



# School Catalog 2022

Period covered by this catalog:  
January 1, 2022 - December 31, 2022

Accredited by



Web: [www.cisl.edu](http://www.cisl.edu)



## About Us

### Our Mission Statement

*The mission of Converse International School of Languages is to help our clients learn to communicate effectively and with confidence in English.*

### Objectives

The objectives of our programs are achieved by using an integrated approach to learning. Students will receive individual attention and group practice to ensure success. See the program list below for program-specific objectives.

### State of California BPPE Approval

CISL is a private institution and is approved to operate by the California Bureau for Private Postsecondary Education (BPPE). BPPE approval means compliance with minimum standards set forth by the State of California.

1. Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the **Bureau for Private Postsecondary Education** at:

1747 N. Market Blvd. Ste 225 Sacramento, CA 95834

[www.bppe.ca.gov](http://www.bppe.ca.gov), (916) 574-8900 or by fax (916) 263-1897 [www.bbpe.ca.gov](http://www.bbpe.ca.gov), toll-free telephone number (888) 370-7589

2. As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

### CEA Accreditation

CISL is accredited by the CEA, The Commission on English Language Program Accreditation (CEA). CEA is recognized by the US Department of Education.

**Classes will be held at the following address:**

**CISL San Diego**  
636 Broadway, Suite 210  
San Diego, CA 92101

## About our Programs

### Courses

Registration fee for all courses: \$150

Students must achieve at least 70% on course work and at least 70% on the end-of-course test in order to move up a level at CISL San Diego.

Morning Classes are held Monday- Friday 9:00 AM – 12:40 PM

Afternoon classes are held Monday – Thursday 1:30 PM -3:10 PM

### Prices and Fees

English Programs	Lessons per Wk	Lesson Times	Price per week (starts any Monday)					
			2	3	4-7	8-12	13-24	25 +
<i>General English</i>								
Standard	20	am	\$360	\$350	\$345	\$340	\$320	\$315
Standard Plus (FI)	21.8	am/pm	\$360	\$350	\$345	\$340	\$320	\$315
Intensive (FI)	28	am/pm	\$445	\$435	\$430	\$425	\$405	\$400
Afternoon Elective	8	pm	\$175	\$175	\$175	\$175	\$175	\$175
<i>Premier English (max 4 students per class)</i>								
Executive English	20	am	\$755	\$750	\$745	\$735	\$735	\$735
Executive Intensive (FI)	28	am/pm	\$855	\$850	\$845	\$835	\$835	\$835

Private Lessons	Time	1 lesson	5 lessons	10 lessons	15 lessons	20 lessons
Standard Private (50 minutes per lesson)	To be arranged	\$90	\$395	\$750	\$1,085	\$1,445
Executive Private (50 minutes per lesson)		\$95	\$435	\$860	\$1,165	\$1,500

Test Preparation	Lessons per Wk	Lesson Times	Price per Session (start dates vary)				
			4 wks	6 wks	7 wks	9 wks	11 wks
B2 FCE	20	am	x	x	x	\$3,860	\$4,595
B2 FCE Intensive (FI)	28	am/pm	x	x	x	\$4,155	\$5,080
CI CAE	20	am	\$1,900	x	\$3,388	\$3,860	\$4,595
CI CAE Intensive (FI)	28	am/pm	x	x	\$3,542	\$4,155	\$5,080
TOEFL	20	am	\$1,420	\$2,125	x	x	x
IELTS	20	am	x	\$2,280	x	x	\$4,185

### Other Charges

Application Fee (Non-refundable).....\$150  
 Books/materials .....\$0  
 Credit Card fees .....\$0  
 Airport transfer (one way) .....\$80  
 Express mail.....\$70  
 CAE/FCE Exam Fee.....\$350

## Accommodations

Homestay	2 wks only	3 wks only	4+ wks (cost per week)	+ nights
<i>Homestay</i>				
Homestay - breakfast & dinner	\$755	\$1,000	\$315/wk	\$60
Homestay - breakfast only	\$650	\$900	\$275/wk	\$55
<i>Executive Homestay</i>				
Private room & bath / Breakfast & dinner	\$830	\$1,105	\$350/wk	\$70

