes (after the 6th scheduled class), since more than 75% of the program is completed in the fourth week of class.

Evening Semi-Intensive: 8-week program, 4 classes per week, 29 classes per session.

If a student cancels any day within the 1st scheduled week of classes, 87.5% of the tuition paid will be refunded.

If a student cancels any day within the 2nd scheduled week of classes, 75% of the tuition paid will be refunded.

If a student cancels any day within the 3rd scheduled week of classes, 62.5% of the tuition paid will be refunded.

If a student cancels any day within the 4th scheduled week of classes, 50% of the tuition paid will be refunded.

If a student cancels any day within the 5th scheduled week of classes, 37.5% of the tuition paid will be refunded.

No tuition refund applies on, or any time after, the 21st scheduled class.

Workshops (12 hours of classes per session):

Refunds of tuition from any elective Workshops are calculated applying proportional rates as in the other programs, as follows:

If a student cancels any time within 3 hours of class, 75% of paid tuition (3/4 of tuition) will be refunded.

If a student cancels any time within 6 hours of class, 50% of paid tuition (2/4 of tuition) will be refunded.

If a student cancels any time within 9 hours of class, 25% of paid tuition (1/4 of tuition) will be refunded.

No tuition refund applies on, or any time after, 10 hours of class.

TUTORIAL/PRIVATE CLASSES

Cancellation: Changes in tutorial class schedules must be made through the admissions officers. If the student cancels a tutorial class at least 24 hours in advance, there will be no charge for the cancelled class. This applies even when the cancelled class is rescheduled for a later date.

If the student cancels with less than 24 hours' notice, the student will be charged for the entire

length of the missed or scheduled class, even if the student made a partial cancellation.

Classes Missed Without Notice: If the student misses the class without rescheduling or cancelling it, he/she will be charged for the class. At this point, LADO will notify both the student and the teacher that the class has been suspended until the student contacts the admissions officer to resume or terminate scheduled classes. If the student does not inform LADO within 15 days of his/her intention to resume classes, LADO will automatically terminate the class and will issue a refund for the remaining unused tutorial hours.

REFUND POLICY FOR F-1 STUDENTS

All refunds must be requested within 180 days from the date of F-1 visa or change of status approval, or from the date that the student gives withdraw notification from classes.

In the case of non-immigrant alien students who possess F-1 (student) visas, the following refund policy applies:

For initial I-20s issued by LADO, the DSO must cancel the I-20 in SEVIS, print out a proof of cancellation, and submit it to corporate accounting. For Change of Status rejections, LADO's DSO must verify denial in SEVIS as a step in the school refund process request prior to submitting the refund request to corporate accounting.

F-1 students must notify LADO, verbally or in writing, of withdrawal.

After the F-1 student signs the enrollment agreement, his/her refund will follow the same policy as those students in the ESL Morning, Evening, or 2-Day Intensive Programs.

Students cancelling prior to the start of scheduled classes or never attend class:

- a. Students applying for a student visa whose I-20 has been rejected will receive a full refund for their paid I-20 Deposit. This statement also applies to students who apply for a change of status and whose application is rejected.
- b. Students who have been issued an initial LADO I-20 and who have not submitted their initial I-20 to the U.S. consular office abroad for processing because they decided not to study at LADO, will receive a full refund for their paid I-20 Deposit. The same rule applies for students who apply for a Change of Status through LADO, receive approval from USCIS, and decide not to attend classes at LADO.
- c. If the student has been registered in the school by his/her U.S. sponsor, agent, proxy, guardian, or representative, a refund will be made to this person upon proof of payment and identification within 40 (forty) calendar days.

LADO will only issue refunds to the original payer on file. Payers who would like to designate another person to receive their refund must notify LADO upon applying for a refund.

LADO's CULTURAL ORIENTATION

INTRODUCTION

Welcome to the United States! At LADO you will learn English as a Second Language and adapt to a new culture.

This packet contains guidelines on what to expect during your stay in the United States of America. This information is a general overview of U.S. culture. Keep in mind that this resource is only one way to learn about life in the United States. Observing, talking, and participating in activities with Americans can also help you learn and experience the culture.



JET-LAG

Did you travel from far away? Well, if so, you may feel sick for a few days because your body will need time to adjust to the new time zone. For a week or so, depending on the distance you have traveled, you may feel disoriented and sleepy. But don't worry, your eating and sleeping patterns will soon be back to normal. If this condition persists, feel free to contact your teacher or administrative staff member so he/she may help you.

CULTURE

What is U.S. culture? Can we learn? First, to understand any culture, we must look beneath the surface. Tourists see what is "above the surface" (for example, clothing, food, and games), but a person who lives and experiences a culture over time will learn more.

CHARACTERISTICS OF AMERICAN CULTURE

Pace of Life in the City

You may observe that Americans who live in the city are always in a rush and appear to be under stress. They could be hurrying to get somewhere or impatiently waiting for a meal. At first, this may seem rude, but remember not to take it personally. The farther outside the city you go, the slower the pace will become.

Success is sometimes measured by the amount of money and possessions a person has. Most Americans work extremely hard at their jobs.

Lost in the rush?

If you become lost on the street or in a shopping mall, don't worry. Just look for a police officer or security guard. Approach the person and say, "Excuse me, can you help me? I am lost." Then, you can explain to him/her that you are new to this country.

Transportation

Most Americans have their own car or have access to a car they can share with someone else. Bicycles are used for short trips, but automobiles are the preferred type of transportation. In the Washington Metropolitan Area, mass transportation (bus, subway, and taxi) is easy to use. The Washington Metropolitan Area Transit Authority (WMATA) operates subway trains and most buses in this area.

- WMATA website - www.wmata.com

Communication

Eye Contact: Americans maintain eye contact when speaking, but the contact should not be too intense. Intense eye contact can be interpreted as a means of intimidation or expression of romantic interest. The pattern is to establish eye contact and then periodically look to the side before returning to contact.

Body Language: Body language is used to varying degrees. For example: touch is limited, unless you have close relationships with the other people with whom you are communicating. Americans generally interact on a verbal basis. Touching another's face, leg or hand can sometimes be viewed as offensive, forward, or rude. In a professional environment, it can be interpreted as sexual harassment. Casual touching is often used to show sympathy.

