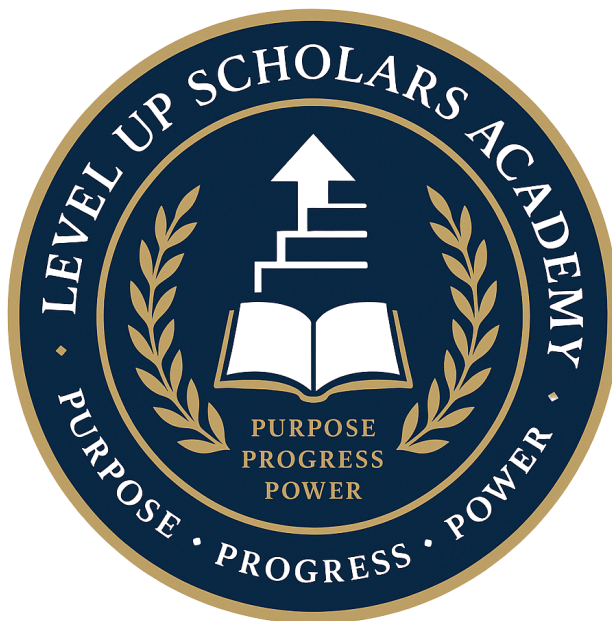


Level Up Scholars Academy

Policies & Procedures Guide



Lean In. Level Up.

1017 Winchester Drive | Forney, TX 75126
Phone: (346) 346-0892 | Email: info@levelupscholars.org
www.levelupscholars.org | Facebook: @LevelUSA | Instagram: @levelupscholarsacademy

Using This Guide

This guide explains the shared expectations that support a flexible, consistent, and successful Level Up Scholars Academy experience. Program-specific requirements may differ by grade level or enrollment type. When a program-specific requirement differs from a general policy, the program-specific requirement applies.

Contents

Using This Guide 2

Part I — School Overview 3

Part II — Participation & Scholar Responsibilities 4

Part III — Enrollment & Tuition..... 6

Part IV — Academic Program & Requirements..... 7

Part V — Family Partnership & Communication 9

Part VI — Community, Experiences & Safety 10

Part VII — Scholar Services & Support 11

Part VIII — Program-Specific Requirements..... 12

Policies & Procedures Acknowledgment..... 13

Part I — School Overview

Our Mission

We partner with scholars and their families to identify and champion the unique identity of each learner. We cultivate excellence and build the confidence and mindset to succeed through a personalized, tech-enhanced education. We honor the flexibility to explore, foster the discipline to progress, and strengthen the power to choose a purposeful path—whether college, career, or entrepreneurship.

Intragrated™ Education Model

Level Up Scholars Academy utilizes its Intragrated™ Education Model, an approach that brings together technology-enhanced learning, human instruction and mentorship, personalized learning pathways, and flexible learning into one cohesive educational experience. “Intra” reflects the development that occurs within each scholar—including purpose, self-awareness, motivation, and accountability—while “integrated” reflects our belief that curriculum, technology, instruction, mentorship, and meaningful learning experiences should work together to support the whole scholar.

Philosophy of Education & Instruction

Level Up Scholars Academy believes that education should be flexible, individualized, purposeful, and responsive to the needs of each scholar. We recognize that scholars do not all learn at the same pace, in the same way, or along the same path. Our technology-rich approach provides access to comprehensive digital curriculum and learning platforms, complemented by live instruction, teacher guidance, academic support, independent learning, and meaningful educational experiences.

We believe scholars should have opportunities to receive additional support when concepts require more time and to advance when mastery is demonstrated. We also believe that families should drive the educational vision for their children, with meaningful choice, flexibility, and ownership over their educational journey. Level Up Scholars Academy’s role is to support that vision by providing curriculum, instruction, technology, professional guidance, resources, and school community.

Flexibility does not eliminate expectations for consistency, participation, progress, or academic achievement.

Curriculum & Accreditation Information

Level Up Scholars Academy utilizes the Acellus Learning System as a primary component of its technology-based academic program. Acellus Academy, the accredited online school operated through the Acellus system, is accredited by the Accrediting Commission for Schools, Western Association of Schools and Colleges (ACS WASC). Accreditation information for Acellus Academy may be independently verified through WASC and Acellus Academy.

