



# **Student Handbook**

## *2024-2025*



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## Introduction

Welcome to Boston International Academy! We are extremely pleased that you have chosen to further your studies at our institution and we look forward to having you in our program. This handbook contains the policies and procedures that we use to run our school effectively. We hope that you will take the time to read them over and acquaint yourself with the important rules detailed therein. Please approach one of our staff members if you have any questions or concerns regarding the content of this handbook.

## Mission Statement

Boston International Academy promotes excellence in English language andragogy to students from diverse backgrounds by providing academic rigor in a supportive learning environment.

- We aim to provide international students with effective, quality English training.
- We support students in achieving their academic and professional goals.
- We strive to foster an interactive learning environment.
- We cultivate a diverse, all-inclusive community space for students to thrive in.
- We promote cross-cultural understanding and provide activities that highlight American culture.
- We support our diverse teaching staff in their professional growth.
- We vow to govern our school in an ethical manner, ensuring the fair and equal treatment of all students and employees under this philosophy.

## Nondiscrimination Policy

Boston International Academy admits qualified students of any race, color, religion, national and ethnic origin, sex, age, sexual orientation, gender identity, or disability to all the rights, privileges, programs, and activities made available to students at the school. Boston International Academy does not unlawfully discriminate in the administration of its educational policies, admissions policies, or other school-administered programs.

## Facility Statement

We take pride in the quality of our facilities and strive to maintain a quality atmosphere conducive to the educational process. You are an integral part in helping maintain our campus, and the Academy appreciates your cooperation and support in this regard.



**Boston International Academy**  
1642 Commonwealth Avenue, Brighton, MA 02135  
TEL: (617) 731-6390 | FAX: (617) 731-6391  
[www.bia.edu](http://www.bia.edu)

## Academic Calendar 2024-2025

Students may join any of our programs on the start dates listed below:

### 2024 Session Dates

#### Spring

January 2 – February 25  
February 26 – April 21

*Spring Break:* April 22 – April 28

#### Summer

April 29 – June 23  
June 24 – August 18

*Summer Break:* August 19 – August 25

#### Fall

August 26 – October 20  
October 21 – December 15

*Winter Break:* December 16, 2024 – January 2, 2025

### 2025 Session Dates

#### Spring

January 6 – March 2  
March 3 – April 27

*Spring Break:* April 28 – May 4

#### Summer

May 5 – June 29  
June 30 – August 24

*Summer Break:* August 25 – August 31

#### Fall

September 1 – October 26  
October 27 – December 21

*Winter Break:* December 22, 2025 – January 4, 2026

The following holidays are observed by the school; classes/activities will not be held on these days:



## 2024 School Holidays

**New Year's Day Observed**  
January 1, 2024

**Martin Luther King Jr. Day**  
January 15, 2024

**President's Day**  
February 19, 2024

**Easter Sunday**  
March 31, 2024

**Patriot's Day**  
April 15, 2024

**Memorial Day**  
May 27, 2024

**Juneteenth**  
June 19, 2024

**Independence Day**  
July 4, 2024

**Labor Day**  
September 2, 2024

**Columbus Day**  
October 14, 2024

**Veteran's Day**  
November 11, 2024

**Thanksgiving Break**  
November 28 – November 30, 2024

**Winter Break**  
December 16, 2024 – January 2, 2025

## 2025 School Holidays

**New Year's Day Observed**  
January 1, 2025

**Martin Luther King Jr. Day**  
January 20, 2025

**President's Day**  
February 17, 2025

**Easter Sunday**  
April 20, 2025

**Patriot's Day**  
April 21, 2025

**Memorial Day**  
May 26, 2025

**Juneteenth**  
June 19, 2025

**Independence Day**  
July 4, 2025

**Labor Day**  
September 1, 2025

**Columbus Day**  
October 13, 2025

**Veteran's Day**  
November 11, 2025

**Thanksgiving Break**  
November 27 – November 29, 2025

**Winter Break**  
December 22, 2025 – January 4, 2026

## History

Boston International Academy was established in 2007. We are a private institution that offers ESL, TOEFL Preparation, and Business English courses for international students and foreign learners seeking to improve their English in a dynamic learning environment with experienced language instructors. Our campus is located in a beautiful building in the Brighton area, just minutes from Boston's historic downtown area. Our facility contains a student lounge, media lab, library, and parking lot that is open to all students. We pride ourselves on offering small, dynamic classes led by instructors who employ a variety of teaching methodologies to meet the needs of our diverse student population.



## Administrative Staff

Dr. Andy Kim	Business Director	<a href="mailto:a.kim@bia.edu">a.kim@bia.edu</a>
Yi Sern Looi	HR & Compliance	<a href="mailto:yisern.l@bia.edu">yisern.l@bia.edu</a>
Phuong Nguyen	Academic Coordinator	<a href="mailto:p.nguyen@bia.edu">p.nguyen@bia.edu</a>
Ekaterina Shrai	Academic Coordinator	<a href="mailto:e.shrai@bia.edu">e.shrai@bia.edu</a>
Philip Vara	Academic Coordinator	<a href="mailto:p.vara@bia.edu">p.vara@bia.edu</a>
Caroline Oliveira	Student Advisor	<a href="mailto:c.oliveira@bia.edu">c.oliveira@bia.edu</a>
Valdemir Gomes	Student Advisor	<a href="mailto:studentadvisor@bia.edu">studentadvisor@bia.edu</a>
Brandon Loo	PDSO/ Compliance Specialist	<a href="mailto:b.loo@bia.edu">b.loo@bia.edu</a>

## Class Schedules

Morning: Monday to Thursday, 9:00am – 1:30pm

Evening: Monday to Thursday, 5:30 – 10:00pm

Weekend: Friday, 3:30 – 9:30pm & Saturday/Sunday, 9:00am – 3:00pm

## Office Hours

Boston International Academy is open Monday to Friday from 8:30 am to 7:00 pm, Saturday 9:00 am to 3:00 pm and closed on Sundays. School administrators are available during these office hours and may also be reached at 617-731-6390 or at [biaboston@gmail.com](mailto:biaboston@gmail.com).

## Tuition Payment

Students may pay tuition session by session as they progress through the program, in bulk if using a bulk discount, or in installments. Payments may be made by credit card, Zelle transfer, cash, check, or wire transfer. Students are expected to pay their tuition on time. Tuition is due no later than the end of the first week of each session. Students paying later than this may be charged a \$50 late fee. Please see the Student Payment policy for more details. Receipts of sale are given for all transactions, but students may request a formal receipt, invoice, or payment history sheet from the Student Advisor. Students may exit the program at any time and obtain a refund in accordance with our official Refund Policy, contained in the policies section of this handbook. The monthly tuition is due on the following dates:

Spring 1: (2024) - January 7th - February 4th	Summer 1: (2024) - May 5th - June 2nd	Fall 1: (2024) - September 1st - (For Oct) Sept 29th	Spring 1: (2025) - January 12th - February 9th
Spring 2: (2024) - March 4th - (For April) March 31st	Summer 2: (2024) - June 30th - July 28th	Fall 2: (2024) - October 27th - November 24th	Spring 2: (2025) - March 9th - April 6th



## Student Services

- **College Partnerships:** BIA works with College placement agencies and also has partner colleges and universities around the Boston area and beyond. Students are welcome to schedule a meeting with the Academic Coordinator to learn more.
- **Health Insurance:** The school provides assistance to students seeking reliable health insurance.
- **Free Wi-Fi:** password protected; the login information is given to all students and posted in each classroom.
- **Student Lounge and Computer Lab:** The lounge welcomes students to free coffee/ tea and provides comfortable space to all students.
- **Free Parking:** Available and free for all the students.

## Staff Advising and Counseling Availability

BIA Staff is available to provide Advising and Counseling to all BIA Students regarding the following matters during office hours.

1. Academic Matters: Placement, Attendance, Grades, Syllabus, Schedule Transfers, Program Transfers, Recommendation Letters for College.
2. Personal and Student Matters: Applications, School Transfers (In), Change of Status, Personal Emergencies, Payments, Vacation Requests.
3. SEVIS Matters: Issued I-20s, Program Extensions, School Transfers (Out), Medical Leave Requests, Leave of Absence Requests and Travel For F-1 Students.

You can contact the following members of staff for the above matters by Email (Staff Emails are on Page 6 of this Handbook), or by scheduling an appointment at our front desk:

1. Academic Matters: Academic Manager and Academic Coordinators
2. Personal and Student Matters: Student Advisors
3. SEVIS Matters: PDSO and DSOs

If the appropriate staff is not immediately available, or if you reached out to us by Email, please allow 2 working days for us to respond.

## F-1 Student Visa Responsibilities

All F1 students must meet and uphold the federal requirements and legal obligations upheld by the U.S Department of Homeland Security (DHS) and SEVP (Student and Exchange Visitor Program). F1 visa holders must attend full-time classes and meet the minimum attendance requirements specified in our Attendance Policy. Students must not accept employment without proper authorization, transfer to





another school without following the proper transfer procedure, or study with an expired passport. It is the student's responsibility to extend their dates of study, if desired, no later than three weeks before their I-20 is due to expire by signing an Extended Enrollment Agreement and submitting a new bank statement. F1 students should also remember to keep their I-20 documents in a safe place and maintain a valid passport at all times.

**Grace Periods:** Students who completed their program of study (the period they registered for) have a grace period of 60 days to leave the country, or transfer, after their last date of attendance. Students who've taken a grace period may not return to studies at BIA upon completion of said grace period and are required to transfer, or leave the country. Withdrawn students who do not complete their program will be terminated for one of the following reasons that best applies to their situation: an authorized early withdrawal in which the student must leave the country within 15 days, or an unauthorized early withdrawal which would require the student to file for reinstatement at a different school or leave the country as soon as possible. The grace period must not be used as a vacation. If a student decides to use up the grace period and then return to BIA, they must apply for a new initial I-20 form and pay the SEVIS I-901 fee again and re-enter the country. Students who leave the US during the grace period cannot return to the US on the same I-20 form; they must apply for a new initial I-20 form and pay the SEVIS I-901 fee. Transfer students must register for the next available session at the school of their choice, or start classes within 5 months of their last date of attendance, whichever is sooner. Students cannot sign up for a later session, and take vacation in the meantime.

## School Policies

### Credit Policy

All courses offered at Boston International Academy are noncredit. Course hours attended at our institution may not be transferred or applied to any outside school, college, or university as credits. Some of our university partners/affiliates waive language requirements for qualifying BIA graduates; please consult the Managing Director for more details.

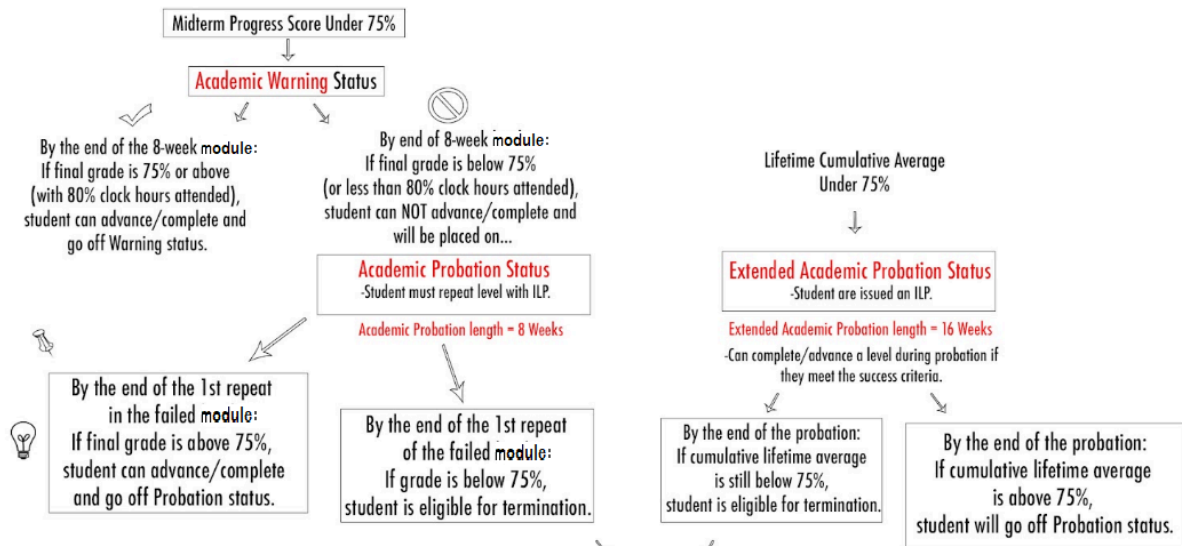
### Enrollment Policy

All on-campus classes at BIA are capped at a maximum of 17 students. Premium ESL 24, Career Business English, and Premium TOEFL 32 classes are all offered on a fixed enrollment basis. Students can only join and begin studies on one of the six start-dates offered throughout the year. These start dates coincide with the beginning of the level/module curriculum.