Volume of Voice: When in public, the volume of voice should be low. Loud speaking can mean a lack of professionalism and anger. Furthermore, loud speaking is seen as an invasion of someone's personal space. When a person speaks, the voice should not carry further than the boundaries of the room in which they are, or the hearing range of people with whom they are conversing.

Silence: Silence can be uncomfortable for Americans. You will find that Americans will try to rush in and fill a gap by saying something.

Calling/Texting: Due to the busy American way of life, people often rely on both calling and texting to keep in touch with friends. These days, with the addition of computers, e-mail and text messaging may also be used as a form of communication. Furthermore, people live far from each other, so dropping by people's houses and dinners in the evening are usually difficult for most Americans.

Health Care: People living in the United States must be covered by health/medical insurance to receive medical care. Without health/medical insurance, the price of medical care is *very* expensive. It is *very important* that you be insured. The U.S does not have socialized health care. Lado International College has brochures on insurance plans to help you choose the best plan for you. Please see an Admissions Officer for assistance.

Legal System: Laws are enforced in the United States. Laws created by the U.S judicial system are to be obeyed by all. The term "juvenile delinquent" is used as the name for a

person under the age of 18 who disobeys the law. Furthermore, the parents or legal guardians of a juvenile delinquent will be held accountable for his/her unlawful behavior.

Legal rights for minorities: In the U.S, there are many laws that guarantee the equal treatment of minorities. This protection extends from a person's personal life to their professional life.

Environmental Laws: "Littering" (dumping trash on public property) can result in a fine. Often, while walking through a neighborhood, one may see a sign which says "\$500.00 fine for littering." Use trashcans to get rid of garbage.

Police: Be careful when a police officer stops you. Here are some important tips:

- a. Remain calm, stand still and do not make any sudden movements.
- b. When speaking, say, "Yes, officer", "No, officer."
- c. Obey all the police officer's commands immediately and only do what the officer instructs you to do.
- d. If you don't understand what a police officer is saying, say, "Excuse me, but I don't speak English."
- e. Remember that you do have rights.

Professional Agreements: Agreements are not legally binding with a handshake or a simple, "I give you my word." Only signed written contracts are binding. When you enter a business venture, you have to sign a contract. Personal relationships or family ties are less likely to influence professional decisions. It is important to talk to a knowledgeable professional before signing a document. When you sign a document, make sure you understand everything stated and implied. If possible, have a professional translate the document into your native language before you sign your name.

Negotiation: Americans prefer dealing with problems and conflicts directly. If there has been a misunderstanding between two people, they will usually discuss it directly instead of having a third party intervene. "Saving face" or avoiding conflict is not as important in the United States as in many other nations. Americans like to "get down to business" and solve a problem as soon as possible. Furthermore, it is not considered impolite or disrespectful to refuse a request. Logic, honesty, and tact are key in negotiating with Americans.

Informality: Although American informality is well known, many interpret it as a lack of respect when they first encounter it, especially in the business world. Sometimes, there is an immediate use of a person's first name. Furthermore, do not be surprised when Americans don't greet one another with a handshake, hug, or kiss. Usually, a casual "hi" or "how are you doing?" or "hello" takes the place of a physical gesture and means the same. When Americans are leaving a party or conversation, they generally wave a cheery "good-bye" or say something informal such as "well, see you tomorrow" or "so long".

Personal Space: When standing in crowded places, such as the subway, with strangers, Americans are not comfortable being face to face. When communicating, people stand two to three feet apart from each other and physical gestures may or may not be used.

Time: Americans often operate on a specific schedule. Punctuality is important and people are expected to be on time for appointments, classes, and formal social events. Lateness is not polite.

If you are late, you should call the hosts and let him/her know that you will be delayed, so you don't insult the host.

Hygiene: Cleanliness is important in the United States. Americans are very conscious of body odors and use a variety of toiletries such as shampoo, perfume, deodorant, and mouthwash. They generally bathe (or shower), brush their teeth, and change clothes daily. Americans tend to react negatively toward people with strong body odors.

Dress: People's choice of clothing will depend on the season (summer, spring, fall or winter) and environment (professional vs. leisure). A professional atmosphere means you will need to dress conservatively. For example, many women wear a suit with stockings and closed-toe shoes. Many men wear a coat and tie. Don't be surprised, though, if you see well-dressed businesswomen wearing sneakers when they are coming to and from work.

Americans value comfort. Everyday dress is appropriate for most visits to people's homes. You may want to dress more formally when attending a holiday dinner or cultural event, such as a symphony concert or theater performance. If you do not know what to wear, ask your teacher or an American friend. When in doubt, conservative attire is often the best choice.

Since the Washington, DC region is conservative, some Americans may be offended by revealing attire. In certain situations, such as participation in outdoor sports activities, attending a picnic or going out dancing to a nightclub, revealing attire is permitted. However, in class, a teacher may confront students who wear revealing clothing because this type of clothing can be distracting to students in a classroom setting.

Friendship: Most Americans are "friendly," but this does not necessarily mean that they want a "friendship." It is important to avoid misunderstandings by learning the signals of a growing friendship. For example, you will often hear people saying, "Hi, how are you doing?" Sometimes this is just a polite phrase rather than a question. Americans tend to be selective with whom they consider a "friend" versus someone they just consider an "acquaintance" (i.e., colleague or classmate).

Here is a list of suggestions for meeting American people:

- Participate in extracurricular activities at Lado centers (student organizations, volunteer at fairs...etc.)
- Join a cultural association – The Washington, DC region has many. The best thing to do when adjusting to a new culture is to find people from your home (e.g., Arab-American Association, Spanish American Association, etc.)
- Explore the possibility of joining a church, temple, or mosque. The U.S. is a land of many religions. (Buddhism, Hinduism, Christianity, Judaism, Islam, etc.)
- Get involved with an interest group outside of school (e.g., music, theater, dance, sports – cycling, hiking, rock climbing, etc.)
- Read the "Weekend" section of the Washington Post (www.washingtonpost.com), or the City Paper (www.washingtoncitypaper.com) for listings of (often free) activities.

Americans are highly mobile, moving from one job to another and from city to city.

Therefore, you may find it difficult to become deeply involved with an American.