Note: Program, transcript, diploma, and credential requirements depend on the scholar’s specific enrollment pathway and are addressed in the applicable academic or program-specific requirements.

School Calendar

The current school calendar is maintained online: [View the Level Up Scholars Academy School Calendar](#)

Part II — Participation & Scholar Responsibilities

Attendance & Engagement

Level Up Scholars Academy provides a flexible, year-round educational program. Because instruction may include online, asynchronous, individualized, live, and experiential learning, attendance is measured through meaningful academic engagement rather than traditional seat time.

- Active participation in assigned learning platforms and coursework
- Completion of assignments, assessments, projects, or approved learning activities
- Participation in required live classes, tutorials, conferences, or check-ins
- Communication with teachers or school leadership regarding academic progress

Simply logging into a platform without meaningful academic activity may not constitute attendance. Scholars are expected to engage regularly and maintain appropriate progress. Families may organize learning around their schedules unless a course, program, assessment, Meet-Up, or other required activity has a scheduled participation requirement.

Planned Time Away

Families may incorporate vacations, travel, family events, and other short breaks into their educational schedules while remaining actively enrolled. Scholars remain responsible for maintaining appropriate progress and meeting required academic or instructional commitments. A longer interruption that requires tuition and curriculum access to stop is handled as an Enrollment Pause under Part III.

Attendance Monitoring & Intervention

The Academy monitors academic engagement and progress. Extended inactivity, significant lack of progress, repeated missed requirements, or failure to respond to school communication may result in an academic intervention. Interventions may include outreach, a check-in or family conference, revised pacing, additional support, or placement on an academic intervention status. Continued inactivity or failure to re-engage may result in additional academic action, up to and including withdrawal.

Assignment & Course Completion

Scholars are expected to actively participate in and complete assigned coursework. All work submitted for academic credit must be completed by the scholar. Parents, family members, tutors, other individuals, artificial intelligence, or other technology may support learning when permitted but may not complete coursework on a scholar's behalf.

Scholars may not skip required lessons, assignments, or assessments because material appears too easy. When coursework is not appropriately challenging, the scholar or family should contact the teacher so that placement, pacing, assignments, or rigor can be reviewed and adjusted when appropriate.

Communication Expectations

Scholars and, when applicable, parents or guardians are expected to maintain current contact information, regularly review school communications, and respond to requests from teachers or school leadership within a

reasonable timeframe. Families should communicate when academic, personal, technological, or scheduling circumstances interfere with participation or progress.

Academic Integrity

Work submitted for credit must accurately represent the scholar's own knowledge, effort, and learning. Academic dishonesty includes plagiarism, copying or sharing answers, having another person complete coursework, misrepresenting who completed an assignment or assessment, unauthorized assistance, or unauthorized use of artificial intelligence or other technology. AI may be used as an educational tool when permitted by the teacher or course requirements. Academic dishonesty may result in reassessment, replacement work, loss of credit, academic intervention, or disciplinary action.

Code of Conduct & Discipline

Level Up Scholars Academy is committed to a respectful, safe, and productive learning community. Scholars are expected to communicate respectfully, follow reasonable directions from teachers and school leadership, respect the rights and privacy of others, and conduct themselves appropriately during classes, meetings, Meet-Ups, school-sponsored activities, and other Academy-connected interactions.

Bullying, harassment, discrimination, threats, serious disruption of learning, dishonesty, unsafe behavior, or serious misuse of Academy resources is prohibited. Responses may include conferences, corrective action, restrictions on participation, academic or behavioral probation, suspension from activities or services, or withdrawal from the Academy.

Technology Requirements & Digital Conduct

Technology is central to the Academy's instructional model. Scholars must maintain reliable internet access and an appropriate computer or device with a functional keyboard, camera, and microphone capable of supporting required platforms, virtual instruction, communication, and coursework. Phones and tablets may be useful supplemental devices but may not be sufficient for all coursework.

During live online classes, scholars are expected to have cameras on, remain visible, and participate appropriately unless an exception has been approved by the instructor or Academy. Scholars must use Academy platforms and accounts responsibly, protect login credentials, respect privacy, and refrain from harmful, disruptive, inappropriate, unlawful, or unauthorized recording or sharing of content.

