

2024



STUDENT HANDBOOK

IES – Ideal English Schools

1/23/2024



WELCOME TO



WELCOME TO FLORIDA!

Florida is a state located in the Southeastern region of the United States. Florida is bordered to the west by the Gulf of Mexico, and the north by Georgia and Alabama, and the Atlantic Ocean runs along the east coast. Spanning 65,758 square miles (170,310 km²), Florida ranks 22nd in the area among the 50 states and, with a population of over 21 million, is third-most populous. The state capital is Tallahassee, and the most populous city is Jacksonville. The Miami metropolitan area, with a population of almost 6.2 million, is the most populous urban area in Florida and the seventh-most populous in the United States. It is known for its Latin-American cultural influences, notable arts scene, and nightlife, especially in upscale South Beach. It has hundreds of miles of beaches. And Orlando is famed for theme parks, including Universal Studios and Walt Disney World. Ideal English School is located in the center of it all, near and close to everything, to help you engage in the American culture and become an English speaker.

Important Phone Numbers

Emergency Assistance.....911

Hospital: Dr. P. Phillips Hospital

End: 9401 Turkey Lake Rd.

Orlando - FL - 32819

Tel: (407) 351-8500

Police Department.....(321) 235-5300

Welcome to Ideal English School!

Our English school is one of the companies in the educational arm of the Ideal Trends Holding Company, present in 40 countries since 1995.

Recognizing the lack of flexible teaching to the needs of local students, immigrants, and tourists, we created an innovative method that deviates from theoretical classes. We've invested in a pedagogical proposal centered on students' conversation and fluency so that learning experiences are fun and exciting.

We believe in quality education for people who urgently want to learn English and we want to help them gain more opportunities outside their home country.

Our mission is to provide English language classes and cultural experiences for international and local students looking to improve their English skills for educational, professional, and personal success, contributing to their journey to becoming global citizens.

I hope that you, Ideal English School students, make the most out of the teaching program with the certainty that our team will transform your learning into valuable skills for your life, promoting autonomy and confidence in your communication.

Believe in and dedicate yourself to the fullest on this learning journey. The results will be extraordinary.

Best regards,

José Paulo Pereira Silva, PhD

CEO of Ideal English School



Study at
IES
The Ideal English School

Founder's Message

MISSION

“The mission of Ideal English Schools is to improve students’ lives by helping them become global citizens with a focus on the continuous improvement of language skills in English.”

VISION

To offer flexible programs to those who wish to learn English in an environment that allows them to communicate through social interaction and cultural experiences, making a positive difference in their lives, bringing autonomy, growth and evolution in life and career.

VALUES

High quality education, flexibility, ideal customer service, respect, and constant growth are values to lead students to succeed with honesty, integrity and transparency.



HISTORY OF IDEAL ENGLISH SCHOOL

Ideal English Schools is an English language school chain focused on international students who live or wish to live in the United States. CEO José Paulo Pereira Silva plans to open ten campuses in 2022. The campuses will be opened in different cities around the United States.

The Ideal brand is one of the educational projects of Ideal Trends Group, a conglomerate with over 25 years of experience, with 30 companies in various segments such as education (a University in Brazil), health, dermocosmetics, insurance, real estate, services, and others, operating in 30 countries.

Ideal English School opened in Orlando in 2021, bringing a teaching proposal that was different from what was being practiced by traditional language schools in the United States, which were still very focused on grammar, with more theoretical and few practical classes.

Its pedagogical proposal is focused on conversation and student fluency, with innovations to make learning and experiences fun and exciting.

