



GLOBAL VILLAGE
HAWAII

STUDENT HANDBOOK

Hawaii's Premier English Language School!

1440 Kapiolani Blvd., Suite 1100

Honolulu, HI 96814 USA

Phone : (808) 943-6800 Fax : (808) 943-6400

Emergency Cell Phone : (808) 341-0664

E-mail: hawaii@gvhawaii.com

www.gvhawaii.com

School Hours: 8:00 am to 5:30 pm, Monday to Friday except holidays

FOLLOW US on our social media:



@gvhawaii



@gvhawaii



TikTok @gvhawaii

TABLE OF CONTENTS

Mission Statement/Pictures of Global Village Hawaii	3
Who's who at Global Village Hawaii.....	4
Global Village Hawaii Facilities	5
Global Village Hawaii English Programs.....	6
Proficiency Scale and Level Advancement Guide	7
Academic Evaluation.....	8
Formal Evaluation of Student Progress Schedule	9
Satisfactory Academic Progress Policy and Procedure	10
Global Village Hawaii Calendar	14
Daily Course Schedule	15
Admissions Policy.....	16
Academic Completion Policy / Filming or Recording in Global Village Hawaii Policy.....	17
GV Hawaii Levels & English Exam Score Correlation Chart	17
Activities Policy	18
Attendance Policy and Attendance Recording and Advising Procedure.....	19
Textbook Policy/ Other Academic Policies	21
Student Leave of Absence Policy	22
English Only Policy	23
Dispute Resolution Policy	24
Computer Lab Rules/ Suggestions.....	25
Refund, Cancellation & Transfer Policies.....	26
Student Code of Conduct/ Dismissal Policy/Appeals Policy	28
Cultural Adjustments to Life in Hawaii & the Homestay Experience	29
Full-time and Part-time Students	31
F-1 Visa Information/Student Health Insurance.....	32
Commonly Used Immigration Terms/ Frequently Asked Questions (FAQ's).....	33
Academic Questions	33
Homestay / Visa / Immigration Questions.....	34
Activity / Other Questions	35
Emergencies	36
Medical Facilities / Dental offices.....	38
Emergency Evacuation Procedures.....	39
Health and Safety in Hawaii.....	40
US/Hawaii Laws	41
CONTRACTUAL AGREEMENT	42
HOMESTAY STUDENT TERMS AND CONDITIONS AGREEMENT.....	48
Homestay Refund Policy.....	49

Welcome to Global Village Hawaii!

Mission Statement

"Our mission is to provide a positive, supportive and inspiring learning environment for English language students through our commitment to the highest standard of quality in the areas of academics, extra-curricular activities, accommodations and student services."



Pacific Guardian Tower

Home of Global Village Hawaii



Building Lobby



Student Lounge



Classroom

Who's Who at Global Village Hawaii

If you have questions or problems, please feel free to contact any staff or faculty member. We want you to have a wonderful educational & cultural exchange experience in Hawaii at Global Village Hawaii.



President — Adam Liss

Adam can help you with any major problems or concerns. His office is located in Room 11.



Vice President — Eric Lum

Eric oversees the entire Student Services Department. He is available to help you with any questions about extending studies, cancellations, visa questions, school transfers, taking leave of absences, accommodations, and refunds. His office is also located in Room 11.



Director of Academics — Jackie Kunning

Jackie oversees the entire Academic Department. She is available to help you with any questions you may have about your class, level, teacher, and program. She also organizes private lessons. Her office is located across from Room 8.



Registrar — Masako Liss

Masako is responsible for the registration of students' information. She speaks Japanese and is available to translate if needed.



Student Services Coordinator — Matthew Tabion

Matt can help with any general questions about student services that the school provides such as activities. He can be found at the front desk for any assistance.



Marketing Director — Chisami Tanaka

Chisami oversees the school's social media and local marketing. She can be found in the office across from Room #11 and speaks Japanese.



Academic Coordinator — Thais Lascu

Thais assists the Academic Department with administrative tasks and also teaches. She can be found in the office next to the entrance of the Student Lounge.



Office Assistant – Miyuki Terada

Miyuki assists all departments in the school with administrative tasks. She is at the front desk and speaks Japanese.

FACULTY

Faculty may be found in the open area directly across from Room #6.

Global Village Hawaii Facilities

Student Lounge

We have a cozy student lounge with a beautiful view of the ocean, High Definition TV, snack and beverage vending machines, refrigerator and microwave. There is a cupboard for you to store your cup so you can enjoy tea, coffee, and hot chocolate. Enjoy your stay!



Global Village Hawaii English Programs

GEP—General English Program

The GEP program is our most popular program. Our 8 levels are aligned to the Common European Framework and ensure that all students are placed in the most appropriate level which is challenging without being overwhelming. Students will study in either the morning or the afternoon, depending on the level. To provide the most support and guidance, Levels 1-3 are *Combined Skills* courses taught by a single teacher. Reading, writing, speaking, and listening are not separated as they are in levels 4-8, which consist of two distinct classes, *Language Use* (grammar structure & writing) and *Communication* (language functions, speaking and listening).

Cambridge FCE (B2 First) & CAE (C1 Advanced) Exam Preparation Programs

The Cambridge First Certificate and Advanced are British English proficiency exams that prepare students in all major areas of English fluency skills—speaking, writing, reading, listening and use of English. These programs are offered throughout the year on specific dates. Students can study part-time (20 lessons/week) or full-time (25 lessons/week) and pass the FCE and CAE program entrance tests to qualify for their course.

Options Program

This program is designed for full-time students taking 25 lessons per week and is also offered to part-time students taking 16 lessons per week. The program focuses on topics of student interest and is held Monday through Friday, one lesson a day. Options topic classes vary from student interests such as Hawaii, Grammar or Pronunciation Booster, English for Tourism, and Test Preparation Programs (IELTS®, Pearson Test of English Academic, TOEIC®, and TOEFL®).

English Pro Program

This program is designed for students who wish to enhance their English language study with personalized instruction in a specific topic of interest to them. This program offers students a customizable, comprehensive package that consists of General English classes (16 or 20 lessons/week) combined with 2, 4, or 6 tutorials (Private or Semi-Private Lessons) per week in a specific focus area, such as IELTS/TOEFL/TOEIC Test Preparation, Business English, Aviation English, Power Speaking, Tourism, etc. Currently, 4 or 6 tutorials cannot be taken with 20 lessons of General English classes. This program can be taken with or without a student visa.

English plus programs

Combine your English studies with one of our exciting activities such as ***surfing, hula, yoga, fitness and ukulele!*** You are sure to get the most out of your stay in Hawaii, both in and out of the classroom.

Cambridge Young Learners of English (YLE) Program

This program is for students of the recommended ages of 7 to 12 years old and runs in January, July, and August. Students study English and may sign up for specially designed activities.

Cambridge Teen Learners of English (TLE) Program

This program is for students from 12 to 17 years old and runs in January, July, and August. Students study and may sign up for specially designed activities.

Parent & Child/Teen Program

This program is for families that wish to study together. The parent studies in the GEP (20 lessons per week) while their child studies in the Cambridge YLE or TLE Program and participates in the activities.

Global Village Hawaii Proficiency and Advancement Guide

Proficient User	C2 24 Weeks	8	Level C2, which has been termed Mastery, is characterized by a degree of precision, appropriateness, and ease with the language; it typifies the speech of those who have been highly successful learners. At this level, a speaker can convey finer shades of meaning precisely by using, with reasonable accuracy, a wide range of modification devices; has a good command of idiomatic expressions and colloquialisms with awareness of connotative level of meaning; backtrack and restructure around a difficulty so smoothly the interlocutor is hardly aware of it.
	C1 24 Weeks	7	Level C1, which has been termed Effective Operational Proficiency, is characterized by a broad range of language, which allows fluent, spontaneous communication, as illustrated by the following examples: Can express him/herself fluently and spontaneously, almost effortlessly. Has a good command of a broad lexical repertoire allowing gaps to be readily overcome with circumlocutions. There is little obvious searching for expressions or avoidance strategies; only a conceptually difficult subject can hinder a natural, smooth flow of language. The discourse skills appearing at B2+ are more evident at C1, with an emphasis on more fluency, for example: select a suitable phrase from a fluent repertoire of discourse functions to preface his remarks in order to get the floor, or to gain time and keep it whilst thinking; produce clear, smoothly flowing, well-structured speech, showing controlled use of organizational patterns, connectors and cohesive devices.
Independent User	B2+ 24 Weeks	6	B2+ represents a strong B2 performance. The focus on argument, effective social discourse and on language awareness which appears at B2 continues. However, the focus on argument and social discourse can also be interpreted as a new focus on discourse skills. This new degree of discourse competence shows itself in conversational management (co-operating strategies): give feedback on and follow up statements and inferences by other speakers and so help the development of the discussion; relate own contribution skillfully to those of other speakers. It is also apparent in relation to coherence/cohesion: use a variety of linking words efficiently to mark clearly the relationships between ideas; develop an argument systematically with appropriate highlighting of significant points, and relevant supporting detail.
	B2 20 Weeks	5	Level B2 reflects the Vantage Level specification and represents a break with the content so far. Firstly there is a focus on effective argument: account for and sustain his opinions in discussion by providing relevant explanations, arguments and comments; explain a viewpoint on a topical issue giving the advantages and disadvantages of various options; develop an argument giving reasons in support of or against a particular point of view; take an active part in informal discussion in familiar contexts, commenting, putting point of view clearly, evaluating alternative proposals and making and responding to hypotheses. Secondly, at this level one can hold your own in social discourse: e.g. understand in detail what is said to him/her in the standard spoken language even in a noisy environment; initiate discourse, take his/her turn when appropriate and end conversation when he/she needs to, though he/she may not always do this elegantly; interact with a degree of fluency and spontaneity that makes regular interaction with native speakers of the target language quite possible without imposing strain on either party. Finally, there is a new degree of language awareness: correct mistakes if they have led to misunderstandings; make a note of "favorite mistakes" and consciously monitor speech for it/them; generally correct slips and errors if he/she becomes conscious of them.
	B1+ 16 Weeks	4	B1+ is a strong B1 performance. The same two main features at B1 continue to be present, with the addition of a number of descriptors which focus on the exchange of quantities of information, for example: provide concrete information required in an interview/consultation (e.g. describe symptoms to a doctor) but does so with limited precision; explain why something is a problem; summarize and give his or her opinion about a short story, article, talk, discussion interview, or documentary and answer further questions of detail; carry out a prepared interview, checking and confirming information, though he/she may occasionally have to ask for repetition if the other person's response is rapid or extended; describe how to do something, giving detailed instructions; exchange accumulated factual information on familiar routine and non-routine matters within his field with some confidence.
	B1 12 Weeks	3	Level B1 reflects the Threshold Level specification and is perhaps most categorized by two features. The first feature is the ability to maintain interaction and get across what you want to, for example: generally follow the main points of extended discussion around him/her, provided speech is clearly articulated in standard dialect; express the main point he/she wants to make comprehensibly; keep going comprehensibly, even though pausing for grammatical and lexical planning and repair is very evident, especially in longer stretches of free production. The second feature is the ability to cope flexibly with problems in everyday life, for example cope with less routine situations on public transport; deal with most situations likely to arise when making travel arrangements through an agent or when actually travelling; enter unprepared into conversations on familiar topics.
Basic User	A2 12 Weeks	2	Level A2, the Waystage, has the majority of descriptors stating social functions like use simple everyday polite forms of greeting and address; greet people, ask how they are and react to news; handle very short social exchanges; ask and answer questions about what they do at work and in free time; make and respond to invitations; discuss what to do, where to go and make arrangements to meet; make and accept offers. Here too are to be found descriptors on getting out and about: make simple transactions in shops, post offices or banks; get simple information about travel; use public transport: buses, trains, and taxis, ask for basic information, ask and give directions, and buy tickets; ask for and provide everyday goods and services.
	A1 *12 Weeks	1	Level A1, the Breakthrough stage, is the lowest level of generative language use – the point at which the learner can interact in a simple way, ask and answer simple questions about themselves, where they live, people they know, and things they have, initiate and respond to simple statements in areas of immediate need or on very familiar topics, rather than relying purely on a very finite rehearsed, lexically organized repertoire of situation-specific phrases.

**This scale has been adapted from the Common European Framework for Reference to Languages (CEFR) developed by The Council of Europe and published by the Association of Language Testers of Europe (ALTE) in 2002 (ALTE adopts Common European Framework levels. ALTE News, Spring 2002, 1.) Number of terms to complete each level is approximate and based on the ALTE suggested approximate teaching hours for each CEFR level and Global Village Hawaii term hours and student past practice in proficiency exams. [Updated 9/26/2019 to reflect changes in the 2018 CEFR Companion Volume]*

Academic Evaluation

Prior to placement in courses, students are academically evaluated. Students are assessed from the day they arrive at school until they graduate. The following provides details of the Global Village Hawaii assessment schedule.

- **Placement Test:** All students take the Global Village Hawaii Placement Test on their Orientation Day. This test consists of three parts: oral interview, short essay, and objective written test. Taken as a whole, these tests determine the placement into one of the eight levels in GEP, and in special programs except Cambridge Test Preparation. The Cambridge Program administers its own Entrance test for the FCE and CAE Programs. If a student is unable to take a placement test, they will be evaluated by a staff or faculty member of GV Hawaii.
- **Competency Checks:** Students complete a Competency Check (CC) each week. These assess the competencies (specific language skills) that students have learned. CCs are performance based and scored by teachers on a 3-point rating scale- meeting (progressing), falling below (beginning), or exceeding a performance standard. Students are asked to create, produce, or do something, in settings that involve real-world application of knowledge and skills.
- **Competency Check Reports:** Students receive a Competency Check Report at the end of the month. This report is a record for students to keep of their achievement and ratings on each of the Competency Checks for a given month. The report also includes teacher comments to further guide students in their progress.
- **Level Advancement:** Students wishing to advance to the next level must take the Global Village Hawaii Proficiency Test. Students wishing to contest their results may meet with the Director of Academics.
- **Proficiency Tests:** This test is calibrated with the placement test, course competencies, and texts. Taking the Proficiency Test is not required unless a student has already been in their level for more than 100% of the time required for the level prescribed by the Global Village Hawaii Proficiency and Advancement Guide (p.7). Students may self-select to take the test if they meet one of the following requirements: 6 weeks of enrollment or 4 weeks of enrollment with 'exceeding' scores on their Competency Checks or approval from the Director of Academics.
- **Proficiency Reports:** All students who have been at Global Village Hawaii can purchase a Proficiency Report that details their English proficiency level as it relates to the Common European Framework for References to Languages, an international standard for language proficiency rating. Each report is \$15.00 and payment can be made at the front desk.
- **Global Village Certificates:** Completion of assessment (Competency Checks and/or practice tests) for each week and 80% cumulative attendance record is required to receive a '**Certificate of Completion**' from Global Village Hawaii upon exit. Students not present to complete their competency assessment each week will not receive a 'Certificate of Completion'. For more details, see policy on page 17.



