

inlingua ENGLISH SCHOOL[®]



**Information for Independent
Contractor Instructors
(I.F. Multicultural Interactive Solutions)**

Instructor Handbook for Intensive English Programs

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Overview of inlingua English Schools

inlingua International is our parent company. There are over 300 inlingua language centers worldwide. Our headquarters are located in Bern, Switzerland, where all of our curricular materials and texts are published. Each center, however, is independently owned and operated under a license from **inlingua International**.

Within Florida, our license encompasses ten centers, all of which are operated by I.F. Multicultural Interactive Solutions, LLC. Our eight South Florida Centers are located in Aventura, Boca Raton, Doral, Fort Lauderdale, Weston, Downtown Miami (Brickell's Main Campus), Downtown Coral Gables (Brickell's Auxiliary Classroom I), and Key Biscayne (Brickell's Auxiliary Classroom II). Our two Central Florida centers are located in Orlando and Tampa.

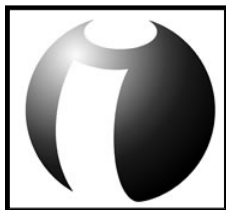
The inlingua Florida Head Office is located in Miami, Florida at **80 SW 8th Street, Suite 120, Miami, FL 33130**. Our headquarters contain a variety of departments and personnel, including the CEO, General Manager, Finance and Accounting, Human Resources, International Students, International Sales and Marketing, Central Calling Center, Information Technology, Academic Programs, and Professional Development.

All instructors should be familiar with our **Mission**:

Our Mission

Our mission is to provide top quality English language instruction to individuals from around the world who need to learn English for general, social or academic purposes. We are committed to excellence at every step in the development and delivery of our English language training programs.

inlingua Departments of Academic Programs and Professional Development



The **inlingua managerial departments of Academic Programs and Professional Development** are responsible for meeting all of our centers' pedagogical needs. These departments are located within the Head Office located in Miami, Florida.

After completing the initial application and screening process, prospective independent contractor instructors are scheduled to attend a New Instructor Screening and Orientation, which is usually conducted on a Saturday and Sunday from 9:30 a.m.

– 4:00 p.m. at various center locations throughout the state. Upon successful completion of the screening and orientation, participants join our pool of independent contractor instructors and become eligible to receive class assignments.

South Florida Center Contact Information

Center	Director	Assistant Director(s)	Address	Telephone
Aventura	Jessie Marquez jmarquez@inlingua-if.com	Analia Bravo abravo@inlingua-if.com	19020 NE 29th Avenue Concorde Plaza Aventura, FL 33180	(305) 682-1366
Boca Raton	Kira Ash kash@inlingua-if.com	Valeria Baldocchi vbaldocchi@inlingua-if.com	2142 N. Federal Highway Boca Raton, FL 33431	(561) 417-0926
Doral	Miguel Perez-Calleja mperez@inlingua-if.com	Brenda Martinez bmartinez@inlingua-if.com	9763 NW 41st Street Doral Plaza Doral, FL 33178	(305) 591-1361
Fort Lauderdale	Debora Figueroa dfigueroa@inlingua-fortlauderdale.com	Jose Orvera jrorvera@inlingua-fortlauderdale.com	201 SE 2nd Street Fort Lauderdale, FL 33301	(954) 989-4305
Weston	Jorge Elian jelian@inlingua-if.com	Maria Julia Arias mjarias@inlingua-if.com Haydee Bajares hbajares@inlingua-if.com	1372 SW 160 th Avenue Sunrise, FL 33326	(954) 981-9832

Brickell and its Auxiliary Classrooms

Center	Director	Assistant Director(s)	Address	Telephone
Downtown Miami Main Campus	Roberto Villacis rvillacis@inlingua-if.com	Adrienne Portero aportero@inlingua-if.com	80 SW 8th Street Suite 1720 Miami, FL 33130	(305) 579-0096
Coral Gables Campus	Robert Huneycutt roberth@inlingua-if.com	Carlos Tapigliani ctapigliani@inlingua-if.com	201 Alhambra Circle Suite 104 Coral Gables, FL 33134	(305) 446-0030
Key Biscayne Campus	Maricela Corzo mcorzo@inlingua-if.com		328 Crandon Blvd. Suite 225, Galleria Mall Key Biscayne, FL 33149	(305) 365-0018

Central Florida Center Contact Information

Center	Director	Assistant Director(s)	Address	Telephone
Tampa	Cecilia Knapp cknapp@inlingua-if.com	Connie Waldbart cwaldbart@inlingua-if.com	204 S. Hoover Blvd. Suite 107 Tampa, FL 33609	(813) 287-1900
Orlando	Virginia Beltran vbeltan@inlingua-if.com	Veronica Lassalle ulasalle@inlingua-if.com Roberto Ribeiro rribeiro@inlingua-if.com	7600 Dr. Phillips Blvd. Suite 86 Orlando, Florida 32819	(407) 322-8700