Part III — Enrollment & Tuition

Enrollment

An Enrollment Offer confirms that an applicant has been approved for admission; it does not by itself complete enrollment. Enrollment is confirmed when the required Enrollment Agreement and acknowledgments are completed and the initial tuition payment is received.

Families select an available start date during enrollment. Payment of the first month's tuition secures enrollment for that start date. For future-dated enrollments, curriculum access begins on or near the approved start date. For immediate starts, platform access is generally provided within 72 hours after enrollment is completed and may be available as soon as one business day.

Tuition & Billing

Tuition is billed monthly according to the scholar's established billing cycle and is processed through automatic recurring payments. The first month's tuition is due at enrollment. The first payment does not necessarily establish the recurring billing date when a future start date is selected.

Families are responsible for maintaining a valid payment method. If a payment fails, the Academy may retry the payment and contact the person responsible for tuition. An unresolved balance may result in an Administrative Hold, including temporary suspension of curriculum access or other services. To restore access after a hold, past-due tuition must be paid or an approved arrangement established. A \$25 reinstatement fee may apply when curriculum or platform access must be reactivated.

Enrollment Pause

Level Up Scholars Academy operates as a year-round program; however, families may temporarily pause enrollment when an extended break from school is needed. During an Enrollment Pause, curriculum access and recurring tuition billing are suspended.

Families must provide at least 10 business days' advance notice of the intended pause date so the Academy has time to process billing and platform changes. The anticipated return date should be provided when known. Enrollment Pauses are temporary and subject to the allowable pause period of the Academy and its instructional platforms. If enrollment is not resumed within that period, course access, placement, prior progress, or enrollment status may be affected and re-enrollment may be required.

Withdrawal, Refunds & Re-enrollment

Families may withdraw by providing written notice. At least 10 business days' notice before the next scheduled tuition payment is requested so future billing and instructional services can be cancelled. Withdrawal does not eliminate financial obligations incurred before the effective withdrawal date.

Application fees and other fees identified as non-refundable are not refundable. Monthly tuition is generally non-refundable once the applicable enrollment period has begun. Choosing not to use available coursework, instruction, platforms, or services during active enrollment does not create an entitlement to a refund. Exceptional circumstances may be reviewed individually.

Former scholars may apply to re-enroll subject to current admissions requirements, program availability, updated documents, review of prior progress, and satisfaction of outstanding financial obligations. Previous tuition rates, course placement, schedules, and platform access are not guaranteed.

Part IV — Academic Program & Requirements

Academic Year & Flexible Progression

Level Up Scholars Academy operates year-round and does not require all scholars to begin, progress, or complete coursework on a traditional quarter schedule. Academic pacing is based on the scholar's program, course requirements, demonstrated mastery, learning plan, and progress. School-wide dates, assessment windows, Meet-Ups, and other scheduled activities remain governed by the school calendar.

Assessment

Assessment is used to understand what a scholar knows, identify areas that require support, guide placement and pacing, and document mastery. Assessments may include platform-based diagnostics, quizzes and tests, teacher-created assessments, projects, written work, performance tasks, conferences, or other measures appropriate to the course or program.

Scholars are expected to complete required assessments independently and under the conditions established by the teacher or learning platform. The Academy may require reassessment when results do not appear to accurately reflect the scholar's independent performance.

Grading & Progress Reporting

Grades are based on demonstrated performance within the applicable course or learning platform. Families and scholars are expected to review progress regularly. The Academy may also provide progress reports, conferences, alerts, or other communication when a scholar requires additional support or is not progressing as expected.

A grade alone does not replace expectations for course completion, participation, academic integrity, or mastery of required content.

Academic Support, Probation & Recovery

Academic intervention is intended to identify concerns early and provide the structure needed for a scholar to regain successful progress.

- Academic Support may include tutoring, teacher check-ins, adjusted pacing, targeted remediation, additional practice, or a revised learning plan.
- Academic Probation may be used when a scholar has a failing or persistently low course grade, is significantly behind expected progress, or does not respond to earlier support.
- Academic Recovery may be used when a scholar requires concentrated attention on a failing course. During Academic Recovery, access to other classes or activities may be temporarily limited so the scholar can focus on bringing the course to at least 80% or completing it with a passing grade, as directed by the Academy.

