



## SCHOOL CATALOG

**January 1, 2020 – December 31, 2020**

639 S. New Hampshire Avenue, #300, Los Angeles, CA 90005  
P: 213.387.0007 | F: 213.387.8383 | [CaliforniaLanguageSchool.edu](http://CaliforniaLanguageSchool.edu)  
Effective: January 20, 2020

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## GENERAL INFORMATION

### Accreditation

Accredited by the Accrediting Council for Continuing Education & Training.  
1722 N Street, NW Washington, DC 20036  
Telephone: (202) 955-1113 Fax: (202) 955-1118 or (202) 955-5306  
Website: www.accet.org

### Approval Disclosure Statement

This institution is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

The following programs are offered. All instruction is in English. California Language School offers English as a Second Language, as indicated below:

| <u>Program</u>       | <u>Clock Hours</u> |
|----------------------|--------------------|
| ESL Beginning Ia     | 198                |
| ESL Beginning Ib     | 198                |
| ESL Beginning IIa    | 198                |
| ESL Beginning IIb    | 198                |
| ESL Intermediate Ia  | 198                |
| ESL Intermediate Ib  | 198                |
| ESL Intermediate IIa | 198                |
| ESL Intermediate IIb | 198                |
| ESL Advanced Ia      | 198                |
| ESL Advanced Ib      | 198                |
| ESL Advanced IIa     | 198                |
| ESL Advanced IIb     | 198                |
| TOEFL I              | 198                |
| TOEFL II             | 198                |
| TOEFL III            | 198                |
| TOEFL IV             | 198                |
| ESL Short Intensive  | 72                 |

Instruction is in residence at 639 S. New Hampshire Avenue, #300, Los Angeles, CA 90005 with a facility occupancy level that will accommodate 250 students. California statute requires that a studentwhosuccessfully completes a course of study be awarded an appropriate a certificate verifying the fact. California Language School awards its completers a certificate as an acknowledgment of their accomplishment and graduation from California Language School.



Prospective students are encouraged to visit the physical facilities and to discuss personal educational and occupational plans with school personnel prior to enrolling or signing enrollment agreements. California Language School does not participate in state or federal financial aid programs.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the school may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd., suite 225, Sacramento, CA 95834, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888)370-7589 or by fax (916)431.6959.

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

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 888.370.7589 toll-free or by completing a complaint form, which can be obtained on the bureau's Internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

California Language School has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

California Language School is not accredited by an agency recognized by the United States Department of Education (USDE) and students are not eligible for federal financial aid programs.

## **ADMINISTRATION AND FACULTY**

### Administration

|  |              |
|--|--------------|
| School Director/Chief Executive Officer/Chief Academic Officer | Angie Suh    |
| School Manager/Chief Operations Officer/Academic Advisor       | Daniel Bahng |
| Receptionist   | Sarah Sun    |

### Faculty

Casey M Sullivan  
TOEFL Instructor  
B.A. in American Studies  
TESOL Certificate

John P. Rosen  
ESL Instructor  
George Brown College Toronto, Canada  
Graduate Jeweler Canadian Jewelers Institute (CJI) Toronto, Canada 1982  
MBA Rajamangal University of Technology Bangkok, Thailand



Parounag Michael Kulhanian  
B.A. in Philosophy  
Adult Education Teaching Credential  
LAUSD Credentialed in English as a Second Language  
Los Angeles County Office of Education –Instructional Practices of Adult Education I&II

## **INSTITUTIONAL POLICIES AND INFORMATION**

### Institutional Mission

The mission of California Language School is to provide quality English as a Second Language (ESL) and TOEFL preparation instruction to students whose native languages are not English, and to prepare them in their pursuit to advance their academic, and personal aspirations in the U.S. California Language School strives to increase its students’ interests in intellectual matters; to enrich their lives; to help them develop an appreciation for cultural diversity; to acclimate them to American life; and to encourage lifelong learning, personal growth and development. To support this mission, California Language School offers faculty whose credentials include appropriate academic and cultural experience.

### Full Time Student Status

All international students who hold F-1 visas are required to attend full time (18 hours a week, including anymake-up time).Any student who fails to attend 80% of his/her class time will be warned, and if necessary, have his/her F-1 visa terminated.

### Observed Holidays

|                        |                        |
|------------------------|------------------------|
| New Year’s Day         | Columbus Day           |
| Martin Luther King Day | Veterans Day           |
| Washington’s Birthday  | Thanksgiving Day       |
| Memorial Day           | Day after Thanksgiving |
| Independence Day       | Winter Break           |
| Labor Day              |                        |

Students will be on holiday recess for approximately two weeks to celebrate Christmas. A two (2)week notice of dates will be published 30 days prior to the recess.California Language School reserves the right to modify this schedule with thirty (30) days’ advance notice to students. Students also have a two-week break between each 11-week session.

### Statement of Non-Discrimination

California Language School does not deny admission or discriminate against students on the basis of race, religion, sex, or ethnic origin.



California Language School will reasonably accommodate applicants and students with disabilities to the extent required by applicable law.

Recruiting advertising and promotional practices and efforts at California Language School ensure that the prospective student can reasonably be expected to benefit from the training offered.

#### Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

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

#### Transfer of Credit, Challenge Examinations, Achievement Tests and Experiential Learning

California Language School does not award credit from transfer of credit, challenge examinations, achievement tests, or based on experiential learning.

#### Transfer or Articulation Agreements

This institution has not entered into any transfer or articulation agreements with any other college or university.

#### History of the School

California Language School was established in 1995 as a non-degree institution, approved for operation by the former Bureau for Private Postsecondary and Vocational Education. California Language School was approved to issue I-20s to international students by the Student and Exchange Visitor Information System (SEVIS) in 1997.

#### Physical Facilities

California Language School is conveniently located at 639 S. New Hampshire Avenue, Suite 300, Los Angeles, CA 90005. The facility provides approximately 10,000+ square feet of classroom and office space.

All courses are taught at 639 S. New Hampshire Avenue, Suite 300, Los Angeles, CA 90005. The facilities include spacious classrooms and an on-campus library with Internet access and approximately 20 computers for student use. Internet access is available to all California Language School students during regularly scheduled school hours.

Instruction is in residence with a facility occupancy level that will accommodate a maximum of 250 students at any one time. Although our class rooms have a capacity for 35 students, our average class size is 10-20.

Elective/Make-ups

Elective/Make-up classes are available to all enrolled ESL students. The class is monitored by an ESL Instructor, and it is an opportunity for all students to bring their creativity, role playing, speaking, and listening to music or other activities to use and/or enhance their English speaking, reading or writing skills.

California Language School highly recommends and encourages students to attend the workshops and have some fun!!!!

Admissions Process

Programs of training offered by California Language School are open for regular enrollment to men and women who possess a High School Diploma or its equivalent. Prospective students are invited to visit the school and discuss their needs, goals, and objectives with an admissions representative. California Language School uses a TOEIC placement test for ESL classes. The following TOEIC test scores are used as a guide for English level placement, as well as the student’s interview with the School Manager.

***CLS Placement Test Score Results***

| <b>Program</b>   | <b>Points</b> |
|--|---------------|
| ESL Beginning Ia   | 0-125         |
| ESL Beginning Ib   | 126-250       |
| ESL Beginning IIa  | 251-358       |
| ESL Beginning IIb  | 359-465       |
| ESL Intermediate Ia  | 466-568       |
| ESL Intermediate Ib  | 569-670       |
| ESL Intermediate IIa   | 671-721       |
| ESL Intermediate IIb   | 722-770       |
| *By this level, you are eligible to take the TOEFL program.* |               |
| ESL Advanced Ia  | 771-821       |
| ESL Advanced Ib  | 822-870       |
| ESL Advanced IIa   | 871-930       |
| ESL Advanced IIb   | 931-990       |
| TOEFL I  | 670-770       |
| TOEFL II   | 770-870       |
| TOEFL III/IV   | 870-990       |

Procedure for Enrollment

An applicant makes an appointment for an interview with the admissions representative. Upon arrival at the school, the applicant will complete an application covering his/her personal and educational goals. The applicant is then taken on a tour of the facilities. This tour includes an explanation of classroom instruction and activities. A financial interview is then completed with the Business Office. The school retains the right to accept or reject an applicant based on the applicant’s character references, scholastic

status, and/or financial status. Presuming all requirements and standards of admissions are met, and the applicant is motivated and prepared to make the financial and personal commitment toward his/her chosen training program, an enrollment agreement between the school and the applicant is then signed, the registration fee of \$150.00 is paid, and a start date is set. The student is required to pay the registration fee along with the full tuition or the first installment of tuition on or prior to the seventh consecutive day of class unless other arrangements are made.

The procedure for orientation will be to review and explain academic and attendance policies, tardiness, early departure, academic progress reports, the student's responsibilities, and the need for regular study to be prepared for the daily lecture. Also covered in orientation are the services provided by the school and the conduct expected of a California Language School student. All enrollment and financial documentation is due from the student on orientation day and any questions will be addressed.

### Reinstatement

A former student requesting to be reinstated as an active student, based on whatever reasons or circumstances, should do so in writing. Supporting documentation and/or information concerning any mitigating circumstances should be included in the request. A reinstatement committee shall notify the former student of the reinstatement review decision within 30 days following the final decision.

## **STUDENT SERVICES**

### Student Parking

Student parking is available in a parking facility and/or areas adjacent to the school building. California Language School is not responsible for parking violations, property theft, property damage, etc. Please keep vehicle locked at all times. A quarterly parking permit can be purchased for \$90.00 or \$40/month from the Administrator.

### Advising

The staff of California Language School makes every effort to maintain close communication with its students. Before students complete their program at CLS, they are encouraged to meet with the school Academic Advisor to discuss the best options for their further training in the U.S. Based on their individual educational goals.

California Language School offers visa services for international students and vouches for student status. A Principal Designated School Official (PDSO) for F-1 students, the Director, along with the School Manager Daniel Bahng, a Designated School Official (DSO), will be available during school hours for assistance with visas, academic advising and recommendations pertaining to termination, all immigration rules and regulations.