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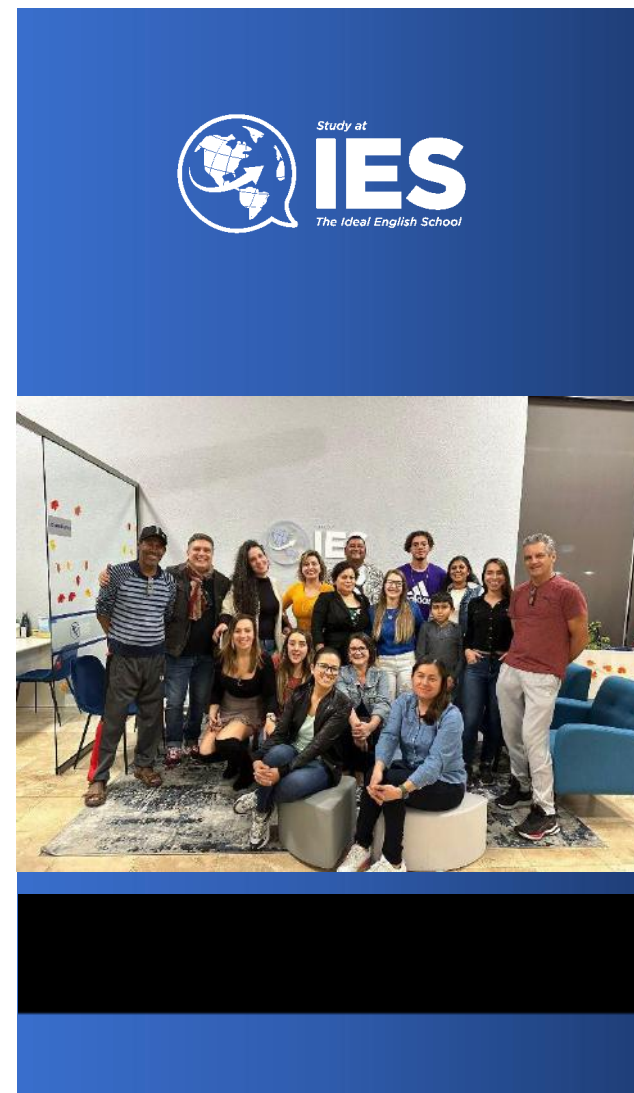
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Diversity, Equity and Inclusion Statement

“As a part of our principles, diversity is treated seriously and we are committed to creating an inclusive workplace that promotes and values diversity in age, gender identity, race, sexual orientation, physical or mental ability and ethnicity. This way, Ideal English School is creating an environment where everyone, from any background, can do their best and genuinely contribute.”

School Information

Location and Directions

Our address is 7411 International Dr. – Orlando – FL 32819.

Our phone number is (407) 948-1663

School Hours:

Monday to Thursday: from 9:00am to 10:30pm

Fridays: from 9:00am to 6:00pm

Saturdays: from 9:00 to 2:00pm

[Ideal English School - Maps](#)

[Ideal English School Web Site](#)

Administration

Director: Valeria Martin

Valeria.martin@idealenglishschools.com

(727) 200-4453

Academic Director: Mark Preston

<mailto:mark.preston@idealenglishschools.com>

(321) 320-4018

PDSO: Monica Gonzalez

<mailto:monica.gonzalez@idealenglishschools.com>

(407) 948-1663

Statement of Policy on Discrimination

Ideal English Schools welcome and encourage those who want to have their speaking skills improved.

In a pluralistic culture where our students represent different ethnicities, religious beliefs, values, and points of view. Even if they are physically different, have different intellectual interests, or have different abilities, Ideal English Schools will provide equal efforts to development for all people, regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, orientation, and veteran status.





Administrative Policies and Procedures

Tardiness

The student must be in the classroom at the schedule time. Students who are up to 10 minutes late may enter the classroom.

F-1 Students

SEVP requires that students who want to maintain status as F-1 students attend a minimum of 18 hours per week. For an absence to be justified, students must provide a doctor's note, court appearance summons, a police report, or an immigration appointment. In addition, leaving school early without requesting permission and showing proper justification will be considered a violation of the attendance policy.

Early Withdrawal

Rules and penalties for early withdrawal will be provided to you in your orientation by your DSO/PDSO.

Admission Requirements

Semi-intensive – Local Students and Tourists

1. Student must be 18 or older or have a high school diploma;
2. Complete “Contact Us” Form on website;
3. Recruiting will make an appointment with the prospect student;
4. State ID or Passport;
5. Complete Student Registration;
6. Pay Registration Fee and 1st Tuition Installment;
7. Take Placement Test;
8. Attend Student Orientation.

Enter during Weeks 1 or 9 of the Term.

Intensive – F-1 International Students

- A valid passport.
- A copy of the photo you will use for your visa.
- Printed copies of your DS-160 and I-901 SEVIS payment confirmations.
- I-20 form.
- Diploma (if applicable)
- Bank statements or other proof of finances.

