

RENNERT NEW YORK TESOL CENTER

COURSES POLICIES

Payment Methods

Methods of Payment include:

- Bank Wire Transfer to **Rennert New York TESOL Center**
Account # 853629017
JP Morgan Chase Bank
270 Park Avenue
New York, NY 10017
Swift Code CHASUS33
Routing #/ABA 021000021
With no charges to beneficiary.
- Check Drawn on a U.S. Bank, in USD, payable to Rennert New York TESOL Center
- Credit Card: Visa, MasterCard, American Express, Discover
- Cash

in writing of the student's intent to withdraw may delay a refund of tuition to the student pursuant to section 5002(3) of the Education Law (although determining the Date of Determination in accordance with Rennert's Attendance Policy always results in an earlier refund than by application of this section of the Education Law or by AC CET's attendance policy).

Any student studying on a student visa wishing to shorten their enrolled program must leave the country within 15 days or transfer to another school at their next available start date. Refunds are calculated according to the Refund Policy.

Refund Policy

FEES

Registration Fee is non-refundable (due at the time of acceptance into the program):

Course	2017 Fee
SIT TESOL Certificate	\$100
SIT Best Practices in TESOL Certificate	\$100
Rennert TESOL Certificate	\$100
2-week Refresher Course for English Teachers	\$85
Teaching English to Young Learners (TEYL)	\$95
Teaching Business English (TBE)	\$65

Materials Fee* \$100

Express Mail Fee is non-refundable \$85

* Materials Fee is non-refundable after the start of the course.

CANCELLATION OF COURSES BY RENNERT

Rennert may cancel a course due to low enrollments or for any other reason. In this event, any tuition and registration fees paid to Rennert, including any non-refundable monies, will be refunded. Students may also apply it to a future course within one year.

Students who have paid their tuition through an agency or another third party must apply to that agency/ third party for a refund.

ALL OTHER REFUNDS

Rennert requests that students submit a written notification of withdrawal for administrative purposes; however written notification is not required. For students who cancel prior to arrival or no-show, the Date of Determination is the date of notification of cancellation or the first scheduled day of class (no-show), whichever is earlier. For withdrawals or cancellations post-arrival, the Date of Determination is the date of notification of intention to withdraw/ cancel, or, in lieu of written or verbal notification, the date at which the student is deemed to have stopped attending in accordance with Rennert's attendance policy (i.e. when the student has missed more than 15% of the course) or the date at which student is terminated in accordance with other school policies.

All refunds are made within 45 days of the Date of Determination.

Refunds for drops or withdrawals post-arrival are calculated based on the last date of attendance. When determining the number of weeks completed, if a student has attended at least one day of a week, this is considered a full week.

The failure of a student to immediately notify the school director

NYSED BPSS REFUND POLICY

REFUND POLICY COURSES 6 OR FEWER WEEKS

- A. A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee.
- B. Thereafter, a student will be liable for
 1. the non-refundable registration fee; plus
 2. the cost of any textbooks or supplies accepted; plus
 3. tuition liability as of the student's last date of physical attendance. Tuition liability is determined by the percentage of the program offered to the student.
See refund table in the next column →
- C. The student refund may be more than that stated above if the accrediting agency refund policy results in a greater refund.

If termination occurs	School may keep
0-15% of the program	0%
16-30% of the program	25%
31-45% of the program	50%
46-60% of the program	75%
after 60% of the program	100%

REFUND POLICY COURSES 7-14 WEEKS

- A. A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee.
- B. Thereafter, a student will be liable for
 1. the **non-refundable registration fee** plus
 2. the **cost of any textbooks or supplies accepted** plus
 3. **tuition liability** as of the student's last date of physical attendance. Tuition liability is divided by the number of quarters in the program. Total tuition liability is limited to the quarter during which the student withdrew or was terminated, and any previous quarters completed.

If termination occurs	School may keep
Prior to or during the first week	0%
During the second week	25%
During the third week	50%
During the fourth week	75%
After the fourth week	100%

- C. The student refund may be more than that stated above if the accrediting agency refund policy results in a greater refund.