### Disclosure and Retention of Education Records

Students have the right to inspect, review, and challenge information contained in their education records. Education records are defined as files, materials, and documentation maintained by the institution. Written consent is required before education records may be disclosed to third parties with the exception



of regulatory education agencies. Students wishing to review their file must make an appointment with the appropriate department. All appointments must be made during regular business hours. At no time may the student and/or parents remove, destroy or damage any documents or contents in the file.

### Student Records

The Family Educational Rights and Privacy Act of 1974 prohibits an institution from releasing the school records or any other information about a student to any third party without the written consent of the student. CLS protects the privacy and confidentiality of all student records. Students are guaranteed the right to access their own files. Student records will be maintained electronically for five years from the last date of attendance. Transcripts are maintained permanently.

### Library (Resource Center)

A reference library is located adjacent to classrooms and is available to all students to provide English language resources that may aid them in their program of study. Students may use the reference books while visiting the library, but are asked not to remove materials which may be needed by other students. Students that need articles or information photocopied are asked to contact Student Services, who will be happy to accommodate them.

### Student Lounge

The student lounge, located by the elevator, is available for the convenience of all students. Students are asked to dispose of all eating and drinking containers in the appropriate refuse container located in the student lounge.

### Housing

California Language School does not assume responsibility for student housing, does not have dormitory facilities under its control, nor offers student housing assistance.

However, California Language School provides the following guidance on the website:

#### Apartments

There are many apartments available for rent in Los Angeles.

You can search for apartments right around the campus at [4Stay.com](http://4Stay.com)

You can also check sites like Craigslist for a list of available apartments before you arrive. Enter '90005' in the 'Search For' line, and you will see all the places near the school. For a studio apartment, monthly rentals on Craigslist can begin at \$550. For a one-bedroom apartment, rents can start at \$800.

If you plan to rent or lease an apartment, [contact us](#) and we can send you a document that will help you with the process.

### Hotels & Hostels

There are a number of privately owned apartments within walking distance of the CLS. If you stay a short time, or you need somewhere to stay while you can make a decision for housing, you can stay in a hotel. We recommend the following hotels:

Hostel Widblue  
2757 W 8th St  
Los Angeles, CA 90005  
Tel. (213) 986-2600

For a cheaper option than a hotel, this hostel is 0.5 miles away from California Language School, so you can easily walk to and from school each day. The price starts around \$35 a night (plus tax) for a room.

East West Hotel  
3206 W 8th St  
Los Angeles, CA 90005  
Tel. (213) 389-6711

This hotel is 0.4 miles from the CLS. It is clean with free wifi and parking, and the price starts from around \$81 (plus tax).

Shelter Hotels  
457 S Mariposa Ave  
Los Angeles, CA 90020  
Tel. (213) 380-6910

This trendy hotel is 0.6 miles away from CLS. It has free wifi and a pool, and the price starts from around \$129 (plus tax).

### Homestay

One of the best ways to improve your English is by living with an American family. This is called homestay.

If you would like to stay with an American family instead of living by yourself, we recommend that you contact [Homestay.com](http://Homestay.com). They are a separate organization from us, so you should apply directly to them with your housing request.

### Job Placement

California Language School does not provide job placement assistance.

## **ATTENDANCE AND ACADEMIC POLICIES**

### **ATTENDANCE POLICY**

It is important that the school have a record of attendance for each student. It is the student's responsibility to scan in and scan out using his/her ID card to ensure an accurate record of attendance.

Failure to do so can cause the international student to be out of status on the transfer release form. Hours of attendance are part of the educational requirement and must be recorded. Students must maintain 80% cumulative attendance in order to be considered maintaining "Satisfactory Attendance Progress" to prevent their training from being interrupted. Excessive absences may result in probation or termination.

### Tardiness

California Language School expects students to be on time for each class session. A student is considered tardy for class if he/she arrives within 10 minutes after the scheduled start of class. Any combination of three (3) documented tardies will be considered as one (1) absence. If a student misses more than 10 minutes he/she will be marked absent for an hour or for the time absent rounded to the next 10 minute increment if over an hour.

### Leaving Early

California Language School expects students to remain in class for the entire session. A student is considered leaving early from class if he/she leaves earlier than 10 minutes prior to the close of class. A student should tell the Instructor prior to leaving early from class. A student leaving early from class will be marked daily as leaving early. Any combination of three (3) documented early departures will be considered as one (1) absence. If a student misses more than 10 minutes he/she will be marked absent for an hour or for the time absent rounded to the next 10 minute increment if over an hour.

### Absences

A student absent for 10 consecutive class days without an approved leave of absence will be terminated as of the last day of attendance. If the student is in immigration status, SEVIS will be notified within 10 days of unapproved student absences.

### Attendance Probation Policy

Any student failing to maintain 80% of the program hours shall be placed on two-week attendance probation. The student will be allowed to make up hours and/or exams outside of the students scheduled class time by arranging to do so with school management or instructor with activities approved on a learning plan. A student may make up no more than 10% of a term's hours.

### Leave of Absence Policy

If a Leave of Absence is required, a student must submit in writing to the Student Services Department the basis of the request, expected return date, and the initial date of request with the student's signature. This request does not automatically reflect the approval. A Leave of Absence may be limited to a specified amount of days (*no longer than one-half the published program length*). Only one Leave of Absence will be granted for a student during any 12-month enrollment period. No leave of absence is permitted for the four-week program.

