



**AOI COLLEGE
OF LANGUAGES**
Uniting The World Through Languages



AOI College of Languages School Catalog 2024



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1 ENROLLMENT AGREEMENT DISCLOSURE

In addition to Google-translated versions of our Enrollment Agreement, members of the Admission Staff are bi- and trilingual and will be able to translate the information contained in the School Catalog so that all students understand the contents.

2 ABOUT AOI COLLEGE OF LANGUAGES

2.1 AOI MISSION

The mission of AOI College of Languages is to provide intensive English language training to non-native English-speaking students in a culturally diverse and supportive environment.

2.3 AOI OBJECTIVES

- To create a student-centered learning environment where students are supported and guided.
- To promote an effective and efficient system for standardized student learning outcomes.
- To provide an educational setting that fosters an appreciation of American language and culture.
- To attract and retain faculty and staff that help to enhance the school's student-centered, academic approach.

3 GENERAL INFORMATION

3.1 Facility and Equipment

AOI College of Languages, located on the first floor of 3 Corporate Park Suite 140, Irvine, CA 92606, where all classes are taught, provides a pleasant academic environment with general-purpose classrooms, faculty room with computers, and administrative offices. The supplies and equipment that are available for use during instruction include the following: white boards, markers, flat screen TV, DVD and CD players, as well as materials provided by instructors and basic supplies.

3.2 Affiliations

AOI is affiliated with the Educational Testing Service (ETS) and administers the TOEIC® Test on its premises. AOI College of Languages is accredited by ACCET. AOI College of Languages is compliant with BPPE and certified by SEVP.



Administrative Staff

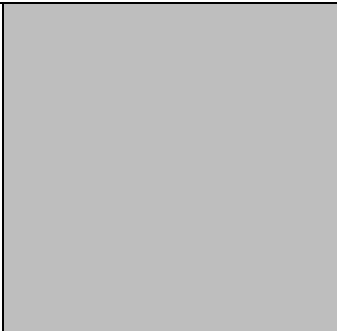
Our staff is as diverse as our student body, which makes them sensitive to the needs of all students. The staff helps students with all their needs by orienting them to their new surroundings and providing support and services whenever needed.

Name	Title
Noah Johnston	DIRECTOR/FO/PDSO
Juliette Hing	Administrative Director
Neil McCarthy	Academic Director/DSO/Instructor
Jie Liu	Student Advisor/DSO
Sonia Sudo	Student Advisor
Jasmine Martinez	Instructor
Peter Muto	Instructor
Matthew Butterworth	Instructor
Thomas Dude	Instructor
Rachel Nellis	Instructor
Joelle Dueck	Instructor

Faculty

AOI instructors have native English language fluency and a deep understanding of cultural diversity in the classroom. They all have Bachelor's degrees and many have completed or are currently working on their Master's in teaching English as a Second Language. Consequently, they are sensitive to the specific needs of foreign students and are able to provide them with a high quality of instruction in a friendly, intercultural classroom environment.

<p>Neil McCarthy – ESL Instructor</p> <p>B.A. in English Language and Lit., University of Galway</p> <p>TEFL Cert, Galway Business School</p> <p>21 years of teaching experience</p>	<p>Jasmine Martinez - ESL Instructor</p> <p>B.A. in Criminology, Minor in Sociology, University of California Irvine</p> <p>TESOL/TEFL Cert, Uni Prep Institute</p> <p>4 years of Teaching Experience</p>	<p>Peter Muto – ESL Instructor</p> <p>B.A. in Economics, University of California Irvine</p> <p>20 years of teaching experience</p>	<p>Matthew Butterworth – ESL Instructor</p> <p>B.A in International Business, Cal. State Fullerton</p> <p>5 years of teaching experience</p>
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<p>Rachel Nellis – ESL Instructor</p> <p>B.A. Business Administration, University of California Irvine</p> <p>5 years of Teaching Experience</p>	<p>Thomas Dude - ESL Instructor</p> <p>M.A in TESOL, Alliant University.</p> <p>B.S. in Business Administration, University of San Francisco</p> <p>8 years of teaching experience</p>	<p>Joelle Dueck - ESL Instructor</p> <p>B.A. Communications, Vanguard University.</p> <p>TEFL Certificate</p> <p>3 years of teaching experience</p>	
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4 ADMISSIONS POLICY AND PROCEDURES

AOI College of Languages admits High School graduates who can benefit from English language instruction, as well as the following students:

4.1 Non F-1 Students

AOI accepts non-F1 students. All prospective students must submit the following to AOI by fax, mail, email or in person:

- Completed **AOI Application Form**
- \$180 non-refundable **Application Fee**
- Copy of **passport bio page** with photo and information

4.2 F-1 Students

AOI is approved to issue the Form I-20 for F-1 (Student) Visas but does not provide any visa or immigration services. AOI will vouch for student status to the extent required by law. F-1 Visa applicants must apply for a minimum of one 12-week Term. Prospective students who require a Form I-20 must submit the following to AOI by fax, mail, email or in person:

- Completed **AOI Application Form**
- \$180 non-refundable **Application Fee**
- Copy of **passport bio page** with photo and information
- **Financial Certification** (i.e. Bank Statement), or proof of funds - in English - verifying that both tuition and living expenses will be met while attending AOI.

The balance of the Bank Statement for an F-1 Visa applicant should be at minimum:

- \$5,100 for 1 Term (12 weeks)
- \$10,200 for 2 Terms
- \$15,300 for 3 Terms
- \$20,400 for 4 Terms

F-1 (Student) Visa applicants with family members who might accompany them on an F-2 (Dependent) Visa must also provide financial documentation proving that they have the ability to pay not only for their own education and living expenses, but also for the living expenses of their dependents as well.

In addition to the above balance, the balance for each F-2 (Dependent) Visa holder should be at minimum:

- \$600 for 1 Term (12 weeks)
- \$1,200 for 2 Terms
- \$1,800 for 3 Terms
- \$2,400 for 4 Terms

- In cases where the Financial Certification/Bank Statement is not in the F-1 (Student) Visa holder's name, an **Affidavit of Support** form or a **Letter of Support** from parents/sponsor is required, stating

that those individuals will be responsible for the student's (and dependents') expenses during his/her stay. (The signatory on the Affidavit of Support and the name on the Bank Statement must match.)

After all required documents are received by AOI, the P/DSO issues the Form I-20 and mails it, along with AOI's Acceptance Letter, to the student.

After receiving the above documentation, the prospective student reviews the information on the I-20 Form for accuracy and applies for an F-1 visa at a U.S. Consulate/Embassy in their home country.

During registration, all students must sign the following documents:

- Enrollment Agreement
- School Performance Fact Sheet
- Field Trip and School Event Release from Liability Form

During registration, F-1 (Student) Visa holders must also provide copies of the following documents:

- Form I-94
- Form I-20
- F-1 (Student) Visa

Upon registering, all students:

- Receive an AOI College of Languages School Catalog
- Take a Placement Test
- Attend a New Student Orientation

Applicants outside the U. S. are strongly advised to apply three to four months ahead of the class starting date to accommodate possible visa processing delays.

4.3 English as a Second Language

This institution offers English as Second Language (ESL) training.

