



PHILADELPHIA ENGLISH LANGUAGE INSTITUTE

PELI



ACADEMIC HANDBOOK

Adult English Program

2025



Scan the QR code for translated versions of important student policies:



The *Philadelphia English Language Institute* is accredited by the Commission on English Language Program Accreditation for the period December 2022 through December 2027 and agrees to uphold the CEA Standards for English Language Programs and Institutions. CEA is recognized by the U.S. Secretary of Education as a nationally recognized accrediting agency for English language programs and institutions in the U.S. For further information about this accreditation, please contact CEA, 1001 N. Fairfax Street, Suite 630, Alexandria, VA 22314, (703) 665-3400, www.cea-accredit.org.



Adult ESL Academic Handbook

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1. A Message from the Program Director

Dear students,

I would like to personally welcome you to the Philadelphia English Language Institute.

As Executive Program Director of this school, it is my mission to provide visionary leadership and manifest our shared school goals. This responsibility is rewarding to me because it truly pleases me to see our students develop and grow as individuals while they are learning English.

I began my career in the ESL field as a teacher in 2003, and today I am confident that as a director who understands the teacher experience and students' needs I have much to offer. I have devoted much time and energy to solidify my vision of a school that continually improves its quality and furthers students' maturity and development as new citizens.

This school is a very special place for our community. It is a place where people come from many countries to learn, practice, and advance their English skills in a comfortable and friendly setting. Our ESL courses are created specifically for adults who wish to learn or improve their English skills to better communicate in both day-to-day and professional situations.

I invite you to actively participate in all the activities the school offers our students. Many students who complete our courses often find better job opportunities and some even continue their studies at the post-secondary level in colleges and universities. I hope that as you complete this and other courses you will gain confidence communicating in a variety of different situations. I am very proud of our history supporting students at PELI. As Program Director, I am personally invested in choosing the most dedicated and experienced instructors to guide you along your learning path.

Our school is a vital asset to the Philadelphia community and as a student here you now belong to this community and help make it a better place for future generations.

Make the best of your time here. Daily persistence brings future rewards!

Yours sincerely,

Arian Fernandes Pereira
Executive Program Director



2. About Philadelphia English Language Institute

Philadelphia English Language Institute (PELI) is an independent language school offering courses suitable for both working adults and those looking for intensive programs. Founded in 2007, PELI has been a vital part of the immigrant community of Northeast Philadelphia.

In 2015, owners Arian Fernandes Pereira and Leonardo Francisco de Jesus Ribeiro began implementing new English programs and expanding the school services. In 2023, PELI achieved accreditation from CEA (Commission on English Language Program Accreditation) and in 2024 began offering intensive English courses to international students.

Our Mission

PELI is committed to the social and economic wellbeing of our students, community, and staff. We continually strive to:

- adapt to and be cognizant of students' language needs
- responsibly offer high-quality language learning courses
- maintain a high academic level of teaching staff
- offer immigration guidance and cultural assistance to student communities
- help our students become better citizens to enrich our community
- remain an integral part of our city and state

Our Values

- Warmth, friendliness, and compassion towards all
- Integrity
- Open communication and feedback
- Passion for teaching
- Continuous improvement

Parking and Public Transportation

Street parking in front of the school (on Castor Ave) is metered, but is free after 6:00 p.m. You must pay at the parking meters if you park before 6:00 p.m. You will be ticketed by the Philadelphia Parking Authority if you don't pay the parking fees. There is free street parking near the school, on the surrounding side streets.

SEPTA buses run along Castor Ave. The 59 Bus/Trolley takes you from Arrott Transportation Center (Train/Subway) to Bells Corner Loop (Castor and Bustleton Avenues).