Enter during Weeks 1 or 9 of the Term.

Registration

New students will register for classes and pay for tuition before orientation, and they will not be able to register or attend classes until they have paid in full.

How to login:

1. Go to the LOGIN section of our website
2. Enter you email
3. Click on forgot password
4. Check your email. Your credentials will be emailed to you.



Ideal English Schools emails:

- adm@idealengishschools.com
- info@idealengishschools.com
- mark.prestron@idealengishschools.com
- monica.gonzalez@idealengishschools.com
- valeria.martin@idealengishschools.com

IES Student Complaint Policy

A student complaint can be defined as a concern that a policy or procedure has been incorrectly or unfairly applied in his/her particular case or a formal charge against a person’s behavior.

Informal Complaint Process

A student with a complaint has recourse through complaint procedures. In most instances, complaints can be resolved through an informal process, beginning with talking to the individual and his/her instructor if necessary.

Basic steps in the informal process include: Discussing the matter with the staff member, instructor, or department in which the issue originated.

Formal Complaint Process:

If the issue is still unresolved after following the appropriate informal complaint procedures, the student may choose to have the issue “officially documented.” The student must complete the “Student Complaint Form.” That fulfilled form will be forwarded to the e staff member, instructor, or department in which the issue originated.

Transferring to/from another institution

For transfer from another institution:

Required Documentation

- A Valid Student and dependents’ Passport;
- Student and dependents’ F1 or B1/B2 visa;
- Bank statements proving funds:
\$11,200.00 to the Student F1
\$4,200.00 to each dependent F2

- Current F1 (student) and F2 (dependents) I-20;
- F1 Marriage Certificate and F2 Birth certificate;
- Filled and signed Sponsor letter in dollar currency;
- Sponsor ID, phone number, address and a valid email.

For transfer to another institution, the student must notify the school 15 days in advance using the appropriate form found at the office, and to pay the contractual fees.

Tuition Refund Policy

Overview. Students who reduce their course load by officially dropping or withdrawing from a class or classes will have the tuition refund cancellation calculated as of the date of the official course drop. Discontinuing attendance from class or notifying an instructor does not constitute an official course drop. Without an official course drop, students will be responsible for all tuition and related fees. Students should check the Academic Calendar for the specific course drop dates for each semester. The student’s account must show a credit balance before a refund is processed.

B. Tuition Refund Schedule for Courses within a Regular Semester. When students withdraw from courses within a regular

semester, refunds will be based on the published dates in the Academic Calendar ISL Ideal English Schools.

The cancellation percentage is based on the date of the official course drop or withdrawal:

- 100 percent tuition refund for course drop/withdrawal through the second calendar week of classes
- 50 percent tuition refund for course drop/withdrawal through the third calendar week of classes
- 25 percent tuition refund for course drop/withdrawal through the fourth calendar week of classes
- No refunds for course drop/withdrawal after the fourth calendar week of classes.

C. Tuition Refund Schedule for Courses Outside of the Regular Semester Academic Calendar. Courses held outside of the regular semester academic calendar. In addition, tuition and fee refund policies and deadlines for study abroad programs may differ by program and location. Students in these courses should check with the appropriate office or program webpage for specific guidelines.

D. Tuition Refund for Online Courses within the Regular Academic Calendar, all students enrolled online course except for international students, who don't qualify for online course are exempt from this policy and

all other student will forfeit their registration fees and the first tuition payment.

E. International Students:

Tuition: The tuition is \$_____ for all F1 students, which means that international students generate revenue for ISL Ideal English Schools.

Tuition Refund Policy: If a student is unable to get the F-1 Visa, the full amount of the tuition will be refunded, however the registration is non-refundable. If a student begins school, then transfers or terminates prior to the end of 1st semester, tuition will not be refunded for the current semester. If the student transfers or terminates after the first semester, without attending any day of the second semester, the tuition amount for the second semester will be refunded. Refunds will be paid only to the remitter of the wire transfer, credit card, cash receipt on the receipt for payment.



Applications are accepted every two months from academic calendar. Sufficient time should be allowed to complete the application, obtain the I-20, attend the visa interview at the U.S. Consulate and travel to the U.S. prior to school start date.