inlingua Florida Head Office Contact Information

Department(s)	Person and Title	Person and Title	Address	Telephone
General Manager	Fatima Arosemena farosemena@inlingua-if.com		80 SW 8 th Street Suite 120 Miami, FL 33130	(305) 377-0390 Extension 233
Academic Programs and Professional Development	Cynthia C. Cope Director and CEA Accreditation Coordinator ccope@inlingua-if.com	Jessica Gonzalez Administrative Assistant jgonzalez@inlingua-if.com	80 SW 8 th Street Suite 120 Miami, FL 33130	(305) 377-0390 Extension 222
		Sandra Medina Administrative Assistant smedina@inlingua-if.com		
International Student Services and Human Resources	Adriana Menke Director and PDSO amenke@inlingua-if.com		201 Alhambra Circle Suite 104 Coral Gables, FL 33134	(305) 377-0390 Extension 217
International Sales and Marketing	Ana Rocha Director anarocha@inlingua-if.com		80 SW 8 th Street Suite 120 Miami, FL 33130	(305) 377-0390 Extension 300
Finance and Accounting	Cecilia Jacome Management Assistant cjacome@inlingua-if.com		80 SW 8 th Street Suite 120 Miami, FL 33130	(305) 377-0390 Extension 226
Information Technology	Cesar Scavuzzo Manager cesars@inlingua-if.com support@inlingua-if.com		80 SW 8 th Street Suite 120 Miami, FL 33130	(305) 377-0390 Extension 210
Central Calling Center	Mari Gabriela Marcos Management Assistant and Social Media Coordinator Extension 219	Viviana Salinas Administrative Assistant Extension 246	80 SW 8 th Street Suite 120 Miami, FL 33130	(305) 377-0390

inglua Instructor Information and Resources

inglua provides real-time announcements, information and resources for instructors (including available class assignments) on the inglua company website. Instructors are encouraged to visit the inglua **Teacher Information** page frequently. It is a good idea to “bookmark” this page as one of your favorite pages in your web browser for easy access. You will be provided the address during your orientation.

inglua Instructors Work As Independent Contractors



As an instructor with inglua, you will be working in the capacity of an **independent contractor** rather than as an employee. In other words, you will be providing the service of English language instruction as a “**freelancer**” and will be compensated for this service. The hours of instruction are variable and are controlled by demand and your own availability.

As an independent contractor, you are not covered under the Commercial General Liability insurance coverage of inglua. You should carry your own

insurance as you see fit.

You will receive payment of professional fees for instruction twice per month. Checks are mailed to the instructor’s address on file on the **15th of each month** and on the **last day of each month** (i.e., the 30th or 31st), for the dates ranging from the 26-10 and the 11-25 of the month, respectively. When check distribution falls on a Saturday, checks will be mailed on the Friday before. When check distribution falls on a Sunday, checks will be mailed on the following Monday. If check distribution falls during a long holiday weekend, checks will be issued and mailed on the last business day before the holiday. You may have the option of receiving your check personally at your local inglua center (please contact your center director or assistant director for details).

You will receive the full amount of your professional fees due without any funds withheld for taxes. It is your responsibility to declare this income to the IRS and pay your own taxes accordingly. Each new instructor will fill out an IRS Form W-9, Request for Taxpayer Identification Number (TIN) and Certification, duly completed and signed prior to accepting teaching assignments at inglua. The W-9 will be filed in the Head Office.

By January 31st of each year, any instructor who has earned over \$600 at inglua (IF Multicultural Interactive Solutions) during the previous year will receive an IRS Form 1099-MISC for his or her income tax preparation. This information will also be reported directly to the Internal Revenue Service as required by law. It is your responsibility to ensure that inglua has your current address on file. You can do this by contacting the Director of Professional Development.

Instructor Class Confirmation and Processing of Professional Fees

Instructors confirm that they have taught all classes assigned to them and submit their request for payment of professional fees by using our computerized class confirmation system. Upon being offered their first inglua class, instructors are provided a **username** and **password** in order to access this online system. Instructors should log into the system **at least once every two weeks** (but preferably **several times per week**) in order to confirm the classes they have taught during the current professional fee period. This system also allows instructors to review and reconcile their fee information for the current period.

Note: Throughout each academic quarter, instructors also use the inglua intranet to confirm their students’ daily class attendance and end-of-quarter test results.

Lost Check Procedures

On rare occasions, a check is not delivered in a timely manner. Upon reviewing the matter we have found that four scenarios almost always apply:

- Especially in the case of our busy instructors, many times a check is received and deposited but not recorded in that instructor's records.
- New instructors sometimes do not realize that their check comes from **IF Multicultural Interactive Solutions**. They receive it, deposit it, but fail to make the connection with **inlingua**.
- The instructor has changed address, but the Head Office has not been advised of the change.
- The check is received within the next 48–72 hours postmarked four to seven (or more) days prior with no explanation of the delay (just a quirk of the Post Office).

If the above does not apply, most of the time truly “lost” checks come back to the Head Office for insufficient address or some other item that makes the letter undeliverable.

The following procedure has been developed for the replacement of lost, misdirected and/or misplaced checks:

1. The instructor should advise the director(s) or assistant director(s) of the center(s) from which the instructor's summary report was filed that his/her check did not arrive (please allow at least four business days for checks to arrive even if they usually arrive within 24 hours).
2. The director(s) or assistant director(s) of the center(s) from which the instructor's summary report was filed should notify the Head Office immediately if an instructor does not receive a scheduled check
3. Once the Head Office is notified, a thorough review will be made to ensure that the check was requested and mailed as scheduled.
 - If confirmed, we will advise the director or assistant director of the check number, the amount and the date the payment in question was mailed. We will ask for confirmation of the mailing address, just in case the address has changed, but the Head Office was not advised.
 - If for some reason the check wasn't requested by the director in a timely manner or issued by the Head Office as scheduled, it will be processed immediately and mailed to the instructor (if the instructor followed procedure in delivering the required paperwork in time and the Center or Head Office is at fault).
 - If the address is incorrect or the check was “lost in the mail,” the instructor will be asked to give the check more time to arrive or to be returned to the Head Office.
 - If no obvious error is identified, the next 60 days of bank statements will be monitored. Once 60 days have passed and the check has not been deposited, a replacement check will be issued at no cost to the instructor. All checks are void after 90 days.
 - If the instructor wants the check to be replaced before the 60 day period, he/she can pay the \$29.50 bank fee for the stop payment on the pending check. The fee will be deducted from the check when it is reissued.
 - Any check inadvertently paid twice will be deducted from future instructor payments.