If the leave of absence is NOT approved, or the student does not return from an approved leave of absence, the student will be considered to have withdrawn from the school if not in attendance. Students

with an F-1 visa will have the withdrawal entered into their SEVIS record reporting the withdrawal to the Student Exchange Visitor's Program (SEVP).

If the Leave of Absence is approved, the student may return prior to or at the end of the Leave of Absence and resume training without paying additional tuition. Students requesting Leave of Absences must understand that upon return, a revised course completion date will be established, which will delay their graduation date. Remember, a *Leave of Absence delays your graduation*.

At no time can the school back date a leave of absence. Therefore, it is important that the leave of absence is approved prior to any absent days. Time taken on a leave of absence does not count in the satisfactory academic and attendance formula.

No additional charges are assessed for applying or taking a leave of absence.

### Medical Leave Policy

If a Medical Leave is required, a student must submit in writing to the Student Services Department the request, expected return date, and the initial date of request, if unforeseen circumstances prevent the request prior to the leave date. The request must have the student's signature and have supporting medical documentation attached to the request. This request does not automatically reflect the approval.

If the Medical Leave is NOT approved, or the student does not return from an approved leave, the student will be considered to have withdrawn from the school if not in attendance. Students with an F-1 visa will have the withdrawal entered into their SEVIS record reporting the withdrawal to the Student Exchange Visitor's Program (SEVP).

If the leave is approved, the student may return prior to or at the end of the leave and resume training without paying additional tuition. Students requesting a Medical Leave must understand that upon return, a revised course completion date will be established, which will delay their graduation date. Remember, a *Leave of Absence delays your graduation*.

Time taken on a Medical Leave does not count in the satisfactory academic and attendance formula.

Upon return from a Medical Leave California Language School will administer the TOEIC placement test for ESL classes that is used as a guide for English level placement.

No additional charges are assessed for applying or taking a Medical Leave.

### Vacation Policy

If a vacation is requested, a student must submit in writing to the Student Services Department the basis of the request, expected return date, and the initial date of request with the student's signature. This request does not automatically reflect the approval. A vacation request may only be requested to begin at the completion of a program.

A vacation requests can be submitted after the completion of at a minimum of every six months of enrollment and cannot exceed a request of more than four weeks.



If the vacation request is NOT approved, or the student does not return from vacation, the student will be considered to have withdrawn from the school if not in attendance. Students with an F-1 visa will have the withdrawal entered into their SEVIS record reporting the withdrawal to the Student Exchange Visitor's Program (SEVP).

If the vacation is approved, the student may return prior to or at the end of the vacation and resume training without paying additional tuition.

At no time can the school back date a vacation request. Therefore, it is important that the vacation is approved prior to the requested start date. Time taken on a vacation does not count in the satisfactory academic and attendance formula.

Upon return from a vacation California Language School will administer the TOEIC placement test for ESL classes that is used as a guide for English level placement.

No additional charges are assessed for applying or taking a vacation.

Academic Progress

Satisfactory Progress is defined as each student maintaining a cumulative grade point average of 70% = C or better. For determining satisfactory progress and facilitating discussion of the student’s training progress, a progress report is administered to the student monthly, for all programs more than four weeks in length.

Grading Format

A = Excellent.....90% - 100%

B = Good.....80% - 89%

C = Satisfactory.....70% - 79%

D = Poor.....60% - 69%

F = Failing..... Below 60%

I = Incomplete

P/F = Pass/Fail.....Credit/No Credit Assigned

Each student is expected to maintain attendance and progress that allows completion of the program within 11 weeks/198 hours for ESL programs, 11 weeks/198 hours for TOEFL programs and 4 weeks/72 hours for the ESL Short Intensive course, at a cumulative minimum attendance of 80%.

Graduation Requirement

Students must have a cumulative grade point average of 70% or "C" grade and 80% cumulative attendance in order to be considered for completion.

Upon successfully completing the program, meeting all completion requirements, students will receive a Certificate.

The Certificate will be available to graduates no later than 30 days from last day of attendance unless Student Services receives a written request to provide it earlier.

### ESL Level Advancement

To accommodate the varying levels of ability, age and linguistic background of its students, California Language School offers a unique course schedule which can be adjusted to the different rates of language acquisition among international students studying English. Students coming from Europe or South America typically acquire English at a quicker pace than students from China, Korea and Japan. That is, students whose mother tongue is from the Indo-European language family such as Spanish, French or Persian, comprehend English vocabulary and grammatical structures more quickly than students whose mother tongue is from the Ur-Altaic or Mongolian language family.

For this reason students can pace themselves accordingly. One student can advance from one level to another after three months (such as from ESL Beginning Ia to ESL Beginning Ib); another student can advance in six months (such as from ESL Beginning Ia to ESL Beginning Ib, and then to ESL IntermediateIa, and so). In this way students who excel in their English language acquisition can complete their program in 9 months; students who need more time can complete it in 9-36 months. No student will be allowed to receive instruction past the third year.