4.4 English Proficiency Requirements

Most English language programs at AOI have no English proficiency requirements because we offer English language classes that range from Beginning to High Advanced levels. The following programs do have English proficiency requirements.

4.4.1 American Culture and Conversation

Students must have successfully achieved a minimum of Level 3 (Low Intermediate English) proficiency, unless approved by the Instructor and Academic Director.

4.4.2 TOEFL - TOEIC

Students must have successfully achieved a minimum of Level 4 (High Intermediate English) proficiency, unless approved by the Academic Director.

4.4.3 TEFL

Students must have successfully achieved a minimum of Level 4 (Advanced English) proficiency, unless approved by the Academic Director.

4.5 Student Code of Conduct Policy

4.5.1 Personal Conduct

Students attending AOI are expected to act with courtesy and consideration toward instructors, staff, and other students and to observe proper decorum and basic tenets of social conduct.

The following are not acceptable forms of behavior:

- Any type of dishonesty, including: cheating, plagiarism, knowingly furnishing false information to the institution, forgery, and the alteration or use of institution identification documents with the intent to commit fraud.
- Intentional disruption or obstruction of teaching, administrative, disciplinary, or other school activities.
- Physical or verbal abuse or harassment of any kind on school premises or at school-sponsored or supervised functions.
- Theft of school property or damage to school premises or to the property of a member of the school community on school premises.
- Failure to comply with directions of school officials acting in the performance of their duties.
- Using, possessing, or distributing alcoholic beverages, controlled substances, firearms, weapons, explosives and/or dangerous chemicals on school premises.
- Any violation of federal, state or local law on AOI premises or at AOI-sponsored functions.

4.5.2 Classroom Conduct

At AOI, all enrolled students are expected to adhere to the following rules of conduct and behavior while in the classroom, in the office, interacting with fellow students, or interacting with faculty or staff:

- Speak English at all times while in class
- Not sleep, use cell phones, send text messages or use social media during class time
- Not engage in behaviors that distract other students from learning. Examples of such behaviors include talking while the instructor is talking or tending to personal grooming habits
- Actively participate in all class activities
- Arrive no later than 15 minutes after the beginning of class to receive attendance credit for that class period
- Be respectful by talking quietly in the hallways and not littering

AOI reserves the right to make the administrative and educational decisions as to whether the Student Code of Conduct has been violated. All cases will be reviewed on an individual basis by the Academic Director and may result in verbal and/or written warnings, academic probation, or dismissal – as relevant.

4.6 Satisfactory Academic Progress (SAP) Policy

Each level of English at AOI is designed to be completed in three (3) four-week sessions, or twelve weeks total.

Each four-week session is a self-contained unit with its own assessment procedure including homework, quizzes, presentations, and written assignments, as well as a session exam administered at the end of each session. To monitor satisfactory progress, students are evaluated throughout each four-week session using these assessment tools.

To maintain satisfactory academic progress, a student must maintain:

- a) a minimum cumulative GPA of 2.0 or C in each session, and
- b) a minimum of 80% cumulative attendance in each session.

A student who does not satisfy these minimum requirements for academic progress will meet with the Academic Director, at which time one of the following will take place:

- i. Student signs a Learning Plan

If the student's GPA at the end of a particular four-week session is lower than the minimum 2.0 (or "C" grade), the student will meet with the Academic Director to discuss and then sign a Learning Plan, enumerating what the student needs to accomplish in order to reach and maintain SAP. Such a student will also be required to repeat the session where SAP was not maintained.

- ii. Student signs an Academic Probation Plan of Action

If one of the following situations takes place:

- a) The student's GPA falls below the minimum 2.0 (or "C" grade) and that student's attendance is less than 80% at the end of a particular session, OR
- b) The student has met with the Academic Director and signed a Learning Plan, but has subsequently not reached and/or maintained SAP for two consecutive four-week sessions.

Such a student will meet with the Academic Director to discuss and sign an Academic Probation Plan of Action, delineating the elements that need to be improved/accomplished by the student in order for him/her to reach and maintain SAP. A student's F-1 visa remains active while on probation.

Upon request, the Academic Director can also assist the student in engaging tutoring services at the prevailing rates.

Should the student be on Academic Probation and fail to reach Satisfactory Academic Progress (SAP) for three (3) consecutive four-week sessions, AOI will terminate that student's enrollment. For students holding F-1 visas, this change of status will be entered into the student's SEVIS record, and the information provided to Immigration and Customs Enforcement and other Department of Homeland Security agencies.

A student's maximum cumulative total length of language training cannot be more than 36 months.

4.6.1 Consecutive Non-Attendance Policy:

If a student fails to attend class for five (5) consecutive days without providing notice to AOI, a warning notice will be e-mailed to the student and a phone call will be made to the student. If the student fails to attend within five (5) academic days of the notice being sent or the phone call being placed, AOI will terminate the student's enrollment when they reach the maximum of ten (10) consecutive days of absence. For students holding F-1 visas, this change of status will be entered into the student's SEVIS record, and the information made available to Immigration and Customs Enforcement and other Department of Homeland Security agencies.

4.6.2 Student Leave of Absence Policy

A leave of absence is defined by AOI as time away from studies, with two (2) types of leave of absences possible: **(1) Annual Vacation/Personal Leave of Absence and (2) Medical Leave of Absence**. If a student wishes to take a leave of absence, the student must request the leave of absence in writing at least 10 business days in advance of the beginning date of the leave of absence, unless unforeseen circumstances prevent doing so. If a student takes a leave of absence without providing the required documentation, the student will be terminated from AOI.

(1) Annual Vacation/Personal Leave of Absence (Personal LOA)

An international F-1 student may be granted a vacation, which is a temporary break in the student's attendance during which the student is considered to be continuously enrolled. Students may take a vacation after completing 12 weeks of study with AOI while maintaining SAP.

SAP Eligibility:

- a. Min. 80% attendance
- b. Min. GPA of 2.0 (or 70%)

(2) Medical

Students may also take a leave of absence due to a documented health reason. Satisfactory documentation shall be from a verifiable source other than the student and can include a note from a health care provider.

A student will be permitted to take their leave of absence for the number of days specified by their medical provider in the leave of absence request. After these dates have passed, the student will subsequently be required to resume their studies on the following day of class, as per the AOI Academic Calendar unless the student can provide documentation from a health care provider that the student needs to extend medical leave of absence.

An approved leave of absence may be extended for an additional period of time provided that the extension request meets all of the above requirements, and the total length of the leave of absence does not exceed a maximum limit of 50% the program length.

If a leave of absence is eight weeks or fewer, the student's previous records will be considered when calculating the completion of that particular program. If a leave of absence is more than eight weeks, the student will be required to take another placement test to ascertain proper placement, and the student will be treated as a new enrollment. Failure to return to a student's course of study after an approved leave of absence will result in termination from the school.

SEVP regulation:

“If you are away from classes and not in Active status in SEVIS for more than five months, your SEVIS record must remain in Terminated or Completed status. If this happens, you will need to obtain a new Form I-20, "Certificate of Eligibility for Nonimmigrant Student Status" with a new SEVIS ID number from your DSO in order to continue your studies. After you receive your new Form I-20 you will have to pay the I-901 SEVIS fee (with the new SEVIS ID on your new Form I-20).