ACCET COMPLIANT REFUND POLICY

Program Cancellation Prior to Start Date:

- All registrations must be paid in full prior to the start of class or the registration will be cancelled.
- For all program cancellations received prior to the program start date or because of visa denial, all tuition fees will be refunded, minus any nonrefundable fees (Registration Fee, Accommodation Placement Fee, Express Mail Fee, any Bank Charges) up to \$500. Registration fees for cancelled courses may be applied to future registrations in the same calendar year.

Program Cancellation After Classes Begin:

- There are no program changes or refunds given on registrations of 4 weeks or fewer in duration.
- For courses longer than 4 weeks, refunds for course cancellations after the course has started are calculated based on the last date of attendance and refunds for program changes after the course has started are calculated based on the last date of attendance in the original program, as follows:
 - for cancellations or program changes when the last date of attendance is within the first 4 weeks, Rennert will retain the first 4 weeks' tuition and refund the remainder
 - for cancellations or program changes when the last date of attendance is after the 4th week but before or at the mid-point of their course, Rennert will retain a pro-rated amount of the tuition at the non-discounted rate.
 - for cancellations or program changes when the last date of attendance is after the mid-point of a course, no refund will be issued.
- For refund calculations, when determining the number of weeks, Rennert will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

Acceptance Policy

All potential TESOL course students must be at least 18 years of age, have a high school certificate and demonstrate capability for post-high school study. Proof of completion of high school must be submitted with each application (e.g. a high school completion certificate, GED/TASC test results, or proof of university acceptance).

Applicants must have an interview before being accepted on to the course(s) which may include an assessment of English language level. A 400-500 word essay must be submitted and evaluated for the SIT TESOL Certificate, SIT Best Practices in TESOL certificate and the Rennert TESOL certificate courses.

Language proficiency requirements apply for all courses; see the chart below for the minimum language requirement per course. This chart is a guideline only. Acceptance to the program is at the discretion of the Center.

Course Name	Rennert	CEFR	IELTS	Cambridge
SIT TESOL Certificate	Level 8	C1	7.0	CAE
SIT Best Practices in TESOL Certificate	Level 5	B1	4.0	PET
Rennert TESOL Certificate	Level 5	B1	4.0	PET
Teaching English to Young Learners Certificate (TEYL)	Level 5	B1	4.0	PET
Teaching Business English Certificate (TBE)	Level 7	B2	5.5	FCE
Refresher Course for English Teachers	Level 7	B2	5.5	FCE

The TEYL, TBE and Refresher Courses all require a teaching qualification and proof must be shown at the time of registration. Experience may be

accepted in lieu of a teaching qualification. Proof of employment, such as a letter from an employer and submission of a sample lesson plan are required in those circumstances. The sample lesson plan will be evaluated according to the rubric and this will be used in determining if a candidate is eligible to take the program.

Acceptance on to a TESOL course is provisional. When students arrive at Rennert New York language school for English studies, they take a Placement Test, which is more comprehensive than the TESOL Center Placement Test. The Placement Test includes listening, reading, and language (grammar and vocabulary) in use, in addition to speaking. If a student at the Rennert New York TESOL Center registers for an English course at Rennert New York Language School before their TESOL course and, on arrival, is placed in a lower level than that described above, based on the results of the Placement Test, and fails to reach the minimum Rennert level for their TESOL course by 2 weeks before the end of their English studies, then their TESOL course enrollment will be deferred until they reach the minimum Rennert level required.

If a student does not register for English beforehand at Rennert New York language school, but when they start their TESOL course their trainer feels that they might not have a high enough level of English to successfully complete the TESOL course, within the first 2 days of the course, they may be asked to take the English Placement Test. If they are placed at a level lower than the minimum Rennert level described above, then they will need to take English at a language school and defer their TESOL course enrollment until they reach the minimum level required.

In all cases, if a student is asked to defer their TESOL course enrollment, they may transfer the funds paid towards the TESOL course at Rennert New York TESOL Center to Rennert New York Language School to be used to pay for their English studies, if they wish. Students may choose to study English at another language school, pursuant to Rennert's standard policies about visas, transfers, program changes, refunds, etc.

An invoice is sent upon acceptance and students are required to pay the \$200 deposit (\$100 registration fee and \$100 materials fee) within 7 days of receipt of the invoice. If the \$200 deposit is not paid within 7 days of receipt of the invoice, then the registration is automatically canceled. The \$100 registration fee is non-refundable. The Materials fee is non-refundable after the start of the course.