Please see the *Satisfactory Progress and Academic Advancement policies* for details on completion/advancement.

Students are prohibited from studying at Boston International Academy for more than 36 months. This includes all periods of enrollment (this number never resets), which does not include leaves of absence and vacations and medical leave.

## Satisfactory Progress Policy



**Additional Rules:**

- \*Students who withdraw before clearing an academic probation status will not be terminated.
- \*Students must clear their probation status before taking a Vacation.
- \*Students must clear their probation status before changing levels or programs.
- \*Students can't move backwards through levels.
- \*Enrollment at BIA cannot exceed 36 months of study.
- \*Students in a module-based program that fail to achieve a 75% final grade or 80% rate will be placed on Academic Probation and an ILP in the next module.

**Probation Extension Appeal:**

Student can appeal their termination; if appeal is granted, student can extend their probation with an Individual Learning Plan. A 2nd round of failure will result in termination.

- **Overview:** The academic progress of each student is tracked and documented on a regular, consistent basis for all students. Students receive grading criteria, standards for satisfactory progress, and level/module advancement in their course syllabus. Instructors review the contents of the syllabus on the first day of each 8-week session.
- **Periods and Form of Evaluation:** Student progress is assessed for all students in all programs twice per 8-week level or module: at the end of week 4 students receive a midterm progress score, and at the end of week 8 they receive a final grade report. Both grades average the student's achievement on categories such as quizzes, assignments, speaking tests, presentations, and exams.
- **Student Access to Grades:** Students are able to access their grades, transcripts, and attendance data online using QuickSchools. Grade reports are available to view no later than three calendar days following the midterm test date and the final exam test date. Students are also able to view their in-progress grades throughout the session, as teachers are inputting progress scores on a weekly basis.
- **Maximum Enrollment:** Students are prohibited from studying at Boston International Academy for more than 36 months. This includes all periods of enrollment (this number never resets), which does not include leaves of absence, vacations, or medical leave.
- **Qualitative Standards (Minimum Grade Requirements):** In order to successfully complete a Premium ESL 24 level and advance to the next level where applicable, students must complete both A & B modules and must earn a grade of 75% or higher on both module grade reports and meet a module attendance rate of at least 80% (based on clock hours attended in the module) on both modules. All students are also expected to maintain a cumulative lifetime average grade (inclusive of all levels attended at the school) of 75% or higher in order to be in good academic standing. For Premium TOEFL 32 and Career Business English program, students that fail to achieve a 75% final grade are placed on "Academic Probation" and move to the next module.
- **Quantitative Standards (Program/Course Length):**
  - **Premium ESL 24** – This program is 8 levels (each level consisting of two modules: A&B), 144 clock hours per module, 8 weeks completion time per module, and 2304 program clock hours total.
  - **Premium TOEFL 32** – This program has 4 modules, 144 clock hours per module, 8 weeks completion time per module, and 576 program clock hours total.
  - **Career Business English** – This program has 4 modules, 144 clock hours per module, 8 weeks completion time per module, and 576 program clock hours total.
- **Quantitative Standards (Clock Hour Attendance Requirement):** Students must complete at least 80% of the level's clock hours in order to progress to the next level. Students that fail to meet this standard in a Premium ESL 24 will be required to repeat the module before advancing to the next level on the "Attendance Probation" status and will be subject to the rules of the Attendance Policy. Students in Premium TOEFL 32 and Career Business English that fail to meet 80% of clock hours will be placed on Attendance Probation in the next module.
- **Probation Protocol**



- **Academic Warning:** If the student’s midterm progress score in a level or module is under 75%, they will be placed on “Academic Warning” status. The student will be issued an “Academic Warning” email by the Academic Team before the start of Week 6. Students who successfully raise their grade to above 75% by the end of their level/module will be taken off “Academic Warning” status.
- **Academic Probation & Extended Academic Probation:**
  - **Academic Probation due to failure and/or insufficient clock hours:** Premium ESL 24 students who have a grade below 75% on their final level grade report at the end of their Module (OR students that failed to attend 80% of the level’s clock hours) will be placed on Academic Probation and will be required to repeat the module in full before advancing to the next level. Students in Premium TOEFL 32 and Career Business English that fail to achieve 75% on their final grade (or 80% attendance) will be placed on an 8-week Academic Probation in the next module. The student’s probation period will last for the duration of 8 weeks (for a level-based program, this is also the repeated level length). Academic Probation students are required to improve their performance and meet a passing level grade of 75% or greater on the next final grade report (with 80% clock hour attendance) by the end of their probation period. If repeating a level, the repeated session final grade will not be averaged together with the initial failing grade when making determinations. If the student achieves a passing grade of 75% or greater (with 80% clock hours attended) by the end of their Academic Probation period, further disciplinary action will not be taken and the student will be removed from probation status.

*\*Please note that if a student’s lifetime cumulative average is also below 75% at the start of an Academic Probation period, they will be placed on Combined Academic Probation status. In order to clear this status, they’d be required to both: 1) achieve 75% or higher grade (while maintaining 80% clock hours) in 8-weeks, one session and 2) raise their lifetime cumulative average to 75% or better within 16 weeks, 2 sessions.*
  - **Extended Academic Probation due to low lifetime cumulative average:** In the event that a student’s lifetime cumulative grade average is below 75%, the student will be placed on Extended Academic Probation status. During this probation period, students in Premium ESL 24 will be permitted to advance to the next proficiency level if their final report grade is satisfactory at 75% or higher (with an 80% or higher clock hours attendance rate). Students in a module-based program may move to the next module. Students on Extended Academic Probation status are given a probation period of up to 16 weeks, 2 sessions, to raise their lifetime average to 75% or higher. If the student can successfully meet this benchmark within this period, they will be removed from probation status



- \* if a student fails a level or module during an Extended Academic Probation period, they will be placed on Combined Academic Probation status. In order to clear this status, they'd be required to both: 1) successfully achieve 75% or higher final grade (in addition to 80% clock hours) in a repeated level or in the next module and 2) raise their lifetime cumulative average to 75% or better within 16 weeks, 2 sessions. This update in the probation to 'Combined' status would NOT reset the initial 16-week deadline originally in place. Students on a probation status will be notified of their status by email (sent by the Academic Team) no later than three days following the progress report issue-date.
- **Probation and Terminations:** The student's I-20 will be terminated within 5 calendar days following the date of dismissal (or termination) during which the student may choose to submit a written appeal. Unless the appeal is submitted by the student and approved by the Academic Manager, any student who fails to clear their probation status will be dismissed from the program. Terminated students will be required to leave the country or apply for reinstatement.
- **Probation Extension Appeals and Second Level Repeats:** As stated above, students on a probation status who qualify for termination may submit a written letter of appeal to the Academic Manager stating the reasons for their appeal and requesting an extension on their probation period. Supporting documents should be submitted by the student, where appropriate. Written approval from the Academic Manager is required for a student to receive a probation extension. Students will be notified of a decision within 1 calendar day of submitting their appeal form.

Students granted an appeal will be given an additional probation period (of 8 weeks for Academic Probation cases and 16 weeks for Extended or Combined Academic Probation cases) subject to the regular rules and procedures detailed above.

If the student is able to meet the success criteria to clear their probation, the student's disciplinary status will be removed. Failure to clear the probation status will result in termination from the school and of the student's I-20.

- **Withdrawals and Visa Status:** Students on either type of academic probation status, including academic warning status, who do not wish to complete their probation period and prefer to withdraw from the school will be allowed to transfer out in active status in SEVIS.
- **Non-F1 Students:** Non-F1 visa holders will be held to the same standards as F-1 visa holders.
- **Switching Programs in a Warning or Probation Status:** Students on a warning or probation status are not permitted to switch programs until they successfully clear their probation.



- **Vacations:** Students on an academic probation status are not eligible to take vacations. Accrued vacation time may be used upon successfully clearing the probation. Please consult our *Vacation Policy* for details on how probations impact vacations. Please also consult full *Vacation, Leave of Absence and Medical Leave Policies* for details on breaks in study and how student progress will be assessed. Students will be required to take a Level Test upon returning from a break in studies of more than 8 weeks.
- **Level Progress:** All students are expected to progress through a set sequence of levels in Premium ESL 24 and are not permitted to move backwards under any circumstances.
- **No 'Gray Area Repeats' Allowed**
- **No 'Early Advancements' Allowed**
- **Attendance and DHS Requirements:** Students are required to maintain 80% attendance. See the *Attendance Policy* for full details. All student visa holders must also meet DHS immigration requirements; please see the *F1 Student Visa Responsibilities policy* for more information.

As stated in the *Attendance Policy*, students will be terminated from the school if they exceed the stated number of maximum consecutive absences.

## Academic Advancement

- **Premium ESL 24** is sequential.
  - Premium ESL is divided into 8 Levels of 2 Modules each.
  - In order to successfully complete a level and advance to the next level, students must earn a final grade of 75% or higher and meet a level attendance rate of at least 80% (based on clock hours attended in the level) on both modules of the level. All students are also expected to maintain a cumulative lifetime average (CLA) of 75% or higher in order to be in good academic standing with the school.
  - Regular Advancement (After 8 Weeks): All levels at BIA are 16 weeks long (Divided into A & B Modules of 8 weeks long). BIA runs on an 8 week admissions cycle and students are permitted to start classes on the level start-date up until 20% of clock hours have been reached for that session. There are 6 start dates offered throughout the school year.
  - Students who earn a final level grade report of 75% or higher (and attend at least 80% of the level's clock hours) are considered to have successfully completed the session and **must** advance to the next module or proficiency level.
  - Early Advancement and 'Gray Area Repeats' Not Allowed
  - Level Failure Repeats: Students who fail to earn a final grade of 75% or higher over 8

weeks of study in their session (or that fail to meet 80% of the level’s clock hours) are not qualified to complete and advance to the next proficiency level. These students will be placed on an Academic Probation and are required to repeat the module. Please refer to the Satisfactory Progress Policy for more details on level failure repeats and the criteria for termination.

- **Premium TOEFL 32 & Career Business English:** The maximum period of time a student can enroll in a modular based program is 32 weeks, which is all four modules of each program. However, if the student was placed on “Academic Probation” in the program due to a grade lower than 75%, they will have to repeat the failed 8-week module when it is available.

## Grading Policy

### Premium ESL 24:

#### Midterm Progress Score for Weeks 1-4:

Writing	10%	(2 in Weeks 1-4)
Presentations	10%	(1 in Weeks 1-4)
Assignments	15%	(3 in Weeks 1-4)
Quizzes	25%	(2 in Weeks 1-4)
Speaking Test	10%	(1 on Week 4, Day 1)
Midterm Exam	30%	(on material from Weeks 1-4)

#### Final Level Grade Report for Weeks 1-8:

Writing	10%	(3 total in Weeks 1-8)
Presentations	10%	(2 total in Weeks 1-8)
Assignments	10%	(6 total in Weeks 1-8)
Quizzes	20%	(4 total in Weeks 1-8)
Speaking Test	10%	(2 total in Week 1-8)
Midterm Exam	10%	
Final Exit Test*	30%	(on material from Weeks 1-8)

#### Distribution of Graded Work for Premium ESL 24:

##### Weeks 1-4:

- \*2 Writing Tasks (graded with a rubric)
- \*3 Assignments (graded on merit)
- \*1 Presentation (graded with a rubric)
- \*2 Quizzes
- \*1 Speaking Test (Week 4, Day 1) (graded with a rubric)
- \*1 Midterm Exam

##### Weeks 5-8:

- \*1 Writing Task (graded with a rubric)





- \*3 Assignments (graded on merit)
- \*1 Presentation (graded with a rubric)
- \*2 Quizzes
- \*1 Speaking Test (Week 8, Day 1) (graded with a rubric)
- \*1 Final Exit Test

**\*Writing:** Writing will be conducted on Google Classroom. Typically, writing activities will be discussion-based. Students will be expected to post an initial written response to a prompt and 1-2 written responses to peers. Writing is graded using a rubric (scored out of 12 points); the merit and effort of response will be assessed. Prompts may include: reflections on a topic discussed in class, reactions to a video/photo, 'what if' questions, debate topic, creative writing, reflections on readings, etc. Optional journal prompts are also posted to Classroom; these may be graded and added to the Writing category on QS.