It is extremely rare that a check just disappears. It either comes back to the Head Office or arrives at the right address, although not always as quickly as one would hope. Report the check missing as soon as you

note that it is late, but if possible be patient. In the long run, you can save yourself \$29.50 if you can let things run their course.

Confidentiality of Instructor Records

All instructor records (including all applications and tax forms completed, résumés, transcripts, copies of diplomas and any other materials submitted as part of the application process as well as any other materials submitted to inlingua upon request as part of the instructor's continuing relationship with inlingua) are securely kept in the inlingua Head Office at the departments of Professional Development and Accounting and Finance. A digital record is also created and securely stored. All instructor records are kept strictly confidential and may only be accessed by authorized inlingua personnel.

inlingua center staff (directors and assistant directors) have access to a portion of the instructor's digital record, including the instructor's contact information (address, telephone numbers and e-mail addresses), a summary of the instructor's educational qualifications and professional experience and any specialized or advanced course types for which the instructor is qualified, as well as the instructor's availability schedule.

inlingua is committed to protecting the privacy and integrity of each instructor's record. Consequently, in the event that inlingua is contacted by a third-party seeking access to any portion of the instructor's record (such as for work or income verification, professional references, mortgage loans, etc.), inlingua will not divulge any information without having received the instructor's prior authorization, either verbally or in writing. Moreover, inlingua does not, under any circumstances, ever sell, lease, give away or otherwise provide access to any portion of the instructor's record (including but not limited to e-mail addresses, telephone numbers and mailing addresses).

Grievance/Complaint Procedures

inlingua believes in providing a supportive and positive professional environment for our instructors, students and administrative staff. Instructors are encouraged to communicate openly with center administrators and, if necessary, inlingua Head Office personnel. Instructors should feel free to express any concerns or complaints they have to their center director, who will attempt to resolve the concern or complaint in a fair and timely manner.

In the event that an issue cannot be resolved at the center level, instructors may contact the inlingua Head Office by telephoning or e-mailing the Director of Professional Development. Concerns or complaints of a serious nature (such as those relating to the health, safety and welfare of inlingua students, instructors or staff) should be made in writing and sent to the Head Office via e-mail or regular mail. The inlingua Head Office will attempt to resolve all instructor concerns or complaints in a fair and timely manner.

Pedagogical Chart

inlingua instructors keep records of the material covered in each class. This is done on the **Pedagogical Chart**. Instructors are responsible for filling this sheet out for each class and for keeping it in the designated folder or binder. At no time is the use of double-sided copies of the Pedagogical Chart permitted. Similarly, whenever the file needs to be replenished with blank charts, an original form must be used (i.e., do not make a photocopy of a paper form).

The Pedagogical Chart should be completed clearly and neatly in permanent ink; please do not complete the Pedagogical Chart in pencil. At the end of each class session, the instructor must initial the Pedagogical Chart in ink. Pedagogical Charts will be checked periodically to ensure that they are being filled out in a consistent and correct manner, as this is necessary to ensure the proper payment of professional fees and verify the instructor delivered the curriculum according to the syllabus.

inlingua English Curriculum and Course Materials

Instructors will receive a copy of the curriculum for the course(s) that they have been assigned to teach. It is essential that all instructors provide instruction based on the curriculum for the courses to which they have been assigned, paying particular attention to the corresponding course syllabus. Instructors who are found to **not** be delivering instruction according to the course goals, objectives, and student learning outcomes may be removed from the teaching assignment. Whenever there is a doubt about the nature of a course and its corresponding assessment tool(s), instructors are encouraged to meet with the center administration for support.

All instructors will be provided access in the center to the standard course materials for all classes that they have been assigned. This includes instructional resources, assessment tools, and multimedia.

Description of Course Types

GPIP (General Purpose Immersion Program)

- This program is offered in an open-group (new students join existing groups) format.
- This program is offered throughout the year and has an academic calendar with prescribed term dates, breaks and holidays. GPIP instructors receive a copy of the academic calendar at the time of assignment. Updates, along with the calendar for the current academic year, are on our website.
- This program is currently offered in our Aventura, Boca Raton, Brickell (Downtown Miami Campus, Coral Gables Campus, and Key Biscayne Campus), Doral and Weston locations. The morning program is offered in all seven locations and the evening program is offered in most locations, based on student demand.
- This program includes a language lab component. Some instructors may be asked to serve as a language lab monitor in addition to performing their teaching duties. Instructors will be informed of any such responsibilities at the time they are offered the class assignment.
- All instructors are responsible for BOTH regularly assigning and reviewing student lab work AND assigning and reviewing iOL activities on a weekly basis.
- All students follow a daily class schedule and adhere to the attendance policy.
- Students attend a new student orientation and undergo formal placement testing.
- Most courses in this program are graded and include formal quarterly testing of the students' attainment of the stated student learning outcomes. All courses include quarterly language proficiency evaluations.
- Course content can be tailored to meet students' specific needs (provided that all of the course's stated learning objectives are met), and instructors will be provided a course syllabus to use as a general roadmap in their delivery of the content.

