

Transworld Schools Online English Program Student Manual

(updated 10/3/2021)

Transworld Schools, our language school in San Francisco, California, offers live Online English courses. You will join our online global classroom, be taught by our experienced teachers, and take part in dynamic and interactive live classes with students from all over the world.

We offer General English (17 levels Beginner to Advanced); TOEFL Preparation (2 levels Advanced), and Business English (3 levels Advanced) Courses in part-time and full-time programs to suit your schedule, time and budget. Our students are studying English for their professions, preparing to study at college or university in the US, or for their own interest.

The Online Intensive English Program is taught through live Zoom classes with a Transworld English instructor. The online courses are fully aligned with Transworld's curriculum and CEFR Levels A1 – C2. You can work towards your Proficiency Certificate and transfer into in-school classes at your same proficiency (CEFR) level. In addition to the live online classes, you will have full unlimited access to Transworld's comprehensive online platform English52.

Courses:

Online Intensive English (full-time 18 hours per week; OR part-time 6 or 10 hours per week)

Online TOEFL Preparation (full-time 18 hours per week; OR part-time 6 or 10 hours per week)

Online Business English (full-time 18 hours per week; OR part-time 6 or 10 hours per week)

Admission:

You will submit an online application form and a copy of your picture ID (passport, driver's license, or ID card), and pay your tuition fee online. You will then take an online placement test followed by a Zoom interview where the instructor will assess your spoken English. After this you will be assigned a class at your English proficiency level for your requested schedule. There is no application fee or materials fee for online courses.

Please note that the Online courses are for non-F1 students only; F1 Student Visa students are required to study in school in the San Francisco school (not online) for 18 hours per week as a condition of their F1 Student Status.

You may choose full-time or part-time options and be scheduled for classes according to your level and program choice.

Schedule:

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---------------|---------------|---------------|---------------|---------------|
| 7-9AM PST | 7-9AM PST | 7-9AM PST | 7-9AM PST | 7-9AM PST |
| 9-11AM PST | 9-11AM PST | 9-11AM PST | 9-11AM PST | 9-11AM PST |
| 10AM-12PM PST | 10AM-12PM PST | 10AM-12PM PST | 10AM-12PM PST | 10AM-12PM PST |

All class times are PST (San Francisco); please check for current days/times schedule when you book your program

Course Requirements:

All classes are live online classes with a teacher where you are required to have access to a device (smart phone, tablet, laptop or computer) and WIFI. Classes are delivered through Zoom video conferencing and you will be instructed at orientation how to download zoom free of charge and how to use it for your classes. You will be provided with all of your course materials as digital textbooks, pdf lesson sheets, and audio and video links. **See Transworld Online Program Instruction Guide on Page 6**

Course Evaluation:

You are evaluated on a regular basis during your program, through written and oral assignments as well as your overall class participation. Daily graded class tasks include matching vocabulary exercises, presentations, essays, decision-making through role-plays, group and pair-work. There is no homework assigned for the online program; however, you have our free English52 self-access program if you would like to review your lessons or progress more rapidly.

Attendance and Participation Requirements:

You must meet or exceed the minimum attendance per Transworld's satisfactory academic progress requirements. You are required to maintain 80% attendance and a "C" grade in order to pass your class. All out of class assignments must be completed on the same day as your class and submitted to your teacher by email within 24 hours of that class.

There will be a progress test every 4 weeks that you are required to take during your zoom lesson with your video on and microphone off.

Transworld Schools Grading and Graduation Policy

A = GPA 4.0 = 90% - 100%; B = GPA 3.0 = 80% - 89%; C = PASS = GPA 2.0 = 70% - 79% ; D = GPA 1.0 = 60% - 69% F = GPA 0.0 = 59% and below; I = Incomplete ; W = Withdrawal

Transworld Completion Certificate is awarded for successful completion of each proficiency level completed. Transworld Proficiency Certificate awarded for successful completion of CEFR Level C2.

