

inlingua LANGUAGE SCHOOL [®]
operated by the Language Group, LLC



Information for Independent Contractor Instructors

Handbook for Language Training and Test Preparation Tutorials

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Overview of inlingua Language Schools



inlingua International is our parent company with 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 in partnership with **TLG The Language Group, LLC** and **TL2 Travel, Live & Learn, LLC**. TLG The Language Group, LLC is the business entity responsible for the provision of instruction for language training and test preparation tutorials in seven South Florida Centers (Aventura, Boca Raton, Brickell [Downtown Miami], Coral Gables, Doral, Key Biscayne, and Weston) and two Central Florida centers (Orlando and Tampa). TL2 Travel, Live & Learn, LLC is the business entity responsible for the provision of instruction for language training and test preparation tutorials in Fort Lauderdale.

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, International Sales and Marketing, Human Resources, International Students, Central Calling Center, Information Technology, Academic Programs, and Professional Development.

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

Our Mission

Our mission is to provide top quality language training programs in any language to students who need to improve their language skills or learn a new language for general, social, business or academic purposes, as well as to provide customized test preparation and fast and accurate translation and interpreting services. We are committed to excellence and innovation at every step of the language training, test preparation and translation and interpreting process.

Our Vision

Our **vision** is to provide excellence in language training, test preparation, and translation and interpreting services through uncompromising adherence to quality and unparalleled customer service.

inlingua Departments of Academic Programs and Professional Development

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

Person and Title	Telephone	Email
Cynthia Cope Director of Academic Programs	(305) 377-0390 Extension 222	ccope@inlingua-if.com
Laura Pachter Director of Professional Development	(305) 377-0390 Extension 223	lpachter@inlingua-if.com
Carla Adalgren Assistant Director of Programs and Professional Development	(305) 377-0390 Extension 225	cadalgren@inlingua-if.com
Sandra Medina Administrative Assistant		smedina@inlingua-if.com
Jessica Gonzalez Administrative Assistant		jgonzalez@inlingua-if.com

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.

Instructors are also encouraged to reference the [orientation materials](#) page on our website for ongoing familiarity with inglua policies and current version of this handbook.

inglua Instructors Work As Independent Contractors

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.



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 language or test preparation 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. 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.

Although all inglua centers are bound by the same operational procedures as outlined in this instructor handbook, there are two separate companies to which you may provide professional services. Professional fees for private and semi-private language training or test preparation services provided in the Aventura, Boca Raton, Brickell (Downtown Miami), Coral Gables, Doral, Key Biscayne, Tampa, Orlando, and Weston centers (or at any of their on-site class locations) will be paid from **TLG The Language Group, LLC**. Professional fees for private and semi-private language training or test preparation services provided in the Fort Lauderdale center (or at any of its on-site class locations) will be paid from **TL2 Travel, Live and Learn**. Only one W-9 is completed, even for those instructors who will provide services to both companies.

Payments are processed 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 distribution falls on a Saturday, payments are processed on the Friday before. When distribution falls on a Sunday, payments are processed on the following Monday. If distribution falls during a long holiday weekend, payments will be processed on the last business day before the holiday.

By January 31st of each year, any instructor who has earned over \$600 at inglua (TLG The Language Group, LLC) during the previous year will receive an IRS Form 1099-MISC for his or her income tax preparation. When applicable, any instructor who has also earned over \$600 at Fort Lauderdale (TL2 Travel, Live and Learn) during the previous year will receive an IRS Form 1099-MISC. This information

will also be reported directly to the Internal Revenue Service as required by law. It is your responsibility to ensure that inlingua has your current address on file. You can do this by contacting the Director of Professional Development.

Paper Checks: Checks are issued and mailed to the home address on file at 3:00 p.m. on the distribution dates listed above.

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 inlingua 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, as well as save a copy of their current professional fee report. Instructors need to submit to the appropriate centers copies of the signed [*Pedagogical Charts*](#) corresponding to all on-site classes taught during the fee period in order to receive payment for the confirmed classes.

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 **TLG The Language Group, LLC** and/or **TL2 Travel, Live and Learn**. 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 4 to 7 (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 \$35.00 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 \$35.00 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.

Class Lengths and Break Time

When we sell language training and test preparation services to our clients, we usually sell them in **45 minute blocks of instruction**, or **units**. Therefore, instructor payment of professional fees is based on these **units** (sometimes also referred to as **lessons**). Keep in mind that most professional fees are paid based on our 45-minute instructional unit and not by the hour; however, in some exceptional cases, a course can be sold in blocks of 60 minutes (rates are adjusted accordingly).

In most cases, the minimum class length is 2 consecutive units, equaling 90 minutes, although some classes are longer. Other common class lengths are 3, 4, and 5 units or 60 minutes. For every 45-minute unit scheduled, there is an included, optional 5-minute break; for example, in a 90-minute class, there is a maximum of 10 minutes to be used for break time. The break time can be taken all at once, spread out, or not at all. It is up to the instructor and student to use the break time according to their individual needs. If an instructor takes the break, it does not mean that the class will be extended beyond the regularly scheduled end time. Also, if an instructor does not take the break, it does not mean that class can be finished earlier than the regularly scheduled end time.