F. Refund Payments Schedules:

All students' refunds will be processed within five business days after the completion and review of the student's withdrawal from the semester, and withdrawal or transfer documents have been completed and signed off by the Academic Administrator and final approval of the Chief Financial Officer.

Enrollment Agreement

When the student decides to register at Ideal English School they are given an enrollment agreement which includes all the information about the program type, frequency, start date, fees, terms and conditions.

Payment Policy and Procedures

According to school policy, the student is committed to paying the current month's tuition with the due date scheduled for the first day of the month. However, the student has until the third day of the month to pay the current month's tuition without fines. This period is considered by the school as a "grace period" for possible unforeseen events.

Late Fee: If no payment is made after the third day, IES will apply 10% to the student monthly tuition as a late fine.

Financial Warnings: If no formal agreement is made by email or in person for students who are in arrears during the current month's tuition, IES will issue a financial warning on the 6th day.

If the student resumes payment, IES will not remove the warning record and the student has a maximum limit of up to 3 warnings within the term agreed in their contract.

Cancellation of I-20: IES reserves the right to cancel an I-20 after 4 financial warnings or a monthly payment more than 15 days late without a formal agreement between both parties.

The school provides students with the possibility of making payments through Zelle, Credit/Debit Card, Cash and Wire Transfer. The student will have access to the school's financial platform and be able to view their account. Payment reminders will be issued to students: 3 days before payment is due, 1 day, and on the due date itself.

Academic Policies and procedures

Instructional Methods

The Ideal English School methodology is based on conversation. The school has a technical and academic structure to develop

mainly speaking skills. The focus of instruction is on comprehension and meaningful communication and puts less emphasis on grammar, teacher monologues, direct repetition, and accuracy to develop communicative skills.

The method claims that new language learning is a reproduction of the way humans naturally acquire their native language. The language output is not forced but allowed to emerge after students have attended to large amounts of comprehensible language input. That minimizes student's anxiety and maximizes student self-confidence.

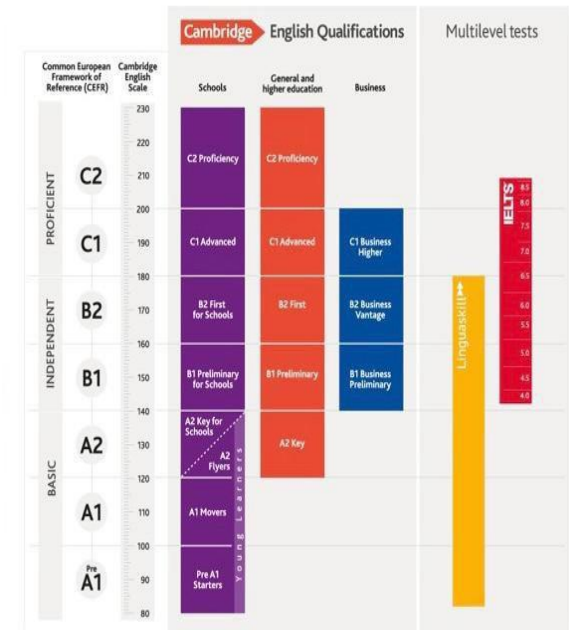
Students acquire the target language in a natural way, from easy to difficult, and from concrete to abstract. They are going through four stages:

- Preproduction (listening and gestures);
- Early production (short phrases);
- Speech emergence (long phrases and sentences);
- Intermediate fluency.

Initial Placement

The Ideal English Schools administers an initial placement exam which aims to place students at the appropriate level contributing to a successful learning experience. The test was developed by Cambridge, and contains oral, listening and writing quizzes. The results are kept with the students files.

Levels of Instruction



Course Structure and Goals

Level	Analysis
Pre-Basic (Pre-A1)	Recognizes and produces basic words and phrases
Basic 1 (A1)	Can use basic grammar structures with some accuracy
Basic 2 (A2)	Can use elementary grammar structures correctly
Intermediate I (B1)	Can use intermediate grammar structures accurately
Intermediate I+ (B1+)	Can use intermediate grammar accurately with increasing complexity
Intermediate II (B2)	Can use upper intermediate grammar structures with accuracy and some complexity
Advanced I (C1)	Can use advanced grammar structures proficiently
Advanced II (C2)	Can use complex and nuanced grammar structures with precision and fluency

Counseling

To assist us in maximizing student satisfaction and placement accuracy, you will have a counseling session with the Academic Coordinator/Director at the end of your first week of study. If you have any concerns about your level, make sure you let them know during counseling. A change of level request form must be filled out in case you think you may not have been placed at the right level. You may request any additional counseling sessions anytime you deemed necessary.