Office Hours

<i>Monday</i>	<i>8am - 10pm</i>
<i>Tuesday</i>	<i>8am - 10pm</i>
<i>Wednesday</i>	<i>8am - 10pm</i>
<i>Thursday</i>	<i>8am - 10pm</i>
<i>Friday</i>	<i>*by appointment only</i>
<i>Saturday</i>	<i>8am - 12:30pm</i>



3. Programs

Adult English Program

Our Adult English Program is offered at six levels and is designed for working adults who wish to gain English communication skills to improve their employment and educational prospects. The program aims to:

1. **Teach** communication skills needed to converse in various real-life community and work settings typically found in the United States.
2. **Develop** the skills needed to be college and career-ready. Those skills include problem-solving, reading, listening, and speaking skills.
3. **Empower** students to utilize technology tools and promote 21st-century learning and prepare participants to function successfully in their community.

The Adult ESL Program is offered three times a year: Fall (September-December), Spring (January-April), and Summer (May-August). Students can attend any of the three sessions and continue year-round.

Intensive English Program

Our Intensive English Program serves international and domestic students with varying levels of English proficiency. IEP will help students meet their academic, professional, and personal goals. More specifically, the program:

1. Provides students with integrated instruction in grammar, reading, writing, and speaking.
2. Focuses on English for high-level daily communication and academic study.
3. Facilitates students' accommodation in the college culture in the USA.

Our six-level program, ranging from beginner (A1) to advanced (C1), is student-centered and integrates all language skills with contextualized practice at each level. Courses offer immersive, relevant speaking and listening to build confidence and give students the opportunity to learn and work collaboratively with others.

Alongside integrated English language courses at six levels, the program also offers elective classes which include Conversation, Pronunciation, and American Culture. All intensive English courses require a minimum of 18 hours of study per week. Therefore, students enrolled in intensive English courses may be required to attend specific elective classes to meet the minimum hour class requirements.

At PELI, students will learn with our experienced and professional instructors among a diverse range of learners. Our school is prepared to offer a safe and comfortable environment for learning, practicing, and building fluency in English.



4. Student Services

Tutoring Services

The Philadelphia English Language Institute offers one-on-one English language tutoring with a focus on grammar, pronunciation, conversation, and vocabulary development.

We offer private classes between 11:30am - 7pm, Mondays through Thursdays. The price for tutoring is \$50/hour. Each tutoring session is typically one hour long.

Tutoring is offered based on teacher availability. To request tutoring, email us at admissions@pelischool.org.

Student Advising

We offer academic and personal advising to students. Current students can sign up for a 30-minute appointment with an academic advisor. During the initial advising appointment, the advisor will complete intake with the student. Advisors also complete case notes after each meeting to track the students' progress and goals.

1. **Academic advising** provides resources and information regarding the academic expectations of the students' course. We strive to prepare students for the American standard of higher education, starting with their current courses. Students and Advisors can work together to set educational goals and discuss the students' progress towards the next course level. Advisors can assist students with issues relating to placement, attendance, advancing or repeating levels, and dismissal. Academic Advising is also where students can exchange feedback and suggestions about the program or course.

It is our duty to support students so that they make satisfactory progress. If a teacher identifies a student who is struggling or not making satisfactory progress, they should refer the student to Academic Advising. Teachers may also refer any student who they think will benefit from advising. Any student may choose to receive advising if they want additional support, regardless of their progress in the course.

2. **Personal advising** helps students map out career goals, access public services and benefits, clarify documents, and find relevant tools or resources for the individual. Advisors will refer students to the appropriate resources given the particular needs of the student. This service also supports students who may experience culture shock or require explanations of American academic, occupational, or social culture.

Students should contact the Assistant Director (Lmetzler@pelischool.org) to schedule an appointment.



5. Program Costs

Adult ESL Program tuition for one semester is **\$1,520**.

This price includes a \$55 non-refundable registration fee and \$45 for student books.

Payment Options

Students can pay full tuition at the time of registration to get a \$100 discount.