Online Intensive English Program Tuition

| Online Intensive English Hours Per Week | Cost Per Week (US\$) | Maximum Students Per Class | Total Hours Per Level | Total # Weeks to Complete Each Level (17 Levels A1-C2) |
|---|----------------------|----------------------------|-----------------------|--|
| Full-time 18 Hours Per Week | \$120 | 12 | 144 | 8 |
| Part-time 10 Hours Per Week | \$80 | 12 | 144 | 15 |
| Part-time 6 Hours Per Week | \$50 | 12 | 144 | 24 |

Course Description:

Transworld's Intensive English program provides a comprehensive approach to language learning. The course combines all four language skills – Reading, Writing, Listening and Speaking – with additional focus on Grammar and Vocabulary to build fluency and accuracy. Transworld Schools offers 17 levels in line with CEFR A1-C2 standards.

Course Methodology:

Transworld Schools' learner-centered approach provides students with opportunities for involvement, interaction and socialization to explore meaning through active learning in a collaborative setting. All classes are taught as live online classes with optional additional study through assignments and self-paced learning using Transworld's English52 platform. During class students will answer questions, formulate questions of their own, discuss, give short presentations, explain, debate, or brainstorm. The Intensive English course engages critical thinking, expression, and interactive communication. Students build and develop the essential skills covered in the course objectives such as grammatical resource, lexical resource, discourse management, and pronunciation as well as listening for main ideas and details, predicting, following arguments in a debate, agreeing or disagreeing, paraphrasing, following a conversation, digressing from a topic, giving a recommendation, syntactic accuracy and variety, paragraph organization, writing technique, and more.

Transworld Completion Certificate is awarded for successful completion of each proficiency level completed. Transworld Proficiency Certificate awarded for successful completion of CEFR Level C2.

Online TOEFL Preparation Program

| Online TOEFL Preparation Hours Per Week | Cost Per Week (US\$) | Maximum Students Per Class | Total Hours Per Level | Total # Weeks to Complete Each Level (2 Levels C1-C2) |
|---|----------------------|----------------------------|-----------------------|---|
| Full-time 18 Hours Per Week | \$120 | 12 | 144 | 8 |
| Part-time 10 Hours Per Week | \$80 | 12 | 144 | 15 |
| Part-time 6 Hours Per Week | \$50 | 12 | 144 | 24 |

Course Description:

The Transworld Schools Online TOEFL Preparation Program prepares students to take the TOEFL test and to acquire the academic skills required for studying academic courses in English in college or university in the US and Canada. The program engages critical thinking, expression, and interactive communication while strengthening the essential academic skills. Students expand their academic vocabulary and overall lexical resources, develop reading and listening skills with authentic materials, develop speaking and writing skills in terms of accuracy, fluency, unity and cohesion, and build the essential skills necessary to reach their individual goals and succeed in an academic environment. This program has 2 levels (C1-C2)

Course Methodology:

Transworld Schools' learner-centered approach provides students with opportunities for involvement, interaction and socialization to explore meaning through active learning in a collaborative setting. All classes are taught as live online classes with optional additional study through assignments and self-paced learning using Transworld's English52 platform. This program combines general language review and advancement with specific training in TOEFL® test skills. It includes practice the TOEFL IBT® test online where Instructors use the latest TOEFL® practice test materials in the online classroom in order to familiarize students with the content and form of the TOEFL® proficiency test. Academic advising and college placement assistance is also provided. During class students will answer questions, formulate questions of their own, discuss, give short presentations, explain, debate, or brainstorm. The TOEFL program engages critical thinking, expression, and interactive communication. Students build and develop the essential skills covered in the course objectives such as grammatical resource, lexical resource, discourse management, and pronunciation as well as listening for main ideas and details, predicting, following arguments in a debate, agreeing or disagreeing, paraphrasing, following a conversation, digressing from a topic, giving a recommendation, syntactic accuracy and variety, paragraph organization, writing technique, and more.

Transworld Proficiency Certificate for TOEFL Preparation C2 awarded for successful completion of TOEFL Program

Online Business English Program

| Online Business English Program Hours Per Week | Cost Per Week (US\$) | Maximum Students Per Class | Total Hours Per Level | Total # Weeks to Complete Each Level (3 Levels C2) |
|--|----------------------|----------------------------|-----------------------|--|
| Full-time 18 Hours Per Week | \$120 | 12 | 144 | 8 |
| Part-time 10 Hours Per Week | \$80 | 12 | 144 | 15 |
| Part-time 6 Hours Per Week | \$50 | 12 | 144 | 24 |

Course Description:

The Transworld Schools Online Intensive English - Business English Course is designed to help the student in any market where improving English provides a crucial foundation on which to build a successful business career. The course is designed to help students develop the practical English skills they need for the Business world, and to communicate effectively in English in a professional context. Students will expand their English vocabulary, improve their ability to write and speak in English during professional interactions, and gain a greater understanding of American Business culture. The course prepares students who need to deal with more challenging language content and more complex topics. Students practice and learn to combine words into phrases and expressions which are the basis of Business English. The Business course covers 3 levels (CEFR Level C2).