Formal Evaluation of Student Progress Schedule

Program	Total Weeks	Formal Midpoint Assessment After Completion of the Week Indicated	Score ROI*	Hours Per Week	Weeks to Complete
Cambridge CAE – <i>CAE Practice Test</i>	8	4	2% week	20	8
Cambridge CAE – <i>CAE Practice Test</i>	10	5	2% week	20	10
Cambridge FCE – <i>FCE Practice Test</i>	8	4	2% week	20	8
Cambridge FCE – <i>FCE Practice Test</i>	10	5	2% week	20	10

*Rate of Improvement Score = 2% per week

Program	Total Weeks	Formal Midpoint Assessments** After Completion of the Weeks Indicated	Hours Per Week	Weeks to Complete
General English	144	12, 24, 36, 48, 60, 72, 84, 96, 108, 120, 132, 144	16-20	144
Academic Year	36	12, 24	20	36
Semester Gap	23	12	20	23

General English, Academic Year, and Semester Gap Programs		
Levels	Minimum Score Needed to Advance to the Level**	Recommended Time at Level
1	.6	12 weeks
2	1.6	12 weeks
3	2.6	12 weeks
4	3.6	16 weeks
5	4.6	20 weeks
6	5.6	24 weeks
7	6.6	24 weeks
8	7.6	24 weeks

**Test for all Programs: *Cambridge Placement & Evaluation Package*

Satisfactory Academic Progress Policy and Procedure

Global Village Hawaii students may enroll in either face-to-face classes or GV LIVE synchronous Interactive Distance Learning (IDL) classes. The Satisfactory Academic Progress Policy and Procedure is the same for all enrollments, whether students are enrolled in face-to-face or synchronous online IDL classes. Face-to-face testing is done in a classroom, while synchronous online IDL testing is done via Zoom; proctors are present in classrooms and on the Zoom platform. Details of the policy and procedure are below.

I. Student Evaluation: Placement and Progress Scoring

A. Placement:

1. All students are formally evaluated prior to program admission.
2. General English, Academic Year, and Semester Gap (GE, AY, SG, respectively) Programs' student placement is determined by the *Cambridge Placement & Evaluation Package Test A/B/C*. The student test scores, Global Village Hawaii (GVH) levels and other standardized proficiency tests are correlated in the *GV Level Guide* below.

GV LEVEL GUIDE							
CAMBRIDGE							
GVH Level	Placement Test Score	CEFR* Scale	General English	Academic IELTS	Business (BEC)	TOEIC	TOEFL (iBT)
1	.6 – 1.5	A1		1-2		100-249	
2	1.6 – 2.5	A2	A2 Key (KET)	3		250-399	
3	2.6 – 3.5	B1	B1 Preliminary (PET)	4		400-499	
4	3.6 – 4.5	B1+		5		500-599	
5	4.6 – 5.5	B2	B2 First (FCE)	5.5		600-699	57-86
6	5.6 – 6.5	B2+	B2 First (FCE)	6	Vantage	700-799	87-97
7	6.6 – 7.5	C1	C1 Advanced (CAE)	6.5	Higher	800-899	98-109
8	7.6 – 8.5	C2	C2 Proficiency (CPE)	7		900-990	110-120

* Common European Framework of Reference for Languages

Placement Test components and weighting:

Speaking – 60% This 5-minute interview is conducted by the teaching staff.

Writing – 20% This 15-minute free write is scored by the teaching staff using a common rubric.

Objective (Listening, Reading & Grammar) – 20% This section is multiple choice.

Weighting of the scores was determined by the Academic Staff when the test was first implemented in 2009 to correspond with the Communicative Teaching Methodology focus at Global Village Hawaii and the limited amount of prior training in speaking of most students.

3. The Cambridge FCE and CAE Programs' placement is determined by a practice *Cambridge FCE* and *CAE Exam*.

Borderline Placement*	Minimum Automatic Placement	Rate of Improvement (ROI) weekly**	Final Minimum Passing Score
38-44%	45%	2%	60%

*Borderline students are counseled to determine their commitment to do extra homework to meet the ROI and pass the exam.

**The ROI takes into account several weeks of initial review and practice testing the week before the exam, providing a margin of improvement to ensure success.

Grading is based as follows for FCE and CAE

- Reading/Use of English:

2 points for parts 4, 5, 6 on the FCE

2 points for parts 4, 5, 6, 7 on the CAE

1 point for parts 1, 2, 3, 7 on the FCE and parts 1, 2, 3, 8 on the CAE

- Listening: 1 point for all answers – minor spelling errors are allowed in part 2

- Listening: 1 point for all answers – minor spelling errors are allowed in part 2

- **Writing:** The writing paper is a final determiner in the situation that the entrant scores a borderline score on the test.
4. The Teen Learners of English (TLE) Program's student placement is determined by *The Cambridge Assessment English Test for Schools* and a TLE faculty interview using the *Global Village Hawaii TLE Placement Interview* form.
 5. The Young Learners of English (YLE) Program's student placement is determined by *The Cambridge Assessment English Test for Young Learners* and a YLE faculty interview using the *Global Village Hawaii YLE Placement Interview* form.

B. Progress:

1. GE, AY, and SG Programs' student evaluation is determined by the ***Cambridge Placement & Evaluation Package Test A/B/C (Proficiency Test)*** which is offered every week. Students may self-select to take this test and are advised to take it no more than every 6 weeks.
2. To ensure students are making satisfactory academic progress, GE, AY, and SG Programs have 12 Progress Assessment Periods (12 weeks each) based on our 144 weeks of curriculum. Students are required to take the *Proficiency Test* no later than every 12 weeks from the date they begin studying at GVH.
3. Test Preparation Programs' (Cambridge FCE and CAE) student evaluation is determined by a 2% Rate of Improvement per week over their practice *Cambridge Exam* placement test score.
4. TLE student evaluation is determined by the TLE teacher through classroom performance.
5. YLE student evaluation is determined by the YLE teacher through classroom performance.
6. All students who are completing their studies and have attended Global Village Hawaii for 8 weeks or more will be directed to take an Exit Test to determine their English language proficiency progress.

II. Length of Program

1. Student GE, AY, and SG Program level length is determined by the *Global Village Hawaii Proficiency and Advancement Guide*, which lists the recommended amount of time needed to complete each level at GVH. GE, AY, and SG Program students are allowed 150% of the recommended time to progress to the next level. The Cambridge Test Preparation Programs' length is determined by total weeks. Students may repeat test preparation programs based on their self-identified scoring goals (see correlated Exam Scores on *GV Level Guide* above).

PROGRAMS		
<ul style="list-style-type: none"> • GENERAL ENGLISH (GE) • ACADEMIC YEAR (AY) • SEMESTER GAP (SG) 	<ul style="list-style-type: none"> • C1 ADVANCED (CAE) • B2 FIRST (FCE) 	<ul style="list-style-type: none"> • C1 ADVANCED (CAE) • B2 FIRST (FCE)
Level 1 – 12 weeks	10 weeks	8 weeks
Level 2 – 12weeks		
Level 3 – 12weeks		
Level 4 – 16 weeks		
Level 5 – 20 weeks		
Level 6 – 24 weeks		
Level 7 – 24 weeks		
Level 8 – 24 weeks		
Total Levels 1-8: 144 weeks		

III. Evaluation Schedule

1. Students are required to complete an in class *Competency Check* or *Practice Test* each week to evaluate and document their progress.
2. To ensure students are making satisfactory academic progress, GE, AY, and SG Programs have 12 Progress Assessment Periods (12 weeks each) based on our 144 weeks of curriculum. Students are required to take the *Proficiency Test* no later than every 12 weeks from the date they begin studying at GVH. In the Cambridge FCE or CAE Program, formal program assessment is required to determine student progress no later than the mid-term of the student's enrollment. Below is a summary of the mandatory assessment times for these programs:

- General English Program – no later than every 12 weeks from the date the student begins studying at GVH
 - Cambridge FCE – 4 weeks for the 8-week program; 5 weeks for the 10-week program
 - Cambridge CAE – 4 weeks for the 8-week program; 5 weeks for the 10-week program
3. Students are notified of their *Competency Check* or *Practice Test* scores by their teachers each week. They are informed of their *Proficiency Test* scores within a week of taking the test. Students are given a **Student Progress Report** document by their teachers after self-selected or mandatory proficiency testing and at the conclusion of their level, or program upon request.

IV. Progression through the General English Proficiency Levels & Special Programs

Students at GVH must maintain the following measures of English learning progress in order to be considered in good standing.

1. To advance a level in the GE, AY, and SG Programs students are required to take a *Proficiency Test* and achieve the required minimum score for the level which is .6 or greater (see *GV Level Guide, Placement Test Scores* above).
2. Students must show progress to continue enrollment at GVH and are required to take a *Proficiency Test* no later than every 12 weeks from the date the student begins studying at GVH for the GE, AY, or SG Programs, or a mid-term test for the Cambridge FCE and CAE Programs.
3. In order to receive a Certificate of Completion, students must maintain minimum 80% cumulative attendance and complete their weekly assessments (*Competency Checks* or *Practice Tests*).
4. Students who do not advance a level in the General English Program according to this policy after reaching 100% of the recommended time will be placed on a **Student Learning Plan** (SLP). The agreed documented SLP is signed by an Academic Staff member and the student. The SLP documents the date of the 150% time allocation limit and is distributed to the student's teachers. The Academic Department provides SLP students with advising, guidance, additional materials, and homestay assignments to help them focus on and strengthen their areas of weakness before retesting. Students are not allowed to repeat a level. GVH students are allowed a maximum of 36 months of instruction.
5. Students in the Cambridge Test Preparation Programs are given practice tests weekly to demonstrate a minimum 2% Rate of Improvement (ROI) over their placement or first week scores. Mid-term formal evaluation occurs at 4 or 5 weeks (for the 8- or 10-week program, respectively) in the Cambridge Program. A formal examination occurs at the conclusion of the Cambridge Program. If a student does not show a 2% ROI weekly for 4 weeks, they will be counseled by the Cambridge Manager or Director of Academics and their instructor. At mid-term, if the student continues to be below the recommended ROI, they will be counseled and given additional study aids. Students may repeat the test preparation programs as long as they continue to demonstrate a 2% ROI. GVH students are allowed a maximum of 36 months of instruction.

V. Leave of Absence Policy

1. Global Village Hawaii students can request a leave of absence (LOA) in writing (e.g. complete the Leave of Absence Request Form) at least 5 working days prior to the start date of the LOA. If the student does not report back to school at the end of the LOA, he/she will be dismissed from school and the student's I-20 Form will be terminated based on the last day of attendance. (See Student Leave of Absence Policy; this policy also applies to vacations.)

VI. Attendance Policy

1. In order to receive a Certificate of Completion a student must complete their competency assessment each week and must maintain a minimum cumulative attendance record for the entire period of study of at least 80%. After ten (10) consecutive days of unexcused absence, the student will be dismissed from school. (See Attendance Policy for more details).

VII. Consequences of Failure to Meet Satisfactory Progress Standards

1. In the GE, AY, and SG Programs, if the student does not complete the SLP by the documented date, they will no longer be enrolled per their agreement or may join another program they are qualified for.
2. In the Cambridge Programs, if the student does not maintain the 2% ROI, they will be given the opportunity to join the General English Program or another program they are qualified for.

3. If dismissed, the student will receive a written dismissal notification 5 working days before the date of dismissal from the Management Committee of Global Village Hawaii.
4. The student may submit a written appeal within 5 working days from the date of dismissal to the Management Committee. Any accompanying documentation regarding extenuating circumstances must be submitted with the written appeal.
5. The Management Committee will respond in writing to the student no later than 10 working days from the receipt of the written appeal.
6. In the event that the Management Committee approves the student appeal, the student will receive a new Student Learning Plan.
7. The student will remain on active status and attend class during the appeal period.

2024 GV Hawaii Calendar

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat.	Sun.
Jan	1 New Year's	2	3	4	5	6	7
	8 CAE	9	10	11	12 TSD	13	14
	15 M. L. King Day	16	17	18	19	20	21
	22 YLE	23	24	25	26 TSD	27	28
	29	30	31	1	2	3	4
Feb	5	6	7	8	9 TSD, YLE	10	11
	12	13	14	15	16	17	18
	19 Presidents' Day	20	21	22	23 TSD	24	25
	26	27	28	29	1	2	3
Mar	4	5	6	7	8 TSD	9	10
	11	12	13	14	15 FCE	16 CAE	17
	18	19	20	21	22 TSD	23	24
	25 FCE/CAE	26 Kuhio Day	27	28	29	30	31
	1	2	3	4	5 TSD	6	7
Apr	8	9	10	11	12	13	14
	15	16	17	18	19 TSD	20	21
	22	23	24	25	26	27	28
	29	30	1	2	3 TSD	4	5
May	6	7	8	9	10	11	12
	13	14	15	16	17 TSD	18	19
	20	21	22	23	24	25	26
	27 Memorial Day	28	29	30	31 TSD	1 FCE/CAE	2
Jun	3	4	5	6	7	8	9
	10	11 Kamehameha	12	13	14 TSD	15	16
	17	18	19	20	21	22	23
	24	25	26	27	28 TSD	29	30
	1 CAE & YLE	2	3	4 Independ. Day	5	6	7
Jul	8 TLE	9	10	11	12 TSD	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26 TSD	27	28
	29	30	31	1	2	3	4
Aug	5	6	7	8	9 TSD	10	11
	12	13	14	15 YLE & TLE	16 Statehood	17	18
	19	20	21	22 FCE	23 TSD, CAE	24	25
	26	27	28	29	30	31	1
Sep	2 Labor Day	3	4	5	6 TSD	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20 TSD	21	22
	23	24	25	26	27	28	29
	30	1	2	3	4 TSD	5	6
Oct	7 FCE/CAE	8	9	10	11	12	13
	14 Discoverer's	15	16	17	18 TSD	19	20
	21	22	23	24	25	26	27
	28	29	30	31	1 TSD	2	3
Nov	4	5	6	7	8	9	10
	11	12	13	14	15 TSD	16	17
	18	19	20	21	22	23	24
	25	26	27 TSD	28 Thanksgiving	29 Thanksgiving	30	1
Dec	2	3	4	5	6	7	8
	9	10	11	12	13 TSD	14 FCE/CAE	15
	16	17	18	19	20	21	22
	23	24	25 Christmas Day	26	27 TSD	28	29
	30	31	1 New Year's Day	2	3	4	6/5/23

Daily Course Schedule

SAMPLE

COURSES/PROGRAMS	1st Session	2nd Session
General English Program (GEP) Levels 1 to 5 (Beginner to Intermediate)	1:20 pm - 3:00 pm	3:20 pm - 5:00 pm
General English Program (GEP) Levels 5 to 8 (Intermediate to Advanced)	8:30 am - 10:10 am	10:30 am - 12:10 pm
Cambridge FCE/CAE Programs	8:30 am - 10:10 am	10:30 am - 12:10 pm
Options Program	12:20 pm - 1:10 pm	N/A

Additional Course information:

16 lessons per week (lpw): Tuesday – Friday, GEP study only. Student Visa not required.

20 lpw: Monday – Friday, GEP study. Student Visa not required.

25 lpw: Monday – Friday, GEP study plus the Options Program. Student Visa required.

English + Plus Program schedules depend on course chosen. Activity will be scheduled around English lessons.