### Academic Probation

A student achieving a grade point average below 70% or a "C" at the time of evaluation will be advised of his/her unsatisfactory academic progress and placed on academic probation with a documented learning plan for 6 weeks in the ESL programs and 6 weeks in the TOEFL programs until such time as his/her grade point average reaches a minimum of 70% or "C". A student's visa remains active while on probation. If the student fails to achieve a "C" average within three months, he/she will be withdrawn and the student's withdrawal will be reported to the SEVIS. A student who does not pass the ESL Short Intensive course may request to be re-enrolled and will be placed on probation for the ESL ShortIntensive course; the ESL ShortIntensive course can only be repeated once while on probation.

Any student failing to maintain 80% of the program hours shall be placed on a two-week attendance probation. The student will be allowed to make up hours and/or exams, and be removed from probation, as documented on the learning plan.

### Proficiency Levels

If a student does not achieve a 70% or a "C" at the end of a program he/she may repeat the current program level with a documented learning plan.

### Language Training Length

A student may obtain training from California Language School for a maximum of 36 months.

### Appeal

If a student does not agree with a progress report or probation status he/she may appeal the statements/decision. He/she must submit a written appeal to the School Director within one week of the progress report meeting with documentation to support the appeal, where appropriate. The Director will make a decision within seven days and notify the student of her decision in writing.

### Student Behavior/Conduct

Students are expected to conduct themselves in a professional manner at all times. Students who are dressed inappropriately may be subject to disciplinary action. The effectiveness of any training program is dependent upon the full cooperation of students and school personnel. Consequently, all students will be expected to extend their best efforts to work harmoniously and conscientiously with instructors and administrators to further their training program. Students must adhere to high standards of academics, attendance, and conduct.

Learning how to communicate and deal with a variety of people, coping with frustration, solving problems, disciplining oneself, and dressing professionally are just a few of the ingredients that go into the makeup of a professional.

Those whose conduct discredits themselves or the school may be subject to dismissal. Administration reserves the right, in the exercise of their judgment, to dismiss a student for a variety of reasons, including, but not limited to:

### Grounds for Disciplinary Action or Termination

1. Unsatisfactory academic performance.
2. Unsatisfactory attendance.
3. Unprofessional conduct that reflects unfavorably upon the school and/or its students.
4. Gambling, profanity or the use of drugs, narcotics, alcohol (or under the influence).
5. Failure to meet financial requirements.
6. Inappropriate clothing worn in class.
7. Failure to abide by the rules and regulations of the school.
8. Failure to pay tuition (or any other charges) when due.
9. Breach of school enrollment agreement.
10. Cheating.
11. Falsifying school records.
12. Carrying a potentially dangerous weapon.
13. Disorderly conduct that interferes with the learning process of any other student or instructor, or the general progress of the class.
14. Instigation and/or participation in rebellious activities against the school and/or its student(s).



15. Solicitation, which reflects unfavorably upon the school and/or its students.
16. Vandalism of school property.
17. Any form of gang-related activity including, but not limited to flashing of gang signs, wearing of gang colors/attire, etc.
18. Fighting (physical or verbal).
19. Verbal confrontation with any employee and/or student.

Disciplinary action may include, but is not limited to, a verbal or written warning, probation, suspension, or dismissal.

### Dismissal

California Language School reserves the right to dismiss any student whose attendance, conduct, or academic performance does not meet the minimum standards and/or who fails to abide by the rules and regulations. Any student who has been dismissed may appeal the action by following the student appeal procedures outlined in this catalog.

## **PROGRAMS**

### GENERAL DESCRIPTION

California Language School offers 17 different programs spread over three general levels of English language fluency. There are total of 13 ESL programs broken down to 11 weeks each within the exception of the ESL Short Intensive. They are:

- ESL Beginning Ia
- ESL Beginning Ib
- ESL BeginningIIa
- ESL Beginning IIb
- ESL Intermediate Ia
- ESL Intermediate Ib
- ESL Intermediate IIa
- ESL Intermediate IIb
- ESL Advanced Ia
- ESL Advanced Ib
- ESL Advanced IIa
- ESL Advanced IIb
- ESL Short Intensive

For students in the advanced level, CLS also offers four specialized TOEFL Prep programs of 11 weeks each:

- TOEFL I
- TOEFL II
- TOEFL III
- TOEFL IV

To ensure and reinforce proper learning, all students at CLS are administered quizzes and exams.





## GENERAL ESL PROGRAM OBJECTIVES

The curriculum emphasizes all four language skills: listening, speaking, writing, and reading. Students learn how to communicate in English, which in turn will help them understand the many facets of American culture. Additionally, this program provides students the requisite language skills that will allow them to function in advanced academic pursuits and cultural exploration.

## STUDENT-CENTERED LANGUAGE PROGRAM

California Language School offers a unique course schedule which can be adjusted to the different rates of language acquisition among international students studying English. For instance, students coming from Europe or South America typically acquire English at a quicker pace than students from China, Korea and Japan. That is, students whose mother tongue is from the Indo-European language family such as Spanish, French or Persian, may find it easier to comprehend English vocabulary and grammatical structures than students whose mother tongue is from the Ur-Altaic or Mongolian language family.