TL2 (English Experience/Experience Plus and Business Experience/Advantage)

- This program is offered in an open-group (new students join existing groups) format.
- This program is offered throughout the year and has an academic calendar with prescribed term dates, breaks and holidays. TL2 instructors receive a copy of the academic calendar at the time of assignment. Updates, along with the calendar for the current academic year, are on our website.
- This program is currently offered in our Orlando, Tampa and Fort Lauderdale locations. A morning program is offered in all three locations. An afternoon/evening program is currently offered in our Orlando location.

- Students enrolled in these programs may have access to iOL, even though this program does not have a formal language lab component. Some instructors may therefore be responsible for reviewing student assignments and assigning iOL activities to students (instructors will be informed of any such responsibilities at the time they are offered the class assignment).
- All students follow a daily class schedule and adhere to the attendance policy.
- Students attend a new student orientation and undergo formal placement testing.
- Most courses in this program are graded and include formal quarterly testing of the students' attainment of the stated student learning outcomes. All courses include quarterly language proficiency evaluations.
- Course content can be tailored to meet students' specific needs (provided that all of the course's stated learning objectives are met), and instructors will be provided a course syllabus to use as a general roadmap in their delivery of the content.

TL2 (Summer English Escape/Adventure: Fort Lauderdale Center only)

- This program is offered in an open-group (new students join existing groups) format.
- This program is currently only offered during the summer quarter (i.e., during the months of June, July and August) in our Fort Lauderdale location.
- Students enrolled in these programs may have access to iOL, even though this program does not have a formal language lab component. Some instructors may therefore be responsible for reviewing student assignments and assigning iOL activities to students (instructors will be informed of any such responsibilities at the time they are offered the class assignment).
- All students follow a daily class schedule and adhere to the attendance policy.
- Students attend a new student orientation and undergo formal placement testing.
- All courses in this program are graded and include formal end-of-quarter testing of the students' attainment of the stated student learning outcomes. All courses include an end-of-quarter language proficiency evaluation.
- Course content can be tailored to meet students' specific needs (provided that all of the course's stated learning objectives are met), and instructors will be provided a course syllabus to use as a general roadmap in their delivery of the content.

Class Scheduling

Once you have completed your New Instructor Screening and Orientation, your résumé, contact information, and orientation evaluation will be kept on file in the Head Office. Your information will be added to our instructor database on the intranet, where it can be accessed by all center administrators. Each director will individually make contact with you to set up an appointment to offer you your first class or project.

Instructors should also understand that they are under no obligation to accept a class offer or other project. Instructors determine their own schedule by informing inlingua of their availability (in terms of time and location) and by accepting or declining class offers as they see fit.

During your initial contact with a center administrator, you will be briefed as to the program and course type offered, proficiency level, the hours, location, etc. Directors and assistant directors will be at the centers from 9:00-6:00, Monday through Friday. If you teach classes at the center outside of this time frame, you may be given a key or access code to the center.

As a courtesy to our students we ask our instructors to notify the respective center if they will be absent or tardy. If you cannot teach a class for which you have been scheduled, please **notify the appropriate center by 10:00 a.m. the day before** the class is to be given. This will provide us with sufficient time to find a substitute instructor. **We will not enlist the services of instructors who are habitually absent or late, or who fail to provide timely notification of their unavailability to teach a previously-scheduled class.**

Terms and Conditions of Appointment

You should be aware of the following terms and conditions of your appointment as an inlingua English instructor.

Length of appointment: inlingua instructors working as independent contractors will receive assignments that vary in length. Instructors are usually assigned for the duration of the twelve week academic quarter, in accordance with the program's academic calendar. However, other temporary assignments may also be available. In addition, some instructors may also be asked to serve as a substitute.

Instructors are reminded that they are never under any obligation to accept an assignment. inlingua will work with each instructor to fashion a class schedule that best meets his or her needs within the limitations of our programs.

Teaching load: inlingua instructors may teach as few or as many classes as they like, within the limitations of our programs. inlingua cannot guarantee any certain number of teaching hours to our instructors. However, most instructors teach an average of 10-15 hours per week (factoring in holidays, breaks, and intersessional periods) per course (since both a morning and evening program are offered in some locations, an instructor may teach more than one course during the same academic quarter).

Many instructors prefer to teach only in the mornings or evenings, while some choose to teach in both our morning and evening programs, where available. In all cases, instructors are free to manage their teaching load by accepting or declining class assignments as they see fit. Nevertheless, inlingua strongly recommends that instructors do not accept more class assignments than they can reasonably handle, given their personal and professional obligations.

Responsibilities outside the classroom: inlingua instructors are responsible for **lesson planning** and preparation as necessary (based on their individual experience and qualifications) in order to provide a high-quality classroom experience for our students. Instructors are also responsible for completing the **daily Pedagogical Chart** and may be asked to complete a Monthly Progress Report or other forms for some students. Also, as a normal part of delivering language training services, instructors are expected to administer tests at times prescribed in the inlingua curriculum as well as to conduct language proficiency evaluations. In addition, instructors should expect to take part in **occasional meetings** with center administrative staff, to review any materials provided to them by the inlingua Head Office, to attend faculty meetings when scheduled, and to participate in informal conferences with students (usually right before or after class or during a class break).