2024 Program Dates:

PROGRAM	START	END
Cambridge Young Learners of English (YLE)	January 22 July 01	February 9 August 15
Cambridge Teen Learners of English (TLE)	July 08	August 15
Parent & Child	January 22 July 01	February 9 August 15
Parent & Teen	July 08	August 15
Academic Year Program, Semester #1	January 08	March 01
Semester #2	April 01	May 24
Semester #3	July 22	December 06
> Includes breaks between semesters		
> Start at the beginning of any semester		
Semester GAP	January 08	June 21
> Includes 1 week break	April 29	October 11
	September 16	February 28, 2025
Cambridge CAE: 10 weeks*		
Written Exam: March 15 (FCE) and March 16 (CAE)	January 08	March 15
Cambridge FCE, CAE: 10 weeks*		
Written Exam: June 01 (FCE & CAE)	March 25	May 31
Cambridge FCE, CAE: 8 weeks*		
Written Exam: August 22 (FCE), August 23 (CAE)	July 1	August 23
Cambridge FCE, CAE: 10 weeks*		
Written Exam: December 14 (FCE & CAE)	October 7	December 13

* FCE = B2 First; CAE = C1 Advanced

Admission Policy

Global Village Hawaii provides first-class English instruction to students who wish to enter American universities or study English for personal or professional reasons. Our mission is to provide a positive, supportive, and inspiring learning environment for English language students through our commitment to the highest standard of quality in the areas of academics, extra-curricular activities, accommodations and student services.

Global Village Hawaii offers a variety of adult (16 years and older) English language courses such as General English (8 levels), English Pro, and Cambridge Preparation. Other specialized courses include English + programs [e.g. English + Surfing, Hula]; Options Program [5 lessons per week, e.g. IELTS, TOEIC, TOEFL Preparation, Pronunciation and Conversation]; private and semi-private lessons.

Global Village Hawaii also offers youth and junior English language programs such as the Cambridge Young Learners of English Program (YLE) and the Cambridge Teen Learners of English Program (TLE). Recommended ages for YLE students are from 6 to 12 years old while the TLE is recommended to students of the ages 12 to 17 years old. Private and semi-private lessons are also available for youth and junior students.

Students must comply with the Department of Homeland Security and U.S. Department of State regulations and meet the required skill level necessary for entry into a particular course or level. Students are assessed with placement tests or academic evaluations (for students who are not capable of taking the placement test) on the student's first day of school to determine the appropriate course and level. Please see the below admission requirements for each course.

Course Admission Requirements:

- The General English Program (GEP) offers 8 levels from Beginner to Advanced. Student class level is based on a placement test and/or academic advising.
- The Cambridge FCE & CAE Program requires a minimum score of 45% on the Entrance Test or successfully passing the next lowest Cambridge exam within two years to be considered an automatic placement.
- The Cambridge Young Learners of English Program and Cambridge Teen Learners of English Program do not require a minimum level of English.

Global Village Hawaii has open enrollment year round for all courses except for the Cambridge FCE & CAE, and Cambridge YLE & TLE Programs. Global Village Hawaii students are allowed a maximum of 36 months of instruction.

International students studying 18 or more hours per week (e.g. 25 lessons per week course) are required to obtain a student visa (F-1). Student visas are not required for students studying less than 18 hours per week (e.g. 16 or 20 lessons per week courses). Visa regulation information is available at the following websites.

- U.S. Department of State: <https://travel.state.gov/content/visas/en.html>
- U.S. Department of Homeland and Security: <https://studyinthestates.dhs.gov/>
- U.S. Embassy: <https://www.usembassy.gov/>.

Global Village Hawaii does not discriminate with regard to race, color, national origin, ethnicity, gender, religion, sexual orientation, marital status, age, political view, immigration status, or disability.

Academic Completion Policy

Global Village Hawaii is a student-centered school utilizing open enrollment and rolling admissions. Students are admitted and terminate their enrollment at will.

In order to receive a Certificate of Completion a student must demonstrate:

- Completion of assessment (Competency Checks and/or practice tests) for each week of attendance at the end of their scheduled enrollment. Students who are not present for their assessment and/or do not arrange with their teacher to make it up within 2 weeks will not receive a Certificate of Completion.
- A minimum cumulative attendance record of 80%.

Filming or Recording in Global Village Hawaii Policy

Filming, video and/or audio recording of staff or classes at Global Village Hawaii is prohibited without prior written consent. Approval may be sought through the Director of Academics by filling out a 'Request to Film, Video or Record Form'.

Global Village Hawaii Levels & English Exam Score Correlation

CEFR	GV Levels		Cambridge		IELTS	TOEFL <i>Paper/Computer/IBT</i>	TOEIC
Mastery C2	8 (24 weeks)		CPE [∞]		9.0	677/300/120	900
Operational Proficiency C1	7 (24 weeks)		CAE [∞]		8.0	600/250/100	
Vantage B2+	6 (24 weeks)		FCE [∞]	BEC	7.0	550/213/80	800
Vantage B2	5 (20 weeks)	BEP (24 weeks)			6.0	500/173/61	700
Threshold B1+	4 (16 weeks)				PEP [∞]	4.0	450/133/45
Threshold B1	3 (12 weeks)		3.0				
Waystage A2	2 (12 weeks)		<div>∞ If a student has passed the FCE within the last 2 years, the student should be prepared to begin GV 5 (B2). However, some students may only have to spend 4 or 8 weeks in GV 5 before they would be ready for GV 6 (B2+).</div> <div>∞ If a student has passed the CAE within the last 2 years, the student should be prepared to begin GV 7 (C1)</div>				
Breakthrough A1	1 (12 weeks)						

Activities Policy

Global Village Hawaii offers you many activities in addition to high quality English instruction.

Some examples:

Surfing and body boarding

Ocean kayaking

Snorkeling

Hiking & camping

Soccer & basketball

Island tour

Dinner & a movie

Beach barbecue

You are encouraged to join in any and all activities. While Global Village Hawaii is committed to arranging enjoyable and safe activities, you must accept responsibility for risk of injury, loss of personal items, or worse. In order for you to participate in these activities, Global Village Hawaii requires you to sign this waiver of claims.

Participation in the above additional activities is wholly voluntary, and Global Education Systems LLC (doing business as Global Village Hawaii) is offering the additional activities to broaden English language and cultural opportunities of its students.

In consideration of and as an essential inducement to the agreement by Global Education Systems LLC to allow students to participate in the additional activities described above, the student hereby agrees as follows:



- The student understands that there are risks to such additional activities and understands and acknowledges that he or she is aware of and understands and fully assumes all such risks.
- Neither Global Education Systems LLC nor any of its officers, directors, shareholders, employees or agents (collectively, "GVH") shall be liable for any death, injury, sickness, damage, accident or other loss arising out of any of said additional activities.
- The student individually and on behalf of his/her heirs, assigns and personal representative(s), hereby releases and forever discharges GVH from and against any and all liability for any death, injury, sickness, damage, accident or other loss which arises out of, occurs during or is related in any way to the undersigned student's participation in any of said additional activities.



Attendance Policy

Global Village Hawaii teaches face-to-face classes as well as GV LIVE synchronous Interactive Distance Learning (IDL) classes. The Attendance Policy is the same for all students and classes, whether students are enrolled in face-to-face or synchronous online classes. Details of the requirements and policy are below.

As an English language training institution focused on student success, Global Village Hawaii expects students to attend school every day. When a student misses class, the student not only falls behind on new material, but also misses class exercises or pair work that are valuable in successfully completing their competency assessment.

In order to receive a **Certificate of Completion**, the student must do the following:

- 1. Complete competency assessment each week**
- 2. Maintain a minimum cumulative attendance record of at least 80% for the entire term of study**

Students who are not present for their weekly assessments must make up the work within 2 weeks or they will not receive a Certificate of Completion. Students are contacted by an Academic staff member if their cumulative attendance drops below 85%, and by the Vice President (VP) if their cumulative attendance drops below 75%.

Students who are more than 15 minutes late to class will be marked absent for that session. Students who leave class more than 15 minutes before class dismissal will be considered to have departed early and will be marked absent for that session.

Student visa (F-1) students are required to study a minimum of 18 hours per week (21.6 lessons) to be in status with the Department of Homeland Security. **F-1 Students who show a pattern of non-attendance, less than 88% attendance record per week for 12 consecutive weeks, will be subject to withdrawal from enrollment and have their SEVIS record terminated.**

Attendance Probation

A student who does not have a minimum cumulative attendance of 80% on the first Monday of a month will be contacted and given a warning. If a student who has been given a warning does not bring their cumulative attendance to a minimum of 80% in four (4) weeks, the student will be placed on Attendance Probation for the next eight (8) weeks. The student must meet either in person or via Zoom with the Director of Academics and abide by the terms outlined on the Attendance Probation Form. If the student's cumulative attendance is not 80% by the end of the probation period, the student will be dismissed from school and if applicable their SEVIS record will be terminated.

Consecutive Absences

After ten (10) consecutive days of absence, the student will be dismissed from school.

Leave of Absence

In the event that a student has to take a medical or family emergency leave of absence, they may seek a Leave of Absence (LOA) from the Vice President. Medical LOAs may consist of a serious illness or injury lasting 2 weeks or more. LOAs do not negatively impact a student's cumulative attendance percentage (see Student Leave of Absence Policy).

Attendance Recording and Advising Procedure

In order to implement the Global Village Hawaii Attendance Policy, the following procedures for recording and advising students will be followed.

Attendance records of all enrolled students are recorded on the class rosters and in the CLASS database. Teachers are responsible for recording the attendance of all students in their classes. Teachers are supplied with updated rosters each week.

- ✓ Students are informed of their cumulative attendance percentage at the beginning of each week by their teacher and are required to initial the class roster as verification that they have been informed.

Student Attendance Recording

Attendance is recorded by the teacher at the beginning of each class and is maintained electronically in the CLASS database.

The teacher uses the following codes to record attendance on the class roster and in the CLASS database:

- T Tardy - Teachers record attendance during the first 5 minutes of class. If the student is not present when the teacher takes attendance, the student is marked tardy.
- TA Tardy Absent – Students who arrive more than 15 minutes late to class are marked absent for that session.
- EA Early leave/Absent – Students who leave class more than 15 minutes before class dismissal will be marked absent for that session.
- A Absence – Students who are absent the entire class session.

Attendance is recorded weekly in the CLASS database as outlined in the CLASS Attendance Entry SOP.

Attendance Advising

Teachers are responsible for maintaining accurate attendance records daily in order to facilitate the attendance advising.

- < 85% Cumulative Attendance: If a student has a cumulative attendance below 85%, the student will be contacted by the DOA or AC to review how their absences are jeopardizing their English proficiency progress. So long as the student's attendance continues to improve they will not need to be advised about this benchmark again.
- < 75% Cumulative Attendance: If a student has a cumulative attendance below 75%, the student will be contacted by the VP to review the impact of their absences on their status.
- < 65% Cumulative Attendance: If a student has a cumulative attendance below 65%, the student and the student's agent will be contacted by the VP. This notification will inform them that the student's enrollment at Global Village Hawaii is in jeopardy and the student needs to report to school immediately.
- 10 Consecutive Absences: After ten (10) consecutive days of absence the student will be dismissed from school.
- 12 Consecutive Weeks less than 88% attendance per week: Student visa (F-1) students are required to study a minimum of 18 hours per week (21.6 lessons) to be in status with the Department of Homeland Security. F-1 students who show a pattern of non-attendance, **less than 88% attendance record per week** for 12 consecutive weeks, will be subject to withdrawal from enrollment and have their SEVIS record terminated.

Attendance Recording

Teachers maintain class rosters and submit them at the end of each week. The weekly attendance data is recorded in the CLASS database every week, are then archived by reporting periods.

Attendance Probation

A student who does not have a minimum cumulative attendance of 80% on the first Monday of the month will be given a verbal or written warning. If a student who has been given a warning does not bring their cumulative attendance to a minimum of 80% in four (4) weeks, the student will be placed on Attendance Probation for the next eight (8) weeks. The student must meet either in person or via Zoom with the Director of Academics and abide by the terms outlined on the Attendance Probation Form. At the end of the eight (8) weeks, the student must have at least 80% cumulative attendance. Failure to do so will result in immediate dismissal from school and if applicable the student will have their SEVIS record terminated.

Leave of Absence

In the event that a student has a serious illness or injury lasting 2 weeks or more, they may seek a Leave of Absence (LOA) from the Vice President. LOAs do not negatively impact a student's cumulative attendance percentage (see Student Leave of Absence Policy).

Textbook Policy

- All **new students**, except for Cambridge students, will be able to use 'class set' textbooks in class and must return them at the end of class. If a student does not return their 'class set' textbooks, the student will be responsible to pay for a new set of textbooks.
- Students may purchase their own new textbooks at the front desk if they wish to write in the books or take them home and study on their own.
- Students should carefully check the condition of the book immediately when purchased. If the textbook is damaged, even slightly, please speak with the front desk to ask for an exchange.
- Global Village Hawaii has reserved space on the bulletin board across from the activity board, for students who wish to sell their used textbooks. Please go to the front desk to fill out a "USED BOOK SELL CARD" and then it will be posted on the board. Students who are interested in buying the posted textbook will contact the seller directly.
- Cambridge students who change to another program during their first week of studies may request a refund for their Cambridge textbooks. If a textbook has any marks (even a name), creases, a broken spine, or dog-eared pages, the textbook cannot be exchanged.
- Returning Cambridge students that have the same edition of textbook(s) from their previous studies, may request a refund for the purchased new textbook(s).
- All book refund or exchange requests must be made within the first week of studies. No refunds or exchanges will be given beyond this period.



Other Academic Policies

Policy for changing levels

- New students are allowed to request to change levels or programs only during their first week. Continuing students may request program changes with the Director of Academics.
- Changes in levels and programs will be made on a space available basis only. Teacher recommendations, exam results, how the student's ability will impact other students in the program will be factors in the Director of Academics' decision whether or not to allow a student to change levels or programs.

Policy for changing classes (within the same level)

- Requests to change classes within the same level will not be permitted. There are various factors to consider in arranging classes, including balancing numbers of students and ratios of nationalities. Therefore, it is extremely important to minimize disruptions to normal classes that occur due to class changes.

Policy for signing up for special programs

- There must be a minimum of **6 students** to form the special program class unless otherwise authorized by the Management Committee.
- By signing up for a special program class, this indicates a commitment to the course for the duration of the month (or the extent of the student's enrollment in classes, whichever comes first.)

Student Leave of Absence Policy

Global Village Hawaii students can request a leave of absence by completing and signing the Leave of Absence Request Form at least 5 working days prior to the start date of the leave of absence (LOA), unless unforeseen circumstances prevent the student from doing so. The students must specify a reason for the leave and date the LOA Request Form. Approval of the LOA will be documented by the Vice President's signature on the LOA Request Form and a copy of the form will be made available to the student. If the student does not report to school at the end of the LOA, he/she will be dismissed from school and student visa holders will have their SEVIS record terminated based on the last day of attendance. The Global Village Hawaii Cancellation Policy will be applied based on the student's last day of attendance. Students requesting a LOA normally do not receive a refund for the period of the leave and there will not be any additional charges as a result of the LOA.

Global Village Hawaii approves written requests for Leave of Absence (LOA) of up to 4 weeks for students who are in good standing and have studied for 26 consecutive weeks. LOAs are approved in weekly segments from Monday to Friday. Students in good standing are defined as students who are not on probation or have a Student Learning Plan (SLP). Students in long term programs such as the Academic Year Program and Semester GAP that have vacations or leaves of absences already built in the program, will not be eligible to take additional leaves of absence except for emergency leaves of absence. Accrued LOA must be used within a year of being earned.

