

ESL DEPT POLICIES AND PROCEDURES

For Students

12/12/2008

Tennessee Foreign Language Institute
ESL Department

**ESL DEPARTMENT
POLICIES AND PROCEDURES
For ESL Students**

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A: ESL DEPARTMENT STAFF CONTACT INFORMATION

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227 French Landing Drive, Suite 100, Nashville, TN 37228
main line: (615) 741-7579 fax: (615) 741-7331
www.eslnashville.com and www.tfli.org

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angie@tfli.org (615) 741-7579 ext.112
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B: OUR TEACHING PHILOSOPHY

The mission of the ESL program at TFLI is to provide quality and affordable English education, helping students become lifelong learners and productive members of their families, workplaces, and communities.

About Our Teachers: Our institute has trained hundreds of teachers worldwide through our 135-hour Teaching English as a Second Language Certification. With new theories, practices, and resources being developed worldwide on a regular basis, the field of teaching English is a very dynamic one. By combining their respective strengths in past and current teaching methodologies and years of experience, our language teachers create effective lessons and learning environments for students at any level of English proficiency.

About Our Methods, Strategies, and Innovation: Using the best practices, our teachers create a supportive learning environment for classes. Our motto is to “adapt, not adopt.”

Communicative Language Teaching (CLT): This method is different from traditional teaching methods in that the classroom environment is student-centered versus teacher-centered. Conventionally, teachers are in charge and in control of learning. In the communicative classroom, students are in charge of their own learning and teachers are facilitators. The teachers still set up presentations, exercises, and directions, but students are active participants—doing the majority of the communication and interactions. Not only does CLT help increase students’ fluency, but also leads students to an increased sense of confidence in using the language and sparks learners to reach their fullest potential. In this setting, students practice real-life situations (e.g., giving directions, making requests, giving advice, etc.) and complete meaningful tasks.

Language Immersion: In order to prepare students for real world situations, our classrooms have an “English only” policy. This immersion strategy creates a genuine learning situation for students to practice and produce language in English. Our teachers are trained professionals and have their students’ best interests at heart. Moreover, our teachers are trained to set up situations that convey the meaning of the lesson through visual clues, props, gestures, pictures or contexts. Though students are not expected to understand 100%, or even 80% in an immersion situation, with repetition, practice, and doing authentic tasks, students will start to learn, begin to feel confident, and eventually start to communicate. Our immersion method creates a situation in which students are forced to find ways to ask questions or express themselves in the target language—it creates a more realistic situation for students so that when they are truly faced with a situation in which there is not an interpreter available to them, they are able to handle the transaction. Although many of our teachers can speak other languages, we strongly enforce English-only in the classroom. With language immersion, students become culturally aware of their surroundings. Thus, when students are confronted with social, cultural, or situational contexts outside the classroom, they have the tools to generate unrehearsed language.

C: THE REGISTRATION PROCESS

STAGE 1: Take the placement test.

First, a student must request an appointment to take the placement test:

Please call (615) 741-7579.

The days available to take the test vary. Appointments are made on a first-come, first-served basis (with no exceptions). Appointment slots are filled quickly, so please prepare to make arrangements at least 5 days in advance.

The test costs \$15. The test and grading takes about 1.5 hours. Immediately after the test, the student will know into which level s/he is placed.

STAGE 2: Register for class.

After a student has been tested and knows the appropriate level, the student must complete a registration form and pay for the level and the textbooks that accompany that course.

The classes are divided into 5 different courses and subdivided into 5 levels. For example, a student may test into “Intermediate 3”. This means the student is in the Intermediate Course, and in the 3rd level of that course.

The student may join the classes at anytime. The ESL Department has a “rolling registration” period, meaning that students may enroll in our ESL classes at anytime during the year. If the level has already begun, as a *first-time student*, the tuition may be pro-rated.

Levels: The duration of the levels are generally 5 weeks, with classes meeting 3.25 hours for one day of the week for a total of 16 hours. The classes may meet in the mornings or evenings during the week OR on Saturday mornings. Each class maintains a different schedule.

Costs: The first level costs \$150. Then, after a student has taken one level, s/he will obtain a status as a “returning student”. The student will receive a discount for every level thereafter. The succeeding levels cost \$125.

Books: The books last for the duration of one course, i.e., the Intermediate books are valid for all Intermediate levels: Intermediate 1,2,3,4,5. The books cost \$40-\$60 (depending on the level). Students are required to buy books.

It is very important the student pay the fees **before** the start of the class. In the case that the class is cancelled (because of the lack of enrollment or student payment), the student will be reimbursed. Credit card reimbursements can be done immediately. For students paying by check or cash, the reimbursement process may take 2-6 weeks. The level requires a minimum of five (5) students.

STAGE 3: Start the class.

Once the student’s level has been determined, and the student has registered and paid for the class, s/he may begin attending the class.

D: TEXTBOOKS

You should get your textbooks when you register and pay for your class. Each course requires a different textbook, but the same textbook is used for the duration of the course. For example, you will use *Interchange 1, 3rd ed.* for the Beginning Course, levels 1 – 5.