**\*Assignments:** These are based on the AEF workbook and will be auto-graded on Google Forms; Academic English assignments will be based on Keynote material. They will be given as in-class independent work.

**\*Presentations:** Students present to their class on an assigned topic and will be graded using the Google Classroom presentation rubric. Each presentation will have specific time and content requirements. The instructor will provide specific directions regarding each speech. Presentation topics are to be posted on the class weekly agenda.

**\*Quizzes:** Given on Google Forms. These may be based on chapters in the textbook, material covered in class, or concepts discussed.

**\*Speaking Test:** Conducted verbally at the beginning of Week 4 and Week 8.

**\*Midterm and Final Exit Test:** Taken in Week 4 and Week 8 on Google Forms. These may be based on chapters in the textbook, material covered in class, or concepts discussed.

**Premium TOEFL 32:**

**Midterm Progress Score for Weeks 1-4:**

Essay/Presentation	10%	(1 in Weeks 1-4)
Assignments	15%	(3 in Weeks 1-4)
Quizzes	25%	(2 in Weeks 1-4)
iBT Writing	10%	(1 in Week 3)
iBT Speaking	10%	(1 in Week 3)
iBT Reading & Listening	30%	(1 in Week 4)

**Final Level Grade Report for Weeks 1-8:**

Essay/Presentation	10%	(2 total in Weeks 1-8)
Assignments	10%	(6 total in Weeks 1-8)
Quizzes	30%	(4 total in Weeks 1-8)
iBT Writing	10%	(2 total in Week 3 & Week 7)





iBT Speaking	10%	(2 total in Week 3 & Week 7)
iBT Reading & Listening	30%	(2 total in Week 4 & Week 8)

Distribution of Graded Work for Premium TOEFL 32:

Weeks 1-4:

- \*1 Essay or Presentation (graded with a rubric)
- \*3 Assignments (graded on merit)
- \*2 Quizzes
- \*1 iBT Speaking Test (Week 3) (graded with a rubric)
- \*1 iBT Writing Test (Week 3) (graded with a rubric)
- \*1 BT Reading & Listening Test (Week 4)

Weeks 5-8:

- \*1 Essay or Presentation (graded with a rubric)
- \*3 Assignments (graded on merit)
- \*2 Quizzes
- \*1 iBT Speaking Test (Week 7) (graded with a rubric)
- \*1 iBT Writing Test (Week 7) (graded with a rubric)
- \*1 BT Reading & Listening Test (Week 4)

**\*Essay/Presentation:** Every 4 weeks, students will be assigned a writing or presentation task that uses prompts from the TOEFL Writing or Speaking section. Essays can be conducted on Google Classroom with a prompt created by the teacher.

**\*Assignments:** These are auto-graded on Google Forms and will consist of iBT practice questions. These can be given as in-class independent work, homework, or as quizzes.

**\*Quizzes:** Given on Google Forms, consisting of practice questions and vocab questions.

**\*iBT Midterm and Final:** This is a complete practice test given as a midterm and a final test. Speaking will be completed on Lingt and the other sections are administered on Google Forms.

**Career Business English:**

**Midterm Progress Score for Weeks 1-4:**

Assignments	25%	(2 in Weeks 1-4)
Presentations	25%	(2 in Weeks 1-4)
Quizzes	15%	(2 in Weeks 1-4)
Speaking Test	10%	(1 on Week 4, Day 1)
Midterm Exam	25%	(1 in Week 4)

(Multiple Choice Portion = 15%; Writing Portion = 10%)

**Final Level Grade Report for Weeks 1-8:**

Assignments	25%	(4 in Weeks 1-8)
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Presentations	25%	(4 in Weeks 1-8)
Quizzes	15%	(4 in Weeks 1-8)
Speaking Test	10%	(2 total in Week 1-8)
Midterm Exam	5%	
Final Exit Test	20%	(1 in Week 8)
(Multiple Choice Portion = 10%; Writing Portion = 10%)		

**Distribution of Graded Work for Career Business English:**

Weeks 1-4:

- \*2 Assignments (graded with a rubric)
- \*2 Presentations (graded with a rubric)
- \*2 Quizzes
- \*1 Speaking Test (Week 4, Day 1) (graded with a rubric)
- \*1 Midterm Exam: Writing (Week 3) and Multiple Choice (Week 4)

Weeks 5-8:

- \*2 Assignments (graded with a rubric)
- \*2 Presentations (graded with a rubric)
- \*2 Quizzes
- \*1 Speaking Test (Week 8, Day 1) (graded with a rubric)
- \*1 Final Exit Test: Writing (Week 7) and Multiple Choice (Week 8)

**\*Assignments:** Four assignments will be given per session. These are multiple choice questions based on the Business Result textbook auto-graded on Google Forms. They will be given as in-class independent work.

**\*Presentations:** These need to be graded with the Google Classroom rubric, which can be edited to your specification. Students present to their class on an assigned topic and will be graded using the Google Classroom presentation rubric. Presentations can include formal lectures with slideshows, role-plays with a group, debates, mock interviews, and mock business meetings. Each presentation will have its own time and content requirements. The instructor should provide specific directions regarding each presentation and outline the requirements on their weekly agenda.

**\*Quizzes:** Auto-graded on Google Forms, these will cover material from Business Result.

**\*Speaking Tests:** These are conducted verbally and need to be graded using the speaking test rubric provided by the school. The prompts are posted in the curriculum folder.

**\*Midterm and Final (Multiple Choice):** Auto-graded on Google Forms, these will cover material from Business Result.

**\*Midterm and Final Writing Component:** A writing test will be given for the midterm and the final as well and will be factored into the midterm/final test scores. These need to be graded with the Google Classroom rubric provided. These writing tests will be on a topic highlighted in the session. The final

writing assignment will reflect the topics studied throughout the session. Students will rely on their own knowledge and will not need to cite any sources.

**Plagiarism:** Students who plagiarize material from any source, will receive a grade NO HIGHER than 70% on that assignment. Teachers must demonstrate that this material was indeed found elsewhere and notify the student of this violation and the consequences.

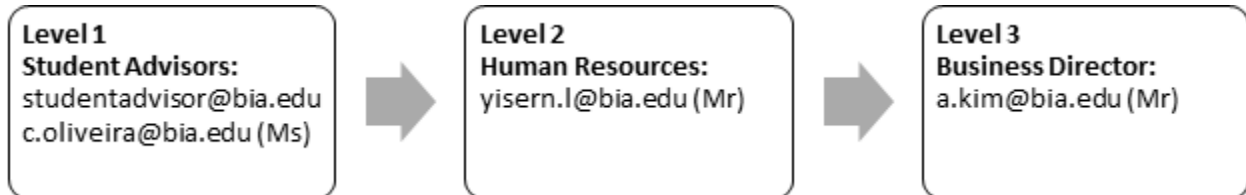
## Student Grievance Policy

Please tell us if we're doing anything wrong! BIA takes all complaints seriously and we encourage you to tell us if you're dissatisfied with BIA's facilities or staff.

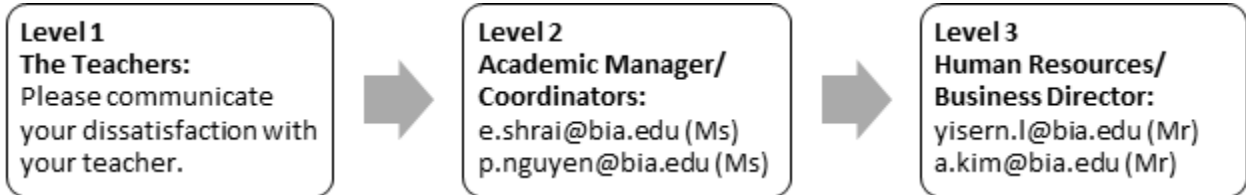
We recommend that you first bring up your concerns with the Level 1 staff or the staff that you will be complaining about as they may be able to offer an immediate solution to your problem. If you are still dissatisfied, please escalate in accordance to the levels listed below. Please allow us 2 working days to get back to you on your complaint.

### For complaints regarding:

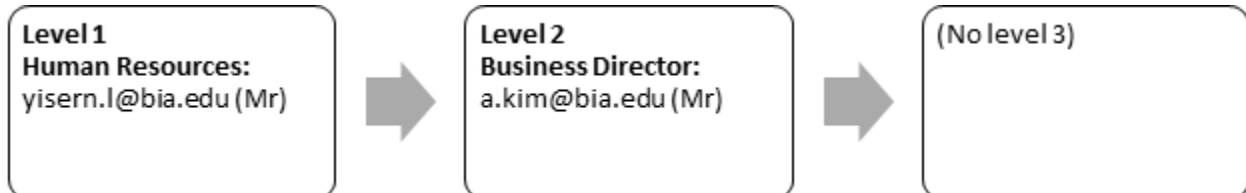
#### The Facilities: e.g., Wi-Fi, cleanliness and/or safety issues



#### The Teachers: e.g., Teacher behavior, attendance disputes



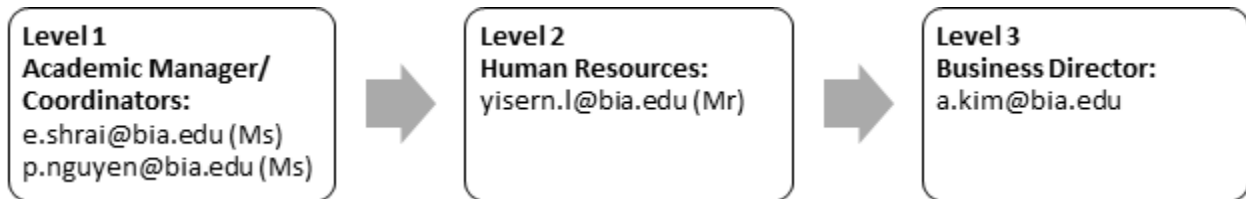
#### Other Staff: e.g., Poor service, bad behavior, poor response time



#### Academics: e.g., Class scheduling, curriculum, grades, placement, appeals



**Boston International Academy**  
1642 Commonwealth Avenue, Brighton, MA 02135  
TEL: (617) 731-6390 | FAX: (617) 731-6391  
www.bia.edu



If you are still unsatisfied with our response, please refer to the ACCET complaints notice in the appendix of this document.

## Refund Policy (Updated 12/12/2023)

**Refund Request:** All refund and withdrawal requests may be submitted verbally or in writing by mail, in person, or by electronic mail at info@bia.edu. Written or verbal notice of withdrawal or cancellation is requested, though not required, in order to receive a refund. The student may pick up the check in person or request delivery by mail, in which case the applicable mailing fee would apply.

**Basis for Refund:** Tuition refunds are based on all money received by the school from the student and the period of financial obligation, meaning the period for which the student is legally obligated to pay (this is always capped at a maximum 12-month period). The period of financial obligation is the same as the enrollment agreement, and is determined by the student's current enrollment agreement. The school charges tuition on a monthly basis and will process the refund based on this amount (as well as refund any additional payments made for future months). The school's refund policy will be applied equally and fairly to all students. For all refunds, a refund calculation form will be used to determine (in accordance with this policy) the refund amount owed to any student who cancels, withdraws, or is terminated from the school.

