



Converse

International School of Languages

School Catalog 2019

Period covered by this catalog:
January 1, 2019 - December 31, 2019

 www.cisl.edu



About Us

Our Mission Statement

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

State of California BPPE Approval

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

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

P.O. Box 980818, West Sacramento, CA 95798-0818
www.bppe.ca.gov
Tel: 916-431-6959, Fax: 916-263-1897

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

CEA Accreditation

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

OUR ADDRESSES

CISL San Francisco
605 Market Street, Suite 1400
San Francisco, California 94105

CISL San Diego
636 Broadway, Suite 210
San Diego, California 92101



Our Programs

Standard English Course

The goal of the Standard English Course is to help students use English with accuracy and confidence. There are five levels of the Standard Program: Basic (A1), Lower-Intermediate (A2), Intermediate (B1), Upper-Intermediate (B2), and Advanced (C1/C2). The cost of this course will vary depending on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.

Exam Preparation Courses

TOEFL, IELTS, FCE, and CAE preparation courses help students to learn and master effective test-taking strategies as well as improve their general abilities to communicate in English.

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

The TOEFL and IELTS exams are necessary for most non-native English speakers who want to attend colleges or universities in the United States or other programs where English proficiency is required. Different schools require different TOEFL or IELTS scores, and the required score for admission is usually on the school's website. Students in the CISL TOEFL and IELTS preparation courses will strengthen their skills in academic English.

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

Premier and Executive Courses

The Premier and Executive Courses are taught in small groups with a maximum of four students per class. Each week's lessons are based on the needs and goals of the students, and classes are structured to maximize the contact time between student and instructor. The cost of this course will vary depending

on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.

Business English Course

In the Business English Course, students learn the vocabulary, body language, and cultural aspects of business in the English speaking world. Students will practice interviewing skills, presentations, and other business activities. The class does not teach how to do business; it teaches students how to use English in a business setting, and students will gain confidence and ability with their business English skills. The cost of this course will vary depending on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.

Intensive English Course

In the Intensive Course, the teacher considers the English needs of each student and then creates a weekly plan that will attempt to teach to the most common needs of the class, based on the students in the class. Any aspect of English can be taught, including Speaking, Listening, Reading, Writing, Pronunciation, Grammar, and Vocabulary. The focus of this class tends to be on oral communication, and the less formal side of English, including phrasal verbs, idioms, and slang. The cost of this course will vary depending on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.

English for Academic Purposes (EAP) Course

In the EAP Course, students prepare for participating in an academic setting. Each week, students will focus on current events and other topical issues and practice speaking and discussing those topics with appropriate vocabulary. The class teaches formal and academic reading, writing, philosophy, and critical thinking skills. The class also focuses on formal grammar and writing stylistics. Each week students will master 15 vocabulary words, mainly idioms, phrasal verbs, and formal words. The cost of this course will vary depending on the number of weeks for which you enroll. Please refer to the CISL website and price list documents for the specific cost of the period for which you enroll.