NOTE: The Rennert New York TESOL Center does not discriminate on the basis of sex, race, ethnic origin, religion or any other basis.

For any students with special needs, the admissions process is the same. All reasonable accommodations are made. For example, if a student needs to use a screen reader, materials will be converted from tables to list formats to be compatible with the reader technology. Students are requested to make their special needs known prior to the course start so adequate preparations can be made by the first day of the course.

The TESOL Center is ADA (handicapped accessible) and there is an ADA (handicap accessible) restroom.

No financial aid is available.

Attendance Policy

- Students are expected to attend all course sessions. Those who know in advance that they are unable to attend the whole course cannot be accepted. Students should understand that the course is a serious endeavor. In order to complete the demands of the course successfully, students should not expect to be able to work or attend to other commitments during the course. Attendance is an important part of satisfactory academic progress.
- The TESOL courses are all very intensive. This being the case, it is highly recommended that it be a top priority for the duration. It is possible for students to become overwhelmed when trying to juggle the demands of the course with other commitments. The TESOL course is an amazing opportunity and it is the goal of the school to assist students in taking full advantage of this while enjoying the experience.
- Attendance requirements:** No certificate will be granted (the normal refund policy will apply), if the student has missed more than:
 - two days in total (or equivalent for part-time courses) of the course for 4-week SIT TESOL Certificate (intensive) and Rennert TESOL Certificate courses and 14-week part-time SIT TESOL Certificate (extensive) course.

- three days for 6-week SIT Best Practices in TESOL Certificate course.
- more than 15% for shorter (TEYL, TBE and Refresher) courses.

Course	Total hours that can be missed
SIT TESOL Certificate	16
SIT Best Practices in TESOL Certificate	21
Rennert TESOL Certificate	13
Teaching English to Young Learners (TEYL)	15% = 5 h. 15 min.
Teaching Business English (TBE)	15% = 4 h. 30 min.
Refresher Course for English (ESOL) Teachers	15 % = 5 h. 15 min.

- For students enrolled in more than one course, an overall attendance of 85% must also be maintained.
- All students must maintain an overall attendance of at least 80% by the time they complete their scheduled program in order to maintain their F-1 visa status. In the case that a student's fails to meet the TESOL Center course attendance requirements, but still maintains an 80% overall attendance rate, the student will maintain their F-1 visa status, but will fail the TESOL Center Course. The normal refund policy will apply.
- For the F-1 visa attendance requirement, there are no excused absences. Students may miss up to 20% of their class. This 20% INCLUDES things such as being sick, going to the DMV, attending a job interview (for students legally able to work in the U.S.), testing, etc.
- **Arriving late/ leaving early:** Students must not be late to class or leave early. Arriving late/ leaving early on a consistent basis is highly disruptive and lessens the overall effectiveness of the course for all students. When students arrive late to class or leave early they not only miss the material that has been presented, but they disrupt both the trainer and their fellow students. Students are also required to arrive to class promptly after the break time. Students may be asked to sign a pledge that they promise to be on time to class in order to create a positive learning environment for everyone. If a student arrives late or leaves early, the minutes that the student is not in class are counted as absent.
- The first full two days of any course cannot be missed. If this should occur, the student must withdraw. Refunds will be given in accordance with the Refund Policy.
- **Consecutive Absence:** In accordance with the general attendance policy, consecutive absences of the following lengths will lead to immediate withdrawal and the normal refund policy will apply, except for absences due to documented serious medical reasons (see 'Leave of Absence' below):
 - 4-week SIT TESOL Certificate (intensive) and Rennert TESOL Certificate courses: 2 days
 - 14-week part-time SIT TESOL Certificate (extensive) course: 3 days
 - 6-week SIT Best Practices in TESOL Certificate course: 3 days
 - 10-day TEYL course: 2 days
 - 5-day TBE course: 1 day
 - 10-day Refresher Course for English (ESOL) Teachers course: 2 days
- **Tracking attendance:** Students will be marked absent for the exact period of time they are absent for, including any lateness (at the start of the day or after breaks) or any early departures. Attendance is calculated for exact time attended. For full-time courses, a 'day' is the scheduled number of hours for a day in the course minus one hour for lunch.
 - Students will be given an Attendance Warning and/or the trainer will meet with him/her and a formal Record of Discussion will be completed which will be documented and kept in the student's file according to the following schedule:

Course	Attendance warning given after # hours	Record of discussion completed after more than # hours
SIT TESOL Certificate (intensive)	7	10

SIT TESOL Certificate (extensive)	7	10
SIT Best Practices in TESOL Certificate	9	12
Rennert TESOL Certificate	7	10
Teaching English to Young Learners	3	4
Teaching Business English	2	3
Refresher Course for English (ESOL) Teachers	3	4

- Written Attendance Warnings and Records of Discussion must be signed by the student and trainer, a copy must be given to the student and the original will be kept in the student's file.
- If a student's overall attendance falls to 85%, but the attendance for their current course is still above the minimum, they will also receive a written Attendance Warning. If they are subsequently absent so that their attendance cannot be 85% or over by the end of their enrollment, a Record of Discussion will be completed and they will be terminated.
- When students fail to meet the minimum standards (i.e. when they miss more than 2 days for 4-week courses; 3 days for the SIT Best Practices in TESOL Certificate course; or more than 15% for shorter courses), they will be terminated. A Record of Discussion will be held and documented in the student's file. The normal refund policy will apply.
- **Checking Attendance:** Students may check their attendance at any time with the Deputy/ Head of Teacher Training.
- **Appeals:** If a student does not agree with attendance data, they must submit a written appeal within a week after receiving the Attendance Warning. The Deputy/ Head of Teacher Training will review the Attendance Register completed by the trainer and make a final determination.

LEAVE OF ABSENCE

- Leave of absences are not permitted in the middle of any TESOL course. If the student must take a prolonged absence (more than two days in total for 4-week courses longer (or equivalent for part-time courses); more than three days for 6-week courses; more than 15% absence for shorter courses), s/he must withdraw from the course. If the absence is due to serious medical reasons or a serious illness or a death in his/ her immediate family (spouse, sibling, parent or child) and s/he can provide evidence confirming the situation, the student can re-enroll in another course within 6 months without payment of further fees. The standard refund policy will apply (where applicable).
- For students enrolled in more than one TESOL course, leaves of absence may be granted **between** TESOL courses in an emergency situation such as serious illness or a death in the immediate family.
 - The leave of absence is limited to 5 months within their total enrollment at Rennert. Multiple leaves of absence may be permitted provided the total of the leaves does not exceed this limit.
 - An approved leave of absence may be extended for an additional period of time provided that the extension request meets all of the above requirements, and the total length of the leave of absence does not exceed the specified limit.
 - For courses that have a minimum language requirement, an extended absence of four weeks or more will require retesting upon reentry into the program.
 - Students must provide dated documentation proving the illness or death before the leave of absence approved can be approved by the Head of Teacher Training. If the student is leaving the country, he/ she must provide a copy of the plane ticket to the DSO so that the student's I-20 can be endorsed for travel.
 - A student must request the leave of absence in writing in advance of the beginning date of the leave of absence, unless unforeseen circumstances prevent the student from doing so. If a student does not request a leave of absence within a time frame consistent with the institution's consecutive absence policy, s/he must be withdrawn. The student must sign and date the leave of absence request and specify a reason for the leave in order for Rennert

New York TESOL Center to have a reasonable expectation of the student's return within the time frame of the leave of absence as requested

- There are no additional charges to be paid for a leave of absence. However, if a student does not return by the date stated in their written request and no extension has been granted, their course(s) will be canceled and the standard refund policy will apply (where applicable).

Conduct and Termination

PARTICIPATION POLICY

Students are required to participate fully in all course components and to comply with all procedures and policies of the World Learning SIT Graduate Institute (SIT) (for the SIT courses) and the TESOL courses run at Rennert New York TESOL Center. A student who leaves any scheduled course activities without written authorization from the course trainers or Deputy/Head of Teacher Training will not be allowed to return and will be considered withdrawn. The normal refund policy will apply.

