

Los Angeles

LET'S GET.
TOGETHER.
AND TALK.



SINCE 1983 • 1 ORGANISATION • 7 LANGUAGES • 30 DESTINATIONS • COUNTLESS MEMORIES...

WELCOME TO SPRACHCAFFE

You are obviously committed not just to having a holiday, but at the same time, also learning a new language or improving your skills in a language you already know! This is why we would like to send you our warmest congratulations! It is great when people want to make the world a bit smaller for themselves.

“If you talk to a man in a language he understands, that goes to his head. If you talk to him in his own language, that goes to his heart.” Nelson Mandela

It pleases us even more that you have chosen Sprachcaffe GEOS for your *language trip*. With our lively teaching methods, relaxed and stress-free atmosphere, we have become experts with our 35 year experience in language teaching and with our 30 destinations worldwide.

Enclosed you will find everything you need to know for your trip. **Please do not travel without this information.** If you have additional questions, please send an email to: info@sprachcaffe.com

We wish you a great holiday and lots of success!

Your Sprachcaffe Team



Content

THE TRIP	1
ACCOMMODATION	2
HOST FAMILY	2
THE SCHOOL	3
SCHOOL ADDRESS: SPRACHCAFFE LOS ANGELES / GEOS LANGUAGES PLUS	3
GENERAL INFORMATION	8
FEEDBACK	9
LOCATION OF THE SCHOOL	10
CHECKLIST BEFORE DEPARTURE	10
CHECKLIST FOR RETURNING HOME	11
REFUND POLICY/CALCULATION	12

The Trip

Public transportation from the Los Angeles International Airport (LAX) to our school-

From: Tom Bradley International Terminal-

Ride: **Lot C Shuttle** (AIRPORT PARKING - 96TH ST) heading south

To: LAX City Bus Center

From: LAX City Bus Center- Bay 3-

Ride: **Torrance Bus 8 (Pacific Coast Hwy & Hawthorne Blvd)** heading East

To: Torrance Blvd/Hawthorne Blvd

Cost: ~\$1

Alternate destinations can be mapped out on LA's public transport website: www.metro.net.

Airport Pickup Arrangements

A chauffer from Ogun Limo will meet you when you arrive, holding a sign with your name and the school's logo. If you have difficulty locating the chauffeur, please call +1 (877) 416-9696 or +1 (310) 864-3735 with a payphone (toll free) to let the chauffeur know that you are here. Please do not leave the airport grounds to find your driver. Additionally, you may call the homestay emergency phone number: +1 (424) 361- 9368.

Accommodation

Your first address after arrival is stated in your voucher. In general, this address is the address of your accommodation.

Host family

Students can experience North American culture and practice their English by sharing a home with a host family. Students will have a private room with a bed, desk and closet. They will also have most or all of their meals provided by the family. All families have been visited by members of our school's staff and live in safe, comfortable neighbourhoods close to the school. Los Angeles is a culturally diverse area and our host families are of Caucasian, Hispanic, Asian and African descent.

Facilities: All host families have access to washing machines and detergent, which are available for students to use at no additional charge. Some host families may prefer to wash the student's laundry for them. Students can use the phone for local calls. They may also use the phone for international and long distance calls but they have to purchase calling cards beforehand.

Services: The host family does the basic cleaning, but students should keep their rooms clean. Bed-linen and towels are both provided.

The American host families are very open-minded, helpful and welcoming to their guests. In general, the families will explain to you their house rules on the day of your arrival, such as house key responsibilities, times for meals, and how to use the washing machine. You normally share the bathroom with other members of the family. Please make sure that you always leave your room and bathroom clean and tidy. If you damage any property in your host-family's home, you are held responsible for fixing and/or replacing the damaged property.

Please take the family into consideration and avoid unnecessary noise, especially late in the evening.