<i>Pay full tuition</i>	\$1,420 due at registration
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Or, students can pay with a payment plan:

<i>1st payment</i>	\$760 due at registration
<i>2nd payment</i>	\$760 due 30 days after the start of class

Payment Obligation

You agree to pay the tuition by signing the Student Agreement. Whether or not you attend the regularly scheduled class sessions, you must pay your tuition according to the payment cycle. If you are under 18 years of age, an adult must sign as a guarantor or sponsor. Tuition prices and a list of applicable fees are available at the moment of registration and on the PELI website.

Students will be charged a \$100 late fee if their second payment is not received within 1 week of the payment deadline. If the student has not completed the payment within 2 weeks of the payment deadline, the student cannot return to class until the payment has been made in full.

Payment Processing

When PELI makes payments through Classe365 or other payment processing system, the payments are processed by our third-party payment processors Square, Venmo, or Zelle (the "Payment Processors"). The Payment Processors are solely responsible for handling organizations' payments. You agree not to hold PELI liable for fees that do not reach us because you have quoted incorrect payment information, or the Payment Processors refused the payment for any other reason. Please note that the Payment Processors may collect personal data, which allows them to process the payments (e.g., credit card details). The Payment Processors handle all the steps in the payment process on their websites, including data collection and data processing. Payments made through Square are subject to a 4% non-refundable processing fee.

Personal Credit and Collection

PELI reserves the right to collect payment in full before guaranteeing a space. The ability to enroll in a payment plan is a privilege offered by our school regardless of personal credit. We act in accordance with the Federal Equal Credit Opportunity Act, which prohibits creditors from discrimination against credit applications concerning any aspect of a credit transaction based on race, color, religion, national birth, sex or marital status or age (provided the applicant can enter into a contract). The agency that administers compliance with this law is the Federal Trade Commission, Equal Credit Opportunity, in Washington, D.C. 20580.



6. Refund Policy

The following refund policy applies to all students enrolled in the Adult English Program.

All requests for refunds must be done officially through the Administrative Staff. To cancel a course, please contact the Admissions Office. PELI does not issue refunds for courses not started by the student (no-shows).

Canceling before trimester begins:

- Tuition refund minus \$55 registration fee*
 - Example 1: \$1520 paid - \$1465 refund
 - Example 2: \$1420 paid (with discount) - \$1365 refund
 - Example 3: \$760 paid (partial payment) - \$705 refund

**Registration fee includes the cost of the placement test. If a student cancels before taking the placement test, they may be eligible for a full refund.*

Canceling within 7 class days (for Monday-Thursday course) or 4 class days (for weekend course) after session begins:

- The registration fee of \$55 is non-refundable
- The student receives 45% tuition refund only
 - Example 1: \$1520 paid - \$660 refund
 - Example 2: \$1420 paid (with discount) - \$615 refund
 - Example 3: \$760 paid (partial payment) - no refund

Canceling after 7 class days (for Monday-Thursday course) or 4 class days (for weekend course):

- **NO REFUNDS**
- Students who paid in full cannot receive refunds and do not owe any amount.
- Students who initially paid \$760 (partial payment) cannot receive refunds and *still owe* the full tuition amount, including the second payment of \$760.

Temporary Withdrawal:

- If a student withdraws within 7 class days after sessions begin and wishes to transfer their payment to the following semester, they must get approval from the Director.
- Transfer can only apply to the term immediately following the term of their withdrawal. (No transfers beyond one term.)
- Students must confirm their re-enrollment with the Director or Academic Coordinator during the enrollment dates.
- If a student does not follow these terms, the student loses their payment and they cannot receive a refund.

Refunds will be made within 30 calendar days of the date the student cancels. The last date of the student's recorded attendance or the date the cancellation request date is the termination date.

Payment of the partial tuition cancellation fees must be made in order to re-enroll into a future course. A student who has outstanding payments will lose the privilege of a payment plan. Those students must pay the new semester in full without a discount.

Payments made by credit card have an additional 4% processing fee. The 4% fee is non-refundable. There is also no refund for purchased books that have been used.