Private Lessons

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

PROFESSION OR LICENSURE

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

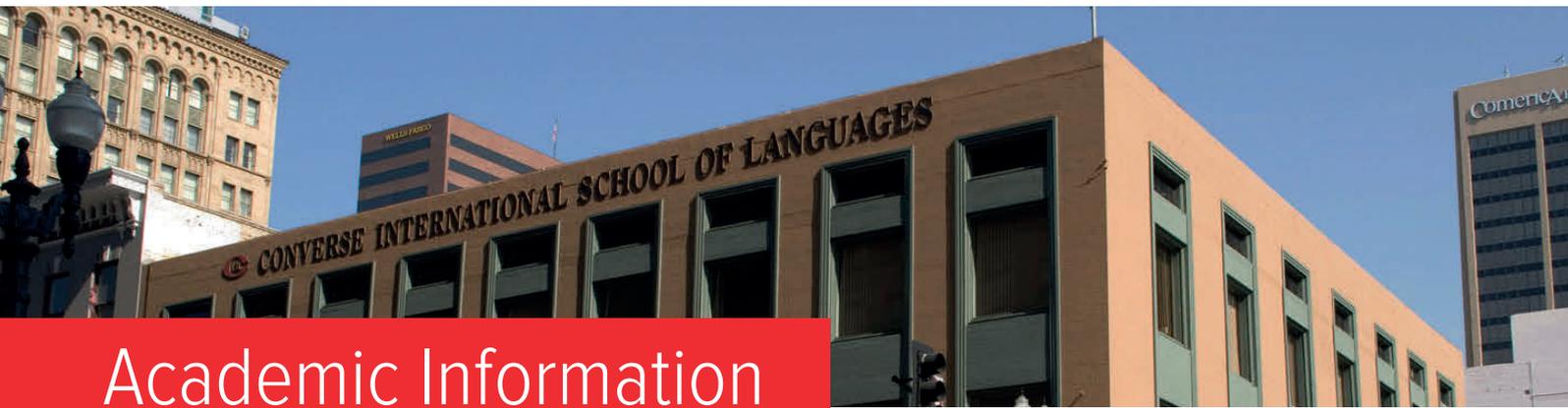


Faculty

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

Instructor Name	Diploma	Certification	Years of ESOL Experience
Ayers, Debbie	Bachelor of Arts	California Multiple Subject Credential	10
Barton, Trevor	Bachelor of Arts	TESL/TEFL Certification	3
Brown, Charles	Master of Arts Master of Foreign Language Education		31
Chevalier, Jay	Master of Arts	TEFL Certification	7
Cummins, Steven	Bachelor of Arts	TEFL Certification	6
Dennehy, Thomas	Bachelor of Arts	CTESOL CBEST	14
Diaz, Carol	Bachelor of Science	California Multiple Subject Teaching Credential	16
Fickling, Philip	Master of Arts	California Multiple Subject Teaching Credential	44
Gosling, Erica	Bachelor of Arts	TESL/TEFL Certification	20

Johnson, Daniel	Bachelor of Arts	California Single Subject Credential	8
Luque, Gayle	Master of Arts	TEFL Certification	10
Monterrosa, Genevieve	Master of Arts	TESOL	8
Nichols, Mary Alexandra	Master of Arts	TESOL	7
Partch, Colin	Master of Arts	TESOL	4
Roff, Sydney	Master of Arts	TESOL	3
San Vicente, Lou	Bachelor of Arts	TEFL Certification	18
Stoughton, Michael	Bachelor of Science	TESOL Course work completed at university level	13
Stewart, Toby	Bachelor of Arts	TESOL	23
Timmerman, Lynn	Bachelor of Education	Secondary Language Certification	20
Tanner, Joseph	Bachelor of Arts	TESOL/TEFL Certification	7
Toohey, Barbara	Bachelor of Arts	CELTA	10
Turner, Grace	Bachelor of Science in Speech and Hearing Science Master of Arts in General Linguistics	TESL Certification	2
Wilk, Ken	Bachelor of Arts	TEFL Certification	6



Academic Information

Admissions policies and acceptance of credits

CISL does not accept any credits earned at other institutions, or through challenge examinations or achievement tests.

Refund and Cancellation Policy

Registration Fee

A non-refundable registration fee of \$135 is required for all courses except Global Success Program courses.

Tuition

- If you cancel your course prior to the first day of class, you will receive a full refund of all tuition charges minus your \$135 registration fee or any other non-refundable fees (e.g. SEVIS, express mail).
- If you cancel your course after the start date of your classes, the first four weeks are not refundable.
- If you cancel your course after the first four weeks and you stop your classes before you have completed 60% of your course, you will receive a refund for the unused portion of the tuition. A \$250 cancellation fee will apply.
- If you cancel your course after the first four weeks and you stop your classes after you have completed 60% of your course, you will not receive any refund.
- All tuition refund calculations are based upon minimum units of one week. This means that a refund is only effective as of the first Monday of the period you are cancelling. Here is an example: If you tell the school on a Wednesday that you want to cancel your course immediately, the cancellation will only be effective as of the next Monday.
- In the case of private lessons, one week prior notice is required to cancel your lessons. Here is an example: If you tell the school on a Tuesday that you want to cancel your private lessons, the cancellation will only be effective as of the following Tuesday and you will be charged for all of your scheduled private lessons from the day that you cancel (Tuesday) until the day that your cancellation becomes effective (the next Tuesday).
- If the school cancels or discontinues a course, the school will make a full refund of all tuition you have paid for that course.
- If you change your course after it begins, there will be a \$250 change fee. This does not include additions or extensions.

- The school does not participate in the State of California Student Tuition Recovery Fund.

Accommodations

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

Airport Pickup Fees

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

Express Mail Charges

Express mail charges are not refundable.

Extension of Courses

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

Procedure and Payment of Refunds

Refunds will be paid within 30 calendar days of your request. We can only pay refunds to the person or company from whom the funds originated. To obtain a refund you must make a written request to the school.

Probation and Dismissal

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

Rude or disruptive students will be sent home for the remainder of the day and counted absent for any classes missed. Any students suspended from class for this reason three times will be dismissed from the course without refund of tuition or accommodations fees.