Some inlingua English courses make use of the inlingua Online Learning (iOL) interactive digital platform. Instructors who teach such courses may be responsible for **reviewing student assignments** and assigning iOL activities to students (instructors will be **informed** of any such responsibilities at the time they are offered the class assignment). Applicable instructors dedicate one unit of time (outside of class) each week of the quarter to completing iOL or lab work review. These instructors receive one unit of compensation at their base rate for each applicable course.

Instructors may conduct **off-site fieldtrips** with students subject to prior approval by the center director. Instructor participation in these fieldtrips is entirely voluntary; however, inlingua does encourage instructors to suggest and lead off-site fieldtrips on an occasional basis (maximum of three per quarter).

Instructors who participate in off-site fieldtrips will receive a flat rate payment per trip, in addition to their regular teaching fees for the class that day. Some center locations sponsor off-site activities and weekend excursions for which instructors may be asked to assist the administration in chaperoning. Instructor participation in off-site activities/excursions is voluntary, but those who do participate will be provided with expectations of responsibility for the assignment and a flat rate payment for their services.

inlingua expects all instructors to **demonstrate an ongoing commitment to professional development**. As education professionals, inlingua instructors have a responsibility to undertake appropriate professional development. Such professional development enhances and complements relevant teaching experiences and ensures that instructors continue to have the knowledge and skills to perform effectively. Evidence of completing professional development outside of inlingua should be submitted to the Director of Professional Development for inclusion in your instructor record. Such professional development activities include but are not limited to:

- conference attendance and participation
- development of materials
- research
- professional reading
- mentoring opportunities
- publications
- participation in inlingua Professional Development Program workshops/seminars/mini-workshops

Compensation and benefits: As independent contractors, inlingua instructors are compensated on a per-class basis based on their base teaching rate and any additional variables that may apply to the class assignment. All instructors are informed of their base teaching rate at the time of their initial new instructor orientation. Instructors agree that the professional fees they receive pursuant to inlingua's instructor pay policies as outlined in this handbook constitute complete and full payment for their work.

On occasion, inlingua will contract with an independent contractor instructor to provide non-instructional support to the center administration. This is done on a case-by-case basis and only upon mutual agreement to the terms and conditions of the appointment between you and inlingua. The payment of your professional fees for said services will either be based on your base teaching rate or on flat fees.

As independent contractors, inlingua instructors do not qualify for participation in the company's health insurance plan or any other benefits. However, all inlingua instructors are strongly encouraged to participate in the inlingua Professional Development Program (PDP), which provides frequent and significant professional development opportunities to instructors free of charge. Instructors should consult the PDP schedule posted on the website and in the inlingua center for the dates, topics and locations of upcoming PDP events.

Mandatory ongoing training for instructors: In order to ensure accuracy and reliability in the scoring of end-of-term oral proficiency evaluations, inlingua will provide all instructors with mandatory ongoing training in how to properly conduct and score these evaluations. Such training will take place on a quarterly basis and all active instructors will be required to participate. Instructors who demonstrate inconsistent or inaccurate scoring by incurring an excessive number of discrepancies or an unacceptably low exact agreement rate must undergo mandatory retraining by completing the regularly-scheduled five-hour *Language Assessment* workshop and other specified training and remediation activities.

Instructors will occasionally be asked to participate in in-service training activities, which unlike Professional Development Program workshops, usually take place during regularly-scheduled class hours. In-service training sessions are typically scheduled once or twice per academic quarter. Instructors are compensated for in-service training activities as if they had taught their assigned class during the training period.

Criteria, procedures and time lines for performance review: All inlingua instructors undergo regular performance evaluations and reviews. All instructors who teach in an inlingua intensive English program (GPIP or TL2) will receive a formal performance evaluation within their first forty-five (45) days of teaching and at least once per year thereafter. **Complete details on the inlingua instructor evaluation program, including copies of the evaluation forms and performance criteria used, are provided at the end of this handbook.**

Instructor Mentoring Program

In order to assist instructors in their professional growth and development as language education professionals, inlingua has instituted an Instructor Mentoring Program for new inlingua instructors with *less than one year of prior experience* teaching English as a Second or Foreign Language (ESL/EFL) or foreign languages at the adult education or postsecondary level. Such instructors will be assigned an experienced inlingua language instructor as a mentor, who will serve as a role model and source of feedback, advice and continuing education, training and support during the instructor's *first twelve weeks* of service.

Mentoring activities may include class observation and constructive feedback, co-teaching, informal meetings of up to one hour per week, supervised class planning and other relevant activities recommended by the mentor. New instructors who are required to participate in the inlingua Instructor Mentoring Program will be informed of this requirement during their new instructor screening and orientation. Instructors who are required to participate in this program expressly acknowledge that participation is a condition of their assignment.

New instructors participating in the inlingua Instructor Mentoring Program will also be expected to complete eight (8) Professional Development Program workshops and seminars during their first sixth months of service.

Independent Contractor Compensation

All **inlingua** independent contractor instructors are assigned a **base rate**, which establishes the minimum amount instructors will be paid in **professional fees** per 45-minute lesson (or unit). Each instructor's **base rate** is the primary determinant for the amount in **professional fees** he or she will receive per class taught. In most cases, an instructor's base rate alone will determine the total amount in professional fees paid per class session. However, in some cases, instructors may qualify for an **additional amount per unit for specialized course types** (such as TL2 Business English programs and GPIP/TL2 TOEFL iBT courses). Because of these variables, it is possible for instructors to receive a fee higher than their base teaching rate.