7. Admission and Enrollment

Admission Criteria

PELI policy is to accept any student who wishes to enroll into the Adult English Program and meets the following criteria. Applicants must:

- be 16 years* or older.
- have proof of photo identification, either from abroad or the USA. Immigration papers are also accepted. All PELI applicants will have their picture taken upon registration.
- be able to afford the PELI tuition costs.
- take a placement test, even if the applicant has never studied English before.
- complete this entire procedure within the registration period as described on the school's website and calendar. Applicants cannot register after the registration period.

**Minors will be required to obtain parental or guardian consent to register. Parents or guardians will be required to indicate their responsibility for the minor's financial obligations.*

Registration Periods

Students can register three times a year. Exact dates may differ slightly.

- First 3 weeks of April (register for May-August classes)
- First 3 weeks of August (register for September-December classes)
- First 3 weeks of December (register for January-April classes)

Enrollment Retention

If you pass your current level, you will be offered a space in the next level on the same day and time. Your prompt registration is required to ensure your space is held. Classes are subject to be changed or rescheduled by the school administration based on teacher availability, enrollment, and other factors that may arise. If a change to a class is made, students will be notified by the school director.

Grounds for Termination of Enrollment and Re-enrollment

Student's enrollment may be terminated at any time for several reasons, including student's failure to comply with the school's rules and policies, failure to comply with the terms and conditions, or the failure to make scheduled payments when due. The school further reserves the right to modify the rules and policies in the Academic Handbook, and any such revisions will be posted on the PELI website.

An applicant's re-enrollment may be "rejected" by the school if the student has had an adverse history of attendance, a breach of trust regarding payment, or cannot meet the minimum requirements regarding enrollment or level limitations. If repayment of past tuition is made, the student may register for the next semester.

Withdrawal Policy

To cancel your enrollment, please contact the Admissions Office. Although your enrollment may be canceled either orally or in writing, we recommend that you provide a written notice. All cancellations are subject to the School's refund policy.



8. Program Completion

Passing Requirements for Certificate

At the end of each course, students will receive a copy of their report card. In order to pass the course and to receive a *Certificate of Achievement*, the student must successfully complete all assignments with an eighty (80%) percent average and satisfy all financial obligations to the school.

A request for a certificate may be denied by the school if a student does not meet the minimum requirements for a certificate.

Retention Of Academic Transcripts

PELI keeps records of academic performance and enrollment. The school will maintain access to academic performance transcripts for three years.

No Guarantee Statement

The student understands and agrees that the completion of PELI courses and obtaining a certificate is not a guarantee of employment or admission to a four-year college, community college and/or a career college. PELI has not made any promise to you, express or implied, regarding any opportunities for you following completion of the school. The student understands that each college has its own minimum admission standards.

Family Educational Rights And Privacy Act (FERPA)

FERPA provides students who are 18 years of age or older certain rights with respect to their educational records. One of those rights is to deny others access to their educational records. This right remains in effect until a student provides written consent to disclose information in their educational records to others. As a result of FERPA, the student understands that if the student desires any school official to discuss the student's progress with someone other than the student, the student must first provide written consent.



9. Academic Policies

Learning to communicate in another language is hard work. We monitor each student's progress very closely and you will regularly receive feedback to improve your performance. Students will be assessed through tests and speaking assignments. Students are also expected to complete homework every day.

The following achievement scales apply to the Adult English Program:

Course Grade Breakdown:

Unit Quizzes (8 total, 7.5% each)	60%
Speaking Assessments (2 total, 10% each)	20%
Midterm Exam	10%
Final Exam	10%
Total	100%

Grading:

A - Excellent	90-100%
B - Satisfactory	80*-89%
F - Failing	79% and below
<i>*80% is required to pass the course and move to next level</i>	

Test makeup policy

Students have up to 2 weeks from a missed test date to make up the grade or they will receive a 0. Students must meet with the teacher to schedule a time outside of class to take the test.