DISMISSAL POLICY

In the event of serious or repeated misconduct or violation of school policy or U.S. law, SIT (where applicable) and Rennert, at their discretion, reserve the right to dismiss any students for any of the following reasons:

- failure to maintain F1 student visa status
- failure to participate fully in all program components
- failure to meet minimum attendance standards
- failure to observe published policies or procedures
- failure to disclose information requested by the School (e.g. health information), ill health that interferes with effective program participation, or conduct that is, in the sole judgment of the course trainers,
 - improper or offensive to the School, the hosting school, ESOL students, or other program students; or
 - potentially detrimental to the health and safety of the student or the health and safety of other students in the course; or
 - inappropriate for the course or for study in a cross-cultural environment.

Examples may include, but are not limited to

- use or sale of illegal drugs and alcohol on school property or accommodations
- excessive alcohol consumption,
- racist comments and unacceptable sexual behavior
- physical or verbal intimidation, inappropriate gestures or harassment
- Theft or destruction of school property, school accommodation or student property

If serious infractions occur in Rennert accommodations, the student will be immediately removed from the premises. Depending on the nature of the offense, the student will either be given a verbal or written warning by a School Director, which will go in his/her Student Record, or be immediately expelled from the school. In the case of a verbal or written warning, if a second infraction occurs involving the same student, the student will then be expelled from the school.

In the event of dismissal, the normal refund policy will apply.

Satisfactory Academic Progress (SAP) Policy

- For all SIT courses, trainers meet with course students at the mid-point and at the end of each course to go over the course criteria/performance objectives in detail (mid-course check-in). This is documented in the Participant Record Book.
- For all courses offered at the TESOL Center, trainers check-in with students at the mid-point of the course to give out a formal written Progress Report (for SIT courses this happens at the same time as the mid-course check-in) to update the student on their progress during the course. If the student has questions, they have the opportunity to discuss them with their trainer. A copy of the Progress Report is given to the student and a signed copy is kept in the student's file. If a student

is in danger of failing at the time the Progress Report is given, a Record of Discussion is initiated.

- Progress Reports are given according to the following schedule:

Course	Progress Reports given by
SIT TESOL Certificate (intensive)	The end of the 2nd week
SIT TESOL Certificate (extensive)	The end of the 7th week
SIT Best Practices in TESOL Certificate	The end of the 3rd week
Rennert TESOL Certificate	The end of the 2nd week
Teaching English to Young Learners	The end of the 1st week
Teaching Business English	The end of the 2nd day of the course
Refresher Course for English (ESOL) Teachers	The end of the 1st week

- The TESOL Center is seriously committed to the academic progress of all its students. Therefore, in addition to the formal progress tracking detailed above, trainers informally check-in with students daily (before and after class) to answer any questions or communicate any concerns.
- Each TESOL course has specific criteria that must be met in order for the students to receive a certificate at the end of the course. These are detailed in the "Course Competencies and Grading System". In addition to specific requirements such as attendance, there is a detailed rubric.
 - For SIT courses, "In order to receive the certificate, a student must achieve an average of 3 in each major competency area." This is equivalent to "C" grade point average.
 - For the Rennert TESOL Certificate, TEYL, TBE and English for English Teacher courses, "In order to pass the course, students must meet/strongly meet the following criteria at least once during the course." This is equivalent to "C" grade point average.
 - For the Refresher Course for English (ESOL) Teachers, which is a professional development course, not a career course, "In order to pass the course students must complete all written and oral course work and participate actively and respectfully in all workshop sessions."
- All course requirements must be met within one week of the final date of each course.
- If a student is in danger of failing to meet the criteria for successful completion of the course, no more than half-way through the course, the trainer meets with them to discuss their academic progress and completes a Record of Discussion (SAP Warning), which is signed by both trainer and student, a copy is given to the student and the original is kept in the student's file.
- The Record of Discussion should include:
 - a statement that the student is not currently meeting the course standards, although they may still be able to do so
 - the specific course criteria/performance objectives that are not currently being met to standard,
 - reasons why the course criteria/performance objectives are not being met,
 - specific courses of action that students can take to get to standard,
 - a specific time frame for doing so (not to exceed one week after the end of the course (no additional payment can be taken for a one-week extension on any course work required)
 - consequences of failure to improve to standard (failure of the course)
- If a student is meeting course standards at the half-way point, but subsequently and before the course end demonstrates that they are not meeting all standards, the trainer must meet with them as soon as the lack of satisfactory academic progress is apparent and complete a Record of Discussion in order to give the student sufficient time to improve.
- If a student fails to meet the minimum standards described above, at the point at which it is impossible for them to pass the course (e.g. after a final practice teaching lesson) they will be issued with a final Record of Discussion notifying them of their failure to meet the course criteria and that s/he has failed to pass the course.
- For SIT courses, the Record of Discussions should be sent the SIT Training Director before being issued. For all courses, the Deputy/Head of Teacher Training should be consulted before the Record of Discussion is given. For the SIT TESOL Certificate, an assessor from SIT comes at the beginning of the final week of the course. The assessor must be apprised of any students who are in danger of failing and they will observe them teach and review their work in order to support the trainer's evaluation.