All instructors are informed of their base rates before receiving approval to teach. An instructor's base teaching rate can increase over time; all increases to an instructor's base rate are considered on a case-by-case basis. Requests for an increase must be made in writing to the Department of Professional Development.

Payment of Professional Fees

inlingua instructors are compensated per class, based on two factors: (1) the course type with any applicable variables and (2) the length of the class.

First, the total amount in professional fees paid to each instructor per 45-minute unit is determined by adding any additional class variables to the instructor's base teaching rate according to course type. Second, the total amount in professional fees for each class is determined by multiplying the base rate by the number of units taught during the class.

Example 1: Course: *GPIP*

Class Length: 11:30 a.m. – 1:45 p.m. (Total length: **3 units**)

Teacher's Base Rate = **\$15.00 per unit**

Total compensation: ($\$15.00 \times 3$ units) = **\$45.00 per class**

Example 2: Course: *TL2 Business Experience*

Class Length: 1:45 p.m. – 4:00 p.m. (Total length: **3 units**)

Base Rate = \$15.00 per unit + \$1.00 per unit additional variable for business English

Total compensation: ($\$16.00 \times 3$ units) = **\$48 per class**

Example 3: Course: *GPIP Advanced TOEFL iBT*

Class Length: 5:00 p.m. – 7:15 p.m. (Total length: **3 units**)

Teacher's Base Rate = **\$15.00 per unit becomes \$16 per unit for TOEFL courses**

Total compensation: ($\$16.00 \times 3$ units) = **\$48.00 per class**

Instructor Base Rates and Professional Fees: Frequently Asked Questions

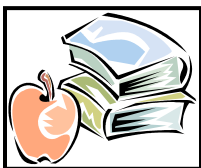
Do I get compensated for tolls and parking?

No. As an independent contractor working in association with inlingua, you will not receive reimbursements for tolls, parking, or other expenses. Since you are an independent contractor, you should save all receipts (toll, parking, materials, etc.) for income tax purposes, as they may be considered deductible business expenses.

Do I get paid for the number of students in the class?

No, inlingua language instructors are compensated per class based on the course type and class length (increments of your base rate and any applicable variables).

inlingua Professional Development Program (PDP)



In order to ensure the quality of our programs and help contribute to the success of our instructors, both inside and outside of the classroom, inlingua offers instructors the opportunity to participate in our **Professional Development Program (PDP)**, which provides new instructors an opportunity to advance their professional development and allows experienced inlingua instructors to receive advanced certification opportunities.

The Director of Professional Development coordinates and implements the Professional Development Program in conjunction with our **Professional Development Program Trainers**, a team of highly experienced, outstanding, and dedicated instructors who are experts in the inlingua teaching philosophy, materials, and teaching strategies. The **Professional Development Program** offers numerous **Advanced Certification Workshops, Seminars, and Mini-workshops** on a wide variety of subjects that are of interest and use to independent contractor language instructors.

Instructors are strongly encouraged to participate in our Professional Development Program. An e-mail reservation is not required for attendance at any PDP workshop or seminar. However, in order to ensure that you have access to the center, you should send an RSVP by noon on Friday before the Saturday workshop is scheduled to take place. Workshop resources are published on our website.

Professional Development Program Workshops and Seminars are usually held twice per month on a Saturday and last from four to six hours (most from 10:00 a.m. to 4:00 p.m.). In addition to Saturday sessions, certain Mini-workshops are scheduled to take place in the afternoon during the week (usually Friday afternoons) and last from two to five hours as indicated on the calendar.

Available topics include APP/APP Modules, Accent Reduction, TOEFL iBT Workshops, Language Assessment, The Structure of English, Language Teaching Methodologies, Intercultural Communication, Special Topics in Language Acquisition, and Pedagogical Procedures and Skills, among others.

Completion of certain workshops and seminars confers certification to teach specialized inlingua course types at a higher rate (e.g., an additional \$1 per unit for TL2 Business Experience/Advantage with the APP workshop; or a flat rate of \$16 per unit for GPIIP or TL2 English Experience/Experience+ TOEFL iBT).

Note: inlingua is not an accredited institution of higher education; therefore, it does not issue degrees or certificates of any kind. The PDP workshops, seminars, and aforementioned certifications are for in-house purposes only and are not transferrable.

Advanced Certification Incentive

In addition to receiving advanced topics certification and potentially qualifying for higher professional fees, active inlingua instructors who complete at least **twenty-five (25) hours** of inlingua Professional Development and have taught at least one inlingua class **per semester** (the two six month periods from **January-June** and **July-December**) will receive an additional professional fee of **\$200** at the end of the six-month period. The twenty-five hours per semester can be achieved through five (5) separate Saturday sessions, an accumulation of hours from mini-workshops, or a combination of the two categories. The Department of Professional Development maintains official attendance records for all inlingua PDP activities.

Copyright Protection

IF adheres to all federal, state and local laws and regulations including those related to copyright. Our inlingua license does give us the specific right to reproduce certain inlingua materials without limitation. Any other copying is limited to “fair use.”