Residences	2 wks only	3 wks only	4+ wks (cost per week)	+ nights**
<i>State Street</i>				
Private room/private bath - small single	\$1,100	\$1,400	\$370/wk	\$55
Private room/private bath - large single	\$1,210	\$1,500	\$395/wk	\$55
Double room/private bath - shared*	\$605*	\$895*	\$225/wk	\$35

### Other Charges

Accommodation Placement Fee (Non-refundable).....\$75      Residences Cleaning Fee - required.....\$30 - \$100  
 Residences Security Deposit.....\$500

## Standard English Course

The objectives of the Standard English Course are to help students use English with accuracy and confidence. There are five levels of the Standard Program: Basic (A1), Low-Intermediate (A2), Intermediate (B1), Upper-Intermediate (B2), Advanced (C1) and Proficient (C2).

The cost of this course will vary depending on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.

## English Test Preparation Program

The objectives of TOEFL, IELTS, and Cambridge Assessment English Test preparation courses help students to learn and master effective test-taking strategies as well as improve their general abilities to communicate in English.

The Cambridge Assessment English exams are popular with individuals who want a certificate showing their English proficiency, especially for job or educational opportunities. CISL is a test center for both the FCE and CAE exams, and students enrolled in CISL Cambridge Assessment English exam preparation courses have the opportunity to take the exam at school upon completion of the FCE or CAE courses. Students may talk to the Academic Manager for more details.

The TOEFL and IELTS exams are necessary for most non-native English speakers who want to attend colleges or universities in the United States or other programs where English proficiency is required.

Different schools require different TOEFL or IELTS scores, and the required score for admission is usually on the school's website. Students in the CISL TOEFL and IELTS preparation courses will strengthen their skills in academic English.

The cost of these courses will vary depending on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.



## Business English Program

The objectives of the Business English Program are to help students learn the vocabulary, body language, and cultural aspects of business in the English speaking world. Students will practice interviewing skills, presentations, and other business activities. The courses do not teach how to do business; they teach students how to use English in a business setting, and students will gain confidence and ability with their business English skills. The Global Success and Executive Courses are taught in small groups with a maximum of four students per class. Each week's lessons are based on the needs and goals of the students, and classes are structured to maximize the contact time between student and instructor.

The cost of these courses will vary depending on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.

## Intensive English Program

The objectives of the Intensive English Program are to help students focus on oral communication, and the less formal side of English, including phrasal verbs, idioms, and slang. Each week, students will focus on current events and other topical issues and practice speaking and discussing those topics with appropriate vocabulary. In the EAP Course, students prepare for participating in an academic setting. The class teaches formal and academic writing skills.

The cost of these courses will vary depending on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.

## Private lessons

The objectives of the Private lessons are negotiated by the student and instructor on the first day of class. Private one-to-one classes allow students to have lessons based on their specific needs. Students discuss and clarify their goals with the instructor in the first lesson and decide together what strategies they will use to reach these goals. Private lesson instructors write final evaluation reports for the students at the end of the course. The cost of this course will vary depending on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.

If you wish to continue your studies after you return to your country, we offer real-time online private lessons which are 50-minute sessions. Real-time online lessons provide immediate assessment and feed-back.

Check our website for more information and to ensure you have the right equipment.

## Profession or licensure

None of CISL's English language programs lead to positions in a profession, occupation, trade or career field requiring licensure.