If you are a new student coming in at the *last level of a course*, for example, Advanced 5, then we encourage you to buy the textbook, but we can make copies upon request.

E: STUDENT PAYMENTS

Students MUST pay IN FULL before attending class.

Minimum enrollment: 4 students

\$15 Placement test

\$150 NEW student

\$125 RETURNING student

Required text for Intro to Advanced:

\$40 *Interchange 3rd Edition* (includes student book, workbook, and CD)

Required text for Superior 1-5:

\$40 *Passages 1* (student book and workbook)

\$40 *Passages 2* (student book and workbook)

Required text for American Pronunciation Skills:

\$40 *Realistically Speaking*

\$10 (optional) *Realistically Speaking* DVD

Required text for Business English:

\$40 *Communicating in Business*

Required text for Writing Skills:

\$40 *Writing to Communicate 1*

\$40 *Writing to Communicate 2*

Required text for TOEFL Preparation Class:

\$60 DELTA's Next Generation iBT

Recommended Text:

\$35 *Grammar Express BASIC* (Beginning–Intermediate)

\$35 *Grammar Express* (Advanced-Superior)

F: TUITION & FEES

The tuition for new students is \$150.00 per level. Returning students pay \$125.00 per level.

There are no exceptions to this, unless the class is pro-rated. It is the responsibility of the student and teacher to keep up with the start and end dates of class schedules. A student may be pro-rated for classes missed if this information is agreed upon in advance with the ESL Director or Assistant(s) and the student. **A student will not be refunded for classes missed.**

G: REGISTRATION FORMS

You should receive a registration form with a letter of completion on or before your last day of class. If you do not receive a registration form, please ask for one from your teacher or one of the staff members at the front desk. **It is important that students submit their registration form with their payment. If students change their name, address, phone number or e-mail address, the student should inform ESL staff immediately.**

example

ESL GROUP CLASS REGISTRATION															
<p>STUDENT INFORMATION</p> <p>My information has changed: <input type="radio"/> Yes <input type="radio"/> No</p> <p>First/Last Name: _____</p> <p>Home phone: _____</p> <p>Work phone: _____</p> <p>Emergency Contact Name/phone: _____</p> <p>Address: _____</p> <p>City/State: Zip: _____</p> <p>E-mail: _____</p>			<p style="color: green; font-size: small;">Office Use Only</p> <p>Date: _____</p> <p>Enter db: <input type="radio"/> Y <input type="radio"/> N <input type="radio"/> O</p> <p>Enrolled: <input type="radio"/> Y <input type="radio"/> N <input type="radio"/> O</p>												
<p>CLASS INFORMATION</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">ESL Level:</td> <td style="width: 25%;"></td> <td style="width: 25%;">Instructor:</td> <td style="width: 25%;"></td> </tr> <tr> <td>Date:</td> <td></td> <td>Times:</td> <td></td> </tr> <tr> <td>Days:</td> <td></td> <td>Location:</td> <td></td> </tr> </table>			ESL Level:		Instructor:		Date:		Times:		Days:		Location:		<p>Notes:</p>
ESL Level:		Instructor:													
Date:		Times:													
Days:		Location:													
<p>TUITION & FEES</p> <p><input checked="" type="checkbox"/> Scholarship Awarded</p> <p><input checked="" type="checkbox"/> Student's Contribution: _____ one time payment OR _____ per class * _____ (# of classes)</p>		<p>\$ _____ <input type="radio"/> \$150 New Student <input type="radio"/> \$125 Returning Student</p> <p>\$ _____ <input type="radio"/> One-on-One _____ hours</p> <p>\$ _____ <input checked="" type="checkbox"/> Pre-rated: _____ # of classes</p> <p>(\$ _____ Student's Scholarship contribution)</p> <p>\$ _____ Materials: (Prices vary per class \$40-\$60)</p> <p>\$ _____ Total Due - \$ _____ Total Paid: __/__/06</p> <p>\$ _____ Balance Due \$ _____ Total Paid: __/__/06</p>													
<p><input type="radio"/> Cash <input type="radio"/> Check # _____ (Please make checks to: TFLI) <input type="radio"/> Visa <input type="radio"/> MasterCard</p> <p>Card Number: _____ Exp. Date: __/__/__</p> <p>Name: _____</p> <p>Notes: _____ (No refunds after the start date of the class unless it is cancelled due to insufficient enrollment.)</p>															
<p>* Tennessee Foreign Language Institute * 227 French Landing Drive * Suite 100 * Nashville, TN * 37228 *</p> <p>* Tel: 615.741.7579 * Fax: 615.741.7331 * Email: esl@foreignlanguages.org *</p>															

H: REFERRAL DISCOUNTS

A student who refers another student to a TFLI class will receive a \$15.00 discount for each referral. The discount may be applied to tuition for the next class. The referred student must pay all stated tuition and fees. There are no limits to the number of referrals. You need to let the ESL Director or the ESL Assistant(s) know who the new student is.

I: WHAT IS COVERED IN A LEVEL

Usually, a level or a 16-hour class covers about 3.5 Units in the student book and workbook.