The maximum length of leave of absence for an F-1 student outside of the country is 5 months.

The need for a new I-20 with a new SEVIS ID applies to the following students:

- Students who have been out of status for more than five months
- Students who have spent more than five months outside the United States in an absence from school, while neither engaged in study abroad nor on a medical reduced course load”

4.6.3 LOA Extension

An approved leave of absence may be extended for an additional period of time provided that the extension request meets all of the above requirements, and the total length of the leave of absence does not exceed 12 months, according to federal regulations.

4.6.4 Appeals

The student may submit a written appeal of his/her termination within five (5) calendar days of his/her receipt of the termination notice. The appeal must be accompanied by documentation of the mitigating circumstances that have prevented the student from attaining satisfactory academic progress and evidence that changes have occurred to allow the student to now meet the standards of satisfactory academic progress. The Academic Director will assess all appeals, and determine whether the student may be permitted to continue in school in Secondary Probationary Status, despite not meeting the satisfactory progress requirements previously. The student will be sent the written decision within ten (10) business days of AOI College of Language’s receipt of the appeal. The decision by AOI College of Languages is final. Students reinstated upon appeal are in Secondary Probationary Status for the following term, during which time they must meet the terms and conditions set out in AOI College of Languages’ written decision to reinstate the student, including the steps required to complete the program successfully as laid out in the Academic Plan. A student’s F-1 visa remains active while on Secondary Probation. At the end of the evaluation period, and at the end of every evaluation period thereafter, the student’s academic status will be reviewed. If the terms of the Academic Plan are not met, the student will be administratively terminated. For students holding F-1 visas, the change of status will be entered into the student’s SEVIS record, and the information provided to Immigration and Customs Enforcement and other Department of Homeland Security agencies.

4.6.5 Certificate of Completion

Upon fulfilling all academic, attendance and financial requirements, the student will be given a certificate displaying the dates of attendance and the highest level of English completed. If that student is unavailable to receive their certificate, AOI will keep the certificate in their student file for no less than three years.

5 STUDENT SERVICES

5.1 Student Advising

AOI Student advisors offer advice and support to students who need help with their I-20/Visa status, their academic goals, and any other issues or questions that may affect their experience at our school.

5.2 Free Wi-Fi

AOI provides free Wi-Fi access to all students. We understand that free access to the internet is an important part of the learning environment as well as an important convenience for our students. Students can request the current Wi-Fi username and password from the Admissions Staff.

5.3 Accommodation

AOI does not operate a dormitory or other housing facilities. The available cost of housing located near AOI is estimated at \$1,400 - \$1,500 a month. **AOI has no responsibility to find or assist a student in finding housing.**

5.4 Activities

AOI College of Language events and activities have been designed to help students adapt to life in Southern California, understand American culture and interact with fellow students in English. AOI holds a minimum of four activities per year. Activities include but are not limited to, beginning and end of the session activities, campus international potlucks, barbecues, beach days, bowling and park events. AOI communicates all events and activities through AOI's social media (Facebook, Instagram, yelp and AOI's official website). In addition to social media communication, AOI post a monthly calendar of events and activities near the front office.

5.4.1 Cultural and Social Fieldtrips

Throughout the session, AOI teachers and staff often lead short trips to the pumpkin patch, civic tours, university events, and other locations. They also take students on picnics, beach outings, and more! AOI displays a monthly calendar of activities near the front office.

5.4.2 AOI Parties

AOI hosts several holiday parties and potlucks throughout the year. Teachers and staff prepare wonderful, themed parties depending on the holiday. It is a great way to mingle with fellow students and teachers. There is themed food and decoration to show our holiday spirit. Students are encouraged to bring their own cultural dishes for the potlucks.

5.5 Public Library Information

Public libraries are open to all students during hours of operation. After signing up at the library, students may check out books and other media and return them in a timely manner. All students must comply with library procedures and rules. Computers and Internet access is available in most libraries.

Libraries closest to AOI Campus

University Park Library
4512 Sandburg Way, Irvine, CA 92612

Heritage Park Library
14361 Yale Avenue
Irvine, CA 92604

Hours of Operation

Monday to Thursday: 10:00am - 8:00pm
Friday to Sunday: 9:00am - 5:00pm

5.6 Medical Care Information

If you have an emergency, call 911. While the Emergency Room can help care for any medical situation, it can be very expensive. The ER may cost more than three times the average of a visit to the urgent care. In a non-life-threatening situation, you can most likely be treated at an urgent care facility.

Urgent Care closest to AOI Campus:
HOAG Urgent Care Irvine – Woodbridge
4900 Barranca Parkway Suite 103
Irvine, CA 92604
949-791-3106

Hours of Operation
Monday to Sunday: 8:00am – 8:00pm

6 PROGRAMS

We recognize that our students come from diverse cultures and academic backgrounds and that every student has different strengths and weaknesses, focuses and needs. Consequently, our ESL classes are designed to teach English as well as familiarize students with American culture in a communicative and friendly classroom environment.

6.1 Program Descriptions

AOI College of Languages is an IEP (Intensive English Program) which offers instruction in the field of English as a Second Language (ESL) to non-native speakers of English at all levels of ability. AOI offers six levels of English language ability. New students take a Placement Test upon arrival and are placed in the level that best reflects their abilities based on the score they received for that test. The following programs are designed to meet the needs and educational goals of our students:

6.1.1 Standard Program (Levels 1-6)

| 1,440 hours (240 hours per level)

The Standard program provides students with instruction in Listening, Speaking, Reading, Writing and Grammar. Students learn how to communicate in English accurately, while engaging in level-appropriate activities designed to help them increase their English language comprehension and fluency. This program contains 20 hours of instruction per week. The Standard Program is made up of six levels: Level 1 (Beginner), Level 2 (High Beginner), Level 3 (Low Intermediate), Level 4 (High Intermediate), Level 5 (Advanced) and Level 6 (High Advanced).

6.1.2 American Culture and Conversation

| 240 hours

The American Culture and Conversation program emphasizes communication fluency. The classes that make up this program – Pronunciation, Slang/Idioms and American Culture – help students improve their speaking and listening skills while providing insight into the customs and culture of the United States. This program is available to students who test into/reach level 3 (Low Intermediate) or higher. It offers a total of 20 hours per week of instruction.

6.1.3 TOEFL

| 240 hours

The TOEFL (Test of English as a Foreign Language) test preparation program provides students with key skills and strategies which help them maximize their test-taking potential. This program uses up-to-date material and practice tests in order to improve test scores and allow students to fulfill the requirements for admission to the college or university of their choice. Placement in level 4 (High Intermediate) or higher is required for this course unless on the approval of the Academic Director, which offers a total of 20 hours of instruction per week.

6.1.4 TEFL

| 240 hours

The TEFL (Teaching English as a Foreign Language) program provides students with a comprehensive methodology for teaching English as a Foreign Language, as well as giving them hands-on teaching practice. Students gain a thorough understanding of EFL/ESL teaching techniques and a sound knowledge of the communicative approach to teaching reading, writing, speaking, and listening skills to ESL learners. Placement in level 4 (High-Intermediate) or above is required to take this course, unless on the approval of the Academic Director, which offers a total of 20 hours per week of instruction.