- **Appeals:** If a course student wishes to appeal a determination of ‘failing’ the course, then the following procedure must be followed. For SIT courses, there is an additional appeal process direct to SIT for any final determinations of failure (see Grievance Policy).
 - Appeals should be made in writing, preferably by email, to the Head of Teacher Training.
 - Students must provide substantiating documentation including a definitive statement as to why s/he failed to meet SAP standards and what has changed in the student’s situation that will allow him/her to meet SAP standards at the end of the next SAP evaluation
 - Due to the short nature of the TESOL courses, appeals should be made within 2 business days of receiving the Record of Discussion.
 - Due to the short nature of the TESOL courses, appeals will be reviewed by the Head of Teacher Training within 2 business days of receiving the written appeal and students will be notified in writing (by email) of the appeal decision.
 - An academic plan (detailed in the Record of Discussion) for the student is required before an appeal may be granted by Rennert New York TESOL Center (see details of Record of Discussion described above).
- If a student fails a TESOL course and the decision is not reversed on appeal, a student may take a TESOL course again, but needs to reapply as a new student and pay all applicable fees.
- No credit is given for prior study for any TESOL course at the TESOL Center or another institution. If a student is starting a TESOL course again because they had to withdraw due to documented medical reasons (see Leave of Absence) or because they failed and are taking the course again as a new student, all work must be completed anew and any work from the previous course is not recognized.

OBTAINING THE CERTIFICATE

Acceptance into the course is not a guarantee that a student receives the certificate. In order to graduate a student must meet minimum attendance requirements and grade requirements (see details of each program).

If a student has not met the criteria for receiving the certificate, e.g. not completing practice teaching requirements (6 hours of individual assessed practice teaching) in the TESOL Certificate courses, or not completing written assignments on time or not achieving the required grade according to the course rubric (See Course Competencies and Grading System) or not meeting the attendance requirement (see Attendance Policy), the student is not be awarded the certificate, but rather is awarded a *Letter of Learning* instead. The *Letter of Learning* states that the student has failed to meet the course requirements and s/he is therefore not being awarded a certificate. The letter states what course work was successfully completed.

If trainers decide that a student’s English skills are inadequate to credibly teach Advanced level students for the *SIT TESOL Certificate course*, the student is not be awarded the course certificate, but is awarded a *Letter of Learning* instead.

Transcripts and/ or certificates may be withheld until all course work is completed (in the case of an extension) including the course evaluation form, and all outstanding fees, including copy card replacement fees and tuition fees, are received by the school. At the end of a course, a student must return his/her copy access card in order to receive the certificate. In the case of a lost card, a replacement card costs \$25. This must be paid before the certificate may be received. At the beginning of the course, the copy access card has a specific allowance on it (see below for details; any unused portion of the allowance is NOT refunded upon completion of the course.

For the *SIT TESOL Certificate course*, *SIT Best Practices in TESOL Certificate course* and *Rennert TESOL Certificate course*, the allowance is \$50.00. This \$50.00 represents the equivalent of 850 B&W copies and 50 color copies (5c per B&W page /15c per color page). The *Teaching Business English Certificate course* allowance is \$15.00. The *Teaching English to Young Learners Certificate course* allowance is \$25.00. If more than this allowance is used throughout the duration of the course, a student is charged for additional copies/print outs (5c per B&W page /15c per color page). Any outstanding balance must be paid at the end of the course before the certificate may be received.

MAKE UP WORK

In the event of a serious illness or emergency, students must notify a trainer as soon as possible. Students must make up all missed work and practice teaching. Any notes from the missed class time, can be obtained from peers on the course. If a student misses a scheduled practice teaching class, the trainer reschedules the class within the course time frame e.g. by having an additional hour on another day. If a student is unable to complete a scheduled assignment, including the final portfolio by the end of the course, it may still be submitted and accepted, without penalty within one week of the final date of the course. After a week after the course end date, no work is accepted and a determination is then made as to whether the work that has been submitted meets the course requirements.