For this reason students can pace themselves accordingly. One student can advance from one level to another after three months (such as from ESL Beginning Ia to ESL Beginning Ib); another student can advance in six months (such as from ESL Beginning Ia to ESL Beginning Ib, and then to ESL Intermediate Ia, and so). In this way students who excel in their English language acquisition can complete their program in 9 months; students who need more time can complete it in 9-36 months. No student will be allowed to receive instruction past the third year.

### ESL BEGINNING Ia

A Certificate Program

198 Clock Hours

Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm

AND

Friday: 8:30am~10:40am or 10:40am ~12:40pm

#### Description:

Students are introduced to Basic English grammar by beginning with simple structures, which they will continue to develop in ESL Beginning Ib. In the conversation/listening, students will learn simple conversation models such as greetings, and develop them in sample conversations and role-playing. Listening drills and reading practice are used to help the student develop an ear for English, as well as a familiarity with basic structures of expression. The simple present, present continuous and simple past verb tenses are learned and practiced. They are also introduced to nouns, pronouns, and comparative adjectives. In the conversation/listening the following methods of instruction are used: the repetition of sample conversation, role playing, listening exercises and class readings to practice the grammatical structures learned in the textbook. The goal is to allow students to engage in English conversation naturally and at a manageable pace.

### ESL BEGINNING Ib

A Certificate Program

198 Clock Hours

Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm  
 AND  
 Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description:

Students are introduced to the next beginning level of English study that provides the foundational skills needed so that students develop and understand the higher level of speaking and writing in English. The present, past and future tenses are continuously explained and practiced extensively through listening, speaking, and writing exercises. Also, helps students develop linguistic understanding through practicing vowel sounds, consonant sounds, stress, intonation, linking words, and rhythm and timing in American English.

ESL BEGINNING IIa

A Certificate Program 198 Clock Hours  
 Schedule: Monday through Thursday  
 Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm  
 AND  
 Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description:

Students are introduced to more complex grammatical structures such as present continuous, present perfect and future tenses, which they will continue to develop in ESL Beginning IIb. Simple modals, intensifiers, time clauses, infinitives and expressions of quantity are learned and practiced. Short reading assignments are discussed to augment the student’s vocabulary and pronunciation. Speaking skills are developed to the point they can communicate basic ideas to other English speakers. Comprehensive listening exercises, role play, asking and answering questions are utilized to develop basic fluency.

ESL BEGINNING IIb

A Certificate Program 198 Clock Hours  
 Schedule: Monday through Thursday  
 Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm  
 AND  
 Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description:

In this ESL Beginning IIb, students are introduced in participating in daily pronunciation practice centered on word pairs that contrast two sounds in order to better hear and produce the two different sounds. Students also have the opportunity to learn and practice English through lectures, conversations, interactive speaking tasks, games, and other activities. In addition, students are expected to complete homeworks, quizzes, a midterm and a final.

ESL INTERMEDIATE Ia

A Certificate Program 198 Clock Hours  
 Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm  
 AND  
 Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description

Students are introduced to more complicated uses of the past, present and future verb tenses, including the present progressive and past perfect, covering reflexive pronouns, comparatives, gerunds and infinitives, which they will continue to develop in ESL Intermediate Ib. In the conversation/listening, the student is familiarized with these grammatical structures by having them practice in situational conversations. Weekly readings are utilized to expand English comprehension and provide topics for discussion. The instructor also uses materials outside of textbooks to explain American culture and slang.

ESL INTERMEDIATE Ib

A Certificate Program 198 Clock Hours  
 Schedule: Monday through Thursday  
 Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm  
 AND  
 Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description

This intermediate-level course develops linguistic understanding by introducing the form and function of selected grammar points at the intermediate level. This course starts with a review of grammar fundamentals and then progress to more complex grammar and language points to give students a strong foundation in intermediate-level grammar. Students participate in a variety of activities during this class, including lectures, in-class exercises, weekly homework, and group/pair work. Students are expected to complete homework, quizzes, a midterm, and a final.

ESL INTERMEDIATE IIa

A Certificate Program 198 Clock Hours  
 Schedule: Monday through Thursday  
 Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm  
 AND  
 Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description

While students further develop their basic, English grammatical structures, they are also introduced to the passive voice, adjective clauses, comparisons, noun clauses, phrasal verbs, quoted and reported speech, which they will continue to develop in ESL IntermediateIIb. Basic verb tenses are expanded to include the future perfect and future progressive tenses. Situational conversation is complemented by increasingly challenging reading material. The instructor draws illustrations from literature, and explains idioms.

ESL INTERMEDIATE IIb

A Certificate Program 198 Clock Hours  
 Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm  
 AND  
 Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description

This intermediate-level course develops students’ linguistic understanding at an intermediate level by focusing on the language functions required for everyday life activities. Regular speaking and listening practice helps students feel confident in activities such as shopping, ordering in a restaurant, and arranging to meet a friend. The lessons are based on realistic conversations and task-based listening sections. Additionally, students develop reading fluency, accuracy, and comprehension by reading passages from a variety of sources such as newspapers, magazines, books, and websites.