If a student receives a failing grade on a test, they may request an opportunity to retest within 2 weeks from when they receive the failing grade from the teacher. The second test grade will replace the first grade.

Repeating a level

At times, a teacher may recommend a student repeat a level before continuing on to the next level. This can happen when a teacher observes that the student is lacking in one or more skills and is unlikely to be successful at a higher level. If a student is not yet prepared for the next level, it is beneficial to take the level again in order to increase proficiency and have more time to practice the material.



10. Attendance Policies

Attendance

Attendance is closely monitored and is recorded daily. Attendance is not a component of course grades. However, the school expects students to attend all scheduled classes. Poor attendance (and lateness) hinders students' ability to assimilate the subject matter and may result in failing grades.

In the event of an absence, students should see their instructors for missed assignments. It is a student's responsibility to make up for all missed work.

Attendance Warning Procedure

Students who fail to maintain their attendance or who are absent more than 2 weeks without communicating to PELI staff will be unenrolled from their course, and unable to pass the course. The Program Director has the discretion to make exceptions to this policy in extenuating circumstances, and his/her decision is final.



11. Student Code of Conduct

Students are expected to follow school regulations and help maintain a professional learning environment through orderly, ethical, and respectful behavior. Any violation of regulations and/or disruptive behavior will be referred to the School Office. The Program Director may decide that the offender (1) be verbally warned, (2) receive a formal warning letter, or (3) be terminated from the school with no refund given.

- A) The student agrees to use all media sources provided to you, including internet access following the Academic Handbook code of conduct. The student understands that abusing these privileges could lead to revocation of such rights and disciplinary action, which may include expulsion.
- B) The student understands and agrees that academic success is solely his or her responsibility and that he or she must make satisfactory progress as outlined in the course requirements and receive materials to advance to the next level and receive a certificate.
- C) The student fully understands that falsifying any information, insubordination, cheating, plagiarism, copying another person's work, having someone else do the student's homework, or taking credit for someone else's work may result in immediate dismissal.
- D) The student agrees to this program and level placement and the financial obligations which accompany it. The student agrees that it is his or her responsibility to abide by the policies defined by the school and answer to respect and to obey school directives issued by a supervisor or manager. A refusal to obey a supervisor's order or a lack of respect for a supervisor, teacher, or director will subject the student to disciplinary action or dismissal.

Code of Conduct Violations

Some violations of the Code of Conduct include:

- All types of dishonesty, including cheating* and plagiarism, knowingly furnishing false information to/about the school, forgery, alteration, or use of school documents with intent to defraud
 - *Cheating is defined as any intentional attempt by a student to misrepresent their academic achievement. Cheating includes, but is not limited to the following:
 - Possessing unauthorized information during a test or evaluation or using such information to answer questions
 - Copying information from another student during a test or evaluation
 - Communicating in any way with another student during a test
 - Submitting work on which there has been collaboration with or which was prepared by another individual unless previously authorized by instructor
 - Any deceptive practice by which students attempt to receive a passing grade in a course.
 - Any student caught cheating on a test or assignment will be given a grade of zero (0) on that test or assignment
 - Any student caught cheating a second time may be terminated from PELI
- The intentional disruption of teaching, administration, disciplinary proceedings, public meeting, and programs or other school activities
- Physical or verbal/written abuse of any person on school or school-sponsored premises
- Theft or damage of school property or the property of anyone on school premises
- Sexual harassment, which includes unwelcome requests for a physical, dating, or personal relationship with any other student or staff member



12. Additional Policies

Non-Discrimination Policies

The Philadelphia English Language Institute will never deny admissions to anyone on the basis of (nor conduct activities with regard to) race, religion, age, creed, color, sex, physical challenge, veteran status, marital status, sexual preference, or national origin.

PELI is dedicated to diversity, inclusion, respect, and civility and to the highest standards of personal development and performance. We place the highest value on friendship, scholarship, integrity, and responsibility. We are committed to honoring the individual in our community, where members respect and celebrate the diversity of our students, families, faculty administration, and staff. Our policies and procedures have been established for safety, to support our learning and teaching environment, and to maintain the highest standards and behavior.