Requests For Transcript/Certificate Copies

Transcripts are provided upon request. For SIT courses, replacement certificates may be requested, at an additional cost, to SIT directly. For Rennert TESOL Center courses, replacement certificates are provided upon request at no additional charge.

PROCEDURE:

In the event that a student loses their certificate/transcript the following procedures are followed:

For SIT Courses:

- The Head of Teacher Training offers to email a scanned copy of the certificate/transcript to the student at no charge. Physical transcripts can also be requested at no additional charge.
- When the student requires a physical certificate, s/he must contact the appropriate administrator with the World Learning SIT Graduate Institute directly. A fee applies.

For non- SIT Courses:

- The Head of Teacher Training offers to email a scanned copy of the certificate/transcript to the student at no charge.
- When the student requires a physical certificate/transcript, the Head of Teacher Training creates a new one and mails it to the student at no additional charge.

Additional Programs, Fees and Policies

HEALTH/TRAVEL INSURANCE

If a student attends Rennert without health insurance, they understand that it is in his/her best interest to obtain insurance and that Guard.me Insurance can be purchased at any time through at the Student Services office. Rennert should be updated if the student purchases new health/ travel insurance during his/her course of study.

ADDITIONAL FEES

Accommodation Placement Fee	\$95	Non-refundable registration fee for all accommodation placement
LaGuardia or JFK Airport	\$205	Optional one-way transfer to or from Manhattan, Brooklyn, Queens
Newark Airport	\$250	Optional one-way transfer to or from Brooklyn/Queens to Newark
Room Change Fee	\$85	Residence halls and apartments only

ACCOMMODATIONS TERMS & CONDITIONS

- Rennert is not responsible for personal belongings or student guardianship. Rennert students are expected to conduct themselves as responsible adults.
- Accommodations are only available to Rennert students during their period of study. Overnight guests are not permitted.

ACCOMMODATION CANCELLATION POLICIES

Prior to Arrival

- Accommodation and room change fees are non-refundable.
- Accommodation cancellations must be received at least 14 days before the scheduled arrival date, 60 days prior to arrival for self-catering studio apartment reservations.
- For accommodation cancellations received less than 14 days prior to arrival, 1 week of the accommodations fees, in addition to the non-refundable accommodations placement fee will be retained.
- For accommodation cancellations received less than 7 days prior to arrival, the first 2 weeks of the accommodations fees, in addition to the non-refundable accommodations placement will be retained.
- If an applicant is rejected for enrollment, or if a prospective student has his/her visa application rejected, a full refund of all monies paid will be made, minus any nonrefundable fees.

After Arrival

- There are no refunds, cancellations or changes for reservations of 4 weeks or less. There are no refunds or cancellations for studio apartments after arrival.
- 4 weeks' notice is required to cancel or change accommodations, with the 4 week period taking effect from the date of receipt of the notice.
- Refunds will be calculated based on the remaining time in the accommodation reservation, minus the 4-week notice period and any non-refundable fees as listed above. All refunds will be issued to the person, agent or 3rd party who made the initial payment.
- Students will be charged an \$85 fee for any housing or room changes. Your request must be received by Wednesday.

HOUSING EXTENSIONS

Students extending their housing must PAY IN FULL at the time of the extension. Requests must be received no later than **Wednesday** of the student's final week.

MEDIA & COMMUNICATION POLICY

- Students agree to provide Rennert with a personal email address. Rennert will send to this address information about their program(s) of study, school news and updates, as well as additional promotional materials. Students will have the option to unsubscribe from all non-program communications at any time.
- Rennert reserves the right to use written feedback from students gathered via surveys in its marketing and outreach efforts.
- Students give Rennert permission for use of photos from classes and school activities in publicly distributed promotional material, printed or electronic. Students also give Rennert permission for the use of quotes from internal feedback forms/surveys for those same materials. Rennert must request permission for additional materials such as taped interviews individually.
- Students who do not wish to have their photos or quotes appear in Rennert promotional materials must inform the school directly that they wish to rescind that permission.