**Refund Procedure:** Upon receipt of a Refund Request above or upon notice of a student leaving the school for any reason by the school DSO/PDSO for an F1 student, or the Academic Manager/Coordinator of a non-F1 student, the Student Advisors shall proceed to fill out the Refund Request Form found in the school's Jotform archives, following the instructions contained within the Jotform. The Business Director shall ensure that all cancellations and withdrawals receive an accurate refund calculation by countersigning on the Refund Request Form, and shall issue the refund before the Due Date of Refund below.

**Cancellations and No-Show:** A cancellation is defined as a student who never attends classes at the school after enrolling and informs the school in advance. A no-show is a student who never attends class at the school after enrolling and does not inform the school.



**Program Cancellation by the School:** If the school cancels a class prior to the student's enrollment, the school will refund all money paid by the student including all non-refundable charges; this type of refund will be issued within 30 calendar days of the cancellation date.

**Cancellation by the Student Prior to Class Start-Date, or No-Show:** Except under the circumstance identified below, if an applicant accepted by the institution cancels prior to the start of scheduled classes or never attends class (no show), the institution will refund all monies paid, less any actual housing costs incurred by the institution and a maximum total of \$500 identified non-refundable charges including any application/registration fee, courier fees, and travel cancellation insurance, if such charges are clearly itemized in the enrollment agreement as being non-refundable.

*Exception 1 (Initial I-20):* If an applicant accepted by the institution enters the United States on an I-20 obtained through the institution and subsequently cancels prior to the start of scheduled classes or never attends class (no shows), the institution may retain:

- For an enrollment period of fewer than 12 weeks, all the tuition charges for up to four weeks of the first term/session, actual housing costs incurred by the institution, and a maximum total of \$500 for non-refundable charges, including any application/registration fees, courier fees, and travel cancellation insurance, if such charges are clearly itemized in the enrollment agreement as being non-refundable.
- For an enrollment period of 12 weeks or more, all the tuition charges for up to six weeks of the first term/session, any actual housing costs incurred by the institution, and a maximum total of \$500 for non-refundable charges, including any application/registration fee, courier fees, and travel cancellation insurance, if such charges are clearly itemized in the enrollment agreement as being non-refundable.

*Exception 2 (Change of Status):* If an applicant receives approval for a change of visa status with an I-20 issued by the institution and subsequently cancels prior to the start of scheduled classes or never attends class (no shows), the institution may retain:

- For an enrollment period of fewer than 12 weeks, all the tuition charges for up to four weeks of the first term/session, actual housing costs incurred by the institution, and a maximum total of \$500 for non-refundable charges, including any application/registration fees, courier fees, and travel cancellation insurance, if such charges are clearly itemized in the enrollment agreement as being non-refundable.
- For an enrollment period of 12 weeks or more, all the tuition charges for up to six weeks of the first term/session, any actual housing costs incurred by the institution, and a maximum total of \$500 for non-refundable charges, including any application/registration fee, courier fees, and travel cancellation insurance, if such charges are clearly itemized in the enrollment agreement as being non-refundable.



### **Non-Refundable Charge Cap on Cancellation by the Student Prior to Class Start-Date, or No-Show**

Non-refundable charges are **capped at a maximum of \$500** during the cancellation or no-show refund calculation, any overcharge on non-refundable charges will be reduced to a \$500 charge with overpayments refunded. This cap does not apply to retained tuition for Initial I-20 or COS Students per Exception 1 and 2 mentioned in the section above. Non-refundable charges include:

1. For Initial I-20 Students:
  - 1.1. \$200 Application fee,
  - 1.2. \$20 Placement Test fee,
  - 1.3. Book fees (varies according to program).
2. For Change of Status Students:
  - 2.1. \$200 Application fee,
  - 2.2. \$250 Change of Status processing fee,
  - 2.3. \$20 Placement Test fee,
  - 2.4. Book fees (varies according to program).
3. For Transfer Students:
  - 3.1. \$200 Application fee (currently waived),
  - 3.2. \$20 Placement Test fee,
  - 3.3. \$630 1 Month Non-Refundable Tuition fee,
  - 3.4. Book fees (varies according to program).
4. For Reinstatement Students:
  - 4.1. \$200 Application fee,
  - 4.2. \$300 Reinstatement fee,
  - 4.3. \$20 Placement Test fee,
  - 4.4. Book fees (varies according to program).

and other miscellaneous fees. Book fees may be refundable upon discretion by BIA, but always subject to the return of the books.

**Determining No-Show Status:** In the event that no notice of cancellation (written or verbal) is provided, the school will consider the student a no-show after being absent for the following number of school days, excluding any scheduled school breaks: 9 consecutive school days for students enrolled in a 4-day morning or evening schedule, or 7 consecutive school days for students enrolled in a 3-day weekend schedule, or 5 consecutive school days for students enrolled in a 2-day weekday/weekend schedule. The school will complete a refund calculation on behalf of the student.

**Due Date of Refund:** In the event that a student fails to attend class (no-show) or cancels their enrollment prior to the class start date, a refund will be issued within 30 days of the first scheduled class date or the cancellation date (whichever is earlier) minus any applicable non-refundable fees stated in the enrollment agreement (capped at \$500). If a class is canceled by the school prior to enrollment, a full refund of all tuition and non-refundable fees will be made within 30 calendar days of the cancellation date.



**Rejections:** If you are a student applying for an F-1 visa outside the U.S. and your visa is denied, you may, within 30 days of the scheduled start date, defer your start date. Students whose visas are rejected are entitled to receive a full refund for any tuition prepaid, not including any non-refundable charges (capped at \$500) stipulated in the enrollment agreement. Students who are rejected for enrollment by the school will be refunded any tuition paid, not including non-refundable charges (capped at \$500) stipulated in the enrollment agreement.

**Withdrawals After Start of Class:** A withdrawal is defined as a student who has attended at least one class, but does not complete the program they've registered to take. An enrollment period is the period for which a student has registered for classes on their most recent signed enrollment agreement. In the event of a withdrawal, refunds are based on the student's last date of attendance at the school, meaning the last date the student attended classes. When determining the number of weeks completed by the student, partial weeks are considered the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

#### **During First Period of Financial Obligation**

*Within First 4 Weeks:* For students whose last day of attendance occurs during any point within the first four weeks of the initial period of financial obligation, the school will retain all tuition charges applicable to the first four weeks.

*Before or at Midpoint:* If the last date of attendance occurs after the first four weeks but before or at the midpoint of the period of financial obligation, the school will retain a prorated amount of tuition.

*After the Midpoint:* If the last date of attendance occurs after the midpoint, the school will retain all of the charges for the current 4 week period. Any tuition paid for the balance of the program will be refunded in full.

#### **Subsequent Periods of Financial Obligation or Enrollment Periods**

*Before or at Midpoint:* For students who have completed the first period of financial obligation (or extended their enrollment) but whose last date of attendance occurs before or at the midpoint of any subsequent period of financial obligation, the school will retain a prorated amount of tuition for that period.

*After the Midpoint:* For students whose last date of attendance occurs after the midpoint of any subsequent period of financial obligation, the school will retain all of the tuition for the current 4 week period. Any tuition paid for the balance of the program will be refunded in full.

Per ACCET Document 31.ESOL, the institution may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

**Determining Administrative Withdrawals:** In the event that no notice of withdrawal (written or verbal) is provided, the school will automatically administratively withdraw a student after they have been absent for the following number of school days, excluding any scheduled school breaks: 9 consecutive





school days for students enrolled in a 4-day morning or evening schedule, or 7 consecutive school days for students enrolled in a 3-day weekend schedule, or 5 consecutive school days for students enrolled in a 2-day weekday/weekend schedule. The school will complete a refund calculation on behalf of the student.

**Due Date of Refund:** For enrolled students who withdraw from classes, refunds will be calculated using the last date of attendance and will be paid within 30 calendar days from the documented date of determination – meaning, the date the student gives notice of their withdrawal OR the date the student is administratively withdrawn by the school. Students who provide advance notice of withdrawal such that the 30-day window ends before the last date of attendance, the refund will be paid within 30 calendar days from the last date of attendance. Prorated refunds will be calculated on a weekly basis; partial weeks are the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

### **Discounts**

For students receiving a bulk discount (a discount for multiple session enrollments) that fail to attend all sessions listed in the bulk discount agreement, refunds will be subject to and calculated using the non-discounted regular pricing structure. However, if the student successfully completed enough sessions to qualify for a lower-tier bulk discount, the refund will be calculated using that lower-tier discounted rate. Refunds for any non-bulk discount given will be based on the discounted tuition amount charged.

### **Terminations**

For students who are terminated due to violation(s) of school policy, refunds will be issued to students in accordance with the withdrawal policy stated above. Refunds will be calculated using the last date of attendance and will be paid within 30 calendar days of the documented date of determination – meaning, the date the student was terminated due to violation of the school's policies.

### **Unclaimed Balance**

The school does not keep unclaimed balances; it makes every attempt to locate the student and make refund, or make the refund to the student's agent if applicable (in the event that payments were initially issued to the agent directly).

### **Agents**

Students who work with a recruiting agent will be subject to the rules outlined in this refund policy. If a student initially paid their tuition and enrollment fees directly to their agent, their refund will be made directly to the agent on behalf of the student; documentation of this type of refund will be sent to the student. If a student working with an agent originally submitted their tuition payment directly to BIA, the refund will be issued directly to the student.





## Attendance Policy

Student attendance will be recorded using this policy. Attendance is measured by period and tracked by instructors.

### Minimum Attendance Requirements

All students are required to attend a minimum of 80% of their total 144.00 class clock hours in each 8-week session. Students in Premium ESL 24 that fail to attend 80% of the level clock hours will be required to repeat their level on attendance/academic probation status. Students enrolled in modular programs that fail to attend 80% of the module clock hours in the next module on an attendance/academic probation status. Each level/module is 144.00 total clock hours. Attendance is tracked daily for all classes by the instructor.

\*For all classes: Each class period is worth 1.5 clock hours; this includes class time and break time. Each absent period will deduct 1.5 clock hours from the total 144.00 level/module clock hours. Each tardy period will deduct 0.25 clock hours. The attendance percentage is calculated using 'clock hours completed by the student' vs. the 'total 144.00 clock hours of the 8-week session'. Attendance percentage by level/module, clock hours attended by level/module, and cumulative lifetime attendance rate are tracked by the QuickSchools system and available to view on the student's transcript.

There are 96 periods in each 8-week session. Students can miss a maximum of 19 period absences (plus 1 period tardy) in an 8-week session, because this equates exactly to 80.03% of the clock hours. Period absences or tardies beyond this will result in a drop under 80% attendance in the 8-week session, which is a violation of the policy. Holidays and emergency class cancellations (snow days or city shutdowns) will NOT count as absences in the attendance calculation and will not impact maximum allowable period absences. These hours will be considered as 'present/completed' by the student. Students are always required to maintain 80% of the 144.00 total session clock hours; hours missed due to holiday/emergency cancellations will be included in the session total as hours offered.

### Maximum Violations

Students can not have more than two (non-consecutive) Attendance Probation sessions in their entire lifetime history at BIA. This means students cannot violate the attendance policy (i.e. drop below 80% clock hours) in three sessions throughout their lifetime history at BIA. Please note each "session" is 8-weeks long. Students cannot violate the attendance policy in two consecutive sessions.

\*Students that are on 2nd Lifetime Attendance Probation (COMPLETED) status are not permitted to violate the attendance policy again for a third time (i.e. cannot fall under 80% attendance) in any future 8-week sessions during their entire lifetime enrollment at the school. The result will be termination.

### Attendance Warning and 1st Lifetime Attendance Probation

Students in danger of violating the policy are sent an automatic warning email from QuickSchools when they hit 91% attendance (8 period absences). They are sent a second automatic warning email at 85%



(14 period absences). Students that violate this policy for the first time ever (i.e. drop below 80% attendance) receive an automatic notification email the same day they drop below 80% placing them on 1st Initial Attendance Violation status.

These students will then be placed on 1st Lifetime Attendance Probation (Current) status in the next 8-week session. 1st Lifetime Attendance Probation (Current) students are required to have 80% or better attendance by the end of their 8-week Probation session. Failure to do so, resulting in two consecutive 8-week sessions under 80%, will lead to termination.