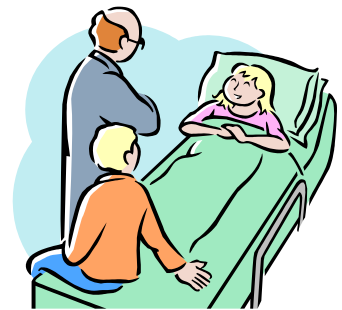
Emergency leave of absences may be granted due to:

1. Medical Leave

- Students needing medical attention for illnesses or health conditions may take a LOA of two weeks or more and must provide a doctor's note upon return from their leave of absence. Failure to bring a doctor's note will result in marking the days missed from school as absent.

2. Family Emergency

- Examples include but are not limited to death of a family member; severely ill or hospitalized family member; or other events determined applicable. Special exceptions can be made for non-family members depending on the type of relationship with the student.



Students will need to see the Vice President for approval of their requested leave of absence. Any approved leave of absences may consist of multiple leaves of absences provided the total leave does not exceed 90 calendar days in a 12-month period or 50% of the student's program length, whichever is shorter. An extended leave of absence of more than 4 weeks may require retesting of the Proficiency Test upon return from the LOA.

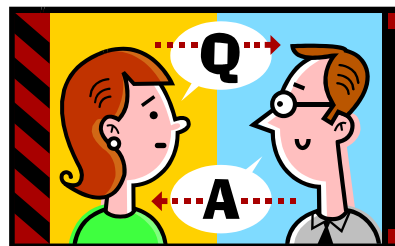
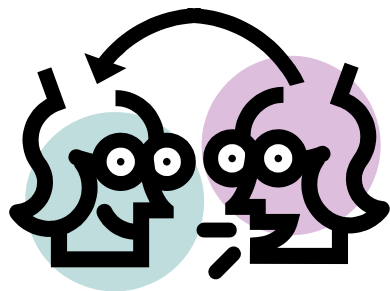
The length of the leave of absence may be extended provided all the above conditions are met. To extend, a written request can be given to the Vice President for his signature and approval prior to the end of the current LOA. A copy of the form will be provided to the student either upon his/her return to school or by email or fax.

English Only Policy

We want you to improve your English as much as possible while you are a student at our school. In order to give you opportunities to use English, we are an **ENGLISH ONLY school**. By using ENGLISH ONLY, you will make friends from your own country as well as other countries.

1. English should be spoken at school at all times. This includes cell phones and skype. If you want to use another language, please exit the school and speak in the hallway or downstairs. The only exceptions are the use of the student lounge phone or talking with staff members.
2. Students get ONE warning —this is a **yellow card**.
3. Anyone can fill out a yellow card—a teacher, another student, or a staff member.
4. The yellow card with the student's name will be given to the Director of Academics.
5. Students will be counseled by the Director of Academics after receiving a second yellow card in a month.
6. If a student gets a third yellow card in a month, s/he will be dismissed from school for that day. They will be given a **red card** as a notice that they should leave school. The student will be counted **absent**.
7. If the student collects **THREE** red cards in a month, s/he will be asked to leave the school for the entire month.
8. All absences due to red cards will affect the student's overall attendance record and poor attendance may result in termination from the program. This may cause student visa problems with U.S. Immigration. **Please see the Attendance Policy for more information**
9. Students, who show outstanding support for the English Only Policy by encouraging others to speak English or by speaking exclusively English outside of school, will be given a **green card**. This card can be given by any member of faculty or staff. The Academic Staff or Faculty member will congratulate the student during class time in recognition of supporting the policy.

Global Village Hawaii would like all students to enjoy their studies and get the most out of them. The ENGLISH ONLY policy is to help students take their studies seriously. Students need to be respectful to each other and use English at all times while in school.



Dispute Resolution Policy

In accordance with the school's mission statement, Global Village Hawaii strives for all students to be happy and satisfied in the areas of academics, extra-curricular activities, accommodations and student services. However, we understand that some students may not feel that their expectations are being met and we encourage them to share their concerns with the appropriate faculty or staff member through the following channels.

Students who have incidents or complaints about their teacher, class or school are able to seek advising by:

1. Meeting with the teacher and if the student is not satisfied or not comfortable discussing the concern with the teacher, then...
2. Meet with the the Director of Academics. If the student is still not satisfied or not comfortable discussing the concern with the Director of Academics, then...
3. Meet with the Vice President. If you are not satisfied or not comfortable discussing the concern with the Vice President, then...
4. Meet with the President. He will discuss your problem with the staff involved and give you a verbal or written response as deemed appropriate.

Students who have incidents or complaints about their accommodations are able to seek advising by:

1. Meeting with the Accommodations Department. If you are not satisfied or not comfortable discussing the concern with the Accommodations Department, you may then...
2. Meet with the Vice President. If you are not satisfied or not comfortable discussing the concern with the Vice President, then...
3. Meet to the President. He will discuss your problem with the staff involved and give you a verbal or written response as deemed appropriate.

However, in the event that a student's problem(s) have not been resolved through the above channels, the student has the right and is encouraged to take the following steps:

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

4. SEND TO: ACCET CHAIR, COMPLAINT REVIEW COMMITTEE

1722 N Street, NW
Washington, DC 20036
Telephone: (202) 955-1113
Email: complaints@accet.org
Website: www.accet.org

Note: Complainants will receive an acknowledgement of receipt within 15 days for each above resolution channel.

All advising sessions are documented in the student's record in the CLASS database.

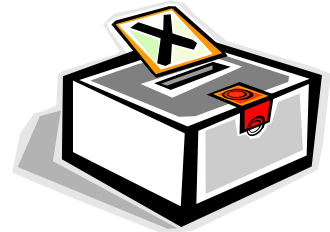
Computer Usage Rules

- Laptop computers can be used during school hours from 8:00 am to 5:30 pm if available.
- No food or drinks are allowed when using a laptop computer.
- Do not change computer settings.
- The language bar is available to use though leave all settings in English for the next person.
- Documents can be saved in the Document Folder located on the task bar.
- Students can save any photos on internet photo sharing websites. Examples are Photobucket (<http://photobucket.com/>) or Flickr (<http://www.flickr.com/>).
- If you want to listen to music, please use headphones. Headphones can be checked out at the front desk with a valid ID.
- Former Global Village Hawaii students can use the computers by paying a \$5 per week usage fee. Please pay in advance (before you use the computers) at the front desk.
- If you wish to connect to the internet using your own laptop, then please see the front desk to obtain a security code to access the internet.
- If you have any questions about the computers, ask your teacher or the staff at the front desk.
- Do not download copyright protected material.
- **Laptop computers may be occasionally not made available due to regular maintenance, virus scans, and updates. Students may use the computers once maintenance has been completed.**



Suggestions

- Global Village Hawaii is always open to student suggestions. Through suggestions, we are able to build our school so that it meets our students' needs and expectations.
- You will find the suggestion box located near the front desk.
- Please put your suggestion on the sheet.
- You have the option to leave your name or not. Place the suggestion in the box and we will review the suggestion.
- **Your suggestions are valuable and important.** Please feel free to make any suggestions on how we can improve to make Global Village Hawaii the best school possible.



Written Complaints: Students may file a written complaint with the Vice President and will receive an acknowledgement of receipt within 15 days if contact information is provided.

Refund, Cancellation, & Transfer Policies

Global Village Hawaii students may enroll in either face-to-face classes or GV LIVE synchronous Interactive Distance Learning (IDL) classes. The Cancellation & Refund Policies are the same for all enrollments, whether students are enrolled in face-to-face or synchronous online classes. Details of the policies are below.

GENERAL REFUND POLICY

- 1) In this policy, the word “program” refers to the full cycle of studies to which the student registered. Extensions of studies will be treated separately.
- 2) To be considered for a refund, a student or agent can submit a completed Cancellation Form or notify the school of the cancellation by some other means.
- 3) For any study program changes resulting in a decrease in the number of English lessons per week (e.g. 20 lessons/week to 16 lessons/week) after enrollment has begun, there will be a one-time study program change fee of \$110.
- 4) For specialized Activity Programs [e.g. Study tours, English Plus, etc.], there are no refunds for homestays, activities, airport transfers, or excursions, but only for tuition that is offered as per the normal Cancellation/Withdrawal policy [see below].
- 5) There are no refunds or make-up classes for classes missed due to holidays, graduation, orientation, natural disasters and/or other situations beyond the school’s control.
- 6) If Global Village Hawaii cancels a program that a student registered for, and proficiently placed into, Global Village Hawaii will refund all monies paid by the student. If you came through an agency, Global Village Hawaii will check with your agency for any other fees that they may assess.
- 7) If a student is dismissed from school for violating school policies, Global Village Hawaii will refund the student per the normal Cancellation/Withdrawal policy [see below].
- 8) It is understood that students who register through travel agents have signed contracts with these agents that may include cancellation penalties, no-refund policies, or home country refunds only conditions. In all cases regarding agent-sent students, Global Village Hawaii will confirm the conditions of agent-student contracts with travel agents before issuing any refunds.
- 9) Textbook fees will not be refunded once the books have been issued to the student. If a student has the same edition of textbook(s) from previous studies, the student may request a refund for the new textbook(s). The request must be made within the first week of studies. No refunds will be given beyond this period.
- 10) Cancellation/Withdrawal of Enrollment before the student’s program start date or never attended class (no show):
 - 10.a Global Village Hawaii will refund all monies paid less the non-refundable fees: registration fee, accommodation placement fees, any actual housing costs incurred (including deposits) by Global Village Hawaii, express mail fees, and SEVIS related fees. However, if a student cancels within 72 hours of submitting the registration, Global Village Hawaii will refund ALL monies paid less non-refundable accommodation deposits, express mail fees and SEVIS related fees, if applicable. An amount not to exceed \$500 in identified non-refundable charges, may be charged in the event of a student’s cancellation. All refunds will be made within 45 calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.
 - 10.b Students Denied Visa/Entry: A student denied a student visa or entry into the United States will be given a full refund of all monies paid less non-refundable accommodation deposits, any actual housing costs incurred by Global Village Hawaii, express mail fees and SEVIS related fees, if applicable. An amount not to exceed \$500 in identified non-refundable charges may be charged.
- 11) Cancellation/ Withdrawal of Enrollment after the student’s start program date:

For all cancellations, students can notify Global Village Hawaii by completing a Cancellation Form or notifying the school of the cancellation by some other means. If a student does not notify the school that he/she is withdrawing, Global Village Hawaii will check attendance records and if the student has been absent for more than 10 consecutive class sessions, the student will be dismissed from school and the student’s I-20 Form will be terminated. Global Village Hawaii will calculate the student’s refund (if applicable) based on the last day of attendance in either face-to-face or IDL classes. Any money to be refunded will be mailed to the students’ home address or to their travel agent.

- 11.a No refunds will be given for the first 4 weeks of the student's study program.
- 11.b For students who cancel/withdraw after the first 4 weeks but before or at the midpoint of the student's study program, Global Village Hawaii may retain a prorated amount of tuition and other fees. For students who withdraw after the midpoint, Global Village Hawaii may retain all of the charges for the student's study program.
- 11.c Prorated refunds will be calculated on a weekly basis. When determining the number of weeks, Global Village Hawaii defines a partial week as if a whole week were completed, provided the student was present at least one day during the scheduled week in either face-to-face or IDL classes.
- 11.d Students who cancel/withdraw after completing the initial study program, but before or at the midpoint of any subsequent study program, GV Hawaii may retain a prorated amount of tuition and other fees up to the midpoint. For students who cancel/withdraw after the midpoint of any subsequent study program, GV Hawaii may retain all of the charges for that study program.
- 11.e Refunds due students may not be applied toward future tuition fees.
- 11.f Students who cancel/withdraw before the first 4 weeks or after the midpoint of the student's study program due to a death of an immediate family member (spouse, parent, grandparent, child, brother, sister, mother-in-law, father-in-law, or legal guardian), Global Village Hawaii will refund 50% of the student's unused tuition and refundable fees upon receiving official documentation of the immediate family member's death.

ACCOMMODATION REFUND POLICIES

12) Homestay:

Cancellation/Withdrawal before beginning of homestay:

- 12.a If written cancellation notice is given 31 days or more before the beginning of homestay check-in, all money will be refunded except for the non-refundable Homestay Placement Fee and an Additional Placement Fee may be charged, if applicable.
- 12.b If written cancellation notice is given less than 31 days before the beginning of homestay check-in, Global Village Hawaii may retain 2 weeks of homestay fee, the non-refundable Homestay Placement Fee and an Additional Placement Fee may be charged, if applicable.

Cancellation/Withdrawal after beginning of homestay:

- 12.c The student should inform the Global Village Hawaii Accommodations Office in writing four (4) weeks in advance. For cancellations made less than four (4) weeks in advance, Global Village Hawaii may retain up to four (4) weeks of the homestay fee.
- 12.d If the host family has failed to meet homestay conditions, then the Accommodations Office must be notified and given a chance to mediate and/or correct the problem(s). Only after the school's intervention, and if the problem(s) persist(s), the student will be moved to another homestay and there will be no refund given for the period of homestay already used. Only if no replacement homestay can be found will an accommodation refund be issued.

13) Apartments/Dormitories:

There are no refunds for apartment and dormitory security deposits if the student cancels their accommodation bookings before arrival.

- 13.a If written cancellation notice is given 60 days or more before the beginning of apartment/dormitory check-in, all money will be refunded except for any cancellation fees (varies by property) and the non-refundable Accommodation Placement Fee.
- 13.b If written cancellation notice is given less than 60 days before the beginning of apartment/dormitory check-in, Global Village Hawaii may retain any rent, security deposits, any cancellation fees (varies by property) and the non-refundable Accommodation Placement Fee.

14) Airport Transfers:

Cancellation/Change before the date of the transfer:

- 14.a If written cancellation/change notice is given 2 weeks or more before the date of the arrival or departure transfer, the transfer fee will be refunded.
- 14.b If written cancellation/change notice is given less than 2 weeks before the date of the arrival or departure transfer, there will be no refund given for the transfer fee.

Student Code of Conduct

You are welcomed into a community of learning during your stay at Global Village Hawaii. To make sure everyone has the most rewarding experience, we ask that you follow the below guidelines for student conduct:

1. Participate in class, take all competency checks, exams and complete all projects.
2. Attend class regularly. Dressed appropriately and ready to learn.
3. Students who arrive to class more than 15 minutes after the start of class are considered absent and may not enter the classroom without authorization from the Director of Academics.
4. Follow our ENGLISH ONLY policy while in school and during activities. If you do not follow this policy, you may be asked to leave school or activity for the day; see English Only Policy in the Student Handbook.
5. Inform the Vice President and/or Director of Academics of any changes in your study plans.
6. Inform the Accommodations Office of any changes in your accommodations plans.
7. Respect staff, faculty and other students. Bullying, discrimination [e.g. race, religion, sexual orientation and gender] and abuse in any form will not be tolerated and may lead to dismissal from school.
8. Respect school property; property of staff, faculty and fellow students.