Please inform your host family beforehand if you will not be home for a meal, if you plan to go on a trip for a few days or if you are not staying at home overnight. Communication is a key aspect in keeping up a good relationship with your host-family. If you would like to have a friend over at your host-family's home, please ask for permission and arrange the date/time beforehand. Please discuss with your family any specific rules of the household. Students may be expected to help in small household chores. Please ask permission before using the phone. Please also note that most of our American families do not allow students to smoke in their rooms or in the rest of the house. Students should also know that the legal age to purchase cigarettes or tobacco in the USA is 18. When staying with a host family, bed sheets and towels will be provided.

If you would like to move out of homestay, there is normally a 2-week notification required, and if you leave early, you would be responsible for these fees. If you go on vacation while in homestay, you are still responsible for the accommodations fees.

For any financial questions about your accommodations, please do not speak with the family or the residence, please address these questions to the school.

Most families have wireless internet at home. Whether or not students have their own computers, they should still ask their host family about the rules for using the internet at home.

Alcohol: In the USA, the legal drinking age is 21. In terms of drinking alcohol at home, please make sure to check the rules with your host family, as different families have different rules about alcohol consumption at home.

Please make sure to let Sprachcaffe know in advance of any food allergies, pet allergies, or special food requirements that you may have.

The school

Los Angeles is the perfect choice for students of all ages and backgrounds. The school is located in Torrance; a safe, beautiful suburb of Los Angeles located on the coast. It is only a 5-minute drive to the beach, 30 minutes from downtown Los Angeles and even closer to Santa Monica, Hermosa Beach and other southern California attractions.

Sprachcaffe Los Angeles is a brand new campus located on the second floor of the Village Del Amo 1 Shopping Center. It is very convenient for students to grab a snack, coffee or eat lunch in the general vicinity. The school has 11 classrooms with large windows that let the sunshine come through all day long! There is also a computer lab, comfortable student lounge with a flat-screen TV and even a private patio for dining, studying or relaxing!

Please arrive at school at 08:45am on the date indicated on your Welcome Letter. We will be conducting placement tests, interviews, and orientations. Please remember to bring your passport, I-20 and I-94 card with you on the first day of school. Please let us know if we can assist you in any way between now and your arrival.

School Address:

Sprachcaffe Los Angeles / GEOS Languages Plus

21235 Hawthorne Blvd.

Suite 208

Torrance, CA

90503

Phone: +1 (310) 792-7270

Emergency number: + 1 (424) 361-9368

Opening hours: 8:30am - 5pm, Monday to Friday

Your contact persons:

Manager – Samira Stefanutto

Student Services/Homestay Coordinator – Evelyn Bautista

Academic Coordinator – Andrew Rowland

Languages spoken by the staff at the school: English, Spanish, Portuguese and Japanese

Student card: A student ID card is available.

Bistro, Snacks and Drinks: Starbucks, Pokebar, Panda Express, Habit Burger, Giuliano's Italian Deli, Yogurtland, Bagel Factory, and many full-service restaurants such as Curry House, Benihana, Souplantation

Internet room: There is a computer lab and free wireless internet throughout the school.

Study Room: A study room where students can work on/revise their homework is available.

The Lessons

All teachers are native speakers, this means they teach in their mother tongue. The teachers are your advisors, competent and committed. The topics of the lessons are various. Our course teachers also use current articles from newspapers including socio-political topics, theatre or literature critics as a supplement during the lesson. We find that communication as a teaching method is very valuable. It is necessary also to teach grammar and vocabulary. Our students come from all around the world such as Europe, South America and Asia.

Please note that you need to pay a for the course books. The approximate prices are:

Students will be charged per class and will be given their own book to use, write in and keep. If you are enrolled for 4 weeks or less, you have the option to rent the books instead of buy them.

Prices:

\$80/Book

Rental: \$5/ Book/ Week, plus a \$50/book deposit that will be given back at the end of the course.

We offer different types of courses:

Part-time course	2 lessons per day; 10 lessons per week; 5 days a week (Monday to Friday); 1 lesson = 45 minutes
Standard course	4 lessons per day; 20 lessons per week; 5 days a week (Monday to Friday); 1 lesson = 45 minutes
Intensive course	6 lessons per day; 30 lessons per week; 5 days a week (Monday to Friday); 1 lesson = 45 minutes (A Student Visa is needed for this type of course!)
Super Intensive course	8 lessons per day; 40 lessons per week; 5 days a week (Monday to Friday); 1 lesson = 45 minutes (A Student Visa is needed for this type of course!)