<https://www.ice.gov/sevis/schools/reg#2141>

*(e) Employment. A nonimmigrant in the United States in a class defined in section 101(a)(15)(B) of the Act as a temporary visitor for pleasure, or section 101(a)(15)(C) of the Act as an alien in transit through this country, may not engage in any employment. Any other nonimmigrant in the United States may not engage in any employment unless he has been accorded a nonimmigrant classification which authorizes employment or he has been granted permission to engage in employment in accordance with the provisions of this chapter. A nonimmigrant who is permitted to engage in employment may engage only in such employment as has been authorized. Any unauthorized employment by a nonimmigrant constitutes a failure to maintain status within the meaning of section 241(a)(1)(C)(i) of the Act.*

*(10) Practical training. Practical training may be authorized to an F-1 student who has been lawfully enrolled on a full time basis, in a Service-approved college, university, conservatory, or seminary for one full academic year. This provision also includes students who, during their course of study, were enrolled in a study abroad program, if the student had spent at least one full academic term enrolled in a full course of study in the United States prior to studying abroad. A student may be authorized 12 months of practical training, and becomes eligible for another 12 months of practical training when he or she changes to a higher educational level. Students in English language training programs are ineligible for practical training. An eligible student may request employment authorization for practical training in a position that is directly related to his or her major area of study.*

# Faculty

All CISL teachers are qualified and experienced English speakers with native level proficiency.

Instructor's Name	Diploma	Certification	Years of ESOL Experience
Ayers, Deborah	Bachelor of Arts	California Multiple Subject Teaching Credential	10
Brown, Charles	Master of Arts	Master of Foreign Language Education	31
Luque, Gayle	Master of Arts	TEFL Certification	10
Monterrosa, Genevieve	Master of Arts	TESOL	8
Stoughton, Michael	Bachelor of Science	TESOL Course work completed at university level	13
Tanner, Joseph	Bachelor of Arts	TEFL Certification	7

## Admissions policies and acceptance of credits

CISL does not accept any credits earned at other institutions, or through challenge examinations or achievement tests. CISL has not entered into an articulation or transfer agreement with any other college.

### Criteria for Admissions:

In order to ensure that the school only enrolls students who are qualified and who can benefit from the school's programs, the following admissions criteria are adopted.

To be admitted to the school, an applicant should meet the following requirements:

- 1) Students must be 18 years old or older for our Adult Programs.
- 2) Students must complete an application form, sign and pay in full or prove financial responsibility when booking through a representative in order to enroll.
- 3) Students must be given this catalog, and School Performance Fact Sheet.
- 4) Passports and other pertinent documents must be reviewed and signed upon arrival.
- 5) Eight students per class maximum.
- 6) Students must not be absolute beginners with the exception of private lessons.
- 7) Student applications must be processed within 24 hours.
- 8) Students who would like to study 18 hours or more a week need to have a student visa
- 9) Students traveling on a tourist waiver or B1/B2 visa should only be enrolled for 17 hours a week or less
- 10) Students with a tourist visa may enroll in the afternoon class only if desired.

Exceptions to these requirements may be made at the discretion of the School Director on a case by case basis as follows:

1. An individual younger than 18 may be admitted to the Adult Program provided s/he is capable of meeting the expectations for behavior appropriate to an adult environment;
2. Alternatively, an individual younger than 18 may be admitted if (i) the Assistant Academic Manager determines that, given the educational and maturity level of the individual, including the individual in the group classes will not detract from the educational experience of the other students in the class, and (ii) the individual accepts, and is capable of meeting, the expectations for behavior appropriate to an adult environment
3. A native speaker of English may be admitted provide s/he take private lessons only;
4. An individual who has not achieved literacy in his or her own language may be admitted provided s/he takes private lessons.
5. Children younger than 13 may be admitted provided they take private or semi-private lessons while their parents are on campus. All instructors who teach this class must have a teaching credential with the State of California or a Master of TESOL.

In all of these exceptions the explicit approval of the School Director must be given before the individual can be admitted. If the School Director does not believe that the individual will benefit from the school's programs, s/he will not be admitted.

# Refund and Cancellation Policy

## Registration Fee

A non-refundable registration fee of \$150 is required for all courses.