Depending on the severity of the violation, students may receive any of the following:

- A verbal warning and be counseled regarding the violation.
- A written warning.
- Dismissal from school.

Dismissal Policy

A student can be dismissed from school if the student:

- Violates the Student Code of Conduct.
- Violates the Attendance Policy.
 - Miss classes for 10 consecutive days.
 - Shows a pattern of non-attendance, less than 88% per week for 12 consecutive weeks.
- Poses a risk to the health or safety of other students/staff/faculty.
- Steals and/or damages student, school or employee property.
- Does not show satisfactory academic progress.
 - Does not advance a level within 150% of the recommended weeks for the applicable level.

If dismissed, the student will receive a written dismissal notification 5 working days before the date of dismissal. The student may submit a written appeal in accordance with the Appeals Policy and Procedure.

Appeals Policy & Procedure

If dismissed, the student will receive written notification the same day as the date of the dismissal from the Management Committee of Global Village Hawaii. The student may submit a written appeal within in 5 working days from the date of dismissal to the Management Committee. Any accompanying documentation regarding extenuating circumstances must be submitted with the written appeal.

The Management Committee will respond in writing to the student appeal no later than 10 working days from the receipt of the written appeal.

In the event that the Management Committee accepts the student appeal, the student will have 6 weeks to meet the Learning Objectives as documented on their Student Learning Plan or the objectives documented in the Management Committee written appeal approval.

Cultural Adjustments to Life in Hawaii & the Homestay Experience

Homestay is an affordable and safe accommodation option for students. It is also one of the best ways to really get to know Hawaii and what living here is like. The homestay experience can be a wonderful, enriching cultural exchange between the student and family.

Below are some of the things that students may expect in the homestay experience. For more details, please refer to the **Homestay Terms & Conditions form**.

- **Hawaii is extremely multi-cultural.** Many of our homestay families come from various ethnic backgrounds and a number of the families have mixed ethnic backgrounds. It is difficult to say what a “typical” family in Hawaii is like.
- **It is customary to take your shoes off when you enter a home.** Hawaii is famous for its red dirt that is difficult to clean. Check with your host family if you need to leave your shoes at the door.
- **Americans usually expect to be contacted if plans change.** If you cannot make it home for dinner or will be late coming home, please contact your host family.
- **Hawaii often experiences traffic jams.** The average commute time from Homestay to school is about 60 minutes by bus and sometimes longer during peak traffic hours. For more information about bus schedules and routes, go to: <http://www.thebus.org/> or you can download “**The DaBus**” app to your smartphone. Adult calendar monthly bus passes will be \$80 and a single fare is \$3. Holo cards are prepaid card can be purchased at Foodland, ABC Stores, Times Supermarket, and 7-Eleven convenience stores.



The DaBus app takes the guess work out of catching the bus on the island of Oahu. It uses the near real-time arrival information to provide the best estimated time on when the next bus will arrive. This app also tracks the current location of buses. In addition, it also provides options to explore different bus routes and take a virtual ride to better understand the route. Another similar app that students use is called, ‘Transit’. Best of all, both apps are absolutely FREE!

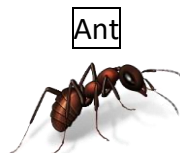


Transit • Bus & Subway Times
Navigate NYC, LA & 135+ cities
Transit App, Inc.
#3 in Navigation
★★★★★ 4.7, 12.3K Ratings
Free

- **Another way to commute is by bicycle.** Bicycles can be purchased from Walmart for around \$125 or rented through Biki, a bike riding program in urban Honolulu. For more information on this bike riding program (e.g. bike stations and fares), please visit: <https://gobiki.org/>
- **Hawaii’s wonderful tropical climate is also perfect for insects.** It is common to find insects in homes in Hawaii. If you see insects such as roaches or ants do not be alarmed, just let your host family know.



Roach

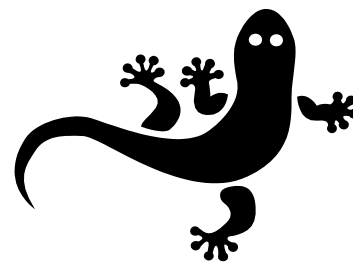


Ant



Mosquito

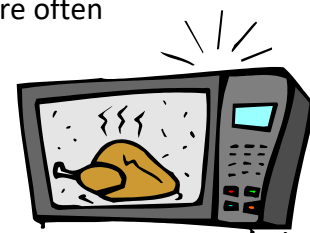
- **Geckos** are small lizards that can often be found in homes. If you see one in your home, do not be alarmed as most homes have geckos. Geckos actually eat insects so they keep homes insect free.
- **Families in Hawaii are generally very conservative.** It is not common for unmarried couples to share a bedroom in a family's home. Global Village Hawaii does not place unmarried couples in the same host family. We also ask that students do not have overnight guests in their host family's home.
- **Americans call before visiting someone.** It is not an American custom to go to someone's home without being invited or calling before you visit. If you are in a host family, please call your host family before you have a guest visit the home to make sure it is OK. The area code for Hawaii is (808). Phone calls with a US phone number require 10-digit dialing starting with the 3-digit area code followed by the seven-digit phone number. The emergency number for all health, safety and crime emergencies is 911. Dial 411 for an operator to aid with locating a number. Dialing "0" will also get you an operator for general assistance.
- **Often multiple generations live in one home.** Hawaii is a small island with not a lot of space. It is common for two or three generations to live in one house or in homes with large main house and a small attached house called an "Ohana." Your host family may have cousins, aunties, or other relatives living with them as well.
- **It is often cold inside buildings in Hawaii.** You may find that school, the bus, and other places are colder than you are used to because the air-conditioning is set low. You will want to include a light jacket or sweatshirt when packing for Hawaii.
- **Hawaii has a limited water supply.** Hawaii had a drought (not enough water) for 5 years. Conserving water is very important so most families ask that students take showers or baths only once a day and to limit the time to no more than 10 minutes. Laundry should also be done only once a week.
- **Families in Hawaii often eat rice for most meals.** Hawaii has a strong Asian influence and it is common for rice to be available for breakfast, lunch, and dinner. You should speak with your host family about the foods that you prefer to eat.
- **Breakfast and lunch are usually self-serve.** Most people in Hawaii eat the following three meals each day:



Breakfast: This meal is normally served between 7:00 a.m. and 8:30 a.m. For many families, breakfast is quick and casual. Coffee, cereal, toast, pastries are often served. Students usually prepare their own breakfasts.

Lunch: Many people in Hawaii have lunch between 11:00 and 2:00 p.m. Lunch might consist of sandwiches, leftovers, plate lunch, or a variety of other foods. Students usually prepare their own lunches.

Dinner: This is usually the largest and most formal meal of the day. In Hawaii, dinner is often between 5:30 p.m. and 7:00 p.m. Students are often asked to help set and clear the table.



Full-time and Part-time Students

Part-time students

- Part-time students do not have F-1 student visas, part-time students may arrive on the visa waiver program, B1/B2 tourist visa, J-1/J-2, F-2 visa, M-1/M2 visas.
- If you are not sure if you are a part-time or a full-time student, please see the Vice President.
- Part-time students can study less than 18 hours per week (i.e. 16 or 20 lessons per week) — no minimum number of hours.
- Part-time students on the visa waiver program can remain in the United States for up to 90 days from their date of arrival in the United States.
- Part-time students on other visas should be aware of how long they can stay in the United States.

Full-time students

- Full-time students are generally students who are in the United States on a F-1 student visa.
- Full-time students are required by law to attend classes regularly and study a minimum of 18 hours per week (i.e. 25 lessons per week).
- F-1 students who want to extend their programs will need to provide a bank statement less than 3 months old at the time of their extension.
- F-1 students who complete their studies as indicated on their original I-20 form have up to 60 days from their completion date to depart the United States or transfer to another school.
- F-1 students who shorten their programs from their original end date will need to schedule their departure from the United States within 15 days of their last day of class.
- F-1 students should have health insurance while they are students at Global Village Hawaii.
- F-1 students who need to travel outside the United States must have Page 2 of their I-20 form signed by a Designated School Official (D.S.O) at Global Village Hawaii in order to re-enter the United States.
- **F-1 students are required to report address changes.**
- Full-time students can enroll in the GEP, FCE, CAE, English Plus & Options Program. Full-time students can enroll in Private Lessons in addition to a regular program.

****Students who hold a US passport, Green Card, or are otherwise legal residents of the United States can enroll as either a Part-time or Full-time student.**

F-1 VISA INFORMATION

Overview of Department of Homeland Security Regulations

To maintain legal F-1 student status at Global Village Hawaii, you are required to:

- Maintain full-time enrollment (at least 18 hours per week) and have good attendance.
- If for some medical or emergency reason you are unable to study full-time, you must contact the Vice President immediately.
- Conform to regulations for travel outside of the U.S. and keep your passport valid for six months beyond your last date of study.
- No employment is allowed without written permission from the Department of Homeland Security and the school.
- Notify the Vice President before you leave the U.S. or transfer to another U.S. school within sixty days after the completion of your program.

Health Insurance

All international F-1 students are strongly encouraged to have a health insurance policy for the duration of their studies. This is for your protection because medical care in the U.S. is very expensive. Below are two companies that offer health care plans for international students studying in the United States. You should research various health care plans to determine which company and plan are most suitable for your needs.

Compass Benefits Group*

<http://www.compassbenefit.com>

Global Student Health* HTH Worldwide Insurance Services

<http://www.hthtravelinsurance.com>



Temporary Travel outside the U.S.

If you plan to travel outside of the U.S., you must meet with the Vice President before you plan to leave. He will review your airplane ticket or travel itinerary, enrollment, I-20 and passport to make sure that you will be allowed to re-enter the U.S. He will then sign page 3 of your I-20 form.

If your visa has expired or you were only granted one entry on your visa, you will need to renew it in order to re-enter the U.S. You cannot renew your visa in the U.S. It must be renewed at an American Consulate outside the U.S., preferably in your home country.

Travel signatures are only issued to current, full-time students. Please note that once you have completed your courses, you will not be eligible to receive a travel signature. All traveling should be done prior to completion of study.

Preparing to Leave the U.S.

The Department of Homeland Security requires you to leave the U.S. within 60 days of your program completion date. You may use this time for travel within the U.S., but you must leave the U.S. within the 60-day period.

Some common immigration terms:

Department of Homeland Security

The U.S. Department of Homeland Security is responsible for administering and enforcing the regulations related to immigration and non-immigration policies.

I-20

The Certificate of Eligibility for Non-Immigrant (F-1) Student Status. This document is evidence of your admission to the school which issued the I-20. It is issued so that you can apply for an F-1 visa at a U.S. embassy or consulate. Your I-20 is proof of your status and should be kept with your passport.

F-1 Visa

A Non-Immigrant Student visa. This is an entry visa issued to "bona fide students qualified to pursue a full course of study" at an academic or language institution authorized to admit international students. The visa is issued at a U.S. embassy or consulate. It indicates the date of issue and date of expiration. If you have not yet completed your program and the visa has already expired, you do not have to renew it until you leave the U.S. and plan to return. F-1 visas are not renewed within the U.S.

B1/B2 Visa

The visitor's visa for business (B1) or pleasure (B2). This visa does not allow you to attend school on a full-time basis.

I-94 Card

The arrival/departure document in your passport, commonly known as the "white card" given by

Customs and Border Patrol has been discontinued at airports. If you need information from your Form I-94 admission record to verify immigration status or employment authorization, the record number and other admission information, please visit this website: <http://www.cbp.gov/travel/international-visitors/i-94-instructions>

D/S

Duration of Status. This is written by Department of Homeland Security on the I-94 card or port of entry stamp in your passport and indicates that your stay is valid for the duration of your program and as long as you attend school on a full-time basis.

WT

Traveled under the visa waiver program and received authorization to enter via the ESTA (Electronic System for Travel Authorization). You can't attend school on a full-time basis or remain in the U.S. past the date indicated on the card.

In Status

You are considered "in status" if you are attending school full-time. This means studying at least 18 hours per week. At Global Village Hawaii this usually means that you are enrolled in the 25 lesson per week program. You must maintain good attendance to be "in status".

Out of Status

When you fail to meet F-1 visa requirements, for example, by attending school less than full-time. You may lose your right to stay in the United States.

Frequently Asked Questions (FAQ's)

Academic Questions

My class is too easy or too difficult. What should I do?

Sometimes the first day of a class seems too easy because everyone is getting to know each other on the first day. Sometimes the first day seems difficult because everything is new and this can cause you to feel stress. If you feel that you have been placed in the wrong level, speak with your teacher first. If he/she agrees then your teacher can refer you to the Director of Academics. If your teacher thinks you are in the right level but you are still unhappy with your class, please speak with the Director of Academics. The Director of Academics will review your test scores with you and may

interview you again. The Director of Academics will let you know if you can change levels or not and the reason why.

I feel that my English is not improving. What can I do?

Please remember that the only way to improve is by practicing. The decision to speak English must begin with you. We have a strict English Only policy so that you will have plenty of opportunities to use your English in class, on breaks, and on activities. You can also ask your teacher for extra homework or help you with homework that you may not understand how to do.

I would like information about other programs. Who should I speak with?

If you are interested in learning more about any of our programs, please see the Director of Academics. They will be able to tell you if your level is suitable for the program you are interested in, if there is space in the program and if changing programs will help you achieve your language goals better than the current program you are in.

How do I know if I will have a morning class or afternoon class?

When you arrive we will give you a placement exam that consists of an oral interview, written essay and a grammar test. From these exams we will determine your level. Please refer to page 15 in this Student Handbook.

Can I go to the next level?

Because each level consists of a different amount of weeks, the suggested amount of time for successful level completion varies. Please refer to page 8 in the Student Handbook or see the Director of Academics for more details.

I want to study in the Cambridge Prep course, can I?

The Cambridge Prep courses have their own entrance exams with separate passing requirements. We can never guarantee you a seat in any of these courses before you arrive in Hawaii and take the appropriate placement exams. After you take the placement exam we will counsel you on the most suitable course offered at Global Village Hawaii for your individual goals and English proficiency level.

Homestay Questions

I am unhappy with my homestay family. I want to change families. Who should I speak with?

Please see the Accommodations Department and they will try to help you resolve the problem with your homestay family. If there is an emergency and you need to speak with the Accommodations Department immediately, you can call the emergency cell phone number at 808-341-0664.

I have decided to stay in Hawaii and study at Global Village longer. How can I extend my homestay?

We are happy that you want to continue your studies at Global Village. To ensure that you can stay with the same family you will need to give the Accommodations Department **four (4) weeks' notice**. We will need to contact your family and see if they are able to continue hosting you. The Accommodations office will be able to give you more information and answer any questions or concerns about extending your homestay.

I am in homestay and want to live closer to school. What can I do?

If you want to cancel your homestay or change homestay families, you will need to give the Accommodations Department **four (4) weeks' notice**. Please speak with the

Accommodations Department for more details about canceling homestay as soon as possible.

How many meals do I get with my homestay each day?

Your homestay family will provide you with three meals per day [Full Board] or two meals per day [Half Board]. Usually breakfast and lunch are self-serve. Generally, students fix their own food that they want to eat for breakfast and lunch. Dinner is a hot meal, usually prepared by the host family. If you have any questions or concerns about the food your host family serves, please see the Accommodations Department.

Will my host family take me back to the airport when I leave?