6.1.5 Test of English for International Communication (TOEIC) Test Preparation

| 240 hours

The TOEIC test preparation program provides students with key skills and strategies which help them maximize their test-taking potential. This program uses up-to-date material and practice tests in order to improve test scores and allow students to fulfill their career goals. Placement in level 4 (High Intermediate) or higher is required for this course unless on the approval of the Academic Director, which offers a total of 20 hours of instruction per week.

7 ASSESSMENT AND GRADING POLICY

7.1 Grading

AOI College considers both qualitative (Grades) and quantitative (Hours) measurements to determine final grading of each student. Attendance and grades are closely monitored to ensure quality of education.

Letter grades are assigned at the end of each 4-week session:

Grade	Explanation	Percentage	Grade Point
A	Excellent	90 – 100%	4
B	Good	80 – 89%	3
C	Satisfactory	70 – 79%	2
D	Needs Improvement	60 – 69%	1
F	Fail	0 – 59%	0
I	Incomplete	-	-
W	Withdraw	-	-

A student with a grade in the “A” range does outstanding classwork, shows remarkable initiative in completing coursework and learning activities, and demonstrates a high level of achievement.

A student with a grade in the “B” range does good classwork, shows moderate initiative in completing coursework and learning activities, and demonstrates above average achievement.

A student with a grade in the “C” range does mediocre classwork, shows average initiative in completing coursework and learning activities, and demonstrates average achievement.

A student with a grade in the “D” range does below satisfactory classwork, shows below average initiative in completing coursework and learning activities, and demonstrates below average achievement.

A student with a grade in the “F” range does incomplete classwork, shows little to no initiative in completing coursework and learning activities, and demonstrates unacceptable achievement.

7.2 Moving up to the Next Level

In order to advance to the next level of English, a student must have maintained Satisfactory Academic Progress (SAP) in all three 4-week sessions of their present level, meaning that he/she has maintained at minimum:

- An overall GPA of 2.0 (or a “C” grade), and
- An overall attendance of 80%

Session Grades are based on:

- Participation
- Weekly Assessments
- Homework
- Session Exams

7.3 Moving up Before Completing a Level- Initial or Continuing Students

A student who has not completed a level but feels that they should be in a higher or lower level has three days from the first day of class to request the move. If the student feels that they have been misplaced or the student would like to accelerate their level by moving up, they can sign the Change of Level/Class Request Form and meet the Academic Director for approval. Some students may be required to take a Level Skip Test depending on their past academic performance at AOI. If the student scores 70% or above, he/she will be approved by the Academic Director to change the class immediately. At this time, the Academic Assistant will adjust the student’s class/level in the database. After three days, a change cannot be requested by the student and the student must remain at his/her present level.

If a student wants to switch from one test-preparation program to another one, they must meet with the Academic Director to discuss his/her request. If the Academic Director determines that the student would benefit from changing the test preparation course, the student will be allowed to change their program of study. In such a case, the Academic Director must fill out the “Academic Advisement for Test Preparation” form prior to changing the program of study stating the reason for the change as well as the student’s performance objectives and target scores.

7.4 Weighting of Grades

The weighting of Session Grades is standardized across all programs, courses and levels and is based on class Participation, Weekly Assessments, Homework, and Session Exams. Grades are weighted as follows:

Type of Assessment	Percentage
Session Exam	30%
Weekly Assessments	30%
Homework	20%
Participation	20%

7.5 Assessment

At AOI College of Languages, assessment has the clear and distinct purpose of supporting teaching and learning by identifying what students are capable of doing and their level of English knowledge, as well as assuring that they maintain satisfactory academic progress.

Students are assessed in the form of quizzes/other assignments, homework and Session Exams. Class participation also counts towards the final grade. See AOI's Student Attendance Policy for more detailed attendance information.

Final grades are calculated by instructors at the end of each four-week session, and follow the weighted system defined in the section "Weighting of Grades". The Academic Assistant collects the grades and inputs them into the database.

Placement tests are given to each new student upon enrollment. Course-specific assessments such as weekly quizzes and session examinations are created with the help of test-generating software developed by the publishers of AOI's curriculum textbooks. In situations where instructors create their own assessment tools, those tools must be reviewed and approved by the Admin Director before being administered to students.

7.6 Make-up Work

At the discretion of the Academic Director, students may be allowed to make up missed coursework at an additional cost. Successfully completed make-up work is given full standing and credit in determining Satisfactory Academic Progress (SAP).

AOI allows students to make up no more than 10% of class hours (attendance) at an additional cost, so long as the make-up class is comparable to the content, time, and delivery of the classes missed. Make-up classes are offered weekly to students who have made arrangements with the Academic Director to make up missed work during the scheduled makeup class times.

7.8 Incomplete Course Grade (I)

Students who do not complete the required coursework for a given class will receive an incomplete grade ("I"), and will be required to either repeat the relevant 4-week session, or pass the Level-Skipping Test for that session with at least 70% (a "C" grade), demonstrating that they have a minimum mastery of the material needed to progress to the next level.

Students who begin their studies after the second Monday of any given 4-week session will receive an incomplete grade ("I") for that session. They will also be required to repeat that session, or pass the Level-Skipping Test for that session with at least 70% (a "C" grade), demonstrating that they have a minimum mastery of the material needed before progressing to the next level.

A student whose Enrollment Agreement end date does not match the end date of the relevant 4-week session will receive an incomplete grade ("I") for that session. However, such a student will be considered as having completed his/her course of study, as defined by his/her Enrollment Agreement.

7.9 Course Withdrawal (W)

A student who withdraws from a course will receive the symbol “W” (Withdrawal) for the relevant class or session.

7.10 Test-Preparation Repeat Policy

Policy on Repeating Courses that are Completed Successfully

Students may request to repeat test preparation courses that they have successfully completed if they need additional practice to reach a desired TOEFL, or TOEIC score. In such a case, the student must meet with the Academic Director to discuss his/her request. If the Academic Director determines that the student would benefit from repeating the test preparation course, the student will be allowed to repeat the course one time. The Academic Director will then fill out the “Academic Advisement for Test Preparation” form stating the reason for repeating as well as the student’s performance objectives and target scores.

7.11 Total score improvement required to repeat a TOEIC course:

CEFR Level	Total TOEIC SCORE (10-990)	Minimum total score improvement to be eligible to repeat
B1	550 - 784	30 points
B2	785 - 944	20 points
C1	945 or above	5 points

- A student who gets a total score corresponding to CEFR Level B1 on their diagnostic TOEIC test must get a total score on their final mock exam at the end of the term that is 30 points higher than their total score on the diagnostic test to be eligible to repeat the TOEIC course.
- A student who gets a total score corresponding to CEFR Level B2 on their diagnostic TOEIC test must get a total score on their final mock exam at the end of the term that is 20 points higher than their total score on the diagnostic test to be eligible to repeat the TOEIC course.
- A student who gets a total score corresponding to CEFR Level C1 on their diagnostic TOEIC test must get a total score on their final mock exam at the end of the term that is 5 points higher than their total score on the diagnostic test to be eligible to repeat the TOEIC course.