Students will be notified via automatic email at the following thresholds: a warning at 91% (8 period absences), second warning at 85% (14 period absences), and termination notification if the rate drops under 80% (19 period absences + 1 tardy). Note that copies of probation emails and critical warning emails from QuickSchools will be sent to the Academic Managers, who will track and document them. Students that successfully complete this probation (with 80% or better attendance) will be placed on 1st Lifetime Attendance Probation (Completed) status.

#### **Attendance Warning and 2nd Lifetime Attendance Probation**

Students on 1st Lifetime Attendance Probation (Completed) status that are in danger of violating the policy for a second time will be sent a Warning email from QuickSchools when they hit 91% attendance (8 period absences). They will be sent a second "Warning" email at 85% (14 period absences). Any student on 1st Lifetime Attendance Probation (Completed) status that violates the attendance rule (i.e. drops below 80% attendance) will receive a notification email from QuickSchools, placing them on 2nd Initial Attendance Violation status.

These students will then be placed on 2nd Lifetime Attendance Probation (Current) status in the next 8-week session. 2nd Lifetime Attendance Probation (Current) students are required to have 80% or better attendance by the end of their 8-week Probation session. Failure to do so, resulting in two consecutive 8-week sessions under 80%, will lead to termination. Students will be notified via email at the following thresholds: a warning at 91%, second warning at 85%, and termination notification if the rate drops under 80%. Students that successfully complete this probation session will be placed on 2nd Lifetime Attendance Probation (Completed) status.

Furthermore, students that are on 2nd Lifetime Attendance Probation (Completed) status are not permitted to violate the attendance policy again for a third time (i.e. cannot fall under 80% attendance again) in any future 8-week sessions during their entire lifetime enrollment at the school. Failure to do so will result in termination.



Templates of “probation” emails and “critical warning” emails from QuickSchools will be available to the Academic Team. The Academic Team will communicate with Student Advisors to place phone calls to students in danger of termination.

### **Additional Reminders**

The Student Advisors will place phone calls to students in danger of termination. The Academic Manager may also elect to provide teachers with printed Attendance Probation letters of acknowledgement; teachers would then be instructed to counsel Probation students verbally on the policy and return a signed copy of the letter to retain in the student’s file.

### **Termination**

Students who fail to meet 80% attendance by the end of their 1st or 2nd Lifetime Attendance Probation (Current) session (who therefore violated the attendance rules in two consecutive 8-week sessions) will be terminated. Students cannot have more than two Attendance Probation sessions in their entire lifetime history at BIA. This means students cannot violate the attendance policy (i.e. drop below 80%) in three sessions throughout their lifetime history at BIA. Please note each “session” is 8 weeks long.

Students on 2nd Lifetime Attendance Probation (Completed) status are not permitted to violate the attendance policy again for a third time (i.e. cannot fall under 80% attendance by exceeding the maximum allowable period absences) in any future 8-week sessions during their entire lifetime enrollment at the school. Failure to do so will result in termination.

Terminated students will be notified of their termination via email by the Academic Manager/PDSO and may be asked to meet in person with the Academic Manager or PDSO to discuss the steps following termination. Terminated F-1 students will have their I-20 record terminated and must leave the country immediately or apply for reinstatement at a different school. Terminated students regardless of visa status cannot continue attending classes at BIA.

### **Clearing a ‘Current’ Probation Status**

Students who successfully meet 80% attendance by the end of their Probation (Current) session will be removed from the active probation list and set to a Probation (Completed) status. However, students cannot have more than two Attendance Probation sessions in their entire lifetime history at BIA. Violation of this rule will result in termination.

### **Maximum Consecutive Absences**

A student enrolled in a morning/evening weekday 4-day schedule class who is absent for 9 full consecutive school days, or a weekend 3-day schedule student who is absent for 7 full consecutive school days, OR a 2-day weekday/weekend schedule class who is absent for 5 full consecutive school days in an 8-week session without notification will be considered automatically withdrawn from the program with possible termination of their I-20 terminated. The student will be considered automatically withdrawn at the completion of the 9th (morning/evening) or 7th (weekend) or 5th (2-day classes) consecutive day of school. This policy also applies to initial (new) students as well; initial students who



fail to report to school and violate the maximum consecutive absences will be considered no-shows and will be terminated in SEVIS.

### **Attendance Violation/Probation and Transfer Requests**

Students who choose to leave the school and transfer out during an Initial Attendance Violation or prior to the completion of an 8-week Attendance Probation (Current) status session may do so without penalty and will not be terminated in SEVIS.

### **Attendance Violations and Vacations**

Students in violation of the attendance policy are not permitted to take vacation until they have successfully completed a Probation (Current) session with 80% or higher attendance. Students who had previously been approved for vacation requests who then reach Initial Violation status will have their vacation approval revoked.

### **Tracking**

Attendance is tracked on QuickSchools by each instructor throughout the day and entered into Quickschools during class; teachers document attendance in accordance with this policy. Early departures will result in an absence for the period which will be recorded by the teacher. Attendance is monitored on a daily basis by Academic Coordinators, who verify that the QuickSchools records have been filled in accurately. Academic Coordinators will conduct regular spot checks and classroom visits to verify record taking accuracy. Additionally, students may login to their QuickSchools student account and check their attendance history and attendance percentage in the Attendance or Transcript module. Academic Coordinators are also sent copies of all critical automatic attendance warnings and probation emails.

### **Medical Leave (ML)**

The school does not grant excused absences. Students should review the *Medical Leave Policy (MLP)* for more details about medical leave if an extended absence is needed from the school. A medical leave may impact student progress. In Premium ESL 24, a student will be required to repeat their level on attendance/academic probation status if they do not attend 80% of their level clock hours (or if they fail to earn a 75% final grade). In TOEFL/CBE, a student will be on attendance/academic probation status if they do not attend 80% of their level clock hours (or if they fail to earn a 75% final grade). A Level Test will be required if the leave is longer than 8 weeks.

### **Leave of Absence (LOA)**

If a student needs to leave the country for an extended period due to a family emergency or illness, they may apply to take a leave of absence. Please refer to the leave of absence policy for details. A leave of absence will impact student progress. In Premium ESL 24, a student will be required to repeat their level on attendance/academic probation status if they do not attend 80% of their level clock hours (or if they fail to earn a 75% final grade). In TOEFL/CBE, a student will be on attendance/academic probation status if they do not attend 80% of their level clock hours (or if they fail to earn a 75% final grade). A new Level Test will be required if the leave is longer than 8 weeks.



### **Medical Leave and Leave of Absence Attendance Measures**

For a long-term ML or LOA of one full session or longer, the student will be unenrolled from their course on QuickSchools. For shorter MLs or LOAs, the student will be marked absent in their class. However, these students will not be placed on Attendance Probation during their ML/LOA period. Upon returning from a short-term (non-full session) ML/LOA, students are expected to attend all classes remaining in their session in order to maintain satisfactory progress. If the student drops below 80% attendance for the non-ML/LOA days, the student will be placed on Attendance Probation. However, students are strongly advised to maintain as close to 100% attendance for non-ML/LOA days, so that they do not fall behind academically.

All absences, regardless of ML/LOA status, will count as Absent in the calculation of clock hours. ML/LOAs will impact student progress. Premium ESL 24 students will be required to repeat their level on attendance/academic probation status if they do not attend 80% of the level clock hours (or if they fail to earn a 75% final grade) as the result of a ML/LOA. Students enrolled in modular programs will be on attendance/academic probation status if they do not attend 80% of the level clock hours (or if they fail to earn a 75% final grade) as the result of a ML/LOA.

### **Make-Up Classes**

Make-up classes are NOT offered for students who are absent of their own volition. In lieu of a doctor's note, an instructor may choose to allow students to submit missed work at their own discretion.

### **Disputes**

If students notice an error in their attendance records, they must contact the administration within the same school week of the date in question. After this period, absences are not open to dispute. Students should log in to their QuickSchools record daily to check their attendance record and percentage on the student transcript and attendance module.

### **Holidays and Cancellations**

Holidays and emergency class cancellations (snow days or city shutdowns) do NOT count as absences and will not impact the student's attendance rate calculation or period absences. These hours will be considered as 'present/completed' by the student. Students are always required to maintain 80% of the 144.00 total session clock hours; hours missed due to holiday/emergency cancellations will be included in the session total as hours offered. Please note that holidays and emergency class cancellations by the school (due to snow days or city shutdowns) will not result in a loss of more than 20% of the clock hours for the session.

### **Non-F1 Students**

Non-F1 visa holders will be held to the same standards as F-1 visa holders.

### **Academic Consequences**



Per the Satisfactory Progress Policy, Premium ESL 24 students will be required to repeat the module if they fail to meet 80% of the clock hours for their module or earn a final grade below 75%. In TOEFL/CBE, the student will go on academic probation but may move to the next module.

### **Clock Hour Calculations**

Clock hours will be calculated automatically using QuickSchools. Students are required to attend 80% of the clock hours in their module in order to complete. Each module is 144.00 total clock hours. Students in Premium ESL 24 must repeat their module if this requirement is not met; students in TOEFL/CBE will go on academic probation in the next module.

Each class period is worth 1.5 clock hours; clock hours include class time and break time. Students marked Present in a period will earn 1.5 clock hours for the period. Each tardy on the student's record will deduct 15 minutes (0.25 clock hours) from the total clock hour calculation. Six tardies will result in a deduction of 1.5 clock hours (i.e. will be equal to one full period absence). An early departure of more than 15 minutes will result in an absence for the period and a deduction of 1.5 clock hours.

Students that reach the maximum allowable 19 period absences (plus 1 period tardy) will be at 80.03% clock hours in an 8-week session. Holidays and emergency class cancellations will NOT count as absences and will not impact the student's attendance rate or period absences.

The student's QuickSchools record will show attendance measured in periods and overall percentage for each 8-week session. Clock hours completed by session AND the cumulative lifetime attendance rate will be shown in the student transcript, which can be accessed by students in the student portal Transcript tab.

### **"Lifetime" and Re-Enrollments**

Lifetime attendance data does NOT reset under any circumstances, including but not limited to: when a student re-enrolls in the school after an absence, break in studies, or in the instance of a re-enrollment.

### **Definitions**

- **Period Measurement System:** Attendance is measured by percentage using period-based data. Students are required to meet at least 80% of the clock hours for each 8-week session. Please note that the maximum allowable periods absent/tardy prescribed in the policy are used as a method to help students more easily understand and comply with the percentage-based rule. In the student portal on QuickSchools, students have access to: the percentage attended by each 8-week session, the clock hours attended, the session period-based data, and a lifetime cumulative attendance rate.

Because each period is of equal clock hour value (1.5 hours) and the rules for absent/tardy are consistent across all programs and schedules, students that have hit the maximum allowable caps indicated below will meet satisfactory attendance. Violating the prescribed maximum





absences will result in a drop below 80% attendance. Holidays and emergency class cancellations (snow days or city shutdowns) will NOT count as absences and will not impact the maximum allowable period absences/tardies.

Maximum Periods Absent/Tardy in Premium ESL 24, Premium TOEFL 32, and Career Business English: Students must not miss more than 19 periods absent (plus a max 1 period tardy) per 8-week session; this maximum equates to 80.03% clock hours attended. There are 96 periods total for all schedules. Holidays and emergency cancellations will NOT count as absences.

Morning/Evening Weekday 4-day classes: there are 3 periods total each class day and class is held Monday-Thursday. Weekend 3-day classes: there are 4 periods per school day and class is held Friday-Sunday. Weekday/Weekend 2-day classes: there are 6 periods per school day and class is held 2 days per week: either Monday/Wednesday, Tuesday/Thursday, or Saturday/Sunday.