Not necessarily so please check with the Accommodations Department for confirmation. If you would like to request a return transfer, please see the Accommodations Department to book this service at least two weeks prior to departure. If you decide to return to the airport on your own, you can ask your host family or the Accommodations Department to help you find the number for taxi and shuttle services so that you can book the return transfer yourself.

Visa/Immigration Questions

Can I study part-time at Global Village Hawaii?

If you have a student visa you can study part-time (16 or 20 lessons per week) after you have completed your full-time studies during the 60 days you have before departing the United States. If you have a visa other than the F-1 student visa you may be able to study part-time. See the Vice President for more details on visa information.

I'm a full-time student. Can I cancel my studies?

If you are a full-time student studying with an F-1 student visa and want to cancel your studies, you will have 15 days to leave the United States after your new last day of class. Please see the Vice President for more details about Immigration regulations and Full-time studies.

I'm a full-time student. Can I transfer to a different school?

If you have completed your studies and are in-status, you have up to 60 days after your last day of class to transfer to another school or leave the United States.

If you are in-status and eligible for transfer, you will need to submit a transfer form from your new school to the Vice President. He will discuss the specific details of your transfer at this time.

I'm a full-time student and I want to extend my studies, what do I need to do?

We are happy that you are enjoying your studies at Global Village Hawaii and want to continue. Please see the Vice President about extending. Spaces in our programs are subject to availability so it is important that you let us know as soon as possible. When you do extend, you will need to

present a bank statement that is less than 3 months old. After you complete your payment for the extension, you will receive a revised I-20 form with your new study dates.

I'm a part-time student. Can I extend?

We are pleased that you want to continue studying at Global Village Hawaii. Please see the Vice President about extending. Spaces in our programs are subject to availability so it is important that you let us know as soon as possible. In general, part-time students can extend their studies based on their duration of stay (D/S) in the United States.

Activity Questions

Can I go surfing and/or take hula lessons?

Yes, Global Village Hawaii has many activities such as these that you can join. We can also help you arrange other activities. Please speak with the Activities Coordinator if you have any questions about activities.

How often does Global Village Hawaii offer activities?

Global Village Hawaii schedules at least 20 activities every 4 weeks for students. However, activities usually have a minimum number of students before the activity runs—usually 5. Some activities also have a maximum number so please check the activity board for up to date details on activities.

How do I sign up for activities?

On the wall near Room #11, you will find the activity boards with the activity signup sheets. One board will announce all the activities for the week with signup sheets. The signup sheet and activity announcement will explain when and where the activity is, who is leading the activity, any fees involved and any other special information that you may need to know.

When you sign up, please write your first and last names (no nick names) and your level. If there happens to be a change in the activity, we will need this information to contact you.

If you sign up for an activity that you decide you cannot attend, you should cross your name off the list and/or let someone know before the activity start time. Students that often sign up for activities that they do not attend may be barred from attending future activities. If you have questions about activities, please ask the Student Services Coordinator.

Can I miss class to go on an activity?

Since you have chosen Global Village Hawaii to study English we request that you do not attend activities that are scheduled at the same time as your English lessons. F-1 students who do not attend class are in violation of their visa terms, so we cannot allow you to miss class to attend activities.

Are all the activities free?

Some of the activities sponsored by Global Village Hawaii are free. However, if the activity involves tickets, food & drink,

transportation, and/or rentals then the activity will have a fee to cover these costs. Please pay the activity fee when you sign up to confirm your spot.

Other Questions

How can I pay my fees at Global Village Hawaii?

Payments can be made in cash, Visa, MasterCard, American Express, JCB, traveler's check, money order, and bank transfers. Credit card payments have a 3% transaction fee. Please see the front desk to make payments or for any questions.

Where can I buy a bus Holo Card?

You can buy Holo Cards at ABC stores, 7-11 stores, Times Supermarket, Foodland or the Satellite City Hall in the Ala Moana Shopping Center and other locations. Monthly passes are valid from the first to the last day of the month. Youth bus passes are only available for students who are under 18 years old. For more information about the bus, visit the Front Desk or go to <http://www.thebus.org/>.

Where is the nearest post office?

The nearest post office is across the street on the ground floor of Ala Moana Shopping Center. Stamps are 63 cents for regular mail and 51 cents for postcards sent within the United States. To get an accurate postal rate, go to <http://www.usps.com/>.

Where are the bathrooms?

The bathrooms are located around the corner from the elevators, on the opposite side from our front door. The bathrooms are kept locked. Students can receive the door code from the front desk to access the bathrooms.

How can I view my student records?

Students will need to submit a signed "Student Record Access Request Form". Upon approval from the Vice President or the Registrar, you will be allowed to view your files with a staff member present. Please see the Front Desk or Vice President for the form or if you have any questions.

How can I get a student ID card?

Student ID cards are \$5.00 for new students. See the Student Services Coordinator at the front desk for any questions.

Is there a prayer room?

Yes, there is a prayer room available to use before school, during breaks and after school. Please inquire with the front desk for more details.

Can I smoke e-cigarettes indoors?

There are no federal, state or city laws on smoking e-cigarettes at this time. However, businesses may have their own e-cigarette smoking policy so please check with the restaurant or

business before using an e-cigarette. Smoking e-cigarettes are not allowed at Global Village Hawaii. E-cigarettes must be used outside of the building.

How can my family transfer money to me?

If you have a bank account in Hawaii, your family can wire money to you. You will need to give them the following information, 1) bank name 2) branch name 3) Account name—person who opened the account 4) Account number.

If you have a credit card, another way to receive money is to have your family put money on your credit card, you can then ask for a cash advance. However, you will need to have a PIN number to receive the cash advance from an ATM machine.

You can also ask your family to send you money via a money transfer service such as Western Union or Walmart. Go to <http://www.westernunion.com> for details.

Can I use a school laptop computer?

Laptop computers may be available for enrolled students at Global Village Hawaii. If you have finished your studies and

want to use the computer lab the cost is \$5 per week. Ask your teacher or check with the front desk.

How can I open a bank account in Hawaii?

Go to a bank you would like to use and ask to open an account. Different banks have different services and fees, so you may want to visit several banks to find the one that best suits your banking needs. You will need to give personal information, passport and money to open the account. Some banks may ask for other information such as your I-20. You will receive checks with your name and other information printed on them at a later time. Always keep your checks in a secure location.

Do I really need medical insurance while I'm here?

We strongly encourage all students to carry medical insurance while they are in Hawaii. Medical treatment in the United States is extremely expensive. There are brochures next to the comment box across from room #11 that you can look at for more information. If you need assistance obtaining insurance, then please refer to page 32 or see the Vice President.

For emergency— (police, fire, hospital) call 911

Emergencies

For Doctors

If you feel ill at school, please let your teacher know and he/she will get help from a staff member. Someone will help you find a medical clinic, or a doctor. If you need a dentist, we can also help you find one. If you wish to go on your own or on the weekend, here is one possible confidential medical clinic you might choose:

The Queen's Medical Center

1301 Punchbowl Street
Honolulu, HI 96813
(808) 531-9011
email@queens.org
<http://www.queens.org/>

Search the internet to find some other medical facilities or see page 39 for a list of some medical facilities and dental offices.

Most medical facilities in the United States are not free.

If you have overseas medical insurance, you may be able to claim your money back. Please check the terms and conditions of your health coverage.

For Women

If you become involved in an abusive relationship, feel harassed, or are attacked, these organizations will provide support and counseling. These organizations are separate from the police, it is your decision to involve the police and file a report against the person that harmed you.

Hawaii Sexual Abuse Treatment Center

1415 Kalakaua Ave., Suite 201
Honolulu, HI 96826
Office: (808) 973-8337
24-hour hotline: (808) 524-7273
Free medical exam within 72 hours of sexual assault

The Sex Abuse Treatment Center

Harbor Court
55 Merchant Street
22nd floor
Honolulu, HI 96813
Phone: (808)-535-7600 (Mon-Fri 8:00am-4:30 pm) 24-hour Hotline (808) 524-7273

For Pregnancy

If you find that you have become pregnant while you are in Hawaii, the organization below will give you counseling

and services. It is your decision as to what you do and there are many services that will help and support you while you are making your decision. Whatever you do, please see a doctor first.

Problem Pregnancy Center of Honolulu

1451 S. King Street, Suite 204

Honolulu, HI 96814

Phone: (808) 942-0228

<http://www.pregnancy911.com/>

For Drugs, Alcohol and Addictions

If you feel that you are addicted to alcohol or drugs of any kind, there are many organizations and self-help groups that will give you support. The numbers listed below will refer you to these groups.

Drug Addiction Services of Hawaii, Inc. (DASH): Honolulu

Phone: (808) 538-0704

Services: Outpatient Opioid Therapy Treatment (Including Methadone Maintenance Treatment)

Hawaii Alcoholism Foundation: Sand Island

Phone: (808) 841-2319

Services: Residential Treatment

The Queen's Medical Center: Honolulu

Phone: (808) 547-4352

Services: Day, Intensive Outpatient, and Outpatient Treatment and Therapeutic Supportive Living for the Dually Diagnosed.

For A Personal, Family or Emotional Crisis

Traveling to a new country can be a wonderful experience and we hope that you have happy memories of your time in Hawaii at Global Village Hawaii. There may, however,

be times when you feel homesick, sad, culture-shock, stress, depression or loneliness.

We are here to support you!

There are several people on staff who can give you support or help you find professional support if necessary. If you are having any personal difficulty, please to speak with the Vice President or the Director of Academics. If you wish to speak with a male or female staff/faculty member or seek advising on pastoral issues, please request this at the front desk.

Crisis Center Hotline

24 hours a day, 7 days a week

Phone: (808) 832-3100

This is a bi-lingual number—many languages translated.

Hope: National Hopeline Network

Phone: 1-800-784-2433

This is a toll free number—you will not need to pay for this call.

For Tenant-Landlord Information

If you rent an apartment and have trouble with your landlord, this organization can advise you. Both landlord and tenants have rights and obligations.

Department of Commerce and Consumer Affairs

Office of Consumer Protection

235 Beretania Street, Room 801

P.O. Box 3767

Honolulu, HI 96812-3767

Phone: (808) 586-2630

Fax: (808)586-2640

Pre-recorded information: (808) 587-1234

<http://www.osman1.com/tnantcod.html>

IMPORTANT: If you need to take a medical emergency leave of absence, please see or contact the Vice President and bring a doctor's note upon your return. The school phone number is (808) 943-6800 and the school emergency phone number is (808) 341-0664. You may also email to the school's email's address at: hawaii@gvhawaii.com

Medical Facilities

The Urgent Care Clinic of Waikiki
(Bank of Hawaii building)
2155 Kalakaua Ave., Suite #308
Honolulu, HI 96815
808-924-3399

(English/Japanese)
Open Monday to Friday: 9 am-5 pm
Sunday: 9 am – 12 pm
No appointments necessary

STRAUB DOCTORS ON CALL
(Hilton Hawaiian Village Beach Resort)
2005 Kalia Road
Rainbow Bazaar, 2nd Floor
Honolulu, HI 96815
808-973-5250

(English/Japanese)
Open Monday to Friday: 8 am - 4 pm
No appointments necessary
On-site lab and x-ray
Courtesy van available for pickup service between
Waikiki hotels and clinic during clinic hours

DOCTORS OF WAIKIKI
(Sheraton Princess Ka'iulani Hotel)
120 Ka'iulani Ave.
Ka'iulani Wing 10 & 11
Honolulu, HI 96815
808-922-2112

(English/Japanese/Chinese/Korean/Slavic)
Open daily: 8 am to 12 am
No appointments necessary
On-site lab and x-ray
Courtesy transport available for pickup service between
Waikiki hotels and clinic during clinic hours

ST. LUKE'S CLINIC
(Ala Moana building 20th Floor)
1441 Kapiolani Blvd., Suite 2000
Honolulu, HI 96814
808-945-3719

(English/Japanese bilingual)
Open Monday, Tuesday, Thursday: 8:30 am – 4 pm
(lunch from noon to 1 pm)
Wed & Sat: 8:30 am – 12 pm, Fri: 8:30 am – 5:30 pm
By appointment only

Dental Offices

Uehara Family Cosmetic Dentistry
(Ala Moana building 14th Floor)
1441 Kapiolani Blvd. Suite 1400
Honolulu, HI 96814
808-955-2505

Bonnie S.L. Lau, DDS
1221 Kapiolani Blvd. Suite 515
Honolulu, Hawaii 96814
808-596-0133

Global Village Hawaii strongly recommends students to do their own research to determine the most suitable care for them. Below are websites to help you get started with finding appropriate health and dental care in Honolulu.

- <http://www.bbb.org/us/bbb-accredited-businesses/matched/Dentists/HONOLULU-HI/bbb-accredited/>
- <http://www.yelp.com/honolulu>

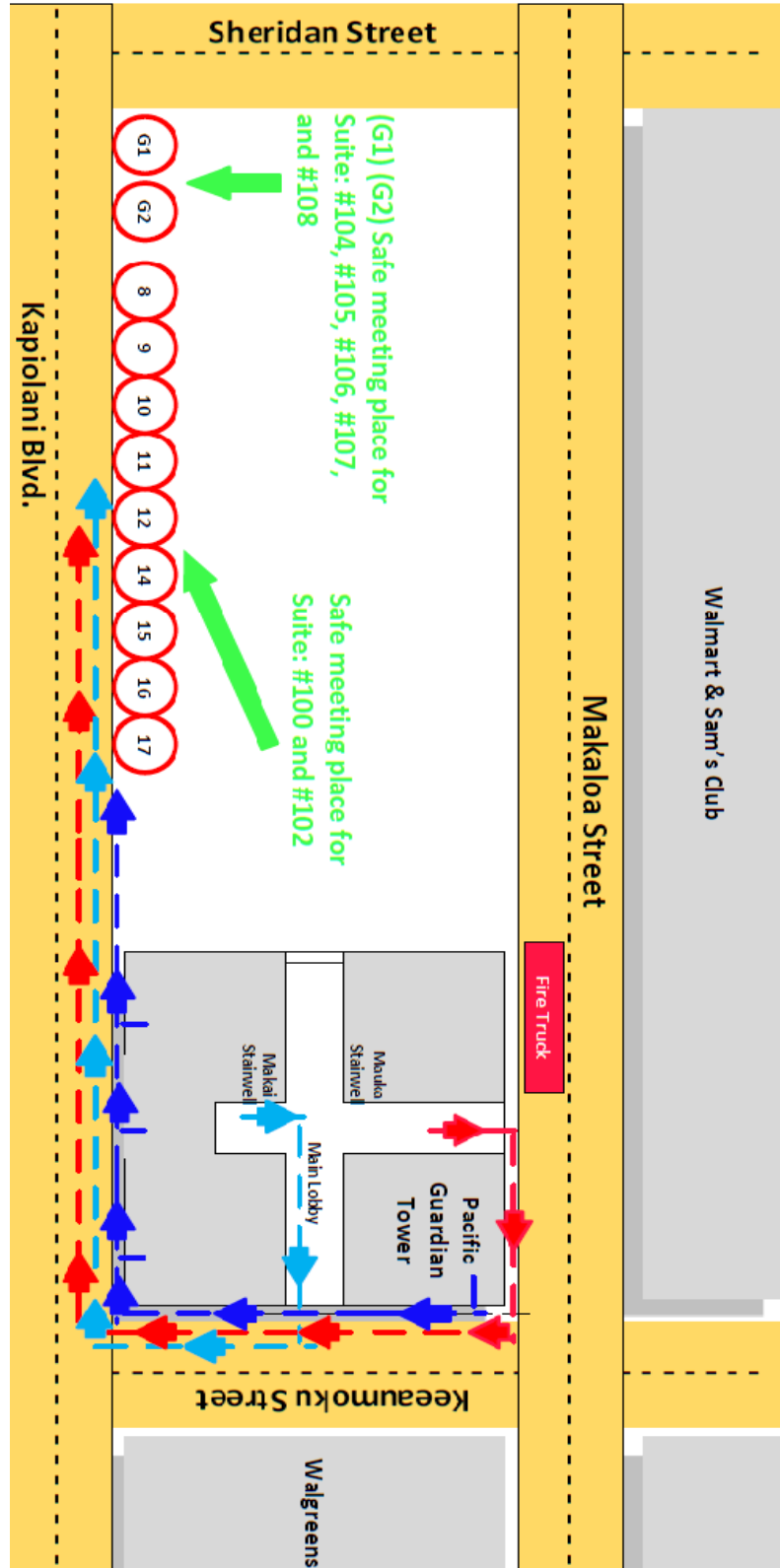
****Please note that Global Village Hawaii does not endorse these health or dental clinics and cannot guarantee their quality. This information is for informational purposes only.***

Emergency Evacuation Procedures

Evacuation Instructions:

1. Do not panic and follow your teacher's instructions to leave the building immediately.
2. If you are on break and there is an evacuation, go directly to the safe meeting area and find your classmates and teacher. Do not go to your classroom.
3. Do not cross Kapiolani Blvd. when heading to the safe meeting place.
4. Return to your classroom when your teacher says so.