## Tuition

- If you cancel your course prior to the first day of class, you will receive a full refund of all tuition charges minus your \$150 registration fee or any other non-refundable fees (e.g. SEVIS, express mail).
- If you cancel your course after the start date of your classes, you will obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. You must submit a change form from the front desk and submit it in writing to the registrar.
- If you cancel your course after the first four weeks and you stop your classes before you have completed 60% of your course, you will receive a refund for the unused portion of the tuition. A \$250 cancellation fee will apply.
- All tuition refund calculations are based upon minimum units of one week. This means that a refund is only effective as of the first Monday of the period you are cancelling. Here is an example: If you tell the school on a Wednesday that you want to cancel your course immediately, the cancellation will only be effective as of the next Monday.
- In the case of private lessons, one week prior notice is required to cancel your lessons. Here is an example: If you tell the school on a Tuesday that you want to cancel your private lessons, the cancellation will only be effective as of the following Tuesday and you will be charged for all of your scheduled private lessons from the day that you cancel (Tuesday) until the day that your cancellation becomes effective (the next Tuesday).
- If the school cancels or discontinues a course, the school will make a full refund of all tuition you have paid for that course.
- If you change your course after it begins, there will be a \$250 change fee. This does not include additions or extensions.

## Accommodations

- There is a \$100 fee to change any accommodation after it has been confirmed if changed before move-in date.
- If you cancel your accommodation less than 30 days before your scheduled check in, your \$250 deposit will not be refunded.
- If you want to cancel your accommodations after check-in, a thirty-day advance notice is required. If you do not give a thirty-day advance notice, you must pay for the accommodations for those thirty days.

## Airport Pickup Fees

If you requested airport pickup, the airport pickup fee is not refundable unless you cancel the airport pickup in writing at least 10 days before your scheduled arrival.

## Express Mail Charges

Express mail charges are not refundable.

## Extension of Courses

If you extend your courses or accommodations, each extension shall be considered a new enrollment for purposes of this refund policy.

## Procedure and Payment of Refunds

### STUDENT'S RIGHT TO CANCEL / REFUND POLICY

You have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. A student wishing to cancel or withdraw from the school and receive a refund should send their notice of cancellation or withdrawal to the school's address 636 Broadway, suite 210, San Diego, CA 92101 or by email to the School Director to be officially cancelled or withdrawn and receive a refund of unused tuition within 45 days as noted above.

Refunds will be paid within 45 calendar days of your request. We can only pay refunds to the person or company from whom the funds originated. To obtain a refund you must make a written request to the school.

# Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

The following statement is required by the state of California.

The transferability of credits you earn at CISL is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the CISL Graduation Certificate that you earn at CISL is also at the complete discretion of the institution to which you may seek to transfer. If the CISL Graduation Certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending CISL to determine if your CISL Graduation Certificate will transfer.

## Probation and Dismissal

CISL promotes respect for people from all backgrounds and prohibits discrimination or harassment on the basis of race, color, religion, national origin, disability, sexual orientation, gender identity, sex, or age. If you are a victim of harassment by a classmate or a member of the school staff, please tell the School Director immediately. Any harassment is strictly prohibited, and any students who harass either CISL students or CISL employees will be expelled from the school.

Rude or disruptive students will be sent home for the remainder of the day and counted absent for any classes missed. Any students suspended from class for this reason three times will be dismissed from the course and a pro rata refund shall be provided to students who complete 60 percent or less of the period of attendance. The possession, use, sale, or distribution of illegal drugs is not permitted. If you violate this policy, you will be immediately expelled from the school.

Any student with a rate of attendance below 65% may be immediately expelled by the School Director.

## Attendance

CISL is a serious learning environment. Attendance is mandatory for all CISL courses. Students must attend classes to benefit from language training at CISL, and students who choose to miss classes may lose privileges or be expelled from the school. Students with questions or concerns about the attendance policy or their attendance record should talk to the School Director. Any students with an F-1 visa who are expelled from CISL will also have their SEVIS record terminated.

Your attendance and performance is continually evaluated by CISL staff and teachers. Any student with a rate of attendance below 65% may be immediately expelled by the School Director.

In order to receive a CISL Graduation Certificate showing successful completion of the course, a student must have a final cumulative attendance of at least 85%.