- **Present:** Students will be marked present if they are in class and present for the first roll-call at the period start-time. Each period Present is worth 1.5 clock hours.
- **Tardiness:** Students will be marked tardy if they arrive after the period start-time and before the absent cut-off time. Each Tardy will result in a deduction of 0.25 clock hours in the clock hour and percentage calculation. Being tardy 6 times is equivalent to 1 period absence (1.5 clock hours). Premium ESL 24, Premium TOEFL 32, Career Business English: Students who arrive to class up to 15 minutes late in any period will be marked tardy.
- **Absences:** Students who don't attend class OR that arrive after the absence cut-off time will be marked absent for that period. Students not present at a roll-call will be marked Absent for the period. Premium ESL 24, Premium TOEFL 32, Career Business English: Students who arrive more than 15 minutes late to any period will be marked absent.
- **Early Departures:** Leaving early will count as a period absence.

<b>Morning Weekday 4-Day Schedule: Monday-Thursday</b>				
Offered for the following programs: <b>Premium ESL 24, Premium TOEFL 32, Career Business English</b>				
Clock Hours per Day: <b>4.5</b>		Clock Hours per Week: <b>18.00</b>		
Clock Hours per Level/Module: <b>144.00</b>		Length of Each Level/Module: <b>8 weeks</b>		
Class Held: <b>Monday to Thursday</b>				
	Star/End Time	Minute Value	Combined Minute Value of Class/Break	Total Clock Hour Value for Period
<b>Period 1 Class Time</b>	9:00am – 10:20am	80	90	1.5
<i>Period 1 Break Time</i>	10:20am – 10:30am	10		
<b>Period 2 Class Time</b>	10:30am – 11:50am	80	90	1.5
<i>Period 2 Break Time</i>	11:50am – 12:00pm	10		
<i>Period 3 Break Time</i>	12:00pm – 12:10pm	10	90	1.5
<b>Period 3 Class Time</b>	12:10pm – 1:30pm	80		

<b>Evening Weekday 4-Day Schedule: Monday-Thursday</b>				
Offered for the following programs: <b>Premium ESL 24, Premium TOEFL 32, Career Business English</b>				



Clock Hours per Day: <b>4.5</b>		Clock Hours per Week: <b>18.00</b>		
Clock Hours per Level/Module: <b>144.00</b>		Length of Each Level/Module: <b>8 weeks</b>		
<b>Class Held: Monday to Thursday</b>				
	Star/End Time	Minute Value	Combined Minute Value of Class/Break	Clock Hour Value
<b>Period 1 Class Time</b>	5:30pm – 6:50pm	80	90	1.5
Period 1 Break Time	6:50pm – 7:00pm	10		
Period 2 Break Time	7:00pm – 7:10pm	10	90	1.5
<b>Period 2 Class Time</b>	7:10pm – 8:30pm	80		
Period 3 Break Time	8:30pm – 8:40pm	10	90	1.5
<b>Period 3 Class Time</b>	8:40pm – 10:00pm	80		

<b>Weekend 3-Day Schedule: Friday-Sunday</b>				
Offered for the following programs: <b>Premium ESL 24, Premium TOEFL 32, Career Business English</b>				
Clock Hours per Day: <b>6</b>		Clock Hours per Week: <b>18.00</b>		
Clock Hours per Level/Module: <b>144.00</b>		Length of Each Level/Module: <b>8 weeks</b>		
<b>Class Held: Friday</b>				
	Star/End Time	Minute Value	Combined Minute Value of Class/Break	Clock Hour Value
<b>Period 1 Class Time</b>	3:30pm – 4:50pm	80	90	1.5
Period 1 Break Time	4:50pm – 5:00pm	10		
<b>Period 2 Class Time</b>	5:00pm – 6:20pm	80	90	1.5
Period 2 Break Time	6:20pm – 6:30pm	10		
Period 3 Break Time	6:30pm – 6:40pm	10	90	1.5
<b>Period 3 Class Time</b>	6:40pm – 8:00pm	80		
Period 4 Break Time	8:00pm – 8:10pm	10	90	1.5
<b>Period 4 Class Time</b>	8:10pm – 9:30pm	80		

## Vacation Policy

**Requesting Vacation:**  
 -Submit a **Leave of Absence Request Form** to a Student Advisor 1 week before the requested vacation start-date.

**Regular Vacation:**  
 -Attend **4** consecutive sessions (32 weeks) of classes and take **1** session (8 weeks) of vacation.

**General Rules:**  
 -Students **MUST** return to studies after vacation.  
 -Failure to return will result in termination; please follow consecutive absence rule in our Attendance Policy.  
 -Students may be required to retake the Placement Test after 8 weeks of vacation.  
 -You may be required to change your schedule when you return from vacation.

**Saving Vacation:**  
 -Requests will be considered on a case-by-case basis.

**Probations:**  
 -Students on academic probation, initial attendance violation, or attendance probation status can **NOT** use vacation until they clear their probation status.  
 -Previously approved vacation requests will be **revoked and rejected** if a student is placed on any of these statuses.

A vacation is a temporary break in a student’s attendance where they are considered to be continuously enrolled at the school.



- **Terms:** Students are eligible to take one session (8 weeks) of vacation if they attend and successfully complete **four consecutive** 8-week sessions (32 weeks) of study at Boston International Academy.

Any student who requests a vacation must have the intention of returning to full-time studies after finishing their vacation and will be expected to return to school upon completion of the vacation; failure to return will result in withdrawal/termination from the school.

- **Requesting:** Students must complete and sign a Leave of Absence Request Form to a Student Advisor for the request to be considered by the PDSO; a response will typically be given within 3-5 school days. Students are required to submit their request form *at least one week prior* to the requested vacation start date. Requests submitted with less than one week notice will be considered on a case-by-case basis by the Managing Director and the Academic Manager.
- **Good Standing:** Students on academic probation, or any of the following attendance probations, are NOT eligible to use vacation during their disciplinary period: *1st Initial Attendance Violation, 2nd Initial Attendance Violation, 1st Lifetime Attendance Probation CURRENT, or 2nd Lifetime Attendance Probation CURRENT.*

Any previously approved vacation request will be revoked and rejected if a student is placed on any of these statuses after receiving their vacation approval. Vacations can be taken when the student is returned to good standing. Vacations should only occur at the completion of a student's session and may not be granted to excuse absences.

- **Saving Vacations and Maximums:** Students who attend class for **four** consecutive 8-week sessions that would prefer to save their earned vacation time may be granted permission to do so on a case-by-case basis; please note that students on the F-1 student visa will not be eligible for saving vacations. The maximum vacation that could be granted (2 vacations taken back-to-back) would only be approved for students that have successfully studied for 64 weeks (i.e. 8 sessions) and are NOT holding F-1 student status. Students studying long-term over multiple years cannot take more than 2 vacations per year. Additionally, students cannot take a 'partial vacation' of four weeks, as this will interrupt their level clock hours and progress.
- **F1 Regulations:** After a student completes his/her total registered sessions, he/she is allowed a 60-day grace period to leave the country or transfer to another school. Withdrawn students who do not complete their program will be terminated for one of the following reasons that best apply to their situation: an authorized early withdrawal in which the student must leave the country within 15 days, or an unauthorized early withdrawal which would require the student to file for reinstatement at a different school or leave the country as soon as possible. Grace periods must not be used as a vacation. If a student decides to use up their grace period and return to BIA, he/she must apply for a new initial I-20 form, repay the SEVIS I-901 fee, and re-enter the country. Students who leave the US during their grace period cannot return to the US on the same I-20 form. He/she must apply for a new initial I-20 form and pay the SEVIS I-901 fee. Transfer students must register for the next available session at the school of their choice, or



start classes within 5 months of their last date of attendance, whichever is sooner. Students cannot sign up for a later session and take a vacation in the meantime.

- **Leave of Absence:** If a student needs to take a temporary break in their studies and leave the country, they may qualify for a Leave of Absence. Please see the Leave of Absence policy for more details.
- **Fees:** The school will not charge the student any additional fees as a result of the vacation, nor charge tuition for the vacation period.
- **Failure to Return:** Upon completion of an authorized vacation, failure to return to studies in accordance with this policy (and the Attendance policy) will result in withdrawal/termination from the program and termination of the student's F-1 status if applicable. In accordance with our Attendance Policy, students will be withdrawn/terminated from the school if they violate our maximum consecutive absence policy: a student enrolled in a morning/evening weekday 4-day schedule class who is absent for 9 full consecutive school days, or a weekend 3-day schedule student who is absent for 7 full consecutive school days, OR a 2-day weekday/weekend schedule class who is absent for 5 full consecutive school days in an 8-week session without notification will be considered automatically withdrawn from the program and will have their I-20 terminated if applicable.

## Student Payment Policy

Tuition payments are due in the 1st week of each eight-week session and need to be submitted by the end of the week on Sunday. The school also offers the opportunity to submit tuition in installment payments that are due on the session start-date and at the session midpoint (i.e. Week 5). If a student is unable to meet this deadline, a \$50 late fee may be charged to the student's account. Students have the opportunity to sign up for a payment extension request with a Student Advisor, due no later than the initial payment due-date. With a payment extension, tuition is due at the end of the 2nd week no later than the end of week (Sunday). Students who are unable to make this extension deadline need to submit a written request to extend the due date further into the session. These would be reviewed by the Business Director on a case-by-case basis.

On the first day of each 8-week session, any student with an unpaid balance from the previous session will not be permitted to register and attend classes unless they are able to pay their balance in full. This may cause the student's attendance percentage to drop, so students are encouraged to submit payment or withdraw from the school before they violate the maximum consecutive absences policy. Students who withdraw in a timely manner may transfer out. If on F-1 status, the student's grace period start-date would be determined using the student's last date of class attendance at the school. The student would be expected to submit their unpaid balance for classes attended at BIA before a transfer-out can be authorized.

In special cases where the student has extraordinary circumstances preventing them from submitting payment, they may request in writing a special extension. These will be reviewed at the discretion of the Business Director, and may require the student to establish a payment schedule/plan with the school.

## Medical Leave Policy

Medical Leave (ML) is defined as a temporary break in study for documented medical purposes, during which an F-1 student remains in the United States and is considered to be continuously enrolled with a Reduced Course Load in SEVIS.

In order to take a ML, students must have a qualifying documented medical illness/injury/condition that meets the following rules.

- **Requesting Medical Leave:** If you must take time off during your enrollment for medical reasons, you are required to submit a Medical Leave Request form to your designated school official (DSO) before it can be approved. This requirement may be waived in emergency situations, which will be considered on a case-by-case basis.
- **Length of Medical Leave:** In order to qualify, the student's break in study must be **at least 4 consecutive school days for students enrolled in a 4-day morning/evening schedule class, or 3 consecutive school days for students enrolled in a 3-day weekend schedule class.** The maximum length of a medical leave can be four 8-week sessions (equivalent to approximately 8 months).
- **Medical Documentation:** Students are required to provide a signed note from a doctor that meets the following requirements: the note must be from a U.S. licensed doctor of medicine (MD), osteopathy (DO) or clinical psychologist. Notes from other medical practitioners (such as acupuncturists, chiropractors, or nurse practitioners) are not acceptable per DHS regulation 8CFR SS214.2(f) (6) (iii) (B). The note should be on a pre-printed form that includes the doctor's name, the student's name, and the phone number/address of the practice/hospital/clinic. The note should contain the start and end date of the leave request. Approval will be granted only for the time listed in the doctor's note. Students must provide the note no later than seven (7) days following the unexpected illness/injury. In cases of a scheduled medical condition (e.g. surgery), Students must also submit the note to the DSO prior to taking the medical absence. Periodic medical absences that do not meet the requirements of a ML will be marked as an absence and will not be excused.
- **Approval:** There is no guarantee of an approval of a Medical Leave (ML) request. Approval of the ML will be granted on a case-by-case basis and DSO's have the right to refuse an ML request. Failure to meet the requirements set forth in this agreement (including failure to request a medical leave within a timeframe consistent with our consecutive absence rule in the Attendance Policy) will result in termination of your I-20, which will cause you to fall out of legal F-1 status.

- **Pregnancy:** Pregnancy alone is not considered a medical condition by the DHS. Students with a note from an approved doctor (meeting the requirements stated above) recommending time off due to complications or other medical conditions associated with pregnancy will be considered in accordance with this policy.
- **Charges:** The school will not assess the student any additional charges as a result of the medical leave.
- **Placement:** After returning from a Medical Leave longer than eight weeks, students may be required to take a placement test. Based on the results of the test, students will be placed back into the program; in some cases, this might mean that students will have to repeat material that they have already studied, or change their schedule. A new placement test will be required if the leave is 12 weeks or more.
- **Attendance:** For a long-term Medical Leave of one full session or longer, the student will be unenrolled from their course on QuickSchools. For shorter medical leaves, the student will be marked absent in their class. However, these students will not be placed on Attendance Probation during their medical leave period.