ESL ADVANCED Ia

|  |                 |
|--|-----------------|
| A Certificate Program                      | 198 Clock Hours |
| Schedule: Monday through Thursday          |                 |
| Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm   |                 |
| AND  |                 |
| Friday: 8:30am~10:40am or 10:40am ~12:40pm |                 |

Description:

Students continue to learn more complex grammatical structures so that they may connect and develop ideas clearly and concisely, which they will continue to develop in ESL Advanced Ib. At this level, students are exposed to an intense study of adverb, noun and adjective clauses; they are taught the causative passive, transitional phrases, how to distinguish between definite and indefinite articles, and compositional organization. In the conversation/listening section, students practice these structures in situational conversation as well as work to expand students’ ideas through discussion of culture and current events. Readings and discussions are introduced with more frequency, assisting the student in becoming a fluent English speaker. To develop students’ ability to express ideas, writing assignments are given.

ESL ADVANCED Ib

|  |                 |
|--|-----------------|
| A Certificate Program                      | 198 Clock Hours |
| Schedule: Monday through Thursday          |                 |
| Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm   |                 |
| AND  |                 |
| Friday: 8:30am~10:40am or 10:40am ~12:40pm |                 |

Description:

This advanced-level course is designed for the academic preparation of advanced students. In this course, students learn about various parts of speech and their uses in informal conversation, as well as in formal writing. Students show understanding and mastery of materials by completing speaking, listening and writing exercises from the textbook and by completing occasional writing samples. This academic preparation course is designed for advanced level students. In this course, students learn strategies for listening, note-taking, and discussing topics in academic settings. Students listen to authentic lectures and

learn how to organize and synthesize information efficiently. Students also learn strategies for improving discussion skills and improving listening comprehension.

ESL ADVANCED IIa

A Certificate Program

198 Clock Hours

Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm

AND

Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description:

Students in this ESL Advanced IIa level focus more on reading/writing, which they will continue to develop in ESL Advanced IIb. They concentrate more on applying grammar than on prescriptive understanding of grammar, and this is complemented with an intensive study of vocabulary. To this end, students write sentences as daily homework and correct other students' sentences. Assistance is provided to students in their pursuit of cultural experiences here in America by exposing them to a variety of media, such as television, cinema, and news articles. In the reading/writing section, students are trained to read and write at the high school level. In the conversation/listening, students engage in free style discussion, wherein the teacher chooses a challenging topic to enhance the student's communication skills.

ESL ADVANCED IIb

A Certificate Program

198 Clock Hours

Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm

AND

Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description:

This advanced IIb level course helps to master students' understanding of American English expressed in popular culture by engaging in reading, viewing, and listening to cultural readings, current events. Materials used in this course reflect important historical moments in American culture and life. Students learn more idioms and colloquial expressions, American humor, and nonverbal behavior while expanding their vocabulary and understanding of American culture. Ultimately students will be able to participate in conversations more naturally and have a better understanding of formal/informal American English.

ESL SHORT INTENSIVE

A Certificate Program

72 Clock Hours

Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm

AND

Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description:

This 3~4 week program is offered to students in any levels (Beginning to TOEFL). Students will participate in an appropriate level for expanding his/her vocabulary, grammar knowledge, listening, speaking skills, and reading and writing skills. Also, at the end of the program, student progress will be given upon completion of the program.

TOEFLiBT Preparation Program Objectives:

The TOEFL iBT evaluates the four core language skills: speaking, listening, reading, and writing. Testing speaking skills is a new feature of the TOEFL iBT known as the Test of English as a Foreign Language offered via internet. The test-taking strategies for the TOEFL iBT are taught. Students are individually tested on different sections of the TOEFL iBT using the integrated internet skills test format. They also learn techniques to build vocabulary and review key grammar points. TOEFL is recognized throughout the world by universities and businesses and measures students' English proficiency. A high TOEFL score is required by most US colleges and universities for admission of international students.

TOEFL I – IV courses are highly individualized to accommodate the specific needs of each student. Each computer work station allows the students to develop their TOEFL test taking skills at a pace appropriate for them.

TOEFL I

A Certificate Program

198 Clock Hours

Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm

AND

Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description:

In the iBT TOEFL I preparation course, students will review high intermediate to advanced speaking, listening, reading, and writing skills. The students begin by taking a diagnostic exam to discover their weak areas. Then they receive a complete overview of test taking strategies for the iBT TOEFL test, including vocabulary development, strategies for reading comprehension, identification of listening topics, speech cohesion and pronunciation, and fundamentals of essay writing. Students utilize mini-tests and complete computer tests to prepare for the test environment. TheiBT class accommodates all four levels of TOEFL instruction simultaneously. From the start of the year, each quarter is a progression in helping students improve their skills and thereby their scores. In TOEFL I, instruction is focused on the most basic test taking skills. Supplementary instructional materials are introduced to inculcate the basic skills practiced in the textbook.

TOEFL II

A Certificate Program

198 Clock Hours

Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm

AND

Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description:

In the iBTTOEFL II preparation course, students will continue to develop their advanced speaking, listening, reading, and writing skills. The students begin by taking a diagnostic exam to discover their weak areas. Then they continue to improve their test taking strategies for the iBT TOEFL test with personalized study and practice. Students utilize mini-tests and complete computer tests to prepare for the test environment. The iBT class accommodates all four levels of TOEFL instruction simultaneously. From the start of the year, each quarter is a progression in helping students to improve their skills and thereby their scores. In TOEFL II instruction is focused on improving the students' test taking skills. Supplementary instructional materials are introduced to inculcate the skills practiced in the textbook.