***Please see your teacher for more details.**



Health and Safety in Hawaii

Although Hawaii is much safer than most cities its size in the United States, you have to be careful and never trust strangers. Here are some basic health and safety guidelines.

1. **Water can be drunk straight from the faucet** though if you prefer bottled water, it can be purchased from the vending machine in the Student Lounge or in nearby stores.
2. Given that chemically sensitive people may react to different scented products with wide varying degrees of severity, **GV Hawaii strives to maintain scent-free offices, classrooms and spaces.**
3. If any warning signs are posted at beaches, observe the off shore conditions or check with the lifeguard before getting in the water.
4. Always use sunblock/sunscreen to protect your skin when you are outdoors in the sun. The sun's ultraviolet rays can be harmful.
5. **Be careful and aware of your surroundings especially when walking alone on Kuhio Avenue or in Chinatown late at night.** Generally, it is a good idea not to walk alone after 10:00 pm anywhere in the United States. Take a taxi or go with a friend or two.
6. **If you think you are being followed, do not go home.** Go to a public place and call the police.
7. **Always lock your doors** when you are home and do not open the door to someone you do not know.
8. **Do not trust strangers.** Female students should be very careful when you are approached by local guys; some of them know you are visitors and will try to take advantage of you.
9. **Practice good hygiene.** Wash your hands and cover your mouth with a tissue or your shirtsleeve when sneezing or coughing.
10. **Do not give strangers your personal or financial information such as where you live, telephone number, or bank account number.** If they want to talk to you, ask for their telephone number and you can call them.
11. If you have a car or rent a car, **do not leave your camera, wallet, or other valuables in the car.** Car theft and break-ins are very common in Hawaii. Car thieves are professionals and they target tourists, so be careful.
12. **Do not carry large amounts of cash on you.** It's recommended to never carry more than \$50 in cash unless you plan to spend it soon.
13. **The emergency contact number in the US is 911**—you do not need to use coins if you are calling 911 from a pay phone. Just dial 911. You can use 911 for fire, police, and ambulance.
14. **NEVER GIVE ANYONE MONEY!** If you give someone money it is best not to expect it back—think of it as a gift.
15. **Say “No.”:** If someone wants to have sex with you and you do not want to have sex with them (even if it is your boyfriend/girlfriend) **just say “NO”** to this person. If you say “no” and you decide to report the incident to the police, then the police can charge this person with rape. **If you do not say “NO”, the police cannot do anything.**



US/Hawaii Laws

1. The drinking age in the United States is 21. You will need to show your passport or other official valid ID to purchase alcohol at stores, restaurants, and bars. Even if you look over 21 you may have to show your ID.



2. It is illegal to drink alcohol in public places such as streets, beaches, etc.

3. It is illegal for any passenger or driver to have an open container of alcohol in the car.

4. Smoking is not allowed within 20 feet [7 meters] of restaurants, public buildings, or bars in Hawaii. At Global Village Hawaii, students can smoke outside in the front of the building by the stairs or ramp. E-cigarettes cannot be used at Global Village Hawaii and must be used outside in the above smoking areas.

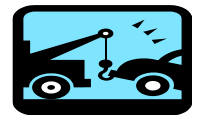


No smoking is allowed at any city beach; park or bus stop. There will be signs posted to educate residents and visitors about the new bans, which will carry a fine of \$100 for the first offense and up to \$500 for each additional offense.

5. When driving a car, all passengers have to wear a seatbelt. In Hawaii, children 4 years old and younger are required to use child car seats. No use of electronic devices, including smartphones for texting or messaging while driving.

6. Shoplifting is a crime. Taking items from a shop without paying for them is considered a serious offense and may result in jail and heavy fines.

7. It is illegal to ride bicycles, skateboards, rollerblades, etc. on the sidewalks in Waikiki and downtown. Please observe the school's building "No Parking" signs for bicycles or mopeds, which are posted on the back side of the building by the small lot just off Makaloa Street. Mopeds or bicycles that are parked in the "No Parking" area will be towed. Do not park mopeds around the mailboxes.

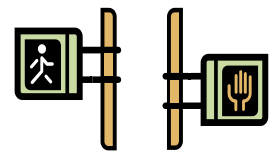


8. In Hawaii there are no helmet laws. Therefore, it is legal to ride a motorcycle, bicycle or motor scooter without a helmet. Bicycles must have a current license with the State Department of Transportation or else the bicycle may be towed and confiscated.

9. It is legal in Hawaii to make right turns at red traffic lights after you stop and determine that it is safe to make the turn. Some traffic signals have signs posted that you cannot make a right turn on red so it is important to check for signs before turning right on red.



10. Pedestrians should use the crosswalk at all times when crossing the street. If you don't, you may have to pay a fee if caught by the police. It is illegal to cross a street or highway while viewing a mobile electronic device. It will still be legal to talk on your phone while crossing a street, or to look at your phone on the sidewalk. The first violation can earn a walker a fine between \$15 to \$35. Additional violations then raise to \$75 to \$99.



11. It is illegal to purchase, possess or sell any form of narcotic (drug) including marijuana.

CONTRACTUAL AGREEMENT

Between

GLOBAL EDUCATION SYSTEMS LLC, DOING BUSINESS AS "GLOBAL VILLAGE HAWAII"

1440 Kapiolani Blvd., Suite 1100

Honolulu, HI 96814

Telephone (808) 943-6800 • FAX (808) 943-6400

Student's

Last Name: _____

Student's

First Name: _____

Hawaii Address: _____

City: _____ Zip code: _____

Hawaii Telephone Number: _____

Home Country Address: _____

Home Country Telephone Number: _____

Email address: _____

Emergency Contact

Name of Emergency Contact: _____ Relationship: _____

Telephone Number: _____

GV Hawaii English course (check one): ☐ General English ☐ Cambridge CAE ☐ Cambridge FCE
☐ Private lessons ☐ English Pro ☐ LIVE Online Classes (IDL)

Start Date (mm/dd/yy): _____ # of Weeks You Will Study: _____

In signing this contract, I certify that I understand and agree to Global Village Hawaii's policies, including but not limited to its REFUND AND CANCELLATION POLICY, ATTENDANCE POLICY, DISMISSAL POLICY, STUDENT CODE OF CONDUCT and its DISPUTE RESOLUTION POLICY. I agree that the amount, manner and schedule of payment of my tuition are as outlined in the STUDENT REGISTRATION FORM and in the Global Village Hawaii Fee Sheet.

The school reserves the right to dismiss students who do not abide by the STUDENT CODE OF CONDUCT. The school agrees that the student will not be required to make any payments other than those outlined in the STUDENT REGISTRATION FORM and in the Global Village Hawaii Fee Sheet.

Student Signature

Date (mm/dd/yy)

Global Village Hawaii Representative Signature

GLOBAL VILLAGE HAWAII

Activities Policy

Global Village Hawaii offers you many activities in addition to high quality English instruction.

- Some Examples:
- Surfing and boogie boarding
 - Snorkeling
 - Soccer & basketball
 - Dinner & a movie
 - Ocean kayaking
 - Hiking & camping
 - Island tour
 - Beach barbecue

You are encouraged to join in any and all activities. While Global Village Hawaii is committed to arranging enjoyable and safe activities, you must accept responsibility for risk of injury, loss of personal items, or worse. In order for you to participate in these activities, Global Village Hawaii requires you to sign this waiver of claims.

AGREEMENT AND WAIVER OF CLAIMS

Participation in the above additional activities is wholly voluntary, and Global Education Systems LLC (doing business as Global Village Hawaii) is offering the additional activities described above to broaden the educational opportunities of its students.

In consideration of and as an essential inducement to the agreement by Global Education Systems LLC to allow the student to participate in the additional activities described above, the undersigned student hereby agrees as follows:

1. The undersigned student understands that there are risks to such additional activities and understands and acknowledges that he or she is aware of and understands and fully assumes all such risks.
2. Neither Global Education Systems LLC nor any of its officers, directors, shareholders, employees or agents (collectively, "GVH") shall be liable for any death, injury, sickness, damage, accident or other loss arising out of any of said additional activities.
3. The undersigned student individually and on behalf of his/her heirs, assigns and personal representative(s), hereby releases and forever discharges GVH from and against any and all liability for any death, injury, sickness, damage, accident or other loss which arises out of, occurs during or is related in any way to the undersigned student's participation in any of said additional activities.
4. THE UNDERSIGNED STUDENT ACKNOWLEDGES THAT HE OR SHE HAS READ AND UNDERSTANDS THIS AGREEMENT AND WAIVER OF CLAIMS, IS AT LEAST EIGHTEEN (18) YEARS OF AGE AND FULLY COMPETENT TO SIGN THIS AGREEMENT AND WAIVER OF CLAIMS.

Student Initials

This Agreement shall be governed and construed in accordance with the laws of the State of Hawaii.

Date (mm/dd/yy): _____

Signature of Student

Date: _____

Global Education Systems LLC

By: _____
Name:
Title:

REFUND, CANCELLATION AND TRANSFER POLICIES

Global Village Hawaii students may enroll in either face-to-face classes or GV LIVE synchronous Interactive Distance Learning (IDL) classes. The Cancellation & Refund Policies are the same for all enrollments, whether students are enrolled in face-to-face or synchronous online classes. Details of the policies are below.

GENERAL REFUND POLICY

- 12) In this policy, the word “program” refers to the full cycle of studies to which the student registered. Extensions of studies will be treated separately.
- 13) To be considered for a refund, a student or agent can submit a completed Cancellation Form or notify the school of the cancellation by some other means.
- 14) For any study program changes resulting in a decrease in the number of English lessons per week (e.g. 20 lessons/week to 16 lessons/week) after enrollment has begun, there will be a one-time study program change fee of \$110.
- 15) For specialized Activity Programs [e.g. Study tours, English Plus, etc.], there are no refunds for homestays, activities, airport transfers, or excursions, but only for tuition that is offered as per the normal Cancellation/Withdrawal policy [see below].
- 16) There are no refunds or make-up classes for classes missed due to holidays, graduation, orientation, natural disasters and/or other situations beyond the school’s control.
- 17) If Global Village Hawaii cancels a program that a student registered for, and proficiently placed into, Global Village Hawaii will refund all monies paid by the student. If you came through an agency, Global Village Hawaii will check with your agency for any other fees that they may assess.
- 18) If a student is dismissed from school for violating school policies, Global Village Hawaii will refund the student per the normal Cancellation/Withdrawal policy [see below].
- 19) It is understood that students who register through travel agents have signed contracts with these agents that may include cancellation penalties, no-refund policies, or home country refunds only conditions. In all cases regarding agent-sent students, Global Village Hawaii will confirm the conditions of agent-student contracts with travel agents before issuing any refunds.
- 20) Textbook fees will not be refunded once the books have been issued to the student. If a student has the same edition of textbook(s) from previous studies, the student may request a refund for the new textbook(s). The request must be made within the first week of studies. No refunds will be given beyond this period.
- 21) Cancellation/Withdrawal of Enrollment before the student’s program start date or never attended class (no show):
 - 21.a Global Village Hawaii will refund all monies paid less the non-refundable fees: registration fee, accommodation placement fees, any actual housing costs incurred (including deposits) by Global Village Hawaii, express mail fees, and SEVIS related fees. However, if a student cancels within 72 hours of submitting the registration, Global Village Hawaii will refund ALL monies paid less non-refundable accommodation deposits, express mail fees and SEVIS related fees, if applicable. An amount not to exceed \$500 in identified non-refundable charges, may be charged in the event of a student’s cancellation. All refunds will be made within 45 calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.
 - 21.b Students Denied Visa/Entry: A student denied a student visa or entry into the United States will be given a full refund of all monies paid less non-refundable accommodation deposits, any actual housing costs incurred by Global Village Hawaii, express mail fees and SEVIS related fees, if applicable. An amount not to exceed \$500 in identified non-refundable charges may be charged.
- 22) Cancellation/ Withdrawal of Enrollment after the student’s start program date:

For all cancellations, students can notify Global Village Hawaii by completing a Cancellation Form or notifying the school of the cancellation by some other means. If a student does not notify the school that he/she is withdrawing, Global Village Hawaii will check attendance records and if the student has been absent for more than 10 consecutive class sessions, the student will be dismissed from school and the student’s I-20 Form will be terminated. Global Village Hawaii will calculate the student’s refund (if applicable) based on the last day of

attendance in either face-to-face or IDL classes. Any money to be refunded will be mailed to the students' home address or to their travel agent.

22.a No refunds will be given for the first 4 weeks of the student's study program.

22.b For students who cancel/withdraw after the first 4 weeks but before or at the midpoint of the student's study program, Global Village Hawaii may retain a prorated amount of tuition and other fees. For students who withdraw after the midpoint, Global Village Hawaii may retain all of the charges for the student's study program.

22.c Prorated refunds will be calculated on a weekly basis. When determining the number of weeks, Global Village Hawaii defines a partial week as if a whole week were completed, provided the student was present at least one day during the scheduled week in either face-to-face or IDL classes.

22.d Students who cancel/withdraw after completing the initial study program, but before or at the midpoint of any subsequent study program, GV Hawaii may retain a prorated amount of tuition and other fees up to the midpoint. For students who cancel/withdraw after the midpoint of any subsequent study program, GV Hawaii may retain all of the charges for that study program.

22.e Refunds due students may not be applied toward future tuition fees.