Upon returning from a short-term (non-full session) medical leave, students are expected to attend all classes remaining in their session in order to maintain satisfactory progress. If the student drops below 80% attendance for the non-ML days, the student will be placed on Attendance Probation. Students are strongly advised to maintain as close to 100% attendance for non-ML days, however, so that they do not fall behind academically.

All absences, regardless of ML status, will count as Absent in the calculation of clock hours. MLs will impact student progress. Premium ESL 24 students will go on an academic/attendance probation status and will be required to repeat their level if they do not attend 80% of their clock hours in the level, and/or if they fail to achieve the required grade (75% final grade in the level) as the result of a ML. Students enrolled in modular programs will go on an academic/attendance probation status in the next module if they do not attend 80% of their clock hours in the module, and/or if they fail to achieve the required grade (75% final grade in the module) as the result of a ML.

## Leave of Absence Policy

A leave of absence is a temporary break in study during which time an international F-1 student **must** leave the United States, but is considered continuously enrolled at the school.

- **Requesting and Notification:** Students requesting a Leave of Absence are required to submit written notice prior to the start of the leave, providing a specific reason for the absence; however, some exceptions may be made in emergency situations. Students may submit a Leave of Absence request form (which includes a section acknowledging the consequences of failing to comply with this policy) and should give adequate notice when submitting. All requests must be

approved by the PDSO by submitting the Leave of Absence and Vacation Request Form. Students will not be charged any additional fees because of their leave of absence.

- **Consecutive Absences:** A student must request their leave of absence prior to reaching the maximum allowable consecutive absences at school, as stipulated in our Attendance Policy; failure to do so will result in termination. Please consult that policy for complete details.
- **Length:** The maximum leave of absence that can be granted is sixteen weeks per 12-month period, or 50% of length in which the student has applied, whichever is shorter.
- **SEVIS Procedure:** All students on an approved leave of absence, who have therefore been approved to leave the country, will be terminated in SEVIS as an “authorized early withdrawal” per SEVP requirements. The student will have 15 days to depart the United States. F-1 students who are granted an authorized early withdrawal, but do not depart the country within the 15-day grace period, are in violation of their student visa status. This could have negative implications on their ability to reenter the United States and apply for another visa. Students on a leave of absence must contact the DSO when they would like to re-enter the country, and should do so at least 3 weeks prior to their approved leave of absence end-date to give our DSOs time to process the request in SEVIS.
- **Tuition:** Any pre-paid tuition may be carried forward to the next month of registration upon request by the student, or will be refunded in accordance with our official refund policy if applicable. No additional charges will be assessed as a result of a LOA.
- **Re-Entry:** After returning from a Leave of Absence longer than eight weeks, students may be required to take a placement test. Based on the results of the test, students will be placed back into the program; in some cases, this might mean that students will have to repeat material that they have already studied, or change their schedule. A new placement test will be required if the leave is 12 weeks or more.
- **Failure to Return:** Failure to return to studies in accordance with this policy will result in termination from the program and of the student’s I-20.
- **Change of Status:** Please be advised that this policy does not apply to applicants with a pending Change of Status request. Change of Status applicants are not eligible to take a Leave of Absence.
- **Attendance:** For a long-term Leave of Absence of one full session or longer, the student will be unenrolled from their course on QuickSchools. For shorter LOAs, the student will be marked absent in their class. However, these students will not be placed on Attendance Probation during their LOA period.

Upon returning from a short-term (non-full session) LOA, students are expected to attend all classes remaining in their session in order to maintain satisfactory progress. If the student drops below 80% attendance for the non-LOA days, the student will be placed on Attendance Probation. Students are strongly advised to maintain as close to 100% attendance for non-LOA days, however, so that they do not fall behind academically.



All absences, regardless of LOA status, will count as Absent in the calculation of clock hours. LOAs will impact student progress. Premium ESL 24 students will go on an academic/attendance probation status and will be required to repeat their level if they do not attend 80% of their clock hours in the level, and/or if they fail to achieve the required grade (75% final grade in the level) as the result of a LOA. Students enrolled in module programs will go on an academic/attendance probation status and will move on to the next module if they do not attend 80% of their clock hours in the module, and/or if they fail to achieve the required grade (75% final grade in the module) as the result of a LOA.

## **Student Progress Report Policy**

Progress reports prepared by each faculty member will be completed twice per session (a midterm report at the end of Week 4 and a final grade report at the end of Week 8) and can be viewed by students on their personal Quickschools log-ins under “grades.” Progress reports calculate graded course elements such as assignments, quizzes, final exams, presentations, and speaking assessments. All students have access to their Transcripts on QuickSchools as well, which display all grades, attendance percentages, and clock hours attended throughout the student’s entire history at BIA.

## **Extended Enrollment**

If a student’s application term expires and the student wants to continue their studies at the school (and is eligible to do so), a Student Advisor will have the student sign an Extended Enrollment Agreement (EEA) for a new period of enrollment. F-1 students are required to submit a new bank statement with each EEA.

## **Placement and Michigan Exit Testing**

Students are placed in our programs using the Oxford Placement Test. The scores of this exam have been correlated with our proficiency levels and serve as a reliable method for assessing a student’s learning level. All students exiting the school or advancing a level are required to take the Michigan exit test. This exit exam is not applied in the student’s progress report grade. Testing dates will be announced by the Student Advisor when you are required to take the test.

## **Feedback**

Student feedback is essential in helping us structure our curriculum and student services. Student feedback is evaluated in several ways at Boston International Academy; we encourage students to be

thoughtful, honest, and detailed in their remarks. All the feedback we receive is read, recorded, and reviewed by administrative staff members in order to help improve the quality of our school.

- **Teacher and School Surveys:** Students are asked to fill out 2 survey forms 3 times per year that rates their teacher's performance in the classroom, rates their experience at the school, and assesses the curriculum. A space for free comments is also provided.
- **Complaints:** Students can email their complaints to [biaboston@gmail.com](mailto:biaboston@gmail.com) or to the appropriate staff (see Page 19). Students may also fill out a paper complaint form at the school entrance and drop it in the complaints box. All inquiries will receive a response within 2 business days.

## Social and Cultural Events

BIA hosts a number of free social and cultural events throughout the year. Be on the lookout for notices of upcoming events around the school, or in your email inbox.

During these events, you can meet other students from other classes and cultures, learn about aspects of American history, culture and concepts, and to practice your English with BIA staff and other students. Contests with prizes will also be held, together with light refreshments.

When attending these events, please note the following:

1. Attendance is optional and will not affect your grades or attendance,
2. Be respectful to staff, other students, and the speeches, ideas and opinions shared during the event,
  - a. Unless such speech, ideas and opinions involve racism, sexism, discrimination, defamation, obscenity, criminal conspiracy or harassment. In which case the maker shall be required by the staff to leave the event.
3. Do not bring pets or non-BIA students,
4. Do not bring and share food with other students.
5. Pictures and videos will be taken during the event for BIA's records and marketing use. If you do not wish to be recorded, please inform the staff. You may be required to temporarily leave the event during picture taking or recording sessions.
6. BIA is not responsible for any loss or injury that may occur during the event.
7. In the event of an emergency, please remain calm and listen to BIA staff instructions. Where appropriate or when instructed, leave the Campus through the designated exits in an orderly manner.





## Student Records

Student files maintained by the Academy are kept and maintained for all current students on QuickSchools, a secure cloud-based server. The site uses strict security measures to protect against loss or theft of sensitive student information. Electronic files such as payment history and the student directory are also maintained on QuickSchools. Student records include enrollment forms such as applications, proof of identity, and banking information. These records may also include student academic information such as progress reports and level exams.

## Student Records Review Policy

All students have the right to inspect and review their student file records. Requests must be made in writing and submitted to the Student Advisor. Records can be viewed on the premises or a copy of the file can be requested (student must pay a copy fee).

## Privacy Policy

All Boston International Academy students are protected under the **Family Educational Rights and Privacy Act (FERPA)**, which affords students the following rights:

1. All students have the right to inspect and review their student file records. Requests must be made in writing and submitted to the Student Advisor. Records can be viewed on the premises or a copy of the file can be requested (student must pay a copy fee).
2. All students have the right to seek the amendment of any records they feel to be false, misleading, inaccurate, or in violation of their right to privacy. Requests must be made in writing and should describe the specific portions requiring amendment, including the reasons for the requested change.
3. The right to deny disclosure of any 'directory information' defined under FERPA. Students can file a request form to keep all directory information private with the Student Advisor.
4. The right to file a complaint or claim against the institution in the event that these rules are broken. Complaints can be submitted to the Director.

Files are to be managed with integrity and accuracy by authorized staff members only, in compliance with BIA policy and external laws/regulations. The school will not disclose personally identifiable information from any student's records unless the student signs a written release form authorizing the use of specified information or content from their educational file. Before collecting personal information from students, we will identify the purposes for which information is being collected.





- Personal information will be collected and used solely with the objective of fulfilling those purposes specified, unless we obtain the consent of the individual concerned or as required by law.
- Personal information will be retained for as long as necessary for the fulfillment of those purposes.
- Personal information will only be obtained by lawful and fair means and, where appropriate, with the consent of the individual concerned.
- All personal information will be protected by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.
- All students will be provided information about our policies and practices relating to the management of their information.

## Records Management Policy

- **Policy Statement:** Student files maintained by the Academy are kept and maintained for all current students and are stored in secured filing systems and/or on a secure cloud-based server to protect against loss or theft. The Records Management Policy is designed to aid the school in effectively and efficiently designating, maintaining, and disposing of institutional records. The school requires that records be managed in accordance with the procedures set below. Boston International Academy collects and retains information and data about its students for specific purposes that facilitate the students' educational development. These facts and information are retained for designated periods of time. The school recognizes the rights of students in maintaining control over the information about them that may be disclosed.
- **Policy Rationale:** No information from records, files, and data directly related to a student (other than that which is considered public information) will be disclosed to individuals or agencies outside the Academy without the consent of the student in writing, except as permitted by section 99.31 of the FERPA regulations. The school has an obligation to maintain its records in compliance with the Family Educational Rights and Privacy Act. It has a further obligation to notify students of the existence and location of records and to define the purposes for which information is obtained. The school must provide security for the disclosure of information.
- **Definitions:** The school maintains active files for all current students containing information such as enrollment documents, identification, academic progress sheets, and any other information pertaining to the student. Paper files are retained for a maximum of 5 years past the student's graduation date. All paper files are destroyed and disposed of to protect against theft. Please



note that transcripts will be kept on file indefinitely. QuickSchools records also remain securely archived on the site indefinitely. However, students may request that their documents be removed permanently after a five year period has passed.

- **Good Record Management Practices:** All administrative personnel with access to student records have the responsibility to safeguard and protect against theft or unauthorized disclosure of information to outside parties. This includes properly maintaining files and keeping them locked and secured at all times. Files should be properly shredded and disposed of after the period of retention has ended.

## Requesting Letters of Recommendation

Students requesting letters of reference or recommendation from BIA faculty or staff members need to do so in writing. Please provide adequate time before deadlines for the staff member to complete their letter.

## Travel and Re-Entry in F-1 Status

Before leaving the U.S., make sure you have:

1. A valid passport or some other acceptable proof that you are a citizen or legal resident of that country and thus have the right to reentry.
2. I-94 Form or a copy of the front and back of it.
3. A valid U.S. visa stamp to return to the U.S. or all of the documents you will need in order to obtain a new visa stamp abroad.
4. A valid I-20 signed by the PDSO/DSO and authorization to take vacation.

## Misplacement/ Retesting Policy

Students are placed in accordance with the CEFR scale evaluated and presented by Oxford University Press. The school acknowledges that no testing instrument is completely infallible and there may be instances where a student's placement result does not fully align with the student's true proficiency level of the language. In such cases where the teacher and/ or the student deems the proficiency level too low or too high for the class, the issue must be reported to the Academic Team for reassessment before 20% of clock hours (19 periods and 1 tardy) are exceeded for that schedule in that session.