Max. 14 per class; min. age 16; 16-18 year-olds accepted with parental or guardian authorization

09.00-10.30 Lessons (End of Part-time course)

10.30-10.45 Break

10.45-12.15 Lessons (End of Standard course)

12.15-13.00 Break

13.00-14.30 Lessons (End of Intensive course)

14.30-14.45 Break

14.45-16.15 Lessons (End of Super Intensive course)

Students may be able to change into a lower or higher level after consulting with both of his/her teachers and the academic coordinator.

Lessons are not held on the following public holidays in 2018: 01.01., 15.01., 19.02., 28.05., 04.07., 03.09., 08.10., 22.11., 23.11., 24.12. - 28.12 and 01.01.2019. Please note that lessons lost due to public holidays, late arrival or early departure will not be made up.

It is our aim to provide the best service possible. However, if you have any issues during you stay please talk directly to the school staff.

Our employees and teachers have years of experience with long-term students and especially with courses preparing for examinations. However, please also take into consideration that the teachers, despite their experience from the lessons, are not fully responsible for the results. If you participate actively in the lessons, you will have the best results to succeed in the examinations.

We wish you a successful language course and experience!

Levels

Based on your speaking and written test scores, you will be placed in one of six levels: Level 1-Beginner, Level 2-High Beginner, Level 3-Intermediate, Level 4-High Intermediate, Level 5-Pre Advanced, Level 6-Advanced. Each level can usually be completed in 12 weeks.

Advancement Policy

After 12 weeks in one level, you will be eligible for advancement if:

- 80% attendance
- 80% average on the weekly assessments
- the recommendation of your teachers

Conditional advancement is sometimes offered to students who have met the following:

- 8 weeks in one level
- 80% attendance
- 80% average on the weekly assessments
- the recommendation of his/her teachers
- a passing score on the written test

If you have any questions or concerns about your level placement or advancement, please talk to the Academic Coordinator.

Course Retention Guidelines

Students who are assessed for advancement but have failed to meet all the requirements stated above will be placed on academic probation and retained in the current level. Students will be notified that they have been placed on academic probation by letter from the Academic Coordinator. If after 24 weeks in the same level a student cannot demonstrate the proficiency needed to advance to the next level, he/she will face dismissal from the program.

Assessments

You will be given weekly assessments in each class, and you may not make up missed assessments. If you miss an assessment, the first missed assessments of the session will be excused and not counted negatively towards your overall skill averages. However, if you have a second or more absence on an assessment, a 0 will be recorded on your SPR and it will count negatively toward your overall skill averages. This can affect your eligibility for advancement, so it is important that you are not absent on the day of an assessment.

Exit Evaluation

For US destinations, any student with an enrolment of eight weeks or longer will be required to take an exit evaluation during his/her last week. The assessment used for this is the placement test so that scores and progress can be easily compared. The test will be scheduled outside of class hours, and the AC will meet with you once the test is corrected so that you can receive feedback.

In Canada, this test can be arranged upon request.

Student Progress Policy

All students are expected to maintain good attendance and adhere to their scheduled completion date. Students must work diligently to acquire the many learning objectives needed for successful completion of each class.

GEOS tracks both current and overall attendance. Current attendance is the rate of attendance from the first day of the enrolment until the current date. This number can fluctuate up and down. Overall attendance is the rate of attendance from the first day of enrolment until the last day of enrolment, assuming that the student attends every class until the end of the enrolment. This number can only go down and will never improve. Therefore, GEOS looks at the current attendance rate when determining eligibility for attendance probation since there is room for improvement.

Full-time students must maintain a current attendance of 80% or higher. Failure to comply with this policy will result in the student being placed on attendance probation. The student will receive an attendance probation warning letter outlining the terms of the probation, and a signed copy will be kept in the student's file. The student must immediately attend class and participate fully in classroom activities for the next 4-

week session, and students are off probation if their attendance is at least 80% at the end of the following 4-week session. Students placed on attendance probation are not eligible for class advancement or a Leave of Absence. Additionally, students whose overall attendance falls below 80% will not receive an end-of course certificate.