22.f Students who cancel/withdraw before the first 4 weeks or after the midpoint of the student's study program due to a death of an immediate family member (spouse, parent, grandparent, child, brother, sister, mother-in-law, father-in-law, or legal guardian), Global Village Hawaii will refund 50% of the student's unused tuition and refundable fees upon receiving official documentation of the immediate family member's death.

ACCOMMODATION REFUND POLICIES

13) Homestay:

Cancellation/Withdrawal before beginning of homestay:

12.e If written cancellation notice is given 31 days or more before the beginning of homestay check-in, all money will be refunded except for the non-refundable Homestay Placement Fee and an Additional Placement Fee may be charged, if applicable.

12.f If written cancellation notice is given less than 31 days before the beginning of homestay check-in, Global Village Hawaii may retain 2 weeks of homestay fee, the non-refundable Homestay Placement Fee and an Additional Placement Fee may be charged, if applicable.

Cancellation/Withdrawal after beginning of homestay:

12.g The student should inform the Global Village Hawaii Accommodations Office in writing four (4) weeks in advance. For cancellations made less than four (4) weeks in advance, Global Village Hawaii may retain up to four (4) weeks of the homestay fee.

12.h If the host family has failed to meet homestay conditions, then the Accommodations Office must be notified and given a chance to mediate and/or correct the problem(s). Only after the school's intervention, and if the problem(s) persist(s), the student will be moved to another homestay and there will be no refund given for the period of homestay already used. Only if no replacement homestay can be found will an accommodation refund be issued.

15) Apartments/Dormitories:

There are no refunds for apartment and dormitory security deposits if the student cancels their accommodation bookings before arrival.

15.a If written cancellation notice is given 60 days or more before the beginning of apartment/dormitory check-in, all money will be refunded except for any cancellation fees (varies by property) and the non-refundable Accommodation Placement Fee.

15.b If written cancellation notice is given less than 60 days before the beginning of apartment/dormitory check-in, Global Village Hawaii may retain any rent, security deposits, any cancellation fees (varies by property) and the non-refundable Accommodation Placement Fee.

16) Airport Transfers:

Cancellation/Change before the date of the transfer:

16.a If written cancellation/change notice is given 2 weeks or more before the date of the arrival or departure transfer, the transfer fee will be refunded.

16.b If written cancellation/change notice is given less than 2 weeks before the date of the arrival or departure transfer, there will be no refund given for the transfer fee.

Student Code of Conduct

You are welcomed into a community of learning during your stay at Global Village Hawaii. To make sure everyone has the most rewarding experience, we ask that you follow the below guidelines for student conduct:

1. Participate in class, take all competency checks, exams and complete all projects.
2. Attend class regularly. Dressed appropriately and ready to learn.
3. Students who arrive to class more than 15 minutes after the start of class are considered absent and may not enter the classroom without authorization from the Director of Academics.
4. Follow our ENGLISH ONLY policy while in school and during activities. If you do not follow this policy, you may be asked to leave school or activity for the day; see English Only Policy in the Student Handbook.
5. Inform the Vice President and/or Director of Academics of any changes in your study plans.
6. Inform the Accommodations Office of any changes in your accommodations plans.
7. Respect staff, faculty and other students. Bullying, discrimination [e.g. race, religion, sexual orientation and gender] and abuse in any form will not be tolerated and may lead to dismissal from school.
8. Respect school property; property of staff, faculty and fellow students.

Depending on the severity of the violation, students may receive any of the following:

- A verbal warning and be counseled regarding the violation.
- A written warning.
- Dismissal from school.

If dismissed, the student will receive a written dismissal notification 5 working days before the date of dismissal. The student may submit a written appeal in accordance with the Appeals Policy.

Dismissal Policy

A student can be dismissed from school if the student:

- Violates the Student Code of Conduct
- Violates the Attendance Policy
 - Miss classes for 10 consecutive days
 - Shows a pattern of non-attendance, less than 88% per week for 12 consecutive weeks
- Poses a risk to the health or safety of other students/staff/faculty
- Steals and/or damages student, school or employee property
- Does not show satisfactory academic progress
 - Does not advance a level within 150% of the recommended weeks for the applicable level

If dismissed, the student will receive a written dismissal notification 5 working days before the date of dismissal. The student may submit a written appeal in accordance with the Appeals Policy.

Use of Student Images, Quotes and Relevant Information

- You authorize GV Hawaii and your agent to use images and photographs or videos of yourself, quotes and relevant information (collectively “*Your Information*”) in announcements, publications, brochures, websites, promotional and advertising materials to promote, advertise and endorse Global Village Hawaii and its services.
- You authorize Global Village Hawaii to release your student information (e.g. educational, financial, personal, etc.) to your agent, parents or legal guardian.
- You understand and agree that ‘Your Information’ will be used to promote GV Hawaii in various forms of advertisements and promotions. Global Village Hawaii and your agent are authorized to use Your Information for such advertising and promotional purposes for the duration of your enrollment and for a period of four (4) years from the date of your termination of studies. You agree that you will not receive any form of compensation from Global Village Hawaii or your agent for the use of ‘Your Information’.
- You hereby release Global Village Hawaii, and its officers, directors, employees and agent/s, from liability arising out of any alleged violation of any personal or property rights which you might have in connection with any such announcements, publications, brochures, promotional or advertising materials that use Your Information.

If you do not wish to authorize Global Village Hawaii and/or your agent to use ‘Your Information’ for promotional purposes OR release your student information, please sign the “Student Confidentiality” form, which can be found at the Front Desk.

Global Village Hawaii

English Only Policy

In order to give students opportunities to use English, Global Village Hawaii is an **ENGLISH ONLY school**. By using ENGLISH ONLY students will make friends from their own country as well as other countries.

1. English should be spoken at school at all times. This includes cell phones and skype. If students want to use another language, they need to exit the school and speak in the hallway or downstairs. The only exceptions are the use of the student lounge phone or talking with staff members.
2. Students get ONE warning —this is a **yellow card**.
3. Anyone can fill out a yellow card—a teacher, another student, or a staff member.
4. The yellow card with the student's name will be given to the Director of Academics.
5. Students will be counseled by the Director of Academics after receiving a second yellow card in a month.
6. If a student gets a third yellow card in a month, s/he will be dismissed from school for that day. They will be given a **red card** as a notice that they should leave school. The student will be counted **absent**.
7. If the student collects **THREE** red cards in a month, s/he will be asked to leave the school for the entire month.
8. All absences due to red cards will affect the student's overall attendance record and poor attendance may result in termination from the program. This may cause student visa problems with U.S. Immigration. **Please see the Attendance Policy for more information**
9. Students, who show outstanding support for the English Only Policy by encouraging others to speak English or by speaking exclusively English outside of school will be given a **green card**. This card can be given by any member of faculty or staff. An Academic Staff or Faculty member will congratulate the student during class time in recognition of supporting the policy.

Global Village Hawaii would like all students to enjoy their studies and get the most out of them. The ENGLISH ONLY policy is to help students take their studies seriously. Students need to be respectful to each other and use English at all times while in school.

Student Pledge

I, _____ understand Global Village Hawaii's
(Student's name)

ENGLISH ONLY policy, as explained in the Student Handbook, and agree to follow it at all times while attending Global Village Hawaii.

Signature of the student

Date (mm/dd/yy)

GLOBAL VILLAGE HAWAII – HOMESTAY

1440 Kapiolani Blvd., Suite 1100, Honolulu, HI 96814 Tel: (808) 943-6800 Fax: (808) 943-6400
gvhawaiihomestay@gvhawaii.com
11/13/2023

The following terms and conditions and the refund policy are intended to make your homestay a rewarding one for you and your family.
Please show them the courtesy and respect they will show you.

HOMESTAY STUDENT TERMS AND CONDITIONS AGREEMENT

1. The student will need to be familiar with his/her meal plan.
 - **Full Board** is 3 meals per day (Breakfast, Lunch and Dinner). Breakfast and lunch are self-served, meaning students will prepare their own meals. The family will provide and explain what food they can use. Dinner is a meal prepared by the family.
 - **Half Board** is 2 meals per day (Breakfast and Dinner). Breakfast is self-served, meaning students will prepare their own meal. The family will provide and explain what food they can use. Dinner is a meal prepared by the family.
 - **Roomstay/Self Catering** is no meals but students can have access to the kitchen/refrigerator with the family's permission to prepare their own meals.
2. The student is encouraged to take part in the Host Family's daily activities and expected to participate in all family chores shared by the general family. These expectations will be communicated by the host family. (Example: tidy up after yourself; clean up after meals, etc.)
3. The student is responsible for informing his or her family when making plans to go out on a free day, afternoon, or evening.
4. It is not guaranteed that the student will be matched with a host family having the exact criteria as the student's requests. In every case, Global Village (GV) Hawaii makes every effort to provide the best for the student.
5. The student should inform the Accommodations Department at least **four (4) weeks** in advance. For cancellations made less than four (4) weeks in advance, GV Hawaii may retain up to four weeks of the homestay fee. If the host family has failed to meet homestay conditions [as outlined in the Homestay Family Terms and Conditions Agreement], then the Accommodations Office must be notified and given a chance to mediate and/or correct the problem(s). Only after the school's intervention, and if the problem(s) persist(s), the student will be moved to another host family and there will be no refund given for the period of homestay already used. Only if no replacement homestay family can be found will an accommodation refund be issued. An Accommodation Additional Placement Fee may be applied each time a student changes accommodation.
6. The student should inform the Host Family and the Accommodations Department **four weeks** before the end of the homestay period if he/she decides to extend the agreed homestay period. Homestay extensions are on a space available basis. You may be required to change families or find another type of accommodation and additional placement fee may be charged.
7. The student should inform the Accommodations Department at least **two weeks** before the date of the transfer if he/she decides to request an airport transfer.
8. The student is responsible for his or her own meal arrangements on those days when an all day excursion or afternoon activities are planned.
9. The student shall show consideration and tolerance for the Host Family members.
10. The student must promptly reimburse the Host Family if he/she is responsible for causing damage to the home.
11. The student can only invite guests to the home with the knowledge and permission of the Host Family.
12. The student must keep his/her room clean (i.e. vacuum his/her room and empty the garbage can at least once a week).
13. If the student is doing his/her laundry, it must be agreed upon with the Host Family.
14. The student shall respect the privacy and belongings of the Host Family.
15. The student shall respect and follow the Host Family's rules in their home. The student is to notify the Host Family and/or the Accommodations Coordinator should they find the rules unreasonable.
16. The student will be considerate of the fact that in Hawaii, host families do not have large water tanks. Students will keep their showers to a reasonable length. Hawaii is an island and water conservation is very important. Families may ask that students take showers for no longer than 10 minutes.
17. The student shall ask permission to the Host Family if he/she wishes to use any household appliances.

18. The student shall ask permission to use the telephone, will keep calls to a reasonable length of time and shall restrict late night calls. Any long distance calls should be made "collect" or using "calling cards". Students will be asked to pay all outstanding long distance calls made by them.
19. The student shall help him/herself to food only with the knowledge and permission of the Host Family.
20. If difficulties arise between the student and the Host Family, the Accommodations Coordinator must be notified immediately. Every effort to discuss and rectify the situation will be demonstrated.
21. It is understood and agreed by that you will not smoke in the Host Family's home if they are not smokers. The student will be asked to smoke outside and will be expected to do so. If the student is a smoker, he/she should ask the family for a suitable place to smoke.
22. If the student does not comply with all the policies in the Agreement, he/she may be asked to leave the Host Family's home.
23. If the Accommodations Coordinator determines a student to be unsuitable as a homestay participant, they will not be allowed to stay in the homestay program. Being in a homestay is a privilege, not a right.

HOMESTAY REFUND POLICY

1. IF WRITTEN CANCELLATION NOTICE IS GIVEN 31 DAYS OR MORE BEFORE THE BEGINNING OF HOMESTAY CHECK-IN, ALL MONEY WILL BE REFUNDED EXCEPT FOR THE NON-REFUNDABLE HOMESTAY PLACEMENT FEE AND AN ADDITIONAL PLACEMENT FEE MAY BE CHARGED, IF APPLICABLE. IF WRITTEN CANCELLATION NOTICE IS GIVEN LESS THAN 31 DAYS BEFORE THE BEGINNING OF HOMESTAY CHECK-IN, GLOBAL VILLAGE HAWAII MAY RETAIN 2 WEEKS OF HOMESTAY FEE, THE HOMESTAY PLACEMENT FEE, AND AN ADDITIONAL PLACEMENT FEE MAY BE CHARGED, IF APPLICABLE.
2. THE STUDENT SHOULD INFORM THE GLOBAL VILLAGE HAWAII ACCOMMODATIONS OFFICE AT LEAST FOUR WEEKS IN ADVANCE AFTER BEGINNING HOMESTAY. FOR CANCELLATIONS MADE LESS THAN FOUR WEEKS IN ADVANCE, GLOBAL VILLAGE HAWAII MAY RETAIN UP TO FOUR WEEKS OF THE HOMESTAY FEE.
3. IF THE HOST FAMILY HAS FAILED TO MEET HOMESTAY CONDITIONS, THEN THE ACCOMMODATIONS OFFICE MUST BE NOTIFIED AND GIVEN A CHANCE TO MEDIATE AND/OR CORRECT THE PROBLEM(S). ONLY AFTER THE SCHOOL'S INTERVENTION, AND IF THE PROBLEM(S) PERSIST(S), THE STUDENT WILL BE MOVED TO ANOTHER HOMESTAY AND THERE WILL BE NO REFUND GIVEN FOR THE PERIOD OF HOMESTAY ALREADY USED. ONLY IF NO REPLACEMENT HOMESTAY CAN BE FOUND WILL AN ACCOMMODATION REFUND BE ISSUED.
4. IF WRITTEN CANCELLATION/CHANGE NOTICE IS GIVEN 2 WEEKS OR MORE BEFORE THE DATE OF THE ARRIVAL OR DEPARTURE TRANSFER, THE TRANSFER FEE WILL BE REFUNDED.
5. IF WRITTEN CANCELLATION/CHANGE NOTICE IS GIVEN LESS THAN 2 WEEKS BEFORE THE DATE OF THE ARRIVAL OR DEPARTURE TRANSFER, THERE WILL BE NO REFUND GIVEN FOR THE TRANSFER FEE.
6. WHERE A PERSON HAS CONTRACTED FOR A PERIOD OF HOMESTAY AND IS AWAY FOR THE WEEKEND OR MISSES A MEAL BECAUSE OF PRIOR PLANS, THERE WILL BE NO REFUND FOR THE HOMESTAY FEE.
7. THERE ARE NO PARTIAL WEEK REFUNDS.
8. IT IS UNDERSTOOD THAT STUDENTS WHO REGISTER THROUGH TRAVEL AGENTS HAVE SIGNED CONTRACTS WITH THESE AGENTS THAT MAY INCLUDE CANCELLATION PENALTIES, NO-REFUND POLICIES, OR HOME-COUNTRY-REFUNDS-ONLY CONDITIONS. IN ALL CASES REGARDING AGENT-SENT STUDENTS, GV HAWAII WILL CONFIRM THE CONDITIONS OF AGENT-STUDENT CONTRACTS WITH TRAVEL AGENTS BEFORE ISSUING ANY REFUNDS.

I have read the above-stated terms and conditions and the refund policy and agree to abide by them as a condition of my participation in the homestay program.

Date

Student Name

Student Signature