7.12 Total score improvement required to repeat a TOEFL course:

CEFR Level	Total TOEFL Score (0-120)	Minimum total score improvement to be eligible to repeat
B1	42 - 71	10points
B2	72 - 94	5points
C1 or above	95 or above	2points

- A student who gets a total score corresponding to CEFR Level B1 on their diagnostic TOEFL test must get a total score on their final mock exam at the end of the term that is 10 points higher than their total score on their diagnostic test to be eligible to repeat the TOEFL course.
- A student who gets a total score corresponding to CEFR Level B2 on their diagnostic TOEFL test must get a total score on their final mock exam at the end of the term that is 5 points higher than their total score on their diagnostic test to be eligible to repeat the TOEFL course.
- A student who gets a total score corresponding to CEFR Level C1 on their diagnostic TOEFL test must get a total score on their final mock exam at the end of the term that is 2 points higher than their total score on their diagnostic test to be eligible to repeat the TOEFL course.

If a student fails to achieve the minimum required total score improvement on their final mock exam, the student must meet with the Academic Director to discuss his/her options. The Academic Director will decide if the student will benefit from repeating the test-preparation course or if they need to switch to one of the standard levels in order to improve their foundation. The Academic Director will then fill out the “Academic Advisement for Test Preparation” form for the student stating the decision and the reason for the decision made.

If a student needs to repeat a test-preparation course, the student must meet with the academic director again. The Academic Director will then evaluate the student based on total score improvement required for repeating the test preparation courses to decide whether the student is eligible to repeat the course. If the Academic Director determines that the student is eligible to repeat the test preparation course, the student will be allowed to repeat the course for the second time. The Academic Director will then fill out the “Academic Advisement for Test Preparation” form stating the reason for repeating as well as the student’s performance objectives, diagnostic test scores and target scores.

The test-preparation courses can be repeated no more than 1 time. If a student repeating a test-preparation course fails to pass the program, the student will be terminated from the program.

7.13 Policy on Repeating Failed Courses

Standard Programs (Level 1,2,3,4,5,6) & ACC Program

Students must retake a course deemed Unsatisfactory prior to progressing to the next level. Each three-month course may be repeated only once. The student is expected to maintain Satisfactory Academic Progress in the repeated course and fulfill all requirements. If at any point a student repeating a course is not meeting Satisfactory Academic Progress, he or she will receive the following

1. 1st Written Warning (Academic Learning Plan)
2. 2nd written warning (Academic Probation)
3. Official Termination Letter

7.14 Test-preparation Programs (TOEFL / TOEIC)

If a student taking a test-preparation course fails to complete the course successfully, the student will meet with the Academic Director to discuss the situation and identify the reason(s) for failure and then sign a test-preparation advisement form, enumerating what the student needs to accomplish in order to reach and maintain Satisfactory Academic Progress. The student can repeat the test-preparation course only once. The student is expected to maintain Satisfactory Academic Progress while repeating a test-preparation course and fulfill all requirements. If at any point a student repeating a test-preparation course is not meeting Satisfactory Academic Progress, he or she will receive a Warning, followed by termination from the school if improvement is not documented.

7.15 Appeals

A student may petition any decision made in regards to his/her academic progress by submitting a written statement to the Academic Director within five (5) calendar days of the termination decision having been made. The appeal must describe the circumstances and reasons as to why the student's academic record needs to change. The Academic Director will assess the petition. The student will be sent a written decision within ten (10) business days of AOI College of Language's receipt of the petition. The decision of the Academic Director is final and is the ultimate step in the appeals process.

8 PROGRAM COMPLETION/GRADUATION POLICY

AOI College has developed the following policy to clearly define a Completer and a Graduate:

A **Complete** is defined as a student who has successfully completed the program contained in his/her signed Enrollment Agreement with a grade of "C" (70%) or better and a class attendance rate of 80% or higher during his/her enrollment start to end date.

A **Graduate** is defined as a student who has received a grade of “C” (70%) or better and has a class attendance rate of 80% or higher in any one of the following:

1. All twelve (12) weeks of Level 6 (High Advanced)
2. All twelve (12) weeks of the TOEFL program
3. All twelve (12) weeks of the TEFL program
4. All twelve (12) weeks of American Culture and Conversation
5. All twelve (12) weeks of the TOEIC program

Upon successful completion of a student’s academic program, he/she is awarded a **Certificate of Completion** showing the dates of attendance and highest level achieved while at AOI.

9 STUDENT ATTENDANCE POLICY

9.1 Attendance Roster Procedure

AOI creates digital attendance sheets that automatically calculate tardies and absences in accordance with AOI policy. The assigned Admin. Assistant works closely with the PDSO/DSO to create and/or edit attendance rosters. Attendance rosters are then submitted to the Academic Director who grants access to the attendance sheets located on Google Drive to AOI faculty. Teachers are responsible for entering daily attendance throughout the 4-week session. The PDSO/DSO will inform the assigned Admin Assistant of any changes or edits to attendance roster.

9.2 Regular Attendance

AOI College of Languages considers attendance an essential component of its English Language programs. Students enrolled at AOI College of Languages make a commitment to participate fully in their education by attending classes and accounting for any absences. Students are expected to maintain at least 80% cumulative attendance in all their classes from the first day they begin taking classes at AOI until they graduate. A full day of instruction consists of at least three (3) class periods and at most six (6) class periods, depending on the program any individual student chooses to enroll in. Instructors record attendance on a daily basis for every class period.

9.3 Noncompliance with Attendance

Attendance rosters are filled in every day by the faculty under the supervision of the Academic Director. The Academic Director and Admin Assistant will supervise the process of inputting the student attendance every week into the AOI database. A First Attendance Warning Letter is emailed or handed to the student if they have fallen below the required minimum of 80% attendance for the session or have had four consecutive absences. The student meets with the Academic Director to discuss ways in which they can improve their attendance and the negative consequences if their attendance remains below 80%, as well as to sign the letter, demonstrating that the student understands AOI’s attendance requirements and agrees to improve their attendance until they reach at least 80% cumulative attendance for the term.

This signed letter is kept in the student's file. The student is placed on an attendance probation list, and is monitored closely by the Academic Director. The student will remain on the attendance probation list until the Academic Director determines that they are complying with the attendance policy -- when they rise above 80% attendance for the session or, at a minimum, 80% attendance for the cumulative term. In subsequent sessions, if the student again falls below 80% attendance for the session, a First Attendance Warning letter will be emailed or handed out to the student, and the process will begin again.

If a student does not improve their attendance after the First Attendance Warning Letter, by failing to attend for 80% attendance for the second consecutive session, the student will be issued a Second Attendance Warning Letter. The student who does not comply with the attendance requirements stated in the First Warning Letter will meet with the Academic Director again in order to revisit AOI's attendance policy and discuss the consequences of non-compliance more seriously. The student's attention will then be drawn to the fact that the Department of Homeland Security requires all students with F-1 Student Visas to attend class regularly, and that it is AOI's policy to expect a minimum of 80% cumulative attendance from all its students – irrespective of student visa status. The student will also be reminded that they must attend classes until they reach a minimum of 80% cumulative attendance. In addition, they will be cautioned that disregarding this policy will result in termination of their Form I-20 and dismissal from AOI College of Languages. The student remains on the attendance probation list and is only removed when the student is above 80% cumulative attendance, and the Academic Director determines that the student is complying with the attendance policy. If, in spite of two official attendance warnings, the student continues not to comply with the attendance requirements stated in the first two Attendance Warning Letters, the student will receive an AOI Official Termination Letter, the Form I-20 will be terminated and expulsion from AOI will take place.