A few reminders when befriending an American:

- Americans are very protective of their privacy and their personal property.
- It is wise to call before visiting; knock on closed doors before entering a room; avoid questions about a person's salary, age, religion, or marital status.
- Use "please" and "thank you" in instances such as a compliment, appreciation of help or when someone pays for you.

Family Life

Household Tasks: Some men do a large amount of housework. Often, depending on the schedules of both the husband and the wife, household chores are divided between them as well as any children they may have. Furthermore, it is rare, but not unheard of that some American fathers may stay home and take care of the children while the mother works.

Child Care: Due to the busy schedules of most Americans, babysitters, Au Pairs, day care centers, and summer camps are popular ways to obtain supervision for one's child. If you need supervision for your children, be sure to research your options carefully.

Elderly Care: Nursing homes are a popular means of caring for the elderly. Some people prefer to hire individual caretakers/nurses to care for their elderly relatives. Other Americans take care of their elders at home.

Meals

Breakfast: This is the first meal of the day and usually the smallest. Common foods served during breakfast are cereal, pancakes, bread, fruit, eggs, yogurt, ham, and bacon. Beverages may include milk, juice, coffee, or tea.

Lunch: This is the second meal of the day. A typical lunch break for an American is one hour or less. Sometimes, Americans bring bag lunches to work, which may consist of frozen foods heated in a microwave, sandwiches, fruit, chips, or vegetables. For dessert, cookies, cakes, or chocolate are usually brought. Any non-alcoholic beverage is appropriate to drink. Consumption of alcohol, unless formally approved by your boss, is forbidden in all workplaces.

Dinner: This is the last meal of the day and usually informal and relaxed. All ages, sexes, and even pets may be eating in the same room at the same time. The wife usually, but not always, prepares the meal. Dishes are passed around the table for people to serve themselves, or the food may already be served. Americans do not always eat at the dinner table. They may eat in the living room while watching TV or outside on the porch. When the meal is over, plates are taken into the kitchen. If you leave food on your plate, you may want to give an explanation, so you do not insult the cook. Finally, it is important to remember that slurping, burping, or any other noises while eating are impolite and connote lack of manners.

Religion

Religion is generally a personal matter for most Americans. Most people in the U.S., about two-thirds, are Christians. The Constitution and the Bill of Rights are based in part on Christian ethics. The constitution, however, dictates that the church and State remain separate. Jews, Muslims,

Buddhists, and other non-Christian religions have substantial memberships in the United States. Furthermore, there are many Americans who do not believe in God.

Classroom Teachers

A teacher's style of instruction will vary from one to the other. Participation in class is very important to LADO teachers. Finally, some teachers may allow you to address them by their first name.

Classroom Etiquette

At LADO, you are not allowed to sit with your feet up on the desk or chair, eat, drink, answer a cellular phone, listen to an iPod or music player or sleep in the classroom. At LADO International Institute, these show a lack of respect toward your teacher and your classmates.

Plagiarism and Cheating

Plagiarism is the use of another's words or ideas in writing without acknowledgement of the source. In the US, this is not acceptable unless the source is clearly documented. Plagiarism is considered a serious offense and can result in the expulsion of a student from a school. In some cases, legal action may be taken. If you, or someone else you know, do not know how to properly document information, don't hesitate to ask for assistance from a teacher or administrative staff member.

Please see LADO policy on Academic Integrity for the consequences of plagiarism and cheating.

Leisure Activities

Leisure time is often devoted to activities such as sports, exercise, or other hobbies.

Alcohol and Smoking

When purchasing alcoholic beverages, you will need a driver's license or passport. You must be at least 21 years old to drink alcohol. Drinking outside the boundaries of your home, a restaurant, or bar is illegal. If you are found drinking on the street or at a park, you may be fined or arrested.

Places of business or leisure may have signs posted that will state that smoking is not allowed or designated to certain areas. Generally, smoking is not tolerated indoors. It is important that you are aware of these laws and abide by them, or you could be fined.

Tips on adapting to a New Culture:

Keep a journal of thoughts and feelings about the similarities and differences of your culture with that of the United States. Feel free to discuss them with both Americans and individuals from your own country. You may be surprised at what you learn. Here are a few guidelines:

- Describe this situation, what does it mean to you?
- Try to find other similar instances of this situation and then think about how you may change your reaction to fit what is culturally accepted.
- Test your new behavior and evaluate how it works.
- Re-assess and decide how you can apply what you have learned the next time you find yourself in a similar situation.
- Talk to a Lado teacher or a person from your own country that has lived here in the U.S. for a while. All of these individuals are excellent resources.

Remember: Don't be shy or afraid to ask questions: there are many other international students who have the same questions.

What else can you do to make yourself at ease in your new home?

- Read a book or watch a movie in your own language.
- Make a traditional meal from your country.
- Keep in touch with your best friend backhome.
- Keep a journal of the strangeness you are observing and imagine what your friends back home will think when you return home and tell your stories to them.
- Take a walk for some quiet reflection.

Remember that your nervousness isn't your fault. It results from being in an unfamiliar environment. Also, you don't have to renounce your own culture to experience another one, just adjust to what feels comfortable. The important thing is to be open-minded and patient.

ATTENDANCE AND GRADING

In order to maintain its high academic standards, LADO has set a strict policy for student attendance, successful completion of a level, and student grades.

Academic Progression and Attendance Compliance

LADO evaluates your academic progress and your attendance separately. Your advancement to the next level is based only on your achievement of the Student Learning Outcomes (SLOs) through exams, projects, and other direct assessments. Attendance does not affect your academic grade or your eligibility to progress academically. However, attendance is still required for maintaining your full-time student status under SEVIS regulations. If you exceed the maximum number of allowed absences, you may face administrative or SEVIS consequences, even if you have met the academic requirements for progression.



Attendance

As regular attendance in class is a crucial part of the learning process, LADO encourages students to attend every class. Students will not be suspended or removed from class for unsatisfactory attendance. Any student who exceeds the allowed number of absences listed below will receive an Attendance Warning Letter. If the student does not comply with the attendance requirements after receiving the warning, they will be placed on Attendance Probation.