Course Methodology:

The IDL Intensive English Business Course is taught through synchronous learning in weekly online live lessons with optional asynchronous assignments and self-paced supplementary study. Transworld Schools' learner-centered approach provides students with opportunities for involvement, interaction and socialization to explore meaning through active learning in a collaborative setting. During class students will answer questions, formulate questions of their own, discuss, give short presentations, explain, debate, or brainstorm. It engages essential business skills including presenting, networking, debating, clarifying and confirming writing in effective emails, videoconferencing, meetings and more. Cover letter and resume writing, ethical problem solving, discussing cultural issues and functionality of international teams in business, decision making, and coaching are primary areas of focus in this dynamic and interactive course that covers in detail extensive aspects of modern international business.

Transworld Proficiency Certificate for Business English C2 awarded for successful completion of program.

Transworld Online Program Instruction Guide

Welcome to Transworld's Online Program. You have received your registration letter that tells your level, class and schedule.

Starting Your Course:

To join the Online Live Classroom, please follow these steps:

Use Google Chrome or the latest version of Mozilla Firefox.

Use a laptop/PC or tablet for the best experience. You can also join the lesson on your smartphone but it is not ideal. You will need a device with a camera and a microphone and have access to WiFi/internet (you will need a minimum of 3Mbps download and 0.5 Mbps upload).

Avoid using a public or shared network as this will create problems with your audio and video quality.

Receiving Your Lesson:

You will use ZOOM to attend your classes. Transworld will email you your zoom lesson schedule for the week on Sunday. The link will allow you to install the free zoom app when you join your first zoom class. It will look like this:

Monday

Time: Jan 4, 2021 10:00 AM GMT (London, UK)

Join Zoom Meeting

<https://us02web.zoom.us/j/86593333227?pwd=RnVKMG9qOXA5MmtRaWhRcGhRVDh4QT09>

Meeting ID: 865 9333 3227

Passcode: 117208

You will click on the zoom lesson link and it will take you to the class.

<https://us02web.zoom.us/j/86593333227?pwd=RnVKMG9qOXA5MmtRaWhRcGhRVDh4QT09>

Please check your spam folder if you have not received the zoom link and if it is not there, please contact us at or the online Chat

Entering a Class:

Transworld will email you the lesson zoom link from your teacher.

Use Google Chrome or Mozilla Firefox for better audio quality and full use of the virtual classroom features.

Use headphones for less background noise.

The virtual (live online) classroom will open once your teacher has entered the lesson. Please wait to be let in.

Turn on your audio, speakers, microphone and video.

Close all unnecessary tabs/downloads.

Your lesson will start!

Technical Problems:

Refresh the page if you have connection or audio problems

Close all tabs and communication channels such as Facebook Messenger, Whatsapp as this will compete for your mic and camera.

If your teacher disconnects, please stay in the classroom and wait for the teacher to reconnect. If the teacher cannot reconnect, you will receive an email so check your inbox after 15 minutes. You can also contact the school at info@transworldschools.com or connect through chat on the website.

Course Content & Study Materials:

Transworld provides all of your class content free of charge. You will be issued with English language digital textbooks and software and your teacher will give you your Access Codes to use the digital lesson in class and as self-study at home if you wish to do extra study.