It is the student's responsibility to be in class on time and ready for instruction at the start of class and after scheduled breaks. Students who arrive to class within fifteen (15) minutes after the beginning of the class will be marked as 'Tardy'. Students who are more than fifteen (15) minutes late to any given class period will be marked 'Absent' for that class period. In addition, students who leave class more than fifteen (15) minutes early will be marked 'Absent' for that class period. Three (3) 'Tardies' are equivalent to being 'Absent' for one (1) class.

9.4 Summary

Tardy = up to 15 minutes late / leave within 15 mins before end

Absent = more than 15 minutes late / leave more than 15 mins before end

3 x Tardy = one 60 minute absence

9.5 Consecutive Non-Attendance Policy:

If a student fails to attend class for five (5) consecutive days without providing notice to AOI, a warning notice will be e-mailed to the student and a phone call will be made to the student. If the student fails to attend within five (5) academic days of the notice being sent or the phone call being placed, AOI will terminate the student's enrollment when they reach the maximum of ten (10) consecutive days of absence. For students holding F-1 visas, this change of status will be entered into the student's SEVIS record, and the information made available to Immigration and Customs Enforcement and other Department of Homeland Security agencies.

10 STUDENT SUSPENSION/TERMINATION POLICY

AOI reserves the right to suspend, expel or terminate any student whose attendance, academic, or personal behavior does not comply with the school's standards, policies and regulations. The F-1 visa student, in addition, will be terminated from SEVIS if he/she fails to meet attendance standards, as defined in the Student Attendance and Satisfactory Academic Progress Policies.

11 STUDENT GRIEVANCES POLICY

11.1 Grades and Student Records

Grades submitted by instructors after the completion of a four-week session are considered final. If a student disagrees with a grade, that student must first address any such grade dispute with the relevant instructor.

If the student is dissatisfied with the instructor's resolution of the issue, he/she may submit a written statement concerning the issue to the Academic Director within five (5) calendar days of the decision having been made. The appeal must describe the circumstances and reasons as to why the student's academic record needs to change. The Academic Director will assess the petition. The student will be sent a written decision within ten (10) business days of AOI College of Language's receipt of the petition. The decision of the Academic Director is final and is the ultimate step in the appeals process.

11.2 Failure to Maintain SAP

Students whose enrollment is terminated for failure to maintain SAP may appeal the decision by observing the procedure found in the section entitled Satisfactory Academic Progress Policy.

11.3 Other Matters

For claims involving sexual harassment by a fellow student, instructor or staff member, the student must report his/her complaint to the Admin. Director, who will investigate and render a decision within ten (10) calendar days. If the student is not satisfied with the Admin Director's decision, the student has the right to file a complaint regarding the matter with the Bureau for Private Postsecondary Education (BPPE).

For all other matters, the student must report his/her complaint in writing to the Admin Director, who will notify the student of the school's decision within ten (10) business days. If the student is not satisfied with the school's decision, the student has the right to file a complaint regarding the matter with the Bureau for Private Postsecondary Education.

A student or any 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.

12 ACCESS AND RETENTION OF RECORDS POLICY

12.1 Access to Records

AOI College of Languages complies fully with all laws and government regulations regarding the collection, use, display, and distribution of student and employee records and information. Access to personal information is limited to those individuals whose information is produced or displayed, officials or agents of AOI, legitimate academic or business interest on a need to know basis, an organization or person authorized by the individual to receive the information, a legally authorized government entity or representative, or other circumstances in which AOI is legally compelled to provide access to personal information.

12.2 Transcripts

Copies of transcripts are kept in each student's file. Official transcripts can be ordered by individual students for \$20 to be ready same day for students who have attended in the last 3 years from the request date and 2 business days for older records. To order transcripts a student must fill out a Document Request Form, which is available from the Admissions Staff. The form must be submitted in person, through email, or via standard mail to the Admission Staff.

12.3 Privacy

AOI adheres to all state and federal laws concerning the use of personal information. As such, AOI is committed to the responsible use of personal information collected from and about students, faculty, staff, business partners and others who entrust this information to us. Such personal information includes any name or numbers (e.g. social security numbers and dates of birth) that may be used - alone or in conjunction with any other information - to identify a specific individual, or other personal information that could be used to cause financial or reputational harm to an individual. This policy applies to information that is collected by any means whether electronically, by telephone, or on paper. AOI forbids access to all such information without written consent.

12.4 Retention of Records Statement

AOI retains all student, faculty and staff records for five (5) years beyond the completion/termination of the aforementioned individuals' study/employment. This includes but is not limited to: documents pertaining to students' graduation, transfer, withdrawal, or termination, as well as faculty and staff resignation and/or termination documentation. All records pertaining to these individuals during the working relationship are stored in secured file cabinets on the school's premises.

12.5 Maintaining Student Records

While students are currently enrolled at AOI, all student records are maintained in paper format. Upon graduation, student files are maintained in digital format only. Students may contact the school administration at (949) 856-1700 to receive a copy of their official documents.

Students have the right to inspect, review, and challenge information contained in their education records. Education records are defined as files, materials, and documents which contain information directly related to the student and are maintained by AOI College of Languages.

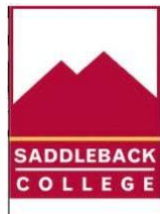
13 STUDENT RIGHTS POLICY

Students have the right to:

- Review their own academic records;
- Fair and effective teaching and grading in the advertised programs;
- Due process and an impartial hearing in any disciplinary matter;
- Information privacy.

14 ARTICULATION AND TRANSFER AGREEMENTS

AOI has articulation agreements with these institutions of higher learning:



Saddleback College



Westcliff University

15 TRANSFER OF CREDITS

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at AOI College of Languages is at the complete discretion of the institution to which you may seek to transfer. Acceptance of the certificate you earn in the Educational Program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate(s) that you earn at this institution are 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 AOI to determine if your certificate(s) will transfer.

This institution makes no representation whatsoever concerning the transferability of any credits to any institution. Experiential Credit is not given nor evaluated at this institution.

Acceptance of Transfer Credit

AOI does not accept hours or credits earned at other institutions or through challenge examinations, achievement tests, or experiential learning.

16 STUDENT LEAVE OF ABSENCE POLICY

A leave of absence is defined by AOI as time away from studies, with two (2) types of leave of absences possible: **(1) Annual Vacation/Personal Leave of Absence and (2) Medical Leave of Absence**. If a student wishes to take a leave of absence, the student must request the leave of absence in writing at least 10 business days in advance of the beginning date of the leave of absence, unless unforeseen circumstances prevent doing so. If a student takes a leave of absence without providing the required documentation, the student will be terminated from AOI.