- In the 5-day Intensive Program, students may not miss more than 3 days of class per session.
- In the 2-day Intensive Program, students may not miss more than 1.5 days of class per session.
- In the Semi-Intensive Program, students may not miss more than 5 days of class per session.
- For Workshops, students may not miss more than 1 day per session.

F-1 Students:

Because of immigration law, F-1 students may only miss class for illness or other medical conditions.

Late-Entry Students:

If an exception has been made to allow a student to register and enter a class after the Last Day of Registration, the days the student has missed will be counted as absences. Students who miss the first classes of the programs, as outlined below, will not be allowed to attend class until the beginning of the next program session:

5-day Intensive Program
2-day Intensive Program
Semi-Intensive Program
Workshop Program

miss the first 3 days of class
miss the first 1.5 days of class
miss the first 5 days of class
miss the first day of class

Medical Absences:

A student who is absent for medical reasons may be allowed to pass to the next level if:

- All of the student's absences are due to a medical reason
- He/she provides a note from his/her doctor on the day of his/her return to class*
- He/she has missed no more than 3 days in the Intensive Program, 1.5 days in the 2-day Intensive, or 5 days in the Semi-Intensive Program;
- He/she takes all quizzes and exams and achieves the minimum scores required to pass to the next level.

*The medical note from the doctor must be attached to the Student Evaluation Report for that session and kept in the student's file.

Tardiness:

LADO defines "Late" as entering an assigned class after the bell has rung or after the scheduled start of class, leaving class before the class period ends, or returning after the end of a scheduled break.

Late: A student will be marked "Late" if he or she arrives more than 15 minutes after the scheduled start of class; or leaves more than 15 minutes before the end of the period; or returns from a scheduled break late.

Example: If class starts at 9am and a student arrives at 9:16, the student is late.

3 tardies = 1 absence.

Teacher Taking Attendance: Teachers take attendance multiple times each school day. To specify, attendance is taken two (2) times a day in morning intensive, evening intensive, and evening semi-intensive classes; it is taken four (4) times a day in 2-day intensive classes.

One-Half Absence: A student will be marked for one half absence if she or he arrives more than 30 minutes after the class starts; leaves more than 30 minutes before the end of the period; or is absent from class for more than 30 minutes at any one time. Example: If class starts at 9am and a student arrives at 9:35am, this is a half absence.

Full absence: A student will be marked absent for the entire class period if he or she has two half absences or one day's full absence.

Automatic Drop-outs: Any student who, without giving proper notice, misses the following number of days per program will be automatically dropped from the course and will not pass to the next level. The student's payment record will be reviewed, and an automatic refund issued, as applicable:

- 4 consecutive days of a 2-day Intensive course
- 9 consecutive days of an Intensive course
- 14 consecutive days of a Semi-Intensive course

Grading and Course Completion

LADO has 10 levels + upper-level electives. Successful completion of the program requires a student to pass all 10 levels with at least a 70%. All student grades are recorded as percentage grades that correlate to letter grades in Axxess.

Successful completion: Satisfactory completion of the course is required to progress from one level to the next level. The following criteria determine successful completion of a course:

- Achievement of the Student Learning Outcomes (SLOs) for the level as measured through the required assessments.
- The completion of all graded components.
- At least a 70% score average as determined by the formula listed below.

Levels 1– 6:

Midterm reading/writing exam: 18%

Final grammar/vocabulary/reading exam: 28%

Final writing exam: 18%

Final listening exam: 18%

Final speaking exam: 18%

Levels 7-10:

Speaking task 1 or writing task 1: 12%

Midterm vocabulary/grammar exam: 19%

Midterm listening exam or midterm reading exam: 19%

Speaking task 2 or writing task 2: 12%

Final vocabulary/grammar exam: 19%

Final listening exam or final reading exam: 19%

Upper Level Electives:

Projects: 20%

Midterm Assessment: 40%

Final Assessment: 40%

Students are expected to complete all homework assignments. While a homework score is visible on a student's official transcript, **it does not** factor into the overall grade or impact whether a student can progress to the next level.

Grade (percentage)	Letter grade	Interpretation
90%-100%	A	Excellent
80%-89%	B	Good
70%-79%	C	Average
0%-69%	F	Fail

Re-scheduling Exams:

Students are expected to report to midterms, and final exams as scheduled. If a student cannot take exams on the scheduled date, he/she must pay \$50 in order to take it on another date, subject to prior agreement of the teacher and the Center Director. (This fee may be waived at the discretion of the Center Director if the student provides a valid reason for rescheduling). A student may take the final exams early with the permission of the teacher, provided the student's absence on exam days does not exceed the maximum number of days he/she is allowed to miss and still pass the course. Rescheduled tests must be taken outside of the regular class schedule if the student is enrolled in that session.

Students may not take rescheduled exams during their class time. (Policy 7.8 - Standard Course Sequence)

Passing Grades:

Students cannot pass to the next level without obtaining a minimum score of 70%. Students are expected to check their individual progress through the online student portal (www.ladocampusaxess.com) using their individual LADO log in and password. Make sure to check the online portal after completing the course to see your final grade.

Progress in a Class:

Students can monitor their progress after their midterm exam through the online student portal. Exam scores and attendance are found in the online student portal.

Student Academic Progress

Students in good academic standing are those who demonstrate achievement of the Student Learning Outcomes (SLOs) for their level through direct assessments such as exams, projects, and performance tasks. Academic progression to the next level is based solely on SLO attainment, as defined by the grading policy, and is not affected by attendance.

Students who do not meet the academic requirements to pass a course will receive an Individual Learning Plan (ILP) prepared by their teacher, outlining the specific skills and areas that require improvement. The student is required to meet with their Program Director to review the ILP, discuss what is needed to improve their grade, and ask any questions about their academic progress. The student must sign the ILP, and the signed document will be uploaded to their student file in Axxess.

If a student fails the same level a second time, the student will receive an Academic Warning Letter outlining the concerns and expectations for improvement. If a student fails the same level a third time, the student will be placed on Academic Probation.

If a student does not pass a course after four attempts due to academic performance, the student will be notified in person and in writing and may be asked to leave LADO for failure to make satisfactory academic progress. The student may submit a written appeal to continue for one additional session, and the Program Director will review and approve or deny the appeal.