You will also have access to English52 which is a free self-access program developed by the Transworld teachers. You can sign up at www.English52.com or the app which is available free on Apple Play and iTunes: English52. Go to English52 and create your account and take the placement test which will determine which module you will start at, there are 3 modules (Beginner 1, Intermediate 2, Advanced 3)

TRANSWORLD SCHOOLS
551 Sutter St., San Francisco, CA 94102. Tel: (415) 928-2835
(for Online Programs only)

2021 ENROLLMENT AGREEMENT- ONLINE ESL PROGRAM

Student Name _____

Address in USA _____ City _____ State/ZIP _____

Address in Home Country: _____

Email _____ Telephone _____

Birth Date _____

Nationality _____ Native Tongue _____ M [] F []

Course Name _____ Hours per Week [] Start Date _____

How did you hear about Transworld Schools? _____

Student's Right to Cancel the Course

A student is allowed to cancel an agreement for a course of instruction and obtain a refund of charges paid and the student's contribution to the Student Tuition Recovery Fund (STRF) if eligible to contribute, which is calculated as \$0.50 per \$1000 of tuition) through attendance at the first class of the session, or the seventh day after enrollment, whichever is later, including any equipment or other goods and services included in the agreement. The student is advised that a notice of cancellation shall be in writing, and that a withdrawal will be effectuated by the student's written notice or by the student's conduct, including but not necessarily limited to, a student's lack of attendance. If mailed in, the cancellation note becomes effective as of the postmark if properly addressed with proper postage. You will receive a complete refund within 30 days of course cancellation.

Student's Right to Withdraw and Refund Rights

Student's Agreement

| | |
|---------------------|---|
| Course | |
| Tuition for 4 weeks | |
| Application Fee | No Application fee for Online programs |
| Materials/Test fee | No Materials/test fee for Online programs |
| STRF | 0 non-refundable |
| Total Course Fees | |
| Housing Fee | No Housing fee, housing not provided |

I understand that the total cost for the course of instruction for ____weeks in length/____total clock hours is \$_____ (as presented on the Transworld Schools Brochure –Course Name ____ total tuition for full course), plus Student’s non-refundable contribution to the Student Tuition Recovery Fund (STRF) which is calculated as \$.50 per \$1000 of tuition paid if the student is eligible to contribute to STRF). Your calculated STRF amount is \$_. Courses may be purchased in increments where the minimum course length is 2 weeks for a total of 12 hours costing a total of \$100. Course dates from____ to____. Projected Course Completion Date is _____. I agree that I am responsible for purchasing my electronic device and course textbook. I intend to pay this amount by credit card/other_____. My current tuition balance owing is _____. I have received and read the current school catalog.

TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE _____

ESTIMATED TOTAL CHARGES FOR ENTIRE PROGRAM _____

TOTAL CHARGES STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT _____

Class Schedule (schedule will depend on hours per week)

| TIME | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|---------------|--------|---------|-----------|----------|--------|
| 7am-9am PST | CLASS | CLASS | CLASS | CLASS | CLASS |
| 9am-11am PST | CLASS | CLASS | CLASS | CLASS | CLASS |
| 10am-12pm PST | CLASS | CLASS | CLASS | CLASS | CLASS |

I understand that this agreement becomes a legally binding document after I sign it and it is accepted by the school.

I have had the contents of this contract translated and/or interpreted for me, and I understand my obligations.

I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution’s cancellation and refund policies have been clearly explained to me.

Student Signature: _____ Date: _____ Copy Received: ____ (initials)

Director Signature: _____ Date: _____

Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution.

This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, and the most recent 3 year cohort default rate, if applicable, prior to signing this agreement.

I certify that I have received the catalog, School Performance Fact Sheet, and Information regarding completion rates, placement rates, license examination passage rates, and salary or wage information, and the most recent 3 year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet.

Student Signature: _____ Date: _____ Copy Received: _____(initials)

Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for private Postsecondary Education at 1747 North Market Boulevard, Suite 225, Sacramento, CA 95834, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897. 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 toll-free, by fax (916) 263-1897 or by completing a complaint form, which can be obtained on the bureau's internet website www.bppe.ca.gov and/or by contacting ACCET (Accrediting Council for Continuing Education & Training), 1200 19th St. NW Suite 200, Washington DC 20036. Tel: (202) 955-1113.

TRANSWORLD SCHOOLS – Background

Transworld Schools, opened in 1997, offers English in the U.S. and overseas and English as a Second Language Courses (ESL) to non-native speakers of English. Transworld Schools is owned by Ceri Rich-Odeh. Transworld Schools does not provide federal funding or loans to students and if the student has received federal student financial aid, funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds. Transworld does not participate in federal student financial aid programs. If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

ADMISSION STANDARDS AND GRADUATION REQUIREMENTS

Admissions Policy

The minimum requirements for admission are sixteen years of age and completion of the Transworld Schools application form and admission process.