Required intervention meetings, tutorials, or recovery activities become part of the scholar's academic expectations while the intervention is active. Failure to participate may result in additional restrictions or withdrawal.

Individualized Support & Vectored Instruction

When a scholar demonstrates gaps in prerequisite skills or concepts, instruction may be adjusted to provide targeted remediation before the scholar continues. Digital curriculum features, including adaptive or vectored instruction where available, may be used alongside teacher support to address identified learning needs.

Advanced Learning & Credit Acceleration

Scholars who demonstrate readiness for greater challenge may be considered for increased rigor, advanced coursework, accelerated pacing, or credit acceleration when appropriate. Acceleration is based on demonstrated mastery and academic readiness, not simply a request to skip required work. The Academy may use assessments, prior records, course performance, teacher review, or other evidence when making acceleration decisions.

Transfer Credit & Prior Learning

For scholars entering with prior high school coursework or other documented learning, the Academy may review transcripts, records, course descriptions, assessments, or other evidence to determine appropriate placement and whether prior work may be accepted toward the scholar's academic plan. Acceptance and application of prior credit are determined individually and may depend on the scholar's program and graduation pathway.

Graduation Requirements

High school graduation planning is individualized based on the scholar's enrollment pathway, accepted transfer credits, completed coursework, and applicable program requirements. Each high school scholar will have an academic plan identifying remaining graduation requirements and progress toward completion.

Completion of individual courses, accumulation of credits, and eligibility for a diploma or other credential are not determined by time enrolled alone. Scholars must satisfy the requirements of the applicable diploma or credential pathway. Families should consult the scholar's academic plan before making assumptions about graduation dates, transferability, college admission, or eligibility requirements.

Individual Course Enrollment

The Academy may offer enrollment in individual courses or limited academic services without full-program enrollment. Requirements, tuition, access to school services, credit eligibility, and completion expectations for these enrollments are established at the time of enrollment and may differ from full-program enrollment.

Part V — Family Partnership & Communication

Family Partnership

Level Up Scholars Academy believes families should drive the educational vision for their children. The Academy supports that vision through curriculum, instruction, guidance, progress monitoring, resources, and a school community. For minor scholars, parents and guardians remain active partners in establishing routines, monitoring progress, supporting participation, and communicating when needs change.

Scholar & Parent/Guardian Responsibilities

- Maintain accurate contact information and review school communications.
- Support a consistent learning routine appropriate to the scholar's program.
- Monitor progress and respond when the Academy identifies an academic concern.
- Ensure the scholar has required technology and an appropriate environment for live instruction.
- Attend required conferences, intervention meetings, or other meetings connected to the scholar's progress.
- Communicate changes that may affect enrollment, billing, participation, or academic progress.

Adult Scholar Responsibility

Adult scholars enrolled in AEP are responsible for the decisions and communications that would ordinarily involve a parent or guardian, including enrollment documents, academic communication, scheduling, participation, and financial obligations unless another responsible party has been formally designated.

How to Get Help

Scholars and families should begin with the teacher or Academy contact connected to the question. Academic questions should be raised as soon as difficulty appears rather than waiting until a course is significantly behind. Technology, billing, enrollment, and administrative concerns should be directed to the Academy through the contact method provided for that service.

Concerns & Grievances

Questions and concerns should first be addressed with the person most directly connected to the issue. If the concern is not resolved, the scholar or family may request review by school leadership. Formal complaints should be submitted in writing and should identify the concern, relevant facts, prior attempts to resolve it, and the requested resolution. The Academy will review concerns in a fair and timely manner.

Part VI — Community, Experiences & Safety

Meet-Ups & School Outings

Meet-Ups, field experiences, community activities, and school outings are part of the Academy's broader educational experience. Participation requirements, location, supervision expectations, costs, transportation arrangements, and permission requirements will be communicated for each event. Families are responsible for reviewing event-specific information before participation.

Permission & Supervision

Minor scholars may be required to have parent/guardian permission before participating in off-site or in-person activities. Families must follow communicated arrival, departure, transportation, supervision, and emergency-contact procedures. Adult scholars are responsible for their own participation decisions unless otherwise stated.