Level Change Request

If the student feels misplaced, within the first week, they may request a Change of Level form. The academic coordinator will consult with the faculty member and verify via student data and faculty recommendation that the student may be moved.

Grading Procedures

Students are assessed based on the level of their progress of the student learning outcomes illustrated in their course syllabi. Students who fail to achieve satisfactory progress (at least 70%) will receive a notice of probation. Students who do not complete assessments must make those up within two weeks of the exam date with their teacher or coordinator.

Grades may be accessed throughout the term via the LMS. Depending on the course, students may have listening/speaking assessments alongside their unit exams in the text.

Student Progress

Progress may be accessed at any point during the term via the LMS. Students experiencing academic difficulties have a variety of options include tutoring, counseling, and academic accommodations.

Academic Probation/Failing

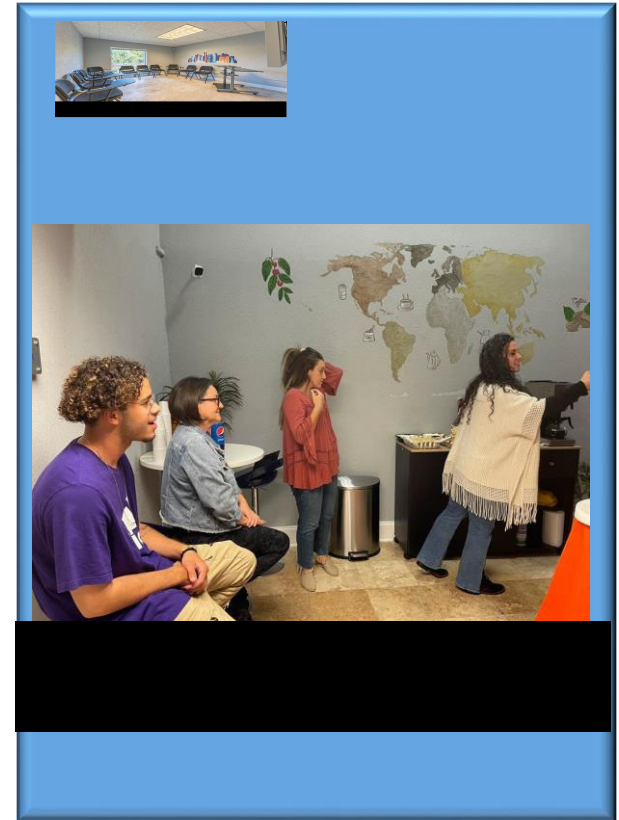
Students who fail a course will receive academic probation for the following term. After completing a counseling session, students may repeat the level during the next term. A second failure constitutes a written academic warning followed by a counseling session with the Academic Director, and students are in danger of termination.

Students receiving a third notice may be terminated. Rare instances approved or denied on a case-by-case basis by the program's Academic Director may be deemed exemptions, for example, medical reasons.

Certificates of Completion

Ideal English Schools will provide all students a certificate of completion at the end of each

module if the student has successfully passed the module.



Class hour schedule

SEMI-INTENSIVE ENGLISH PROGRAM

- Part-Time Monday-Thursday
- 8 Hours per Week
- 2 Hours per Day

Morning Schedule

9am-11am

Academic Calendar

2024 ACADEMIC CALENDAR																				
2024																				
JANUARY					FEBRUARY					MARCH										
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6				1	2	3					1	2		
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14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16
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28	29	30	31				25	26	27	28	MT			24	25	26	27	28	29	30
														31						
APRIL					MAY					JUNE										
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21	22	23	24	FT	26	27	19	20	21	22	23	24	25	16	17	18	19	MT	21	22
28	29	30					26	27	28	29	30	31	23	24	25	26	27	28	29	
														30						
JULY					AUGUST					SEPTEMBER										
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	1	2	3	4	5	6				1	2	3	4							1
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28	29	30	31				25	26	27	28	29	30	31	29	30					
OCTOBER					NOVEMBER					DECEMBER										
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6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	MT	18	19	10	11	12	13	14	15	16	15	16	17	18	FT	20	21
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27	28	29	30	31			24	25	26	27	28	29	30	29	30	31	1	2	3	4