Important notes related to copyright law:

- Instructors are free to reproduce inlingua resources (e.g., Resource Sheets form the Trainer Resource Pack) for classroom use without limitation.
- Non-inlingua books and teaching materials used as standard curricular materials for inlingua courses may not be reproduced.
- The reproduction of any non-inlingua supplementary materials must conform to fair use copyright laws. Fair use requires that instructors reproduce **no more than** a cumulative total of 15% of a single copyrighted work for academic purposes only. If instructors believe that it will be necessary to reproduce and use more than 15% of a single non-inlingua supplementary material to assist their current student(s), then they should send a request (in writing) to the center administration for the necessary number of resources for the course in order to not violate copyright law.

inlingua Policy on Potential Weather Disruptions

Weather conditions in Florida have a potential for disrupting class schedules. In the event of approaching storms and officially issued storm watches, instructors should closely monitor **local** weather conditions and public announcements and act accordingly, taking all suggested safety precautions seriously and preparing themselves and their property to safely weather any storm. **Tropical storms** are quite frequent in Florida and are usually short term with little major damage caused. **Hurricanes** are less frequent and have the potential to cause major, possibly life-threatening, damage.

In the event of a **tropical storm watch, tropical storm warning, or hurricane watch**, classes will continue while the inlingua Head Office closely monitors the situation. Any affected centers maintain contact with the Head Office, advising the Head Office of the local weather conditions. Individuals should protect themselves as needed. However, in the event of a **hurricane warning** officially published by local government agencies, all centers and classes will be cancelled in the area affected by the warning (a **hurricane warning** denotes hurricane storm conditions are expected in the area within 36 hours).

Any inlingua center(s) within the area under a **hurricane warning** will be closed early enough for instructors to be informed and be able to return to their homes and make final preparations for the arrival of any such storm. Attention should be paid to public announcements, transportation shut downs, evacuation areas, etc., allowing sufficient time for a safe return to home or shelter prior to the storm's arrival.

In addition, if local school boards cancel scheduled classes, inlingua classes in the applicable school district will also be cancelled even when a hurricane warning has not been issued for that area. Unless a local **hurricane warning** has been issued, the inlingua center(s) will be open for administrative purposes. When in doubt, instructors should contact the center to verify whether a particular class is cancelled. Any classes cancelled under this policy will not be rescheduled.

This type of cancellation will be considered “no-fault,” meaning that instructors will not be compensated for classes not taught due to inclement weather.

Since local storms affect different areas (only a few miles apart) to a different extent, each center's staff will report to work as soon as safely possible and assess local. The center and Head Office personnel will work closely to arrange for any repairs to be made to guarantee the safe reopening of the center. Classes will resume as soon after the storm passes as possible and as allowed by the local government. Instructors should contact the center to find out whether it has reopened.

inlingua's Expectations Regarding Instructors' Professional Conduct

As an independent contractor working in association with inlingua, you may teach or work with other language training companies (including our competitors), schools, or on your own. inlingua does not require instructors to sign exclusivity contracts. However, it is understood that instructors and staff must abide by ethical and professional standards. Instructors who **under any circumstance** take on students whom they met at inlingua or take them to another language training center, will no longer be permitted to work in association with inlingua. inlingua will not engage the services of instructors who conduct themselves in an unprofessional or unethical manner. We also ask that instructors do not attempt to sell any items (jewelry, books, services, etc.) to students, as this may put students in an uncomfortable position. Moreover, instructors may not under any circumstances, whether explicitly (e.g., by direct request) or implicitly (e.g., by hints or suggestions), ask for or solicit goods, services, gifts, or other things of value from clients.

Instructors should conduct themselves professionally at all times. We ask that instructors avoid discussing inappropriate topics with students. The relationship between instructor and student must remain professional at all times. Moreover, instructors are expected to treat all persons at inlingua, including clients, employees, and other instructors, with professionalism, courtesy, and respect. This includes refraining from harassing, bullying or making negative comments about or unwanted criticism of other instructors or their teaching practices, either directly to other instructors or to inlingua administrative staff.

Sexual Harassment Policy

It is the policy of inlingua to provide an environment free of sexual harassment. Sexual harassment refers to behavior or conduct that is not welcomed or is personally offensive, and fails to respect the rights of

others. Sexual harassment may take different forms (e.g. demands for sexual favors, jokes of sexual nature, sexually suggestive pictures, graphic commentaries, unwanted physical contact, etc.)

Instructors who feel they have been subjected to sexual harassment should report the incident to their center director verbally or in writing, or to the inlingua Head Office. Both the complaint and the investigative steps followed should be documented as thoroughly as possible.

The identity of all parties involved in a sexual harassment charge will be kept in strictest confidence. There will be no discriminatory or retaliatory action taken against any individual who makes a complaint of sexual harassment.

Purpose of this policy: To provide an environment free of unlawful discrimination or harassment where all are treated with dignity and respect and to comply with federal, state and local laws.

Termination

As independent contractors, inlingua instructors are not employees of inlingua but rather provide professional services on an as-needed basis. As such, instructors provide instructional and/or other professional services to inlingua when it is mutually beneficial for both parties. Instructors are not required to enter into written contracts and may therefore terminate their association with inlingua at any time, although inlingua does ask that instructors provide a courtesy notice in advance of their intended departure. Similarly, inlingua may terminate its association with an instructor at any time. Depending on the circumstances, inlingua will attempt to provide instructors who are terminated with a courtesy notice in advance of the termination. Terminations made by inlingua may be seasonal/temporary (e.g., during the summer quarter, when our population of enrolled students drops significantly in most locations, or when fewer courses are offered during the next academic quarter) or permanent (e.g., due to instructor misconduct).

