

Admission Policy

Submit completed application for admission agreement, pay fees (deposit minimum payment required in order to be enrolled in a course / program), send payment receipt (proof) and receive admission letter; please be aware of:

All applications are to be submitted directly to the admissions and enrollment office, only one application may be submitted per year. Each applicant is responsible for ensuring his/her application is complete, correct and accurate. The completed application becomes confidential property of SEFLA Languages and it is not returnable.

By signing the application agreement applicant is confirming that all the information and accompanying material provided in connection with their application is authentic and accurate.

SEFLA Languages may require applicants to verify the information and documents submitted as part of the application. If an applicant is unable to do so, SEFLA Languages reserves the right to cease consideration of the application, to withdraw any offer of admission already made, and/or to terminate status as a student.

Dress Code

The approved dress code for students is a regular casual dress code.

“Dress casual” means that students can wear jeans, shorts, sandals, flip flops, strapless, summer dresses, and dresses and skirts could be shorter.

Further Detailed Dress Code Items:

- Clothing with inappropriate advertising or statements that are offensive or inflammatory (Alcoholic beverage, sex, tobacco, drugs, gang, satanic, promoting violence, etc.) are prohibited.
- Displaying tattoos and similar body painting(s) that promote violence, reflect gang activity, and that are offensive and inflammatory are prohibited.

Non-Discrimination Disclosure

SEFLA Languages does not and will not discriminate on the basis of race, color, ethnic origin, sex, sexual orientation, gender identity, age, religion, national origin, political beliefs, marital status, and veteran status, status as a disabled veteran or handicap. Information provided on this application will not be used for any discriminatory purpose.

Guideline for cancellation, voluntary leave, reimbursement and expulsions (involuntary leave)

For the cases where a reimbursement is approved according to the following policies and guidelines, it will be processed in no more than 30 days from written confirmation from SEFLA Languages to the student, where detailed information will be provided regarding the applicable policy for the reimbursement.

Cancellation by SEFLA Languages

- a) In the case that SEFLA Languages cancels a program or class, SEFLA Languages will reimburse 100% from the amount paid by the student if there's any including as the only exception the amount of the deposit.
- b) If the student is not admitted and in the case a payment was processed, a reimbursement will be processed in the amount that was paid by the student LESS the amount that corresponds to that of the deposit.

Student Cancellation

- a) If the student cancels before starting her/his class or does not come to the class, a reimbursement will be processed in the amount that was paid by the student LESS the amount that corresponds to that of the deposit.
- b) For the case mentioned in paragraph a) from “Cancellation from Student” in which case the student enters the United States with a I-20 form obtained via SEFLA Languages, the reimbursement will be processed according to the following procedure:
 - o Student enrolled in a less than 12-week program: a reimbursement will be processed ONLY for the amount that exceeds the tuition for 4 weeks including the NON-refundable deposit.
 - o Student enrolled in a 12-week or more program: a reimbursement will be processed ONLY for the amount that exceeds the tuition for 6 weeks including the NON-refundable deposit.

Note: Student is to provide written notification of cancelation to the admissions & enrollment office in order to request a reimbursement.

Student Expulsion (Involuntary Leave)

SEFLA Languages will not approve reimbursement for the cases where the student is expelled for reasons of violation of SEFLA Languages disciplinary rules or federal, state or local law.

Student Voluntary leave

Once a program or class has started the applicability of reimbursements will be as follows:

- a) Student enrolled in a 4 week or less program: NO reimbursements
- b) Student enrolled in a more than 4-week program:

- i. For the case where the student voluntarily leaves within the first four weeks from start date of the class a reimbursement will be processed ONLY for the amount that exceeds the tuition for 4 weeks including the NON-refundable deposit.
- ii. For the case where the student voluntarily leaves after the first four weeks from start date of the class but before the first half of the course / program a reimbursement will be processed ONLY for the amount that exceeds the tuition for the number of sessions scheduled up to the moment where the student provides a written notification her/his voluntary leave including the amount that corresponds to that of the deposit (note: the reimbursement will be prorated based on weeks NOT in class or hours base).
- iii. For the case where the student voluntarily leaves at any time after the first half of the course / program: NO reimbursements.

Note: Student is to provide written notification of voluntary leave to the admissions & enrollment office in order to request a reimbursement.