Students are required to take an in-house Level Test upon return of extended Leave of Absence (LOA) or Medical Leave of greater than 2 months (or the length of one vacation). There are Level Tests designed for every ESL level. The returning student takes the Level Test labeled as the last class they completed prior to leaving the school on extended LOA or ML. Again, to ensure that the student maintains



satisfactory clock hours in their new level, this assessment and evaluation must be completed before 20% of class clock hours has been reached. If the student does not take (or does not receive) their respective Level Test before the required clock hours are reached, their F-1 status will be at risk for termination.

In the event that none of the levels or courses currently available suits the student's needs, the student will be withdrawn from classes at no penalty to their student status or academic standing and will be issued a refund as a "Program Cancellation by the School" because the school was unable to offer a suitable course of study.

## Canceled Classes Make-Up Policy

- **Cancellation by Teacher:** If a teacher is unable to teach their class due to illness or personal emergency, the school will arrange a qualified substitute teacher or Academic Manager/Coordinator to cover the class. Classes will never be canceled or combined due to a teacher calling out.
- **Holidays:** Holidays are scheduled one year in advance and announced on the school's website. Holidays will never result in a loss of more than 20% of the clock hours in a session period. Classes will not be held on holidays. Refunds will not be issued for holidays and session rates will not be prorated. Holiday hours do NOT have an impact on the student's attendance rate and will not count as absences in the attendance rate calculation.
- **Snow Days and Emergency City Shutdowns:** Classes canceled by the school due to a snow day or city-mandated emergency shutdown will not be refunded, except in the rare case noted below. The school will make every effort to ensure that these cancellations do not result in a loss of more than 20% of the clock hours in a session period.
- **Significant Loss of Clock Hours due to Mandatory Shutdown:** For classes canceled due to a city-mandated emergency shutdown resulting in a loss of more than 20% of the session's clock hours: the school will deduct the pro-rated cost of the canceled class time from the next tuition balance owed. Students not extending their enrollment will be offered a pro-rated refund equal to the time missed, or the option of taking a credit equal to class time missed and to be used at a later date.

## Class Deferrals and Cancellations



If we close a level, delay a program start date, or otherwise cancel a class – it is the school’s responsibility to inform the student of their options. The first option is to give the student their 60-day grace period and issue a refund in accordance with the refund policy. The second option is for the student to enroll in another program they qualify for and would like to attend.

## Schedule and Location Accommodation

As indicated on the application form and extended enrollment agreement, the school will not be able to guarantee preferred schedule and location assignments for new or continuing students. Students will be allowed to transfer out of the school without penalty to their student status if they are unhappy with their schedule or location placement.

## Reinstatement Policy

Reinstatement students who were terminated by their previous school and are applying for reinstatement at BIA need to demonstrate their commitment to maintaining their F-1 student status by maintaining 80% attendance or higher during their studies. These students are also not permitted to take vacation until their reinstatement case is approved.

## Program/Course Offerings

### English as a Second Language

Our English as a Second Language program options consist of one full-time offering, Premium ESL 24, which has 8 different learning levels of 2 modules each. Students entering are administered a placement exam to assess which level would best suit their needs. Each module takes **eight weeks** to complete.

- **Beginner A & B:** This level helps students develop basic English skills. They deal with the elemental aspects of reading. Students learn the fundamentals of grammar such as nouns, present and past verbs, simple sentences, etc. The speaking and listening skills prepare students for simple classroom and conversation scenarios. Students are expected to work with and use basic vocabulary. These levels focus on the fundamental building blocks necessary to understand and use English on a daily basis.
- **Pre-Intermediate A & B:** This level calls on students to illustrate a basic understanding of the English language and then build on those skills. Students begin working with starting and finishing basic conversations. They learn to read and comprehend various articles that can be seen in real-life situations. They work with simple present, simple past, and present perfect tenses. Additionally, students listen and understand the gist of conversations.
- **Intermediate A & B:** This level requires students to build on their pre-existing skills and become more confident and able in using English. Students learn about describing personal information, personality traits, and talking about hypothetical situations. They learn about formal/informal

language. Relative clauses, passive voice, and unreal conditionals are introduced and worked with. Students are expected to take part in simple negotiations and participate in making group decisions. Students begin writing short biographies and other short assignments.

- **High Intermediate A & B:** This level expects students to have a fair grasp on the basics of English and work with some more subtle aspects of the language. Students will work with advanced grammar concepts. They will also give presentations and participate in class discussions that will help enhance their speaking/listening skills.
- **Advanced A & B:** This level gives students the chance to work with English in more natural and creative contexts. In reading, they get familiar with novels and magazine articles while reading/discussing current events. Grammar is incorporated and students learn about conditionals, phrasal verbs, and dependent clauses; however, they are expected to have moved beyond or be mastering the basics. Students start writing stories, blog entries, and articles.
- **Proficient A & B:** This level requires students to have a good grasp of the English language. In these levels they begin reading academic articles and practice synthesizing different ideas expressed/discussed in class. In addition to presenting prepared talks in front of the class, students also practice speaking impromptu on a given topic. Students will engage in daily discussions in order to develop advanced speaking and listening skills. The goal of these levels is to develop the students' English skills so that they can express themselves with confidence in any situation. Students work on improving their academic writing skills. In addition, students will practice methods of writing in a clear and organized manner.
- **Academic English A & B, C & D**  
This class is intended to prepare students for studying English at a college level. While there may be review or development of concepts, students should be comfortable enough with the necessities of the language to work with it at an advanced level. Students will learn critical reading skills, deliver various presentations/speeches, speak impromptu, participate in debates, discuss current events, produce a variety of essays, focusing on improving their academic writing and note-taking skills. All students will also practice and enhance critical reading skills, deliver a variety of presentations, speak impromptu, practice idiomatic language, participate in fun debates, and discuss current events.
- **TOEFL Preparation**  
Our Premium TOEFL 32 program helps students prepare to take the TOEFL exam required for matriculating at an institution of higher education. There are 4 modules in the program (each module is 8 weeks long) that covers a wide variety of practice materials as well as information on test-taking strategies. Students can complete the modules out of order, as the curriculum is non-sequential. Daily lectures will cover each of the four test subject areas. Student progress is tracked and areas of weakness are addressed by the instructor for each student in the program. Other material covered includes: advanced grammar, idioms, college-level vocabulary, intonation, pronunciation, emotive and emphatic structures.
- **Career Business English**  
Students will work with concepts related to business in order to prepare for or advance their careers, acquire tools to better understand the American and international business landscapes,



while continuing to strengthen grammar and vocabulary knowledge through speaking, listening, reading, and writing exercises. There are 4 modules in the program (each module is 8 weeks long). Students can complete the modules out of order, as the curriculum is non-sequential.

## Code of Conduct

The following conduct is unacceptable and will not be tolerated:

1. Any and all forms of discrimination, based solely on race, ethnicity, gender, disability, national origin, sexual orientation, and creed, as demonstrated through verbal and/or written communication and/or physical acts.
2. Sexual harassment, including creating a hostile environment and coercing an individual to perform sexual favors in return for some form of advancement.
3. All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery, and alteration or use of institution documents of identification with intent to defraud.
4. Intentional disruption or obstruction of teaching, research, administration, disciplinary proceedings, public meetings and programs, or other school activities.
5. Physical, verbal, or mental abuse of any person on school premises or at functions sponsored or supervised by the school.
6. Theft on or damage to the school premises or damage to the property of a member of the school community on the school premises.
7. Failure to comply with directions of institutional officials acting in the performance of their duties.
8. Violation of the law on school premises in a way that affects the school community's pursuit of its proper educational objectives. This includes, but is not limited to, the use of alcoholic beverages and/or controlled dangerous substances on school premises.

## Behavior and Harassment Policy

BIA is committed to a learning and working environment that is free from harassment of any form (verbal, physical, and sexual), as well as any behavior that interferes with learning. Harassment occurs when an individual is subjected to treatment which is hostile or intimidating because of the individual's race, creed, color, national origin, physical disability, sexual orientation, or gender. Harassment can occur any time during school or school-related activities. BIA has established a "Zero Tolerance Policy" for all harassment violations. A charge of harassment shall not, in and of itself, create the presumption of wrongdoing. However, with sufficient evidence, BIA reserves the right to terminate students and employees who perpetrate harassment, with or without receiving a prior warning, persistently interrupting and/or disengaging.

### Expectations of Students and Employees



1. Conduct yourself in a manner which contributes to a positive school environment
2. Avoid any activity that may be considered discriminatory, intimidating, harassing, or disruptive to learning.
3. Report all incidents of discrimination or harassment to a school official.
4. If informed that you are perceived as engaging in discriminatory, intimidating, harassing or disruptive conduct, discontinue that conduct immediately.

### **Course of Action**

1. Any student or employee who believes he or she has been subjected to harassment, or has witnessed harassment against another student or employee, may bring forward a verbal and/or written complaint to a school official or Director. If reported to a school official, he or she must immediately inform the Director. If the report was given verbally, the Director or a school official shall reduce it to written form or request it in writing from the individual filing the complaint.
2. The Director shall be responsible for notifying the person against whom the allegation of harassment is made and for ensuring all points of view are represented in the investigation.
3. Reporting harassment and/or filing a grievance will not reflect on the individual's status nor will it affect future employment or enrollment unless such charges are false and/ or frivolous.
4. The right of confidentiality, both of the individual issuing the complaint and of the accused, will be respected, except when confidentiality interferes with investigating allegations of misconduct.
5. Harassment is illegal under both state and federal law. It may result in criminal and/ or civil charges being brought against the alleged harasser.

## **Parking Policy**

Boston International Academy (BIA) offers free parking space for current students. However, this parking space is a privilege and is not guaranteed to any student due to our parking lot being limited/small. **BIA currently does not require parking permits**, but in the event that permits are reinstated, all current students who drive to BIA are required to have a parking permit decal on their windshield/window. Student Advisors will provide parking permits to students and allow students time to fill out the permits and place them on their windshield/windows during New Student Orientation. If students need a new parking permit, they need to ask a Student Advisor for the parking permit at the Student Advisor desk. Students also need to leave BIA's parking lot in a timely manner so that traffic jams are avoided.

**Parking Violations:** Students who violate BIA's parking policy will have their parking privileges revoked and/or will be banned from parking in BIA's parking lot.

The following violations can result in a student's parking privileges being revoked:

1. honking/blocking gates/blocking cars
2. no parking permit on windshield/window (if permit policy is reinstated)
3. parking disputes.





For those violators who did not display a parking permit, the 1st time will result in a warning, the 2nd time will serve as the final warning, and the 3rd time will result in the student being banned for 1 month from using the school parking lot. BIA is not responsible in cases of car accidents; students are responsible for car accidents and are encouraged to contact BIA staff when accidents occur so that BIA can document such events. In the event of a car accident, students are required to exchange insurance information to resolve the issue. Violating the policy will result in my parking privileges being revoked.

## WiFi Internet Access

- First Floor Network & most of Ground Floor: **BIA\_1**  
Password: **1642comm**
- Second & Third Floor Network: **BIA\_3**  
Password: **1642comm**
- Ground Floor G102 and G103: **BIA G102 G103**  
Password: **1642comm**

## Appendix

**ACCET Complain Procedure:** This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure which is published in the institution's catalog or otherwise available from the institution, upon request.

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

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

ACCET CHAIR, COMPLAINT REVIEW COMMITTEE  
1722 N Street, NW  
Washington, DC 20036



**Boston International Academy**  
1642 Commonwealth Avenue, Brighton, MA 02135  
TEL: (617) 731-6390 | FAX: (617) 731-6391  
[www.bia.edu](http://www.bia.edu)

Telephone: (202) 955-1113  
Fax: (202) 955-1118 or (202) 955-5306  
Email: [complaints@accet.org](mailto:complaints@accet.org)  
Website: [www.accet.org](http://www.accet.org)

Note: Complainants will receive an acknowledgement of receipt within 15 days