(1) Annual Vacation/Personal Leave of Absence (Personal LOA)

An international F-1 student may be granted a vacation, which is a temporary break in the student's attendance during which the student is considered to be continuously enrolled. Students may take a vacation after completing 24 weeks of study with AOI.

SAP Eligibility:

- c. Min. 80% attendance
- d. Min. GPA of 2.0 (or 70%)

(2) Medical

Students may also take a leave of absence due to a documented health reason. Satisfactory documentation shall be from a verifiable source other than the student and can include a note from a health care provider.

A student will be permitted to take their leave of absence for the number of days specified by their medical provider in the leave of absence request. After these dates have passed, the student will subsequently be required to resume their studies on the following day of class, as per the AOI Academic Calendar unless the student can provide documentation from a health care provider that the student needs to extend medical leave of absence.

An approved leave of absence may be extended for an additional period of time provided that the extension request meets all of the above requirements, and the total length of the leave of absence does not exceed a maximum limit of 50% the program length.

If a leave of absence is eight weeks or fewer, the student's previous records will be considered when calculating the completion of that particular program. If a leave of absence is more than eight weeks, the student will be required to take another placement test to ascertain proper placement, and the student will be treated as a new enrollment. Failure to return to a student's course of study after an approved leave of absence will result in termination from the school.

SEVP regulation:

"If you are away from classes and not in Active status in SEVIS for more than five months, your SEVIS record must remain in Terminated or Completed status. If this happens, you will need to obtain a new Form I-20, "Certificate of Eligibility for Nonimmigrant Student Status" with a new SEVIS ID number from your DSO in order to continue your studies. After you receive your new Form I-20 you will have to pay the I-901 SEVIS fee (with the new SEVIS ID on your new Form I-20).

The maximum length of leave of absence for an F-1 student outside of the country is 5 months.

The need for a new I-20 with a new SEVIS ID applies to the following students:

- Students who have been out of status for more than five months
- Students who have spent more than five months outside the United States in an absence from school, while neither engaged in study abroad nor on a medical reduced course load”

17 TUITION ADJUSTMENT POLICY

Applicants affected by any tuition change will be notified in writing by the school. Once students sign an Enrollment Agreement, their Enrollment Agreement and charges are set for the period covered by the Enrollment Agreement despite any tuition changes.

LOANS

If you have received federal student financial aid funds, you are entitled to a refund of money not paid from federal student financial aid program funds. If you obtain a loan to pay for an educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
2. The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

FEES

- There are no laboratory fees at AOI.
- The cost for certification tests is separate from tuition and fees. This cost is the responsibility of the student.

APPLICATION FEE

In order for a student's application to be processed, the applicant must include a non-refundable \$180 application fee with his/her completed application form. This application fee is waived for previous students if the last date of attendance is within 180 days from the new start date of attendance at the school. The fee is also waived for the student who defers the scheduled start date to a date within 180 days.

Examination Fee (TOEIC)

AOI is approved as an official Certified Test Administration Site to administer the TOEIC test. For more information and to register for the test, please visit ets.org.

18 CANCELLATION AND REFUND POLICY

Cancellation prior to the start of class:

The student has the right to cancel the enrollment agreement by notifying AOI office and obtaining a full refund of all charges paid, except for the \$180 non-refundable application fee through attendance on the first day of class, or the seventh (7th) day after enrollment, whichever is later.

The student will receive the refund within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.

Rejection of Applicant & No Show:

If a prospective international student has his/her visa application rejected, he/she will obtain a full refund of all charges paid, except for the \$180 non-refundable application fee within forty-five (45) calendar days of the first scheduled day of class.

If a student accepted by the school never attends class after enrolling and does not inform the office, he/she will obtain a full refund of all charges paid, except for the \$180 non-refundable application fee within forty-five (45) calendar days of the first scheduled day of class.

Withdrawal or Termination:

The student has the right to withdraw from a course at any time by notifying AOI office and receive a prorated refund if the student has completed 60% or less of the instruction.

Under California law, if the student withdraws after using more than 60% of the class hours paid for, no refund will be issued.

Students who are terminated, during their enrollment, by the school for violating SEVIS regulations, behavioral and/or attendance/academic issues will also receive a pro-rated refund if the student has completed 60% or less of the instruction.

The amount of the refund is determined by dividing the tuition fee by the number of hours in the course to calculate the hourly charge. The refund is the amount calculated by deducting what the student owes for total hours of instruction completed from the total tuition charge.

The refund due will be calculated using the last date of attendance (LDA) and will be paid within forty-five (45) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to AOI office or the date AOI terminates the student, by applying the institution's attendance, conduct, or Satisfactory Academic Progress policy.

You have until ____/____/____ to receive a pro-rated refund on your tuition.

Note: The \$180.00 Application fee is non-refundable.

Consecutive Non Attendance Policy :

If a student fails to attend class for five (5) consecutive days without providing notice to AOI, a warning notice will be e-mailed to the student and a phone call will be made to the student. If the student fails to attend within five (5) academic days of the notice being sent or the phone call being placed, AOI will terminate the student's enrollment when they reach the maximum of ten (10) consecutive days of absence. For students holding F-1 visas, this change of status will be entered into the student's SEVIS record, and the information made available to Immigration and Customs Enforcement and other Department of Homeland Security agencies.

Hypothetical Refund Example

If the student completes 50 hours of a 100-hour course and paid \$2,000 for tuition-in-full, the student will receive a refund of \$1,000.

\$2000	÷	100	=	\$20/
Tuition Paid by Student		Total Hours Charge d		Hour
\$20/	x	50	=	\$1000
Hour		Hours Com plete d		Total Due to School
\$2000	-	\$1000	=	\$1000
Tuition Paid by Student		Total Due to School		Total Due to Student

Failure to report after an Emergency Leave of Absence or Vacation

The student has the right to withdraw from school at any time. If the student withdraws from the course of instruction during or after a vacation or emergency leave of absence, AOI will remit a pro-rated refund for the unused portion of the tuition and other refundable charges if the student has completed 60% or less of the instruction within 45 days from the date of determination (DOD) which shall be the day when the Failure to enroll notice is issued by AOI office. However, the amount of the refund is calculated by the last day of attendance (LDA). The amount of the refund is determined by dividing the tuition fee by the number of hours in the course to calculate the hourly charge. The refund is the amount calculated by deducting what the student owes for total hours of instruction completed from the total tuition charge.

19 BANKRUPTCY

This institution is not operating as a debtor in possession, has not filed a petition within the preceding five years, nor has this institution 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 (11U.S.C. Sec.1101 et seq.) 94909(a)(12)

20 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 educational training programs of quality are provided. When 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 available upon request. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency. In the event that a student has exercised the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right to and is encouraged to take the following steps:

1. Complaints should be submitted in writing and mailed, or emailed to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
 - (a) Name and location of the ACCET institution
 - (b) A detailed description of the alleged problem(s)
 - (c) The approximate date(s) that the problem(s) occurred
 - (d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students
 - (e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
 - (f) The name, email address, telephone number, and mailing address of the complainant. ACCET will not reveal his or her name to the institution involved; and
 - (g) The status of the complainant with the institution (e.g. current student, former student, etc.).
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

4. SEND TO: ACCET

CHAIR, COMPLAINT REVIEW COMMITTEE
1722 N Street, NW
Washington, DC 20036
Telephone: (202) 955-1113
Fax: (202) 955-1118 or (202) 955-5306
Email: complaints@accet.org
Website: www.Accet.org

21 DISTANCE EDUCATION

There are no Distance Education courses available at AOI. Classroom delivery is the only form of instruction available.