Minimum grade to pass a level

The minimum approved grade to pass a class, course, level and / or program is: C = 70 - 75

Absence regulation

The minimum required attendance for a student enrolled at SEFLA Languages to be able to obtain a final grade and a certificate of level completion is no less than 80%. Students who arrive 25 minutes late or more or leave the class 25 minutes or more before the class ends may be subject to have an absence for the total duration of that class. A student can also bring an excused absence note (i.e. prescription from a doctor) which can be applied and avoid that absence count towards the minimum 80% of attendance required. Excused absences cannot accumulate for more than 40% from the total duration of the class. In the event of this happening, the student will not be eligible for a final grade and certificate of completion. Below please find full disclosure of the "Student Attendance and Absence Guideline."

Student Attendance and Absence Guideline.

This policy intends to control the process by which SEFLA Languages counts and accumulates absences per student per class / course, it also aims to establish the limit of absences a student can accumulate in a specific class / course and still be allowed to complete the class / course and get a final grade, it reviews the reasons under which an absence can be a "permitted justification (excused absence)".

- 1.1 *The maximum percentage of hours that a student can be absent by any reason and still be able to complete the class and get a final grade is no more than 20% of the total-hour duration of a class or course.*
- 1.2 *A student that has 20% or more absences in relation to the total-hour duration of a class / course will not be able to get a final grade / certificate*
- 1.3 *Students may arrive late no more than 25 minutes from the class start time (arrive late) to still get the attendance for that specific class as well as they may leave early no more than 25 minutes from the class end time (leave early) and still get the attendance for that specific class.*
- 1.4 *Students that are not present during the class, arrive after 25 minutes from the class start time and leave before 25 minutes from the class end time will be considered as absent independently of the reason of the absence.*
- 1.5 *A permitted justification (excused absence) will be counted as absence for internal record and administrative purposes but will not add up to the total hours accumulated by a student as absences that impact the 20% maximum limit to be able to get a final grade / certificate.*
- 1.6 *A permitted justification (excused absence) is a non-planned absence caused by an emergency that cannot be postponed such as student medical emergency or a student's family emergency. In these cases, the student will need to bring evidence of the emergency in order to process that specific absence(s) as a "permitted justification (excused absence)".*

Rules of Conduct & Ethics code

By signing the application agreement, the applicant understands and agrees to the following ethics code:

- 1) Student will complete all academic activities the class requires.
- 2) Student will behave with integrity and will be responsible when:
 - a. meeting deadlines, activity presentations, homework and test evaluations
 - b. acknowledging that their learning is in the first place their responsibility
 - c. completing individual or group activities accordingly
 - d. respecting agreements, dates and times established
 - e. studying learning materials according to the times and dates scheduled
 - f. accomplishing and maintaining the highest standards in the development of their learning
 - g. attending all classes and being on time
- 3) Student will act with honesty and will demonstrate it through their actions such as:
 - a. answering evaluations
 - b. doing their own homework or activities
 - c. explicitly acknowledging ideas by citing authors
- 4) Student will show respect and will demonstrate it through:

- a. attitude
- b. verbal communication toward the other persons at all times
- c. interaction with other persons
- d. respect to cultural, political opinions
- e. feedback to other persons
- f. usage of equipment, electronic devices, media, books & learning materials including facilities of SEFLA Languages or belongings of others

Class Rescheduling

All group classes have a fixed schedule and cannot be rescheduled. Only for private or semi-private classes, a class could be rescheduled if the student notifies through a written request at least 24hrs in advance of the class.

A private or semi-private class can be rescheduled up to 5 times.

Any change in the students' schedule must be arranged through the school's administration and NOT through the instructor. Extemporary

Exams

An Extemporary Exam is offered for students who completed the minimum hours of the language course required but were not able to take the final exam with their group on the established date due to an emergency or valid excuse.

An Extemporary Exam can be offered within a period not exceeding 30 calendar days from the date the mentioned class finished. The cost of an Extemporary Exam is \$62.00 and must be paid at least one day before the approved date to take the exam.

Approval for an Extemporary Exam must be requested in written to the school's administration. If approved, extemporary exams can only be taken in a regular office schedule, Monday through Friday between 8 am and 5 pm (all extemporary exams will be scheduled to start no later than 3 pm as the exam takes approximately two hours).

Award, Certificates, and Diplomas

Documents of completion will be provided to the student free of charge after the class finishes only if the student has no open balance, meets the minimum attendance requirement and passes the exams. If the student requests a reprint to SEFLA Languages, student is to submit a written request which may take up to 48 hrs. to process. The charge per certificate reprinted is \$15.00.