## Leave of Absence

If you plan to take a leave of absence from classes, you must first inform the Student Services Coordinator. You may stop your classes on a Friday prior to a new course start date, and re-enter on a new course date, provided that you have made the arrangements at the time you booked your course. If you have a medical or family emergency, no prior notice is needed. In such a case, your leave of absence will officially begin on the Monday following the day you inform the school of your intention to leave.

## Course Breaks

For every 12 weeks of study, students qualify for one week of course break. If you have made arrangements before your arrival for a course break, changes must be arranged with the Student Services Coordinator at least 4 weeks before the original course break date. All breaks must be taken at least 2 weeks before the course ending date. Students requiring a visa for study in the USA must ensure that it issued for the correct dates to include any breaks.



## State and Federal Financial Aid

CISL does not accept or offer any loans and does not participate in any state or federal financial aid programs. If you received a personal loan to pay for your course and/or accommodation, you will be responsible to repay the full amount of the loan plus interest, less the amount of any refund. If you have received federal student financial aid funds, you are entitled to a refund of the moneys not paid from federal student financial aid program funds

CISL does not participate in any federal or state loan programs. If you default on a federal or state loan, both the following may occur: 1) The federal or state government or a loan guarantee agency may take action against the student, including garnishing an income tax refund; 2) You may not be eligible for any other government financial assistance at another institution until the loan is repaid.

## Bankruptcy

CISL does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, and has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

## Placement Services

CISL does not offer courses designed to lead to a particular career, occupation, vocation, job or job title. Our students are not eligible for employment in the USA and/or do not move on to jobs in the USA that are related to their study in our English Language program.

## STRF (Student Tuition Recovery Fund)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program. **Updated February 8, 2021 the rate changed from zero per one thousand dollars of institutional charges to fifty cents per one thousand dollars of institutional charges.**

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834, [www.bppe.ca.gov](http://www.bppe.ca.gov), (916) 574-8900 or by fax (916) 263-1897.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.

3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but you have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Note: Authority cited: Sections 94803, 94877 and 94923, Education Code. Reference: Section 94923, 94924 and 94925, Education Code.

## Prior Experiential Learning

CISL does not award credit for prior experiential learning.

## Facilities and Equipment

### **CISL San Diego**

Our CISL San Diego School occupies one floor of an historic building. The school offers the latest facilities and learning resources for students, 11 student computers, and free Wi-Fi. Our facilities also include a self-access study center. All facilities are available for students to access during business hours.

## Student Services

### **CISL offers the following student services:**

- an orientation and welcome session
- a dedicated student services staff member to assist with questions and help with problems
- accommodation placement and continued support
- a social activities program and dedicated staff member
- an academic manager to assist you with questions regarding your academic program
- access to a health insurance plan for travelling students
- airport transfer service

## F-1 Student Visa

CISL is authorized to issue a Certificate of Eligibility (Form I-20) to qualifying full-time students. The I-20 form is used when applying for a student visa (F-1) and will only be issued for the number of weeks that your tuition is paid. You can extend your course at CISL, and a new I-20 will be issued. The visa must be obtained at the U.S. Embassy in your home country before your departure. If you are denied a student visa, you will receive a refund of all prepaid tuition (minus the \$135 registration fee or other non-refundable fees) when you (i) give the school a copy of the denial letter from the U.S. Embassy and, (ii) return the

original I-20 form issued by the school as well as a copy of your passport. If you require an I-20 form, you must provide CISL with documents showing that you have enough money to pay for all of your tuition and living expenses while you are studying at CISL as well as a copy of your passport. Please send these documents with your application. Financial means can be demonstrated with:

1. Evidence of financial means (e.g. a copy of a recent bank statement) to pay your tuition and living expenses for the duration of your stay; or
2. A letter of financial responsibility from your parent or legal guardian accompanied by evidence of their financial means (e.g. a copy of a recent bank statement); or
3. A letter of sponsorship from your company or organization together with evidence of their financial means.

Students taking any 20-lesson per week course and who are requesting an I-20 for a student visa will also need to take either an Afternoon Elective or attend a 1.5 hour Study Hall session each week in order to meet the 18-hour per week minimum requirement for the student visa. There is no extra charge for the 1.5 hour/week Study Hall. Students who choose the Study Hall option will have the designation “Plus” on their confirmation (e.g. “Standard Plus”). Failure to adhere to our minimum 85% attendance policy may result in termination of I-20 and dismissal from the school.