Transworld Schools is able to enrol and train students with physical disabilities; the school is wheelchair accessible. The institution does not discriminate on the basis of sex, race, ethnic origin or religion. Non-US citizens and non-native speakers of English are accepted for ESL training.

Admissions Procedures

To apply, complete the application form in the Transworld Schools' brochure, or online at www.transworldschools.com. All applicants are welcome to audit a live Online class before applying.

Educational Policies

Satisfactory Academic Progress and Grades

(1) Grading Policy

Transworld Schools uses the following grading policy for all courses:

| TRANSWORLD GRADE | EQUIVALENT % | EQUIVALENT GPA | PASS/FAIL |
|------------------|--------------|----------------|------------|
| A | 90-100 | 4 | PASS |
| B | 80-89 | 3 | PASS |
| C | 70-79 | 2 | PASS |
| D | 60-69 | 1 | FAIL |
| F | 0-59 | 0 | FAIL |
| I | | | INCOMPLETE |
| W | | | WITHDRAWN |

Grades are calculated as follows:

80% continual assessment (daily assignments 80% and sustained participation 20%)

20% progress tests (test is every 4 weeks)

The participation grade is based on a student's participation in classes that they attend. If a student has not attended all week, the student will not be given a grade. The final grades are then calculated accordingly. If a student does not participate well in their class, they will receive a grade that reflects this. If a student does not participate in their class, they will receive a grade that reflects this. MyEnglishLab assignments in class are automatically corrected and graded by the program and the teacher can view the individual student's progress and grades. Where written assignments completed in class require correcting and grading by the teacher, the students email the assignments to the teacher at the end of the class.

The teacher returns the corrected and graded assignment the following day by email. The teacher will actively engage with regular communication with each student to make sure that they don't fall behind. The teacher contacts students via email if they fail to log in to class, miss one lesson without explanation, and/or log in late more than twice in a row, and reviews class times and attendance requirements if necessary.

Teachers provide comments and feedback to the class but also provide individual feedback and suggestions. Teachers give feedback and direction throughout the course and measure learning through graded assignments and quizzes and a progress test every 4 weeks.

Students at risk of failing the level will be counselled by the Director through zoom, and students who fail

the level will be given a Learning Plan with a clear outline of the areas they need to improve in and how to do it in order to pass the level.

Mid-course progress tests are at 4 weeks (18 hour full-time courses) and weeks 8 and 15 for the part-time courses. Level-up tests are given at the end of each 8-week cycle (IDL part-time will be week 24 for the 6 hour per week program, and week 15 for the 10 hour per week program). Final grades take into account weekly grades and level-up test grades. If a student fails the level, they will be placed on Academic Probation and repeat the level, they may repeat each level two times. They will have a counseling session with the AC. Teachers should inform the AC or the Director immediately if they have a concern about a student's performance.

If a student is failing, the AC talks to him/her about his/her lack of progress. Level-up tests are given at the end of the level. Progress reports are made for every 8-week session, students may request a hardcopy or an emailed version. Students are able to obtain a certificate of completion upon request.

Student Complaint & Appeal Policy:

Students are encouraged to talk to the AC or the Director immediately if they have a concern with their performance. Students may appeal their grades by telling the AC or the Director. The school will give them a written response to their complaint within 10 days. If the complaint or relief requested by the student is rejected, the reasons for the rejection should be written in the response. The student's participation in the complaint procedure and the disposition of the complaint must not limit or waive any of your rights or remedies. Any document signed by them that purports to limit or waive their rights and remedies is void.

If the student has any complaints, questions, or problems which they cannot work out with the school, they may contact the Bureau of Private Postsecondary Education by calling (888) 370-7589 toll-free, by fax (916) 263-1897, by completing a complaint form, which can be obtained on the Bureau's internet website www.bppe.ca.gov, or by writing to the Bureau for Private Postsecondary Education at 1747 North Market Street, Suite 225, Sacramento, CA, 95834 and/or contact ACCET at 1722 N. Street, NW., Washington, DC 20036. Telephone: (202) 955-1113.

(2) Attendance, Tardiness, and Absenteeism

Transworld Schools expects all students to attend not less than 80% of all classes and to be online ready to start on time. If you are going to be late or absent, please message or email your teacher. Three (3) tardies of more than 5 minutes each will result in one (1) absence. As the student is required to attend 80% of his/her classes on the regular ESL schedule, there is no opportunity to make-up missed ESL classes.