TOEFL III

A Certificate Program

198 Clock Hours

Schedule: Monday through Thursday

Hours: 8:30 am~12:30 pm or 1:00pm~5:00pm

AND

Friday: 8:30am~10:40am or 10:40am ~12:40pm

Description:

In the iBT TOEFL III preparation course, students begin to master their advanced speaking, listening, reading, and writing skills. Once again, the students begin by taking a diagnostic exam to identify their weak areas. Then they continue to sharpen their test taking strategies for the iBT TOEFL test with more challenging material. Students work on integrated skills at their own level of proficiency during the first part of the class. The TOEFL preparation incorporates the latest materials to prepare students and improve their scores on the TOEFL iBT exam.

TOEFL IV

A Certificate Program

198 Clock Hours

Schedule: Monday through Friday

Hours: 8:30 am~12:30 pm

Description:

In the iBT TOEFL IV preparation course, students perfect their advanced speaking, listening, reading, and writing skills. Once again, the students begin by taking a weekly diagnostic exam to discover any weak areas. Then they continue to master their test taking strategies for the iBT TOEFL test with very challenging English material. Finally, TOEFL IV level students are highly encouraged to take the actual TOEFL iBT exams so that they will have a better understanding of their future educational directions.

**TUITION AND FEES**

Tuition and other fees are payable in advance unless another arrangement has been made prior to commencing classes. (Tuition must be paid in full or a payment plan agreed to at the time of course completion for students to be classified as graduates and be eligible to receive a Certificate.)



| Program              | Registration Fee<br>Non-refundable | Student Tuition Recovery Fund (STRF)*<br>Non-refundable | TUITION    | Total Cost** |
|----------------------|------------------------------------|---|------------|--------------|
| ESL Beginning Ia     | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Beginning Ib     | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Beginning IIa    | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Beginning IIb    | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Intermediate Ia  | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Intermediate Ib  | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Intermediate IIa | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Intermediate IIb | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Advanced Ia      | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Advanced Ib      | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Advanced IIa     | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Advanced IIb     | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| ESL Short Intensive  | \$150.00                           | \$0   | \$ 500.00  | \$ 650.00    |
| TOEFL Prep I         | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| TOEFL Prep II        | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| TOEFL Prep III       | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |
| TOEFL Prep IV        | \$150.00                           | \$0   | \$1,200.00 | \$1,350.00   |

\*STRF = \$0 per \$1,000 of institutional charges, rounded up to the nearest \$1,000.

\*\*Estimated charges for the period of attendance and the entire program.

#### Other Fees

Transcripts - \$30.00 each

Return Check Fee - \$35.00

Parking Fee per month - \$40.00

Per quarter - \$90.00

Air Carrier Fee - \$95 (Non-refundable)

Private Tutoring - \$50/hr.

#### **REFUND POLICY**

##### STUDENT'S RIGHT TO CANCEL

1. You have the right to cancel their agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled hours in the current payment period in your program through the last day of attendance.



2. Cancellation may occur and may be documented in any manner. If the student provides a written notice of cancellation it can be provided to the following address: California Language School, 639 S. New Hampshire Avenue, Suite 300, Los Angeles, CA 90005. This can be done by mail or by hand delivery.
3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.
4. If the Enrollment Agreement is cancelled, by the applicant, or the applicant does not show or start attending the program, or is not accepted the school the school will refund the student any money he/she paid, less the registration fee not to exceed \$150.00 and less any deduction for equipment not returned in good condition, within 45 days after the notice of cancellation is received.
5. If the Enrollment Agreement is cancelled by the school due to the program start date being cancelled the student will receive a refund of all money he/she paid.

### WITHDRAWAL FROM THE PROGRAM

You may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if you have completed 60 percent or less of the scheduled hours in the current payment period in your program through the last day of attendance. The refund will be less a registration or administration fee not to exceed \$150.00 within 45 days of withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.
- The student has failed to attend class for 10 days.
- Failure to return from a leave of absence, medical leave or vacation.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the number of days scheduled to attend, prior to withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.

## STUDENT TUITION RECOVERY FUND

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, CA 95834, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

## **GRIEVANCE PROCEDURE**

Persons seeking to resolve problems or complaints can file a complaint with the Bureau at any time, according to CEC 94909 (a)(3)(c).

A student or any member of the public may file a complaint about this institution with one of three State-sponsored organizations listed below.

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

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd., Suite 225, Sacramento, CA 95834, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

A student or any member of the public may file a complaint about this institution with Bureau for Private Postsecondary Education by calling 888.370.7589 toll-free or by completing a complaint form, which can be obtained on the bureau's Internet Web site, [www.bppe.ca.gov](http://www.bppe.ca.gov).

Complaints can also be directed to:

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

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.

## **CONSUMER PROTECTION**

CLS does not have a pending petition in bankruptcy, is not operating as a debtor in possession, and has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy code (11 U.S.C. Sec. 1101 et seq.)