22 TITLE IV

This institution does not participate in Title IV funding.

23 FINANCIAL AID

This institution does not participate, nor does it offer financial aid of any kind, neither federal (Title IV), state, nor any other government funding source.

24 STATE OF CALIFORNIA DISCLOSURE STATEMENTS:

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.

A student or any 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.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to:

**Bureau for Private Postsecondary Education
1747 N Market Blvd, Suite 225
Sacramento, CA 95834
P.O. Box 980818 West Sacramento, CA 95798
Phone: (916) 574-8900 Toll Free: (888) 370-7589
Fax: (916) 263-1897
Web site: www.bppe.ca.gov
E-mail: bppe@dca.ca.gov**

25 ADDITIONAL DISCLOSURES:

The state of California mandates that certain information be provided to students prior to their enrolling in any educational training. Students can review the following before registering and enrolling in any class at this institution.

26 STRF FEE

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."

"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 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 or (888) 370-7589. To be eligible for STRF, you must be a California resident or 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 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."

27 BPPE APPROVAL

This institution is a private institution, which is approved to operate by the bureau, and such approval to operate means compliance with state standards as set forth in the CEC and 5, CCR.

28 ACCREDITATION

AOI and its programs are accredited by the Accrediting Council for Continuing Education and Training (ACCET), an accrediting agency recognized by the United States Department of Education. AOI is up for reaccreditation in April 2024

29 CATALOG DELIVERY

Students can download the AOI catalog from the school's website at www.aocollege.edu, visit the school and receive a catalog in person or download it via QR code on the school bulletin board.

30 TEXTBOOKS

Students are expected to bring their textbooks and other necessary materials to each class daily. After taking the Placement Test, students are informed by Admissions Staff which texts are specific to their course of study and level. Depending on the program, the price for textbooks can vary from \$100 to \$170 per 12-week term.

The following is a list of textbooks used at AOI College of Languages:

TEXT NAME	AUTHOR	PUBLISHER	YEAR
Basic English Grammar, 4 th Ed	B. S. Azar, S. A. Hagen	Pearson-Longman	2014
Fundamentals of English Grammar, 4 th Ed	B. S. Azar, S. A. Hagen	Pearson-Longman	2011
Understanding and Using English Grammar, 4 th Ed	B. S. Azar, S. A. Hagen	Pearson-Longman	2009
The Official Guide to the TOEFL IBT 6 th ed.		McGraw-Hill	2021
The CELTA Course Trainee Book	S. Thornbury, P. Watkins	Cambridge University Press	2011
Barron's TOEIC Super pack	L. Lougheed	Barron's	2016
Start Up 1	Beaty	Pearson	2021
North Star 1	Beaumont/Yancey	Pearson	2019
North Star 2	Frazier/Haugnes/Maher	Pearson	2019
North Star 3	Solorzano/Schmidt	Pearson	2019
North Star 4	Ferree/Sanabria	Pearson	2019
Start Up 7	Beaty	Pearson	2021

English USA Every Day	Alba	Barron's	2017
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Tuition Schedule 2024

Standard ESL Program 4 hours/day 20 hours/week			
weeks	Tuition	Application Fee*	Total
4 wks	\$700	\$180.00	\$880.00
8 wks	\$1,400	\$180.00	\$1,580.00
12 wks	\$2,100	\$180.00	\$2,280.00

TOEFL, TOEIC Test Preparation Programs 4 hours/day 20 hours/week			
Weeks	Tuition	Application Fee*	Total
4 wks	\$700	\$180.00	\$880.00
8 wks	\$1,400	\$180.00	\$1,580.00
12 wks	\$2,100	\$180.00	\$2,280.00

TEFL Preparation Program 4 hours/day 20 hours/week			
Weeks	Tuition	Application Fee*	Total
4 wks	\$700	\$180.00	\$880.00
8 wks	\$1,400	\$180.00	\$1,580.00
12 wks	\$2,100	\$180.00	\$2,280.00

American Culture & Conversation 4 hours/day 20 hours/week			
Weeks	Tuition	Application Fee*	Total
4 wks	\$700	\$180.00	\$880.00
8 wks	\$1,400	\$180.00	\$1,580.00
12 wks	\$2,100	\$180.00	\$2,280.00

Fee Breakdown

Fee	Amount	Applies to:
Application Fee* (nonrefundable)	\$180.00	Required for All Students
Official Document Request	\$20.00	By Request only

AOI College of Languages Calendar 2024



Starting Date 😊 Session Break (No Class)



Federal Holiday (No Class)



Office Closed (No Class)

JANUARY						
S	M	T	W	T	F	S
	😊 1 ♦	😊 2 ♦	😊 3 ♦	4 Orientation	5	6
7	8	9	10	11	12	13
14	MLK ♦	16	17	18	19	20
21	22	23	24	25	26 Final Exam	27
28	29 Orientation	30	31			

JULY						
S	M	T	W	T	F	S
	1 Orientation	2	3	4 Independent ♦	5 ♦	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26 Final Exam	27
28	29 Orientation	30	31			

FEBRUARY						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19 President ♦	20	21	22	23 Final Exam	24
25	26 Orientation	27	28	29		

AUGUST						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23 Final Exam	24
25	26 Orientation	27	28	29	30	31

MARCH						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22 Final Exam	23
24/31	😊 25	😊 26	😊 27	😊 28	😊 29	30

SEPTEMBER						
S	M	T	W	T	F	S
1	2 Labor ♦	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20 Final Exam	21
22	😊 23	😊 24	😊 25	😊 26	😊 27	28
29	30 Orientation					

APRIL						
S	M	T	W	T	F	S
	1 Orientation	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26 Final Exam	27
28	29 Orientation	30				

OCTOBER						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14 Columbus ♦	15	16	17	18	19
20	21	22	23	24	25 Final Exam	26
27	28 Orientation	29	30	31		

MAY						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 Final Exam	25
26	27 Memorial ♦	28 Orientation	29	30	31	

NOVEMBER						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	😊 11 veterans ♦	12	13	14	15	16
17	18	19	20	21	22 Final Exam	23
24	25 Orientation	26	27	28 ♦	29 ♦	30

JUNE						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21 Final Exam	22
23/30	😊 24	😊 25	😊 26	😊 27	😊 28	29

DECEMBER						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20 Final Exam	21
22	😊 23	😊 24 ▲	😊 25 ▲	😊 26 ♦	😊 27 ♦	28
29	😊 30 ♦	😊 31 ♦				



January 1.....	New Year's Day
January 16.....	Martin Luther King Jr. Day
February 20.....	President Day
May 29.....	Memorial Day
July 4.....	Independence Day
September 4.....	Labor Day
October 9.....	Columbus Day
November 10.....	Veterans Day
November 24-25.....	Thanksgiving Holiday
December 25- December 31.....	Christmas Holiday