Health, Safety & Emergency Communication

The Academy may modify, postpone, cancel, or end an activity when conditions create a safety concern. Families must provide current emergency contact information and promptly communicate relevant information needed for safe participation in an Academy-sponsored activity. In an emergency, the Academy may contact emergency services and the scholar's emergency contact as appropriate.

Reporting Safety Concerns

Threats, bullying, harassment, unsafe conduct, or other concerns affecting the safety of a scholar or the school community should be reported promptly to a teacher or school leadership. Immediate emergencies should be directed to appropriate emergency services.

Part VII — Scholar Services & Support

Special Education & Advanced Learning Services

Level Up Scholars Academy provides academic guidance and support and may offer enrichment or advanced learning opportunities. While the Academy is not a designated provider of IDEA-based special education services, reasonable efforts are made to support scholars with documented learning needs within the Academy's flexible, inclusive, technology-rich environment.

Families are encouraged to provide relevant educational records, evaluations, IEPs, 504 plans, or other documentation that may help the Academy understand a scholar's needs. The Academy may individualize pacing, instructional supports, course placement, or learning strategies when appropriate and feasible. Enrollment does not guarantee that every accommodation, therapy, related service, or specialized service available in a public-school setting can be provided.

Advanced learners may be supported through increased rigor, advanced coursework, accelerated pacing, enrichment, or other individualized learning opportunities when appropriate.

Financial & Community Resources

The Academy may maintain and share a Financial & Community Resource Directory to help families locate outside educational, financial, community, or family-support resources. Inclusion of an outside resource does not constitute a guarantee or endorsement of services, and families remain responsible for determining whether a resource is appropriate for their needs.

Technology Support

The Academy will provide reasonable assistance with access to school-issued accounts and learning platforms. Families remain responsible for their own internet service, devices, hardware maintenance, and other personal technology unless a separate arrangement has been made.

Nondiscrimination Statement

Level Up Scholars Academy admits scholars of any race, color, national origin, and ethnic origin to the rights, privileges, programs, and activities generally accorded or made available to scholars at the Academy. The Academy does not discriminate on the basis of race, color, disability, religion, sex, sexual orientation, national origin, or ethnic origin in the administration of its educational or admission policies, subject to applicable law.

Part VIII — Program-Specific Requirements

Program Structure

The Academy serves scholars through multiple educational programs. General policies and procedures apply across programs unless a program-specific requirement states otherwise.

Program	Grade / Enrollment Level
Alpha Scholars — Lower Elementary Academy	K–2
Discovery Scholars — Upper Elementary Academy	3–5
Rising Scholars — Middle School Academy	6–8
Level Up Scholars — High School	9–12
AEP — Adult Education Program	Adult learners

Elementary & Middle Grades

Elementary and middle-grade scholars may require greater parent/guardian involvement in scheduling, technology use, live instruction, progress monitoring, and communication. Course placement and pacing may be adjusted based on readiness, mastery, and demonstrated academic need.

High School

High school scholars are responsible for monitoring course completion and progress toward their individualized academic plan. Credit transfer, acceleration, graduation planning, and academic intervention requirements in Part IV apply particularly to high school enrollment. Graduation timing depends on successful completion of the scholar’s applicable requirements, not simply age or length of enrollment.

AEP — Adult Education Program

AEP provides adult scholars with a flexible pathway to continue or complete academic goals through the Academy’s technology-rich model. Adult scholars manage their own enrollment, communication, participation, and academic responsibilities unless another responsible party has been formally designated. Academic placement, required coursework, credit review, and completion requirements are determined from the adult scholar’s records, goals, and applicable enrollment pathway.

AEP scholars remain subject to the Academy’s academic integrity, technology, conduct, tuition, and engagement expectations. Program-specific credential or completion information will be communicated as part of the scholar’s academic plan and enrollment documents.

Policy & Procedure Updates

The Academy may revise policies, procedures, curriculum providers, schedules, or program requirements when needed. Material changes affecting enrolled scholars will be communicated. The most current published version of the handbook and applicable enrollment documents govern current participation.

Policies & Procedures Acknowledgment

This Guide establishes the policies, procedures, and expectations that apply to enrollment at Level Up Scholars Academy. Scholars and, when applicable, parents or guardians are required to review and acknowledge this Guide as part of the enrollment process. Program-specific requirements or an individual academic plan may provide additional requirements based on a scholar's program or academic needs.