## Language Proficiency Requirements

There is no minimum level of English language proficiency. All instruction is in English. A test will be given on the first day to determine the students’ ability to benefit and level placement.

## Accommodations

The school does not have dormitories under its control. However we can assist you with the following accommodation options.

### Homestay

Homestay offers you the chance to stay with an English speaking family in their home. The cost of homestay accommodations ranges from \$275 to \$470 per week. For the details and prices or the various homestay accommodation options, please refer to the Accommodations sections on our website and our price list document.

### Residence Clubs

Residence clubs offer you more independent living. The cost of residence club accommodations ranges from \$160 to \$987 per week. For the details and prices of the various residence clubs accommodation options, please refer to the Accommodations sections on our website and our price list document.

## Advancement

It generally takes 10-12 weeks for students taking 20 lessons per week to master a level. Every two to four weeks you will have a progress check and your teacher will talk to you about your progress and your course. If you have not mastered the required material, you may stay in a particular level until you pass the level test and complete the requirements for that level.

## Final Transcript and Certificate

After finishing a course at CISL, all students receive a final transcript. The transcript shows the dates of study, final grades, final proficiency levels based on the Common European Framework, and cumulative attendance. In order to receive a CISL Graduation Certificate showing successful completion of the course, a student must have a final cumulative attendance of at least 85%. Students enrolled in the Standard Course must have a score of at least “needs improvement” in participation and progress. Students with a score of “unsatisfactory” in participation or progress will not qualify for a certificate.

## Complaints and grievances

Our goal is to ensure that you have an effective learning experience. We are here to help you and to answer any of your questions. You can talk to us directly at the school or by email with your suggestions or concerns. If you have a specific question (for example, about your studies, or the social activities) please speak to the CISL staff member responsible for that.

A list of the administrative staff members and their areas of responsibility can be found in your Student Handbook which you receive on your first day. If you are still not satisfied please ask to speak to the School Director. You can also submit your complaint in writing.

If you would like to email or write, you can do so at the following address:

Javier Arozarena  
636 Broadway, Suite 210  
San Diego, CA 92101  
Email: [Javier.a@cisl.edu](mailto:Javier.a@cisl.edu)

Students may file a complaint at any time directly to the CEA (Commission on English Language Program Accreditation), or to the BPPE (Bureau for Private Postsecondary Education).

### **CEA (Commission on English Language Program Accreditation)**

Accredited programs and institutions are expected to continue to meet the CEA standards during the term of accreditation. A student, faculty or staff member, as well as others outside the program or institution who may have knowledge of an alleged failure by an accredited program or institution to maintain the standards may file a complaint with CEA. Such a complaint must be filed in writing with the name; address and telephone number of the complainant on a separate page, and shall identify the specific standard(s) allegedly violated as well as a description of how the program or institution has failed to comply with it. Complaints may be filed at any time. Please write or call at the following address and number:

*Commission on English Language Program Accreditation*  
801 North Fairfax Street  
Suite 402 A  
Alexandria, VA 22314 USA  
(703) 519-2071  
[info@cea-accredit.org](mailto:info@cea-accredit.org)  
[www.cea-accredit.org](http://www.cea-accredit.org)

### **BPPE (Bureau for Private Postsecondary Education):**

A student or member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site: [www.bppe.ca.gov](http://www.bppe.ca.gov)  
1747 N. Market Blvd. Ste 225 Sacramento, CA 95834

## **Student Records**

CISL retains student records and maintains records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program in our institution for at least five years, including transcripts, certificates and the date received.

CISL maintains, for each student granted a certificate of participation by us, permanent records of all of the following:

- (1) The certificate granted and the date on which that certificate was granted.
- (2) The courses and units on which the certificate was based.
- (3) The grades earned by the student in each of those courses.

Period covered by this catalog: **January 1, 2022 - December 31, 2022**  
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