If a student's overall attendance falls below 70%, they will be automatically expelled from the school unless the student can provide documentation to prove extenuating circumstances exist. In the case of a full time student in the US, their I-20 will also be terminated; in the case of a student studying with a study permit in Canada, the CIC will be notified and the student may lose their ability to study, at the discretion of the CIC. All evidence will be reviewed and adjudicated by the School Manager. Furthermore, students cannot make up or defer any missed classes unless the absence is part of an approved Leave Of Absence.

In addition to monitoring attendance, students' weekly test scores are monitored as well. Students enrolled in general English classes must achieve an average of 75% on their weekly assessments after they have completed the first four weeks of their enrolment. If a student does not have an average of 75% or higher on the weekly assessments at the end of the second session, he/she will be placed on academic probation. The student will receive an academic probation warning letter outlining the terms of the probation, and a signed copy will be kept in the student's file. Students are off probation if their average skill scores reach 75% at the end of the following 4-week session.

Students enrolled in test-prep classes will take full length practice tests at six week intervals. Students must achieve an increase of 5% from their previous full length practice test score, otherwise he/she will be placed on academic probation. The student will receive an academic probation warning letter outlining the terms of the probation, and a signed copy will be kept in the student's file. Students are off probation if they achieve a 5% increase on the following assessment.

If the student has not reached an average of 80% or higher on the weekly assessments after 12 weeks in one level, he/she will be retained in the current level. If after 24 weeks in the same level a student cannot demonstrate the proficiency needed to advance to the next level, he/she will face dismissal from the program. Students can enroll in classes for a maximum of 36 months.

Tardiness Policy

Students are not allowed into any class more than 15 minutes after the start of class and will be counted absent. Students that miss a class will be allowed into subsequent classes, as long as they are on time for them. Students who leave class early, more than 15 minutes before the scheduled end of class, will be marked absent. Students who arrive late but within the first 15 minutes of class more than twice in any week, on the third and subsequent incidences, will not be allowed into class and will be counted absent. Students who leave class within the last 15 minutes more than twice in any week, on the third and subsequent incidences, will be counted absent. Instructors should mark students arriving within the first 15 minutes or leaving within the last 15 minutes with an "L" so that the Academic Coordinator can track multiple lateness.

Leave of Absence (LOA) Policy

Students must submit an LOA Request form to the office staff at least 1 week prior to the day they wish to begin their LOA. All students enrolled as an F1 student in a full-time program are eligible for a 4-week LOA at the discretion of the School Manager. Any exceptions to the guidelines in this section are at the discretion of the School Manager.

General Guidelines:

- Emergency time off for illness or family/work related emergencies is permitted. However, requests must be accompanied by written instructions from a doctor or employer.
- Students must maintain a current attendance of at least 80% to be eligible.
- Leaves of Absence should be taken at the beginning or end of a 12-week term of study.
- Students must have completed 12 weeks of consecutive study.
- Students are not eligible for an LOA within 4 weeks of the end of the enrollment period unless there is a paid enrollment extension.
- LOAs must begin on a Monday and finish on a Friday.

- An LOA must be 1, 2, 3 or 4 weeks in length. If a student chooses to take an LOA for less than 4 weeks, they may apply for a subsequent LOA which may be given at the discretion of the School Manager
- Unauthorized LOAs will be considered "absences"
- Any absences in group courses cannot be made-up or rescheduled

Overseas Student Transfer Policy

F1 student visa holders are eligible to transfer to other academic institutions in the USA provided that they are considered to be 'In Status' (not 'Out of Status'), and provided that the institution to which they will be transferring is able to support their I-20. However, only students who complete a minimum of 12 weeks of class, or 100% of their contract (whichever comes first), with an overall attendance average of 80% or higher, will be eligible to receive an end-of-course certificate from the school. Students are encouraged to start the next school on the next available start date.