Repeating Class: Levels 1 through 10. Students will not be allowed to take the same course more than four times, unless they have appealed to take said course a fifth time and appealed is granted. If the student fails the class the fourth time, the student may be asked to leave LADO; other programs may be suggested, as appropriate.

Grade notification: Your grades can be easily accessed in the student portal at www.ladocampusaxess.com using your LADO log in and password that you received upon registering for your LADO class.

Appeal of grades: LADO encourages students who have concerns about their grade during a session to speak with their teacher. If the class is finished or you feel the concern is unresolved, contact the Program Director or the Academic Director either through writing or in person. A review of your record will be conducted to determine whether a different decision on your grade is appropriate.

ACADEMIC INTEGRITY AND STUDENT CONDUCT

Maintaining the highest level of academic integrity is the concern of every student and teacher at LADO. Academic dishonesty is unacceptable in all its forms. Academic dishonesty includes, but is not limited to the following:

- Cheating on examinations; copying another student's work or allowing your work to be copied; using unauthorized notes during an exam.
- Plagiarism: presenting the work of another as your own, whether on a paper exam or other assignment. Explicit acknowledgement (meaning footnotes or endnotes) must be given for the use of another person's ideas or language.

The classroom instructor determines whether an act of academic dishonesty or misconduct has occurred. The penalty for academic dishonesty is a zero grade on the assignment, paper, or exam. Repeated or serious misconduct must be reported to the Center Director/Dean, who may impose additional sanctions, including failure of the course or dismissal from the school.

LADO's policy on student conduct is based on the standards of good behavior in the community and society at large. Offensive actions and the use of inappropriate language toward teachers or other students is considered unacceptable behavior. Although LADO has no special dress code for students, attire that would be unacceptable in public is also grounds for correction at the Director/Program Coordinator's discretion.

If a student's behavior is deemed unacceptable, the student will be warned or, if violation of general and/or legal standards of behavior is sufficiently severe, the student may be dismissed at once and his/her actions reported to the proper authorities. Readmission is possible upon evidence that the behavior has been corrected and will not recur in the judgment of the director and the parties involved. Student dismissal for possession, distribution, or use of illegal drugs is final and not open to readmission.



F-1 STUDENT POLICIES

Notes: For the purpose of this policy, the expressions “student” and “F-1 student” are used interchangeably; IP=Intensive Program; MIP=Morning Intensive Program; EIP=Evening Intensive Program.

Reporting Requirements

F-1 Students must report to LADO as soon as they arrive in the U.S. and must start taking classes on the program start date stated on their I-20 Form. Students who fail to report to LADO or fail to enroll and start attending classes by the end of registration, will lose their status unless their absence can be excused for medical reasons.

Application Requirements

All F-1 students must:

- Complete and submit the LADO Application/Enrollment Agreement (AEA) online
- Provide financial information as stated in LADO’s F-1 Application Requirements and F-1 Change of Status Application Requirements handouts.



Maintaining Student Status

Students must comply with school policies and procedures, as well as immigration regulations, in order to maintain their status. LADO may take action by sending the students’ unpaid accounts to a collection agency.

Passports

Students must ensure that their passports are valid at all times while studying at LADO.

On-Campus Employment

F-1 students must be in good academic, financial, and immigration standing to be eligible for work on campus. F-1 students working at LADO who fail to meet their financial obligations with LADO or otherwise fail to keep their F-1 status must be terminated by their immediate supervisor as of the date of their loss of status.

Off-Campus Employment

Off-campus employment is only available to LADO students upon receipt of a USCIS EAD and an approval Notice of Action to their application for off-campus employment under Severe Economic Hardship. Documented off-campus work without a work authorization is cause for immediate loss of status for F-1 students. LADO students are not eligible for Optional Practical Training (OPT) or Curricular Practical Training (CPT).

F-1 Student Responsibilities

LADO makes a good faith effort to keep its students informed of F-1 regulations and any changes to them as they happen by posting these changes on its website, school bulletin boards, and conducting student orientation sessions regularly for its intensive English programs. However, students are ultimately responsible for maintaining their F-1 status.

Absences

Students may only be absent from class due to illness. As a general rule, the DSO will require a doctor's note from any student missing one or more classes; however, the DSO has the discretion to determine if a student in a particular circumstance does not need to submit a doctor's note to LADO. In these cases, the DSO must document the reason why the student's obligation to submit a doctor's note was waived.

Admissions officers will check attendance weekly and follow the procedure below when F-1 students have more than one unexcused absence:

1. Students will get an email as soon as they have missed 2 classes.
2. Student will receive a warning letter

If the student continues to miss class:

3. Student will be put on attendance probation during the following session.
4. If student continues to miss class during the attendance probation period, the student will be terminated.

Satisfactory Academic Progress

F-1 students are required to follow the school's overall Academic Progress Policy described in the previous section. This means that academic progression is based solely on achievement of the Student Learning Outcomes (SLOs) through direct assessments. An F-1 student who fails a course due to academic performance will receive an Individual Learning Plan (ILP) with recommendations for improvement and must meet with their Program Director to review and sign the plan. If the student fails the same level a second time, they will receive an Academic Warning Letter; if they fail a third time, they will be placed on Academic Probation. If a student does not pass a course after four attempts due to academic performance, the student will be notified in person and in writing and may be asked to leave LADO for failure to make satisfactory academic progress. The student may submit a written appeal to continue for one additional session, and the Program Director will review and approve or deny the appeal.

Students are expected to monitor their progress regularly through the online student portal (Axess).

Vacation While in the United States

F-1 students enrolled in an ESL Program must complete at least 26 weeks of study prior to being eligible for an extended break or vacation. F-1 students must also be eligible and intend to register for study in the term following the annual vacation.

The duration of the annual vacation is equivalent to the duration of one term. During an annual vacation, students do not need to take classes in order to maintain their non-immigrant status.

An annual vacation may be requested and approved by the center's DSO. Students taking unauthorized vacation will lose their F-1 status with LADO.

Students planning to travel outside the U.S. during their annual vacation must submit a copy of their airplane ticket and have their I-20 signed by a DSO.