If you are regularly absent or late, or have more than 2 consecutive absences without a doctor's letter, the School Director will meet with you through zoom and assist you in finding a solution. A copy of the meeting and outcome will be placed in your file and you will be put on probation. If the

absenteeism/tardiness persists, and if all efforts on the part of the staff and student fail to resolve the situation, Transworld Schools reserves the right to dismiss the student.

Transworld will automatically administratively withdraw a student who has been absent for a maximum of 30 consecutive calendar days (excluding any scheduled breaks of the institution).

(3) Leave of Absence Policy

You must attend 80% of the course in order to complete. You must request any Leave of Absence (LOA) in writing and sign it. You must include your expected date of return in your written request. You may not take more than 50% of your total course length as a LOA.

(4) Re-Admission

Students who are dismissed will not be permitted to re-enrol.

(5) Maximum Length of Program

The maximum length of cumulative study is 36 months.

(6) Behavior Problems

Transworld Schools reserves the right to dismiss the student for continuous disruptive behavior.

(7) Sexual Harassment

If you feel that you are the victim of sexual harassment, you should report any such incident to the School Director or to the staff member of your choice. All reports of sexual harassment received by Transworld Schools will be investigated in a completely confidential manner. Any student or staff member who is found to have sexually harassed other students or staff members will be dismissed.

(8) Student Records

All student records and student transcripts are kept in the administrative offices at Transworld Schools in San Francisco for five years. You may access your student file. All student files are confidential and Transworld Schools is not able to release any information regarding an individual student without that student's written permission.

(9) Transfer of Credits

No credit hours are awarded for ESL courses and Transworld Schools does not accept transfer of credits from other schools or programs for ESL courses. There are no transfer or articulation agreements between Transworld Schools and any other college or university that provides for the transfer of credits earned in the program or instruction.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION.

The transferability of credits you earn at Transworld Schools is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in ESL is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required

to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting the institution to which you may seek to transfer after attending Transworld Schools to determine if your certificate will transfer.

(10) Student Tuition Recovery Fund (STRF)

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 the Online 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 the Online program.

NOTICE OF STUDENT RIGHTS

STUDENT'S RIGHT TO CANCEL

- (1) A student is allowed to cancel an agreement for a course of instruction and obtain a refund of charges paid (less the non-refundable \$100 application fee and the STRF contribution) through attendance at the first class session, or the seventh day after enrollment, whichever is later, including any equipment or other goods and services included in the agreement, where the first business day is the day on which the student (1) attended the first class of the course of instruction which is the subject of the agreement, (2) received a copy of the notice of cancellation, or (3) received a copy of this agreement and all mandatory information that must be disclosed to student prior to a course agreement, including a copy of the agreement, completion and placement rate, catalog, etc., whichever occurs last. The student must provide written notice of cancellation to the school by email and the cancellation becomes effective as of the date of the email sent.
- (2) After the end of the cancellation period, you also have the right to withdraw from the school at any time, and you have the right to receive a refund for the part of the course not taken. Your refund rights are described in the contract. If you have lost your contract, ask the school administration for a description of the refund policy.
- (3) If the school closes before you complete the course you have paid for, you may be entitled to a refund. For more information, contact ACCET at 1722 N. Street, NW., Washington, DC 20036. Telephone: (202) 955-1113.
- (4) If you have any complaints, additional questions regarding the catalog or the addendum that have not been satisfactorily answered by the institution, or problems which you cannot work out with the school, write or call: Bureau of Private Postsecondary Education by calling (888) 370-7589 toll-free, by fax (916) 263-1897, by completing a complaint form, which can be obtained on the Bureau's

internet website www.bppe.ca.gov, or by writing to the Bureau for Private Postsecondary Education at 1747 North Market Boulevard, Suite 225, Sacramento, CA 95834 and/or contact ACCET at 1722 N. Street, NW., Washington, DC 20036. Telephone: (202) 955-1113.