Cancellations and Schedule Changes

In the event of extraordinary situations such as earthquakes, hurricanes, tornadoes, fires, political unrest, blizzards, etc., the school will generally follow the example of the area's public school system regarding school closure. If public schools are on break at the time of the extraordinary situation, the school management will decide whether or not to close the school and will leave a voice message by 8am on the school phone to inform students if the school is closed for the day. Therefore, it is important that you phone the school if an extraordinary event is taking place before attempting to travel to school. Group lessons missed because of school closure due to extraordinary situations are not counted towards a student's attendance record, are not recuperated and are not refunded. Private lessons missed because of school closure due to extraordinary situations will be rescheduled with the agreement of the student, instructor and the school management.

English Only

English is the only language spoken at our school, as it is the only language that all staff and students speak. If you are found speaking any language other than English, you will be given a warning on the first instance. On the second instance, you will be asked to leave school for the day. Failure to comply will take you to the next level which is that for a third offence, you will be barred from attending one class and will be counted absent for it. On the fourth and subsequent instances, you will be barred from class for an entire day and counted absent. These absences will count negatively towards your overall attendance.

Pathway Program

GEOS North America has over 70 pathway partners to facilitate your entrance into a Canadian or US college or university. If you are interested in learning more about the Pathway Program, please talk to the Academic Coordinator.

Certificates

Certificates will be awarded to students who have successfully completed their enrolment during a graduation ceremony on the student's last day.

Contact Information

If your address or phone number changes during your enrolment at GEOS, please inform any staff member as soon as possible so that we have your updated contact information. A GEOS staff member will also confirm that the information we have on file is accurate every 12 weeks.

General information

Los Angeles is the entertainment capital of the United States. Los Angeles is famous for its impact on the world of entertainment, sports, and culture. It has a rich multi-cultural heritage that has influenced generations of artists, writers, and everyday people. The city was founded by Spanish and Mexican families in the 1700s looking for new frontiers and new opportunities for growth and prosperity.

Los Angeles county is actually one of the most culturally, economically and ethnically diverse areas in the United States. Due to the fact that Los Angeles is incredibly diverse, students will have the opportunity to meet people from all over the world. The weather in Los Angeles is excellent all year-round with the temperature rarely going below 55° degrees Fahrenheit (approximately 12° degrees Celsius). The warm weather means that outdoor activities such as surfing, sailing, scuba diving and beach volleyball are very popular amongst students and residents. Every year there is an International Surf Competition held in Hermosa Beach and Manhattan Beach, which is only 15 minutes from the school. Los Angeles is also well-known for a thrilling nightlife. Students can choose from a variety of restaurants, clubs, bars and lounges. Surrounded by beaches, mountains and deserts, Los Angeles offers something for everyone!

Money

Please consult your bank about the current exchange rate. We recommend to pay by credit card (such as Visa Card, American Express, or Eurocard). You may also use Traveller Cheques rather than changing large amounts of money in the United States.

Tip

15% to 25% of the total amount is standard in the United States.

Climate

Los Angeles has a very mild climate the whole year round, though the nights can become quite cool – even in summer!

Month	Avg. High	Avg. Low	Avg. Precipitation
January	19°C	9°C	103.9 mm
February	19°C	10°C	125.2 mm
March	19°C	11°C	89.9 mm
April	21°C	12°C	21.8 mm
May	21°C	13°C	8.6 mm
June	23°C	15°C	2.8 mm
July	25°C	17°C	0.5 mm
August	26°C	17°C	4.1 mm
September	26°C	17°C	8.1 mm
October	24°C	15°C	14.5 mm
November	22°C	12°C	34.3 mm
December	19°C	10°C	60.7 mm

Documents

Before you start your trip to Los Angeles, we strongly recommend making copies of the important travel documents such as flight ticket, insurance policies, passport, driver license, documents of the rental car, etc. In case you lose one of these documents, authorities can help you more efficiently on the basis of your copies.