TERM 1: January 8th to April 23th

TERM 2: April 29th to August 22nd

TERM 3: August 26th to December 18th

January 1st to 6th: Winter break

March 18th to 23th: Spring break

July 8th to July 13th: Summer break

November 25th to 30th: Thanksgiving

December 18th to January 4th: Winter break

Assessments Mid term (MT), and Final Test (FT)

Official Start Dates: 1/8 - 3/4 - 4/29 - 6/24 - 8/26 - 10/21

January 1st: New Year's Day

January 15th: MLK Jr's Day

February 19th: President's Day

May 27th: Memorial Day

July 4th: Independence Day

September 2nd: Labor Day

November 11th: Veterans Day

November 28th: Thanksgiving

Evening Schedule
7pm-9pm

INTENSIVE ENGLISH PROGRAM

- Full-Time Monday-Thursday
- 18 Hours per Week
- 4.5 Hours per Day

Morning Schedule

9am-1:30pm

Evening Schedule

6pm-10:30pm

Holidays Calendar

January 1st: New Year's Day

January 15th: MLK Jr's Day

February 19th: President's Day

May 27th: Memorial Day

July 4th: Independence Day

September 2nd: Labor Day

November 11th: Veterans Day

November 28th: Thanksgiving



Vacation

F1 students with a one year I-20 will have up to 16 weeks of vacation.

An annual vacation is an authorized break in a student's studies that is taken once per academic year and lasts one term. F-1 students are eligible to take an annual vacation after completing their academic year requirement at a Student and Exchange Visitor Program (SEVP)-certified school and once every year after that. Although it is most

frequently taken during the summer term, it can be taken during another academic term, which is usually determined by a student's school calendar.

All vacation requests are approved according to the following:

- Students must request a vacation 3 weeks in advance, and the vacation must be approved at least one week before the vacation start date. It is the student's responsibility to confirm with the front desk the status of the vacation request.
- In order for a vacation to be approved, students cannot be on probation.
- All payment due to the school must be made prior to leaving for vacation.
- Untaken vacation time may not be accumulated or may not be carried over to the next week term cycle.
- As any policy, this policy is subject to change in the event of new regulations affecting this issue.
- Any student with a need to take a religious holiday may speak to the school representatives/DSOs for help in this matter.

Attendance Policy and Procedures

Students will be marked tardy if they miss more than 15 minutes of class time, or absent if they miss more than 1 hour. Three tardiness equal one absence, and students who receive more than 8 unexcused absences per term

will receive a disciplinary notice. Absences may only be excused with a valid written note (e.g., a doctor's note).

Student attendance will be monitored throughout each term.

If a pattern of unjustified absences or tardiness is discovered, the student will face the appropriate disciplinary action. Three tardiness equal one absence, and students who receive more than 8 unexcused absences per term will receive a disciplinary notice. Absences may only be excused with a valid written note (e.g., a doctor's note).

Attendance Probation

Students who fail (or receive a grade comment "Insufficient Assessment") will receive academic probation. During the next term, students will either receive remediation, repeat the level, or be re-placed into the program. Students receiving a third notice may be terminated.

Surveys

Every term you will be asked to fill out the end of course survey. It is very important to us that you fill it out so we can collect your feedback and improve the quality of instruction and services provided by IES.


Events

Students must certify that they understand and accept all liabilities before may attend

Ideal English School's off-campus events, when they voluntarily participate.

Students acknowledge and agree to indemnify Ideal English Schools with respect to any incident involving bodily harm and/or property loss during those events.