Award - Document issued by SEFLA Languages if applicable when a student successfully completes the totality of a module (i.e. Beginner English I module all 20 hours)

Certificate - Document issued by SEFLA Languages if applicable when a student successfully completes the totality of a level (i.e. Beginner Level all four 20-hour modules)

Diploma – Document issued by SEFLA Languages if applicable when a student successfully completes the totality of a program (i.e. ESL all four 80-hour levels)

Payment Terms

When a student registers for language lessons, they agree to pay tuition, registration, and books when they buy them from the school.

Assigning Instructors

SEFLA Languages reserves the right to assign instructors for every class or modify instructor's assignments without previous notification to the students.

SACM Regulation Enrollment

Students processing a scholarship through SACM have a specific enrollment dates to join a level. These dates are available on the current official SEFLA Languages calendar. All SACM students must enroll and complete at least one level (4 modules) and will not be able to join a level that has already started.

Books

Students are responsible for bringing their books to class. It is a requirement from SEFLA Languages that students acquire their books and bring them since the first day of class.

Repeating Level

SACM students are not to repeat a level more than twice.

English Summer Program

SEFLA Languages English Summer Program offers class for: Beginner, Low Intermediate, Intermediate, High Intermediate, Advanced Proficiency, and TOEFL and IELTS Preparation in small groups from 4 to 9 students. Classes will be held at SEFLA Languages at 4926 Golden Quail, Suite 104, San Antonio, TX 78240 from Monday through Friday from 9:00 am to 1:00 pm.

English classes are offered by Level (4 weeks long) and each Level consists of 4 modules (1 week long). Students can take a level or just one, two or three modules.

There are 3 starting dates for English Summer classes (June, July & August). Students can select the starting date that best suits their needs, or they can study during the whole summer if they wish.

If a student already knows some English, he/she takes a free of charge written and oral placement exam to be accommodated in the right level.

Acceptable Use Policy

1.0 Overview

The Acceptable Use Policy is designed to protect SEFLA Languages' employees, partners and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing access to electronic mail and any other business application are the property of the school. These systems are to be used for business purposes in serving the interests of the company, and of our clients and customers in the course of normal operations.

Effective security is a team effort involving the participation and support of every employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

2.0 Purpose

The purpose of this policy is to outline the acceptable use of computer equipment at SEFLA Languages. These rules are in place to protect the employees, students and the company.

Inappropriate use exposes the school to risks including virus attacks, compromise of network systems and services, and legal issues.

3.0 Scope

This policy applies to employees, contractors, consultants, temporaries, and other workers at SEFLA Languages as well as students, including all personnel using the school's IT infrastructure. This policy applies to all equipment that is owned or leased by the school.

4.1 Policy

4.1.1 General Use and Ownership

1. While SEFLA Languages desires to provide a reasonable level of privacy, users should be aware that the data they create on the company systems remains the property of school. Because of the need to protect school's network, management cannot guarantee the confidentiality of information stored on any network device belonging to SEFLA Languages.
2. Employees and students are responsible for exercising good judgment regarding the personal use of company equipment. If there is any uncertainty, employees and students should consult the administrative office.
3. For security and network maintenance purposes, authorized individuals within SEFLA Languages may monitor equipment, systems and network traffic at any time. SEFLA Languages reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

4.1.2 Security and Proprietary Information

1. The user interface for information contained on Internet/Intranet/Extranet-related systems should be classified as either confidential or not confidential, as defined by corporate confidentiality guidelines, details of which can be found in Human Resources policies. Examples of confidential information include but are not limited to: company sales, corporate strategies, competitor sensitive, trade secrets, specifications, customer lists, and research data. Employees should take all necessary steps to prevent unauthorized access to this information.
2. Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. All system and application level passwords must be changed regularly.
3. All PCs, laptops and workstations should be secured with a password-protected screensaver with the automatic activation feature enabled, or by locking-up the computer terminal (control-alt-delete) when the host will be unattended.
4. Postings by employees from a SEFLA Languages email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of SEFLA Languages, unless posting is in the course of business duties.
5. All computers used by the employee that are connected to SEFLA Languages Internet & Extranet networks, whether owned by the employee or the school, must be protected by approved virus-scanning software with a current virus database.
6. Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.