Office and shop hours

Credit institutes/Banks:	Mo to Fr	09.00 a.m. to 06.00 p.m.
Post offices:	Mo to Fr	08.00 a.m. to 05.00 p.m.
Shops:	Mo to Fr	09.00 /10.00 a.m. to approx. 09.00/10.00 p.m.
	Weekends:	depending on the shop, mostly open until 06.00 p.m.

Smoking and Drinking

The United States has published several strict laws concerning smoking in public areas. Restaurants and public buildings only offer special “zones” for smokers. It is strictly forbidden for people under 21 to drink alcoholic drinks in public areas such as bars, restaurants or beaches!

For further information visit: <http://gocalif.ca.gov>

Feedback

Before the everyday routine back at home sets in completely, we would be very pleased if you could give us your feedback. As a participant you can tell us about your experiences. Just fill out the online form at <http://www.sprachcaffe.com/english/feedback.htm>

We always welcome ideas, tips, and constructive criticism!

Address: **Sprachcaffe Languages PLUS**
Headquartes Gartenstrasse 6
D – 60594 Frankfurt/Main
Tel.: 069 (0) 6109 120
Fax: 069 (0) 603 1395
Email: info@sprachcaffe.com
www.sprachcaffe.com

We wish you a wonderful stay and a successful language course!

**Your
Sprachcaffe Team**

Location of the school



Checklist before departure

Things you might want to think of when packing your luggage

Important travel items

- Travel guide
- Reading material
- Dictionary
- Cash, credit card
- Phone number of your credit card company, in case you have to block the card
- Vaccination card
- Inform Sprachcaffe about arrival time
- Alarm clock
- Sunglasses

First-aid kit

- Sunscreen
- Any medicine required
- Insect spray
- Medicine for stomach trouble
- Plasters
- After-sun lotion
- Tweezers

Travel documents

- Identity card
- Flight or train ticket
- Student ID
- Sprachcaffe travel documents

Sport/Hobby

- Camera
- Extra film, extra memory card
- Music / radio
- Batteries
- Sports equipment

Insurances

- Travel health insurance
- Luggage insurance
- Insurance card from your car insurance
- Phone number of your car insurance

Checklist for returning home

- Buy souvenirs for friends and relatives at home
- Exchange addresses with people in the course, teachers and host family
- Pick up course participation certificate
- Tidy and clean up the room
- Pack and check the rooms for anything left behind

Refund Policy/Calculation

Due to U.S. government regulations, GEOS Languages Plus is obliged to give proof that every student has read their Refund and Cancellation Policies. Because of this we ask you to read and sign the following form. It is important to sign and date this form **BEFORE** you leave your home country. Please bring it to school with you on the first day. The school staff will collect it from you during orientation. You will not be able to take part in your class without this form.

A student must give a written notice to **cancel** their program **before** starting.

A **withdrawal** from the program **after** the start date may occur because of a student's written notice to withdrawal or because of a student's conduct, including, but not necessarily limited to, a student's lack of attendance.

<u>Cancellation Term</u>	<u>Refund</u>
By the 1 st class session, or the 7 th class day after enrollment	Total refund, less non-refundable fees as outlined in the school catalogue and enrollment agreement
After completing 60% or less of the program	Total refund, less the number of days already attended and less any non-refundable fees included in the tuition.
After completing 61% or more of the program	No refund
Expulsion due to misconduct or violation of local, state or federal law	No obligatory refund

All refunds will be made within 45 days of a student's cancellation or withdrawal.

Students who enroll at GEOS with an overseas agency should collect their refund from that agency directly.

Student Loans and Financial Aid

(This section is ONLY for students who are receiving money from the U.S. government to help pay for school).

If you have received federal student financial aid funds, you are entitled to a refund of moneys 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 you are eligible for a loan guaranteed by the federal or state government and you default on the loan, both of the following may occur:

(1) The federal or state government or a loan guarantee agency may take action against you, including applying any income tax refund to which you are entitled to reduce the balance owed on the loan.

(2) You may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

I have read, understood, and agree to my rights and responsibilities. The institution's cancellation and refund policies have been clearly explained to me.

X _____

Date Signed _____ / _____ / _____