Leaving the United States

Students may have an absence from the United States for no longer than 5 months as determined by SEVP, and they must provide a flight itinerary which demonstrates their exit from the United States. Students who leave the United States and have the intention of returning must provide documentation of a return ticket or indication of a specific start date (F-1 student request form, email, etc.) within 5 months. If students remain abroad for more than 5 months, their SEVIS record will remain Terminated and the DSO will update the reason of termination in SEVIS from Authorized Early withdrawal to Absent from country for 5 months. All documentation indicating the students' return must be kept in the student file.

Medical Leave

F-1 students may take a medical leave of absence when a medical condition documented by a physician is present. The DSO, upon review of the medical documentation provided by the doctor's office or hospital, will decide whether the student is eligible for a reduction in the course load from 20 to 10 hours a week in the Semi-Intensive Program or a medical leave of absence. A medical leave of absence may not exceed twelve calendar months.

Course Load Reduction

F-1 students may only reduce their course load under medical conditions referred to in the Medical Leave section above. Under no circumstances may students under a reduced course load study for fewer than 10 clock hours per week. F-1 students may not reduce their course load due to academic reasons.

Student Transfers

Transfers within LADO: Students who transfer from an Intensive Program at one LADO school to an Intensive Program at another LADO school must follow SEVIS procedures.

F-1 students transferring from the MIP to the EIP or vice versa must enroll in the next available session for the program the student is transferring into.

Transferring to LADO from another School: Students must present a transfer-in form (provided by LADO), signed by the DSO of their former school, confirming that the student acted in accordance with SEVP regulations at the former school. Students who are transferring from other schools must submit a copy of their passport, I-94 form, I-20 forms and financial support documents; copies of these will be placed in their files. Transfer-in students must pay the \$100.00 non-refundable registration fee for their application to be processed by LADO.

Note: Students transferring from another school who are out of status must apply for reinstatement to F-1 status concurrently with their application for studies at LADO.

Transfers from LADO to Other Schools: Students may transfer to another school at any given time. Students must comply with immigration regulations and school policy in order to transfer out of LADO in good standing (see Maintaining Student Status above).

Transfer-out Procedure: Students are strongly encouraged to make transfer plans at least 90 days in advance of their last day at LADO. Students must communicate their intention to transfer out of LADO to a LADO administrative staff member on or before their last day of class at LADO. Students who have not completed the LADO ESL program (level 10 or upper) and fail to reenroll in the next available session at LADO or fail to communicate their intention to transfer in a timely manner will be put out of status by the DSO within 24 hours from the end of the registration period for the session the student failed to reenroll for. Students who complete the LADO ESL program are eligible for a 60-day grace period.

Whenever an F-1 student is transferring out of LADO, the student's start date at the new school must not exceed 5 months. The student must start classes at the new school within 5 months or the next available session, whichever is sooner, from the student's last day at LADO. In other words, students must continue to study at LADO until 5 months or less from their start date at the new school to keep their F-1 status. Students who bring LADO an acceptance letter after the grace period has passed will require to apply for a reinstatement with the new school or seek reentry to the US with a new I-20 Form from the new school as their SEVIS records will have been in completed status.

Length of Program and Program Extensions: LADO Designated School Officials will issue an I-20 form to qualified candidates for a period of eighteen (18) months maximum, although an I-20 can be issued for a shorter period of time if necessary (for example, to reflect student funds or scholarship). Based on determination of academic need, an I-20 may be extended in six-month increments a maximum of two (2) times. No F-1 student will be permitted to

study at LADO for a period of greater than thirty (30) months total.

Communications

F-1 Student Orientation: The P/DSO in charge of the MIP, AIP or EIP must conduct F-1 student orientation once per session. The P/DSO conducting F-1 student orientation must record the F-1 student orientation's date, program, program start and end dates, the topics covered during the orientation session, and the name of the employee conducting orientation on the form provided. The P/DSO must take student attendance and file the attendance sheet in the Orientation Binder for the MIP, AIP or EIP as appropriate. The attendance sheet must include the orientation session date and the names and signatures of the students who attended the event. The F-1 Student Orientation Packet must include a copy of this policy. New F-1 students must receive notice at registration of the requirement to attend a mandatory F-1 Student Orientation session. New F-1 students who fail to attend student orientation during their first session at LADO must be notified in writing of this requirement by LADO and attend the next student orientation session.

Visa Requirements: LADO does not require a student visa for casual or incidental study in its ESL/EFL programs. However, if the student's primary purpose for being in the U.S. is language study, the student must apply for a student visa prior to enrolling at LADO International Institute.

LADO does not require proof of identity for enrollment in any of its programs, with the exception of student visa holders and applicants. F-1 students must enroll and study in LADO's MIP, AIP or EIP at all times, except in case of illness for current students as stated in the Medical Leave section above.

LADO SERVICES

Student ID

LADO provides student IDs. The fee is ten dollars (\$10.00) and the ID is valid for six months. For more information, ask the Admission Officers at your center.

Parking Passes

LADO provides optional student parking passes for students who drive to LADO and park here. The fee is two dollars (\$2.00) and the pass is valid for six months. For more information, ask the Admission Officers at your center.

Students with Disabilities

LADO does not discriminate or deny access to an otherwise qualified disabled student on the basis of disability.

Graduation Certificates

LADO will issue a certificate upon request at the end of the student's last course at LADO. Certificates are specific to each program and indicate the length and class(es) of the session(s) taken.

Retention of Student Records

LADO maintains complete and accurate student records in accordance with federal, state, and accreditation requirements. Your records are kept securely and are accessible only to authorized staff.

What's included in your student file:

- **Admissions documents:** application, passport copy, visa (if applicable), I-20, proof of financial support, and SEVIS correspondence
- **Academic records:** placement test results, schedules, attendance, progress reports, transcripts, and certificates
- **Financial records:** payment history, receipts, refund documents, and payment plans
- **Enrollment and status information:** enrollment agreements, term dates, leaves of absence, withdrawals, terminations, status notifications, and disciplinary records (if applicable)

How your records are stored and protected:

- All student records are kept in LADO's secure student information system, Axxess.
- Only authorized staff may access your records.
- Electronic records are protected through passwords and institutional security protocols.

Lado retains student records for five (5) years after completion of studies.

Field Trips, Activities, and Off-Campus Events

Purpose

LADO provides cultural, social, and recreational activities to support language learning and community engagement. These activities may include museum visits, local tours, sports events, and other off-campus experiences.