The possession, use, sale, or distribution of illegal drugs is not permitted. If you violate this policy, you will be immediately expelled from the school.

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

Attendance

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

Your attendance and performance is continually evaluated by CISL staff and teachers. Any student with a rate of attendance below 65% may be immediately expelled by the School Director. In order to receive a CISL Graduation Certificate showing successful completion of the course, a student must have a final cumulative attendance of at least 85%.

Leave of Absence

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

Course Breaks

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

State and Federal Financial Aid

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

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

Bankruptcy

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

Placement Services

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

STRF (Student Tuition Recovery Fund)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. 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 either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

Transferability of Credits and Credentials Earned at Our Institution

The following statement is required by the state of California.

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

Prior Experiential Learning

CISL does not award credit for prior experiential learning.

Facilities and Equipment

CISL San Francisco

Our CISL San Francisco school occupies two floors of a historic building. The school offers the latest facilities and resources for students, 12 student computers, and free Wi-Fi. Our facilities also include a self-access study center. All facilities are available for students to access.

CISL San Diego

Our CISL San Diego school occupies two floors of a historic building. The school offers the latest facilities and resources for students, 14 student computers, and free Wi-Fi. Our facilities also include a self-access study center. All facilities are available for students to access.

Student Services

CISL offers the following student services:

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

Accommodations

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

Homestay

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

Residence Clubs

Residence clubs offer you more independent living. The cost of residence club accommodations ranges from \$160 to \$995 per week. For the details and prices of the various residence clubs accommodation options, please refer to the Accommodations sections on our website and our price list document.

F-1 Student Visa

CISL is authorized to issue a Certificate of Eligibility (Form I-20) to qualifying full-time students. The I-20 form is used when applying for a student visa (F-1) and will only be issued for the number of weeks that your tuition is paid. You can extend your course at CISL, and a new I-20 will be issued. The visa must be obtained at the U.S. Embassy in your home country before your departure. If you are denied a student visa, you will receive a refund of all prepaid tuition (minus the \$120 registration fee or other non-refundable fees) when you (i) give the school a copy of the denial letter from the U.S. Embassy and, (ii) return the original I-20 form issued by the school as well as a copy of your passport. If you require an I-20 form, you must provide CISL with documents showing that you have enough money to pay for all of your tuition and living expenses while you are studying at CISL as well as a copy of your passport. Please send these documents with your application. Financial means can be demonstrated with:

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

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

Language Proficiency Requirements

There is no minimum level of English language proficiency. All instruction is in English.

Advancement

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

Final Transcript and Certificate

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

Complaints

Our goal is to ensure that you have an effective learning experience. We are here to help you and to answer any of your questions. You can talk to us directly at the school or by email with your suggestions or concerns.

If you have a specific question (for example, about your studies, or the social activities) please speak to the CISL staff member responsible for that. A list of the administrative staff members and their areas of responsibility can be found in your Client Handbook which you receive on your first day. If you are still not satisfied please ask to speak to the School Director. You can also submit your complaint in writing.

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

For CISL San Francisco

Wanda Nichols
School Director, CISL San Francisco
605 Market Street, Suite 1400
San Francisco, CA 94105
Email: sfdirector@cisl.edu

For CISL Diego

Tamara Fontana
School Director, CISL San Diego
636 Broadway, Suite 210
San Diego, CA 92101
Email: sddirector@cisl.edu

If a student feels that their complaint has not been resolved by CISL internal procedures, they are encouraged to address their complaint to the CEA (Commission on English Language Program Accreditation), or to the BPPE (Bureau for Private Postsecondary Education).

CEA (Commission on English Language Program Accreditation)

Accredited programs and institutions are expected to continue to meet the CEA standards during the term of accreditation. A student, faculty or staff member, as well as others outside the program or institution who may have knowledge of an alleged failure by an accredited program or institution to maintain the standards may file a complaint with CEA.

Such a complaint must be filed in writing with the name, address and telephone number of the complainant on a separate page, and shall identify the specific standard(s) allegedly violated as well as a description of how the program or institution has failed to comply with it.

Complaints may be filed at any time. Please write or call at the following address and number:

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

BPPE (Bureau for Private Postsecondary Education):

A student or member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site: www.bppe.ca.gov

Student Records

CISL retains student records for at least five years.



Converse
International School of Languages

Contact Information

Web:

www.cisl.edu

CISL San Francisco

605 Market Street, Suite 1400
San Francisco, California 94105
Phone: 415-495-7470

CISL San Diego

636 Broadway, Suite 210
San Diego, California 92101
Phone: 619-239-3363

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