Instructor Evaluation Procedures

In order to ensure consistently high quality in the delivery of inlingua's English training programs and to successfully carry out our mission, inlingua has established an instructor evaluation policy that aims to assist instructors in continuous improvement and professional development.

Instructor performance evaluations will rely on at least two of the following sources of data:

1. Student feedback
2. Administrator evaluations based on interaction with the instructor
3. Peer evaluations based on in-class observation

In addition, instructor performance evaluations are conducted on a regular basis, are based on data collected over a period of time, and are thorough, well-documented and consistent with inlingua's program goals.

The ultimate goal of the evaluation process is to provide instructors with constructive feedback to assist them in improvement and to identify areas of strength and weakness which instructors may use as they plan their professional development activities.

Student feedback

Throughout the duration of an instructor's teaching relationship with inlingua, we will collect both informal and formal feedback from the instructor's students regarding their satisfaction. Informal feedback will be gathered from the center administration through regular ongoing contact with the student either verbally or in writing. The administration will provide instructors the results of informal student feedback on an as-need basis, at the discretion of the director. Formal student feedback is gathered at the end of each academic quarter with the administration of a satisfaction survey, which includes responses about the

course's instructor. inlingua will provide all instructors with the results (in writing) of the formal surveys electronically on the teacher page of the inlingua intranet.

Administrator evaluations based on interaction with the instructor

All inlingua instructors will be evaluated by the administration within forty-five (45) days of their first inlingua teaching assignment. After that point, the instructors will be evaluated at least once per year.

Peer evaluations based on in-class observation

inlingua instructors will be evaluated within forty-five (45) days of their first inlingua teaching assignment and at least once per year after that point.

Advance notice of in-class observations

Instructors will be notified at least one week in advance of any scheduled in-class observations. Under no circumstances will instructors ever be observed in class without prior notice. Most observations will last 15-30 minutes and will be conducted by a peer instructor.

Documentation of evaluations

All instructor evaluations will be documented in writing, and instructors will receive a copy of all evaluations within approximately one week of the date of the evaluation (the copy may be provided in digital format).

Instructor input and response

inlingua welcomes and encourages input from instructors before, during and after the instructor evaluation process. Instructors are encouraged to suggest changes or improvements in the instructor evaluation process, which will be considered by the inlingua Head Office. In addition, instructors are strongly encouraged to respond to their evaluations should they deem a response necessary. Instructors may respond in writing or in person at the center level, as they prefer. inlingua will carefully review all responses to instructor evaluations and may reply to the instructor if appropriate.

Performance evaluation criteria

inlingua believes in fairness and openness in the instructor evaluation process. Consequently, instructors are provided with advance copies of the instructor evaluation worksheets used for in-class observations and administrator evaluations based on interactions with the instructor. These worksheets, which are attached, include each of the performance criteria employed in the instructor evaluation process.



Instructor Evaluation Form

Source of Data: Administrator Interaction with Instructor

Center: _____
 Instructor: _____
 Evaluator: _____

Date: _____
 Time: _____
 Course and Language: _____

Evaluation based on the scale of 1 to 5 for how well the instructor meets the criteria outlined below.

	Far Below 1	Below 2	Meets 3	Exceeds 4	Far Exceeds 5	Not Observed N/O
1. Instructor displays a high level of overall professionalism.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Instructor is punctual for class assignments (and meetings, if applicable).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Instructor demonstrates mastery of effective teaching methodologies (i.e., The inlingua Method) and knowledge of inlingua programs, policies and course materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Instructor meets his or her professional obligations (such as fulfilling accepted class assignments).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Instructor submits required forms (such as Pedagogical Charts, Monthly Progress Reports, class attendance sheets, etc.) on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Instructor fully, accurately and neatly completes the daily class record (Pedagogical Chart) and attendance sheet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Instructor's interactions with inlingua administrators, clients and other instructors are courteous and appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Instructor is professionally and appropriately attired when performing his or her instructional or non-instructional duties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: _____

Evaluator's Signature: _____



Instructor Evaluation Form

Source of Data: In-Class Observation

Center: _____
Instructor: _____
Evaluator: _____

Date: _____
Time: _____
Course and Language: _____

Evaluation based on the scale of 1 to 5 for how well the instructor meets the criteria outlined below.

	Far Below 1	Below 2	Meets 3	Exceeds 4	Far Exceeds 5	Not Observed N/O
1. Instructor demonstrates expert knowledge of language and subject matter, including explanatory examples, with accurate and expansive information beyond the textbook.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Learning objectives are outlined in lesson plans or syllabi and clearly connected to the lesson being taught.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Class is well organized, with an introductory overview at the beginning and a logical linkage and sequence to the topics.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Instructor uses relevant examples that support the concepts being presented, including the teaching points with highlighted applications and connections to other concepts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Instructor uses a variety of approaches to address multiple learning styles and provides appropriate supervision during practice activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Instructor demonstrates a student-centered focus, including use of effective error correction, active listening, coaching, and facilitation of discussion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Instructor encourages student involvement in class, including questions that encourage participation, activities that engage students, and methods for checking for student understanding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Instructor uses a variety of audio and/or visual aids to enhance presentations (e.g. charts, props, pictures, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Instructor demonstrates excellent proficiency (including clear and understandable pronunciation) in the target language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Instructor uses verbal content consistent with the focus of training, including proper grammar, word selection, and usage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: _____

Evaluator's Signature: _____