1. Participation Requirements

To join any field trip or off-campus activity, students must:

- Sign the Field Trip Participation Form before the activity.
- Provide emergency contact information.
- Read and acknowledge the safety rules and expectations.
- For students under 18, obtain a parent or guardian signature.

Participation is voluntary unless the activity is part of a required class assignment.

2. Safety Expectations

Students must:

- Follow all instructions from LADO staff.
- Stay with the group unless given permission to separate.
- Follow all local laws and regulations.
- Report any injury or unsafe situation to staff immediately.
- Behave respectfully toward classmates, staff, and the public.

Failure to follow safety rules may result in removal from the activity or disciplinary action.

3. Understanding the Waiver

Before signing the participation form, students receive a clear explanation of:

- The purpose of the trip
- Safety rules and emergency procedures
- Risks associated with off-campus activities
- Their responsibility to follow instructions

Students must check each box on the form to confirm they understand the information. Staff will verify that the student had the opportunity to ask questions.

4. Emergencies

If an emergency occurs during a field trip:

- Students should immediately contact the supervising staff member.
- Staff will assist in obtaining medical help if needed.
- Students must follow all emergency instructions promptly.

5. Fees

Some activities may require a small fee (transportation, tickets, etc.). Students will be informed in advance and must sign up before the deadline.

Field Trip Incident Reporting Policy

Purpose

LADO prioritizes student safety during all classes, field trips, and activities. When an unexpected event occurs, staff document it using an Incident Report Form. This helps ensure proper follow-up and supports a safe learning environment.

1. What Is an Incident?

An incident may include:

- Injury or illness
- Unsafe behavior
- Violation of rules or local laws
- Getting separated from the group
- Damage to property
- Any situation requiring medical or emergency assistance

Students are expected to report any unsafe situation to staff immediately.

2. What Students Should Do During an Incident

If an incident occurs, students must:

- Follow staff instructions
- Stay with the group unless directed otherwise
- Report injuries or unsafe conditions immediately
- Provide accurate information if asked by staff

Students should not attempt to resolve emergencies on their own.

3. How Incidents Are Documented

If an incident involves a student:

- A staff member will complete an Incident Report Form
- The student may be asked to describe what happened
- The Campus Director may contact the student or, if applicable, the parent/guardian
- Follow-up actions may be taken depending on the situation

The purpose of the report is safety—not punishment— unless misconduct is involved.

4. Confidentiality

Incident information is confidential. LADO will not share details with other students or individuals not involved in the response.

Complaints

A student grievance is an expression of dissatisfaction relating to perceived unfair or inequitable treatment or discipline by other students, teachers, administrative staff, or any other problem existing at the school.

If a student is unable to resolve a problem related to their class, the student may arrange to meet with the Program Director or Academic Director. The student will be asked to complete a Student Grievance Report by the school official. They will file the Student Grievance Report and give a copy to the student explaining the stated problem and the action taken. The school official must render a decision on the issue within 10 business days following the date of the meeting if no decision is rendered on the date of the meeting.

If a student wishes to appeal the decision he/she may submit an appeal in writing to the school's Chief Executive Director (CED). The CED will render a response to the student in writing to either support or overrule the decision within 3 working days. This decision will be final and binding. Additionally, students who wish to appeal LADO's decision may contact the Accrediting Council for Continuing Education and Training (ACCET). ACCET is located at:

1722 N Street NW
Washington, DC 20036
Tel: (202) 955-1113

LADO GRADUATION



Are you leaving LADO? If so...

- 1 See the admission officer(s) for the exit meeting.
- 2 Fill out the pre-departure questionnaire.

Do you need an official Transcript? If so

1. See the admission officers at the front desk for the exit meeting.
2. Fill out the pre-departure questionnaire.
3. Fill out the student request form.

Do you need an official LADO Certificate? If so...

- 1 See the admission officers at the front desk for the exit meeting.
- 2 Fill out the pre-departure questionnaire.
- 3 Fill out the student request form.

*This procedure **must** be followed for the students to receive their academic documents.*

Useful Information



Information: 202-GO-METRO | TTY: 202-962-2033
 Metro Transit Police: 202-962-2121 | Text: MYMTFD (696873)

- Terminal stations**
- R** Red Line • Glenmont / Shady Grove
 - Y** Yellow Line • Huntington / Mt Vernon Sq & Greenbelt
 - G** Green Line • Branch Av / Greenbelt
 - O** Orange Line • New Carrollton / Vienna
 - S** Silver Line • Ashburn / Downtown Largo & New Carrollton
 - B** Blue Line • Franconia-Springfield / Downtown Largo