REFUND POLICY

Refund During Cancellation Period

(5) A student is allowed to cancel an agreement for a course of instruction and obtain a refund of charges paid (less the STRF contribution) through attendance at the first class session, or the seventh day after enrollment, whichever is later, including any equipment or other goods and services included in the agreement. The student is advised that a notice of cancellation shall be in writing, and that a withdrawal will be effectuated by the student's written notice or by the student's conduct, including but not necessarily limited to, a student's lack of attendance. The student must provide written notice of cancellation to the school by email and the cancellation becomes effective as of the date of the email sent.

The cancellation date is _____

Refund After Cancellation Period

If a student withdraws after seven (7) business days where the first day is the first day class was attended, the student is entitled to only a partial refund. The student has the right to withdraw from school at any time and receive a refund for that part of the course not taken, for which the student has paid. The amount of that refund is to be "100% pro-rated" which means that the student is refunded for all classes paid for but not taken after the point of last date of attendance (LDA) from the course. The refund is to be paid within thirty (30) days of withdrawal and a refund notice is to be sent to the student.

Refund Example

The following is an example of refunds and amounts. The 4 Week (6 hour per week) Intensive English Course costs \$200 and meets for 24 clock hours. Students must provide their own laptop, tablet or phone with camera and microphone and have internet access and purchase the text book required for the class. If the student has paid for the course in full (\$200) and withdraws after completing 12 hours of instruction, or 50% of the course, the student will receive 50% of the tuition as a refund (\$100).

Tuition Payment

The tuition is due no later than one (1) day before the first day of the course. Students may not pay in payments and failure to pay by the first day of the class will result in exclusion from the class until tuition is paid. Transworld Schools treats all students fairly and equitably relative to tuition, other charges, and refunds.

Student Tuition Recovery Fund

The Student Tuition Recovery fund (STRF) was established by the Legislature to protect any California resident who attends a private postsecondary institution from losing money if you prepaid tuition and

suffered a financial loss as a result of the school closing, failing to fulfill the terms of its enrollment agreement, or refusing to pay a court judgment.

To be eligible for STRF, you must be a 'California Resident' and reside in California at the time the enrollment agreement is signed or when you receive lessons at a California mailing address from an approved institution offering correspondence instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas, are not considered a 'California Resident'.

To qualify for STRF reimbursement you must file an STRF application within one year of receiving notice from the Bureau. You have 4 years from the date of closure to file an STRF application. If a judgment is obtained, you must file an STRF application within two years of the final judgment.

It is important that you keep copies of the enrollment agreement, financial aid papers, receipts or any other information that documents the monies paid to the school. If you have any questions regarding the STRF which have not been satisfactorily answered by the institution, these may be directed to the Bureau of Private Postsecondary Education by calling (888) 370-7589 toll-free, by fax (916) 263-1897, or by completing a complaint form, which can be obtained on the Bureau's internet website www.bppe.ca.gov, or by writing to the Bureau of Private Postsecondary Education at 1747 North Market Boulevard, Suite 225, Sacramento, CA 95834. Students may also contact ACCET at 1722 N. Street, NW, Washington, DC 20036. Telephone: (202) 955-1113.

Student Complaint Procedure

If you experience any problems at Transworld Schools, you should tell an instructor or the School Director. The school will give you a written response to your complaint within 10 days. If the complaint or relief requested by you is rejected, the reasons for the rejection should be written in the response. Your participation in the complaint procedure and the disposition of the complaint must not limit or waive any of your rights or remedies. Any document signed by you that purports to limit or waive your rights and remedies is void.

If you have any complaints, additional questions regarding the catalog or addendum that the school has not satisfactorily answered by the institution, or problems that you cannot work out with the school, write or call: Bureau of Private Postsecondary Education by calling (888) 370-7589 toll-free, by fax (916) 263-1897, by completing a complaint form, which can be obtained on the Bureau's internet website www.bppe.ca.gov, or by writing to the Bureau of Private Postsecondary Education at 1747 North Market Boulevard, Suite 225, Sacramento, CA 95834 and/or by contacting ACCET at 1722 N. Street, NW., Washington, DC 20036. Telephone: (202) 955-1113.

ESL Faculty

Ceri Rich-Odeh: Director; BA, MA, TESOL

Mai Dajani: Program Administrator & ESL Instructor; BA, MA, TESOL

Justin Hughes: ESL Instructor; BA, MEd, TESOL

Marc Gregory: ESL Instructor; BA, MA, TESOL

Andrew Englade: ESL Instructor; BA, TESOL