Whether or not discrimination or harassment exists depends on circumstances or facts surrounding an incident. For this reason, it is not possible to provide a complete list of conduct that constitutes discrimination or harassment. The following are examples of conduct that may be prohibited by this policy: unwelcome requests for a physical, dating, or personal relationship; offensive jokes, remarks, epithets, or taunts related to a protected characteristic; speech, or action, or the display of material that is demeaning, degrading, threatening, or shows hostility to an individual or group because of a protected characteristic mentioned above; and unwelcome physical contact, demand for sexual favors in exchange for favorable or preferential treatment.

If you believe you have been harassed or discriminated against, take one or more of the following actions as soon as possible:

1. Tell the offending person or people that you want the offending speech or actions stopped. Do not apologize. Speak directly. Give a clear message about how you feel.
2. If you do not feel comfortable confronting the person alone, take a friend along.
3. Tell a staff member or the Program Director.

You should not be afraid to make a complaint or report what you honestly consider to be discrimination or harassment because of fear of reprisal or getting another person in trouble. Retaliation or threats of retaliation against anyone who makes a complaint of discrimination or harassment, or against anyone who participates in an investigation of any such complaint, is a violation of the PELI policy and may be a further cause of disciplinary action.

Information Privacy Policy

The Philadelphia English Language Institute will not sell your information to any outside entities. All students have the right to inspect and review their education records upon request. The school sets limits on data retention in compliance with SEVIS requirements.

All education records are directly related to a student and maintained by the school or its agent for all enrolled students. Education records may exist in any medium (e.g., electronic or digital files including email, paper documents, oral conversations, etc.). Education records include such things as personal identifiers and bio-demographic data (such as SSN, ITIN, passport number, driver's license, date of birth, ethnicity, gender, relationship information) and also academic records (such as test scores, transcripts, advising notes, financial information).

PELI does not use data for target advertising. The school complies with privacy and accuracy



principles. The school will collect personal information and comply with State policies of proper handling and accuracy. It is the school's duty to protect and hold in strict confidence all information concerning students. Only authorized individuals have access to personal information.

Disclosure of information may be authorized by the student in order to comply with immigration requirements and will only apply to students who require the issuance of a Visa I-20 or other immigration related forms. If not authorized by the student, the school will not disclose any sensitive or personal information.

The school only collects information needed on the student concerned, the student understands that the school uses lawful, fair and reasonable methods in collecting information. The school stores and transmits information securely through our server, and some third-party payment processor and web providers. The students have access to their personal information. *Therefore, it is the responsibility of the student to address incorrect personal information.*

The accuracy of information must be checked before use and the school will retain information for its purposes as a school. The school limits the disclosure of personal information to organizations required for State or Federal compliance. In case of a privacy concern, the student should contact the Program Director.

The school, prior to using the online educational services, may contain all the necessary legal provisions governing access, use and protection of data, and may be legally bound to the provider to terms that are consistent with direct control requirements agreed by the provider.

Photos and Videos

Unless otherwise stated, the student consents to the school taking photographs or video images while in classes and as a result of this irrevocably grants the right to the student's image or photographs in any advertising, promotion, or marketing materials including any social media, print media or on the website.

PELI will video record the class 2 or 3 times in the trimester to ensure high quality teaching. These videos are used only to evaluate teacher performance and will not be posted or shared.

Cell Phone Use

Cell phone use during class is not permitted unless it is for class time in terms of the listening activities or minimal translation use with the permission of the teacher. Avoid talking on your cell phone in the hallways during classes. Your conversation in the halls may be disruptive to teachers and students.

Right to File Complaint

All students have a right to file a formal complaint with the school staff. Students should either submit a complaint by email to complaints@pelischool.org, or speak with a member of the administrative staff or school director by appointment.