Station Features

- Parking
- Hospital
- Airport

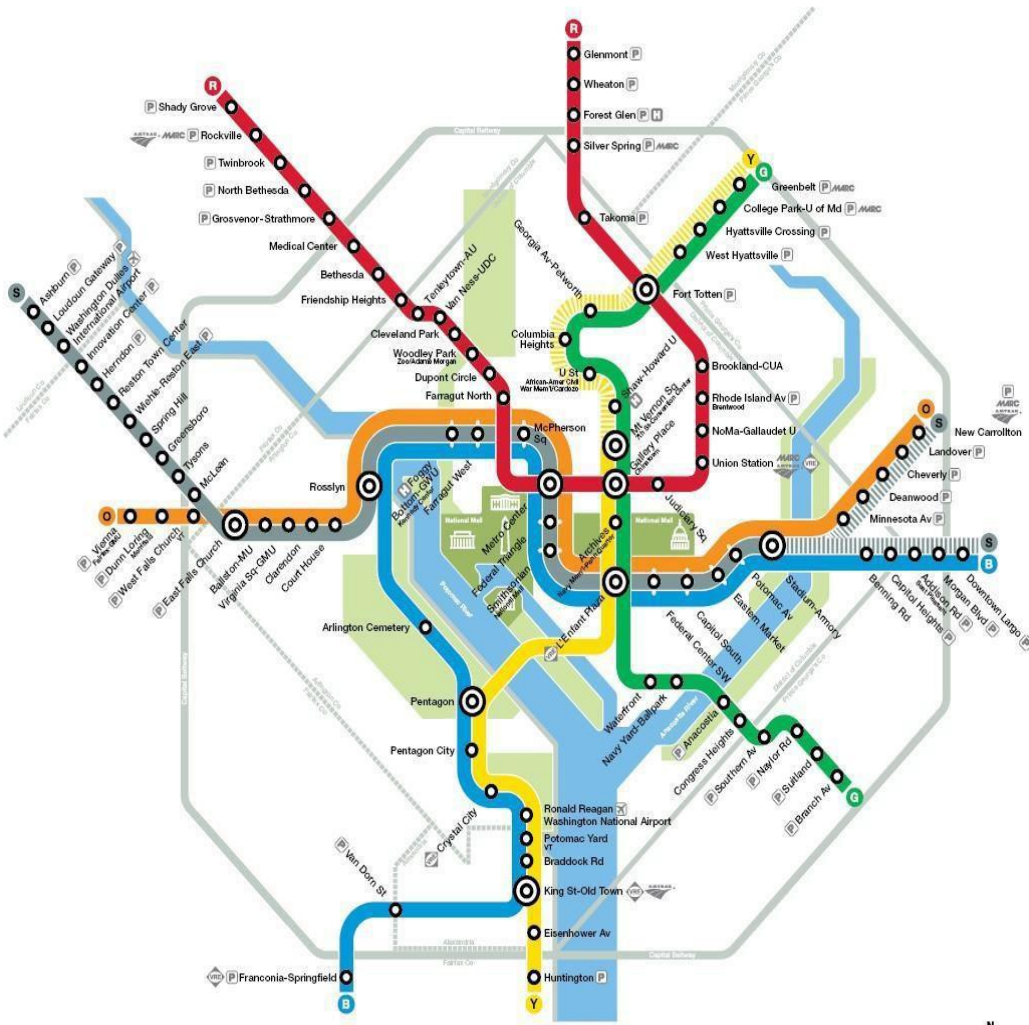
Connecting Rail Systems

- AMTRAK
- VIRGINIA METRO RAIL
- METRO RAIL
- AMARC

Transfer Station

Station in Service

Served by every other train



Metro is accessible.

Map is not to scale

Metro Map

Free Healthcare Clinics in the Washington, D.C Area

Mary Center

2333 Ontario Road NW
Washington DC 20009
(202) 483-8196

508 Kennedy Street NW
Washington DC 20011
(202) 545-6600

Unity Health Care Inc.

Upper Cardozo Center

3020 14th Street NW
Washington DC 20018
(202) 745-4300

Friendship Place

4713 Wisconsin Avenue NW
Washington DC 20016
(202) 364-1419

Brentwood Square Center

1201 Brentwood Road NE
Washington DC 20018
(202) 832-8818

Walker-Jones Center

40 Patterson Street NE
Washington DC 20002
(202) 354-1120

Columbia Road Health Services, Inc.

1660 Columbia Road NW
Washington DC 20009
(202) 328-3717

Community of Hope

1414 Girard Street NW
Washington DC 20009
(202) 232-7356

La Clínica del Pueblo

2831 15th Street NW Way
Washington DC 20009
(202) 448-2810

Community Clinic

15850 Crabbs Branch Way
Rockville MD 20855
(301) 340-7525

Arlington Free Clinic

2921 11th Street South Arlington VA 22204
(703) 979-1425

International Student Insurance

LADO has worked with internationalstudentinsurance.com to provide students with access to comprehensive, yet affordable, international health insurance. Health insurance is highly recommended for all U.S. citizens and residents. Internationalstudentinsurance.com has hand-selected two plans that are comprehensive for international students in the USA:

Atlas America

The Atlas America plan provides you with international health and travel insurance benefits from 5 days with renewability up to 1 year. It also includes:

- Flexible coverage (from \$50,000 to \$1,000,000 in coverage)
- Deductible Options (\$0 to \$2,500)
- Hospitalization service
- Doctor's Visits
- Prescription medication
- Emergency medical evacuation and repatriation

When choosing, we recommend choosing low deductibles (\$0, \$100, \$250) and \$50,000 to \$100,000 worth of coverage. For \$50,000 worth of coverage and a \$100 deductible, it would cost **\$46.20 per month** (ages 18 to 29), and for \$100,000 worth of coverage and a \$100 deductible, it would **cost \$56.10 per month** (ages 18 to 29). For further information about this plan including full policy benefits and online quoting and applications service please see:

<http://www.internationalstudentinsurance.com/travel-medical-insurance/>

Student Secure Essential

The Student Secure is a dedicated "student-only" health insurance plan designed specifically for students. It provides coverage options such as:

- Fixed Policy Maximum of \$250,000
- \$100 Deductible per injury/illness (reduced to \$50 at the Student Health Center)
- Hospitalization Services
- Doctor's Visits
- Mental Health Coverage
- Maternity
- Medical Evacuation and Repatriation

For ages 19 to 23, the **budget level costs \$43 per month** and the **select level costs \$80 per month**. For ages 24 to 30, the budget level **costs \$82 per month** and the **select level costs \$95 per month**. To view full coverage benefits, quote or apply online please follow:

<http://www.internationalstudentinsurance.com/student-health-insurance/essential/>

ISO Student Health Insurance

ISO offers reasonable prices. Large group of insured students helps secure better benefits and lower rates. It is a reasonable option because it offers:

- Competitive rates with benefits
- Multilingual customer service
- Fast & Easy online enrollment
- Access to one of the largest network providers (PPO)
- Large group numbers keep costs low.

The Harbor Group

This plan is designed especially for International Students (F-1 visa) in the United States. In order to be eligible for the plan, you must have a current F-1, J-1 or M-1 visa, and be engaged in full-time educational activities in the U.S. For further details, refer to the "Eligibility" section of the Brochure.

The plan includes:

- \$250,000 Medical Expense Benefit for students
- The **standard deductible is reduced to \$50.00** for the insured Student if initial medical treatment or referrals provided by the college or university's Student Health Center.
- Medical Evacuation and Repatriation Benefits. This plan includes a \$50,000 Medical Evacuation benefit and a separate \$50,000 benefit for Repatriation of Mortal Remains.
- \$10,000 AD&D Benefit. This plan includes a separate \$10,000 benefit for Accidental Death and Dismemberment.