For example:

Intro 1 Units 1-4

Intro 2 Units 4-7

Intro 3 Units 7-10

Intro 4 Units 10-13

Intro 5 Units 13-16

COURSE	LEVEL	WEEKS	HRS	REQUIRED MATERIALS + (SUGGESTED MATERIALS)
INTRO	Intro I	5	16	Interchange Intro
	Intro II	5	16	Interchange Intro
	Intro III	5	16	Interchange Intro
	Intro IV	5	16	Interchange Intro
	Intro V	5	16	Interchange Intro
BEGINNING	Beginning I	5	16	Interchange 1 + (<i>Grammar Express Basic</i>)
	Beginning II	5	16	Interchange 1 + (<i>Grammar Express Basic</i>)
	Beginning III	5	16	Interchange 1 + (<i>Grammar Express Basic</i>)
	Beginning IV	5	16	Interchange 1 + (<i>Grammar Express Basic</i>)

	Beginning V	5	16	Interchange 1+ (<i>Grammar Express Basic</i>)
INTERMEDIATE	Intermediate I	5	16	Interchange 2 + (<i>Grammar Express Basic</i>)
	Intermediate II	5	16	Interchange 2 + (<i>Grammar Express Basic</i>)
	Intermediate III	5	16	Interchange 2 + (<i>Grammar Express Basic</i>)
	Intermediate IV	5	16	Interchange 2 + (<i>Grammar Express Basic</i>)
	Intermediate V	5	16	Interchange 2 + (<i>Grammar Express Basic</i>)
ADVANCED	Advanced I	5	16	Interchange 3 + (<i>Grammar Express</i>)
	Advanced II	5	16	Interchange 3 + (<i>Grammar Express</i>)
	Advanced III	5	16	Interchange 3 + (<i>Grammar Express</i>)
	Advanced IV	5	16	Interchange 3 + (<i>Grammar Express</i>)
	Advanced V	5	16	Interchange 3 + (<i>Grammar Express</i>)
SUPERIOR	Superior I-V	5	16	Passages 1, 2 & Realistically Speaking (or Clear Speech)
AMERICAN PRONUNCIATION SKILLS	American Pronunciation Skills I-II	5	16	Realistically Speaking
WRITING SKILLS	WS I-II	5	16	Writing to Communicate
BUSINESS ENGLISH	BE I-II	5	16	Communicating in Business
TOEFL PREPARATION	TOEFL I-V	5	16	Delta's Next Generation iBT

J: END OF A LEVEL

At the end of each level, you should receive a letter of completion. After you have completed the last level and class in a course, you will receive a certificate. Both the certificate and the letter indicate the number of hours, dates, and levels that the student has completed. If you need or request a different letter for a special purpose, please let the ESL Director or the ESL Assistant(s) know. You may not receive a letter if you have not attended the class at least 80% of the time or if you have a balance due.

K: STUDENT TRANSFER POLICY

Students wishing to transfer to another class must contact one of the ESL Staff members. Transfers must be approved by the ESL Department. Appropriate fees will also be determined before the transfer.

L: CLASS CANCELLATION PROCEDURES

For one-on-one classes:

If the **instructor cancels** a class, the instructor should give the student at least 24 hours notice of the cancellation. The instructor is expected to make up the class as soon as it is convenient for both the instructor and the student. If the **student (or parent of the student) cancels** the class, s/he should give the instructor at least 24 hours notice of the cancellation. The instructor is expected to make up the class as soon as it is convenient for both the instructor and the student. If the student fails to give the instructor at least 24 hours notice, the instructor is not expected to make up the class and the student is still charged for the class. The teacher and instructor must communicate directly with each other when a class is cancelled.

If a student in a 1 on 1 custom arranged class cancels a class session more than 1 time during a 20 hour contract period, the class cannot be made up and the student will be charged for the missed hours.

For Group Classes:

If the instructor cancels a class, the instructor is required to make up the class at a time convenient for the class and TFLI.

M: SCHEDULES

You can easily check your class schedule on-line. www.eslnashville.com

It is up-to-date and will tell you the holidays and dates that your classes start and end. You may also acquire a paper schedule at the front desk or request that one be mailed to you.

N: TARDINESS POLICY

If students are 30 minutes late for class, the teacher may leave. This does not count as a make-up class.

O: TFLI INCLEMENT WEATHER PROCEDURES

When there is a chance of severe weather, the Institute will close if the State government closes. Watch Channel 2, Channel 4 and/or Channel 5 to see if State government offices will be closed.

If you feel that it is unsafe for you to come to class, please do not come. Neither the teacher nor the student has to adhere to the 24-hour policy under these circumstances.

P: OBSERVATIONS

1. Observations by ESL Staff

ESL Staff will occasionally make unannounced visits to ESL classes. The purpose of these visits is to observe and assess various aspects of the class including the interaction between the teacher and the group, the progress that the class is making in the materials, and if there are any problems that need to be addressed.

2. Observations by other teachers

Occasionally, you will have other teachers or teachers-in-training observe your classes.