5.0 Unacceptable use

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administrators). SEFLA Languages IT staff may have a need to disable the network access of a particular computer if it is disrupting production services.

Under no circumstances is an employee or student of SEFLA Languages authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing school-owned resources.

The list below is by no means exhaustive, but attempts to provide a framework for activities, which fall into the category of unacceptable use and are strictly prohibited, with no exceptions:

1. Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by SEFLA Languages.
2. Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which SEFLA Languages or the end user does not have an active license is strictly prohibited.
3. Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.

4. Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
5. Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
6. Using a school computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
7. Making fraudulent offers of products, items, or services originating from any SEFLA Languages account.
8. Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
9. Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
10. Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
11. Circumventing user authentication or security of any host, network or account.
12. Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
13. Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
14. Providing information about, or lists of, SEFLA Languages employees to parties outside of the school.
15. Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
16. Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.
17. Unauthorized use, or forging, of email header information.
18. Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
19. Creating or forwarding "chain letters" or other "pyramid" schemes of any type.
20. Use of unsolicited email originating from within the school's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by SEFLA Languages or connected via the school's network.
21. Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

6.1 Enforcement

SEFLA Languages reserves the right to monitor network and computer activity from time to time and at its sole discretion. SEFLA Languages may log any and all aspects of computer and/or network activity for administrative and security reason.

Any employee or student found to have violated this policy may be subject to disciplinary action, up to and including termination of employment or school expulsion.

Privacy Statement

Your privacy is important to SEFLA Languages. This privacy statement provides information about the personal information that SEFLA Languages collects, and the ways in which SEFLA Languages uses that personal information.

Credit for the Privacy Statement only

This document was created using a Contractology template available at <http://www.freenetlaw.com>.

Personal information collection

SEFLA Languages may collect and use the following kinds of personal information:

- Information about your use of this website (including time spent in each page, search engine from where you found <https://sefla.org> etc.)
- information that you provide for the purpose of registering in the website (including information you submit on the application for admission)
- information about transactions carried out over this website
- Information that you provide for the purpose of subscribing to the website services if applicable.
- Any other information that you send to SEFLA Languages.

Using personal information

SEFLA Languages may use your personal information to:

- administer this website;
- personalize the website for you;
- enable your access to and use of the website services;
- publish information about you on the website;
- send products that you purchase to you;
- supply services that you purchase to you;
- send statements and invoices to you;
- collect payments from you; and send you marketing communications.

Where SEFLA Languages discloses your personal information to its agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, SEFLA Languages may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

Securing your data

SEFLA Languages will take reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your personal information. SEFLA Languages will store all the personal information you provide on its secure servers.

Information relating to electronic transactions entered via this website will be protected by encryption technology.

Cross-border data transfers

Information that SEFLA Languages collects may be stored and processed in and transferred between any of the countries in which SEFLA Languages operates to enable the use of the information in accordance with this privacy policy.

In addition, personal information that you submit for publication on the website will be published on the internet and may be available around the world.

You agree to such cross-border transfers of personal information.

Updating this statement

SEFLA Languages may update this privacy policy by posting a new version on this website. You should check this page occasionally to ensure you are familiar with any changes.

Other websites

This website contains links to other websites.

SEFLA Languages is not responsible for the privacy policies or practices of any third party.

Related to Data Collection through The Google Analytics Advertising Features.

SEFLA Languages and third-party vendors use first-party cookies (such as the Google Analytics cookie) or other first-party identifiers, and third-party cookies (such as the DoubleClick cookie) or other third-party identifiers together.

Visitors to sefla.org can opt-out of the Google Analytics Advertising Features, including through Ads Settings, Ad Settings for mobile apps, or any other available means (for example, the NAI's consumer opt-out).

Visitors are encouraged to review the attached link for the Google Analytics' currently available [opt-outs](#) for the web.

Contact SEFLA Languages

If you have any questions about this privacy policy or SEFLA Languages treatment of your personal information, please write:

- by email to osejo@sefla.org; or
- by post to ATTN: Internal Operations at 4926 Golden Quail, Suite 104, San Antonio, Texas 78240.

Failure to follow SEFLA Languages guidelines and policies included in this document but not limited to it, may result in immediate expulsion and / or removal from SEFLA Languages facilities.

SEFLA Languages reserves the right to make changes, updates or modifications at any time affecting its guidelines, policies, programs, classes and courses.