Events Calendar

 2024 EVENTS CALENDAR																				
2024																				
JANUARY						FEBRUARY						MARCH								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
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21	22	23	24	25	26	27	25	26	27	28	MT			24	25	26	27	28	29	30
28	29	30	31											31						
						Month-Long - Black History Month						Month-Long- Women's History Month								
						10,13,14 Valentine's Day President's Day						13,14,16 St. Patrick's Day								
APRIL						MAY						JUNE								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
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14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
21	22	23	24	FT	26	27	19	20	21	22	23	24	25	16	17	18	19	MT	21	22
28	29	30					26	27	28	29	30	31	23	24	25	26	27	28	29	
						6-10 Teacher's Appreciation week						Flag Day (Festival Of Nations)								
4 Easter						National Scavenger Hunt day														
JULY						AUGUST						SEPTEMBER								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
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21	22	23	24	25	26	27	18	19	20	21	FT	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28	29	30	31	29	30					
3 Independence Day												Labor day Hispanic Heritage Month								
OCTOBER						NOVEMBER						DECEMBER								
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13	14	15	16	MT	18	19	10	11	12	13	14	15	16	15	16	17	18	FT	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31	1	2	3	4
31 Fall Festival						21 Thanksgiving						12 Christmas								
TERM 1: January 8th to May 1st						TERM 2: May 2nd to August 27th						TERM 3: August 28th to December 19th								
						January 1st to 6th: Winter break March 18th to 23th: Spring Break July 8th to July 13th: Summer Break November 25th to 30th: Thanksgiving December 16th to January 4th: Winter break Assessments Mid-term Test (MT), and Final Test (FT)						January 1st: New Year's Day January 15th: MLK Jr's Day February 19th: President's Day May 27th: Memorial Day July 4th: Independence Day September 2nd: Labor Day November 11th: Veterans Day November 28th: Thanksgiving								
						Official Start Dates: 108 - 314 - 4729 - 6134 - 6256 - 10221														

IES Student Services Provided

Student Orientation

New students are required to attend an academic orientation in which all school policies and procedures will be explained.

Counseling

At the end of the first week, you will have your first counseling session to ensure student satisfaction and that you are placed at the right level.

Extracurricular Activities

You will be provided with a list/calendar of all activities offered to students throughout the year. We encourage you to attend the events at least once a month.

Wi-Fi

Students have access to Wi-Fi internet at all times.

WhatsApp/Text

Student Services has a cell phone number that students can text at any time during business hours to ask questions if needed.

Assistance in native language

Most of our staff members are trilingual in English, Portuguese, and Spanish. If you need assistance in any other language, we will provide translation services.

Material /Books



Books Importance:

Visualization makes information retention easier.

Notes directly in the book in context.

Gradual content tracking.

Additional practice.

Safety and Health

Health Insurance

IES does not require any type of health insurance for language students; however, it is highly recommended. Failure to obtain health insurance coverage can be very expensive in case of illness, accident or injury.

Health insurance is very important in the United States, and we strongly suggest that our students are covered to avoid the high cost of an accident or injury. Medical costs can be extremely high. We recommend that you contact one of the following providers to obtain health insurance:

IMGlobal: Rodrigo De Souza - (866)-368-3724

[Cigna Global Insurance](#)

[Alianz Worldwide Care](#)

Tokio Marine - 1-866-400-7106

Helber Frasson – (321) 961-2809

<mailto:helber.frasson@2easyinsurance.com>

Feel free to contact them.

Housing

Ideal English School does not provide housing, transportation or meal services, but we may recommend third-party providers. We are not liable for services offered by such providers.



Drug-Free Workplace

The Ideal English Schools will not tolerate the unlawful possession and use of controlled substances (drugs) on its premises.

The institution reinforces its commitment to developing and maintaining a drug-free environment by keeping high standards and a health-free learning setting.

Smoking Policy

Considering the health hazards associated with tobacco smoke, as an institution committed to promoting the best possible health care for all the students and staff, the Ideal English Schools define all buildings and vehicles, regardless of location, owned or leased by Ideal English Schools to be smoke-free. This policy applies to all the campus facilities.

It will be the obligation of the School administrator responsible for programs taking place within these areas to ensure that the smoke-free policy is observed.

Individuals who wish to smoke outdoors must do so away from pedestrian traffic and building air supply.

Records Retention

Ideal English Schools will keep physical records of the exams for 2 terms (8 months). After that, they documents will be shredded and disposed of. The scores from the grades will be kept online on the school's online platform.



WELCOME TO IES