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 after each class and for keeping it in the correct student file. Regardless of the language of instruction, the Pedagogical Chart should be completed in English. At no time is the use of double-sided copies of the Pedagogical Chart permitted because this interferes with administrative processing of information in the student's file. Similarly, whenever a student's 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. When adding pages to the Pedagogical Chart, please be sure to complete the top section (including the student name and enrollment number). Near the end of the class, both the instructor and the student must initial the Pedagogical Chart in ink. If a student cancels late or does not show up to class, the instructor must mark that the class was missed or cancelled late and ask him or her to initial the Pedagogical Chart for that date at the next class session. 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. If an instructor teaches any on-site classes, the corresponding Pedagogical Chart must be submitted to the center.

inlingua Curriculum and Course Materials

For language training, instructors will receive a copy of the curriculum for the course 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 typical course length and assessment protocols. 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.

Language training and test-preparation 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. The administration will lend the standard course materials to those instructors assigned to teach on-site classes for the duration of the course. Upon completion, such materials need to be returned to the lending center.

Description of Class Types

Private Tutorials (Language Training and Test Preparation)

- Classes are one-on-one.
- The student can cancel classes in accordance with the **Cancellation Policy** (described below).
- Course content can be tailored to meet the student's specific needs.
- Classes may be given at an inlingua center or on-site.
- Language courses include placement testing.
- Language courses include informal and/or formal assessments of student progress (e.g., inlingua *Progress/Achievement Tests*, book chapter tests, class presentations, essays, etc.).
- Test preparation courses include both a full-length simulated pretest and posttest.

Semi-Private Tutorials (Language Training and Test Preparation)

- A number of friends or colleagues form a group to study together.
- The maximum number of students is 6 (some exceptions may apply).
- Students can cancel classes in accordance with the **Cancellation Policy**.
- Course content can be tailored to meet students' needs.
- Lessons may be given at an inlingua center or on-site.
- Language courses include placement testing.
- Language courses include informal and/or formal assessments of student progress (e.g., inlingua *Progress/Achievement Tests*, book chapter tests, class presentations, essays, etc.).
- Test preparation courses include both a full-length simulated pretest and posttest.

Open-Group Test Preparation

- Instructors receive the applicable test-prep base rate based on the test type.
- Classes are operated by the center and follow a prescribed daily/weekly class schedule with predetermined school breaks and holidays.
- All students follow the daily class schedule and cannot cancel classes.
- Course content can be tailored to meet students' specific needs, and instructors may be provided a course syllabus to use as a general roadmap in their delivery of the content.
- Lessons are typically given at an inlingua center.

Open-Group Language Tutorials

- This weekly program is offered in an open-group (new students join existing groups) format.
- This program is currently offered in our nine TLG locations (Aventura, Boca Raton, Brickell-Downtown Miami, Coral Gables, Key Biscayne, Doral, Tampa, Orlando, and Weston) and one TL2 location (Fort Lauderdale). Lessons are typically given at an inlingua center.
- The operation of these courses is based on student demand, with a minimum class size each week in order to continue.
- Classes are operated by the center and follow a prescribed daily/weekly class schedule with predetermined school breaks and holidays (varies by campus and time of year). Classes can be cancelled by the school in accordance with the **Cancellation Policy**.
- Course content can be tailored to meet students' specific needs, and instructors may be provided a course syllabus to use as a general roadmap in their delivery of the content

Kids & Juniors Classes

- Lessons may be private, semi-private, or open-group (i.e., operated by the center with a prescribed class schedule) format in accordance with the details listed above.
- Lessons may be given in 60-minute units, in 45-minute units or in a combination of units (such as 2 consecutive 45-minute units), depending on the age of the student.
- Special materials may be used.

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.

When a director gets a contract from a client, he or she tries to match the client with an appropriate instructor. During your initial meeting with the director, you will be briefed as to the program and course type selected, level of the student, the number of lessons purchased, the course duration, 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.

Directors may frequently contact instructors to inquire into their availability to teach a certain class as such information is often necessary during the processing of a new student's enrollment.

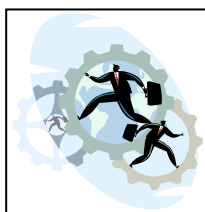
However, instructors should understand that no lessons should be taught and no professional fees will be paid until the director issues a "final confirmation" that the student has enrolled and the first class has been scheduled.

All changes to a student's class schedule must be coordinated through the inlingua Center. We will not be responsible for compensating instructors for any classes that were not scheduled or rescheduled through a center. Instructors must not encourage students to change their schedule in order to accommodate the instructor's availability.

As a courtesy to our clients, we ask our instructors to notify the respective center if they will be absent or tardy. If you must cancel or reschedule a class, 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 contact the student and find a substitute instructor or, if absolutely necessary, cancel the class. **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.**

If a student is late, the instructor should wait for at least half the class time before leaving. For example, if the class is scheduled to last two units, then the instructor must wait at least one unit before leaving. If the student calls to say that he or she is on the way, then the instructor must wait for the student. However, the instructor is only required to teach until the original end time. For example, if a student arrives at 2:00 for a class that is scheduled to end at 2:30, then the instructor is only required to teach until 2:30. Instructors will be compensated for the full time of the scheduled class even if the student does not attend the entirety of the session.

Class Cancellation Policy



When students enroll for most language or test preparation courses with **ilingua** (see explanation of class formats, above), they are given the option of canceling or rescheduling previously-scheduled classes without penalty. Essentially, a cancelled class is postponed to be taught at a later date. Rescheduling is handled by the administration and the regular instructor may or may not be available for the adjusted schedule for that class. In the case that the instructor is unavailable, the student has the option of having a substitute instructor for the rescheduled class or to cancel it instead.

Instructors will be notified of the **cancelled class** by center staff by **4:00 p.m. the business day before the class** is scheduled. This is an **on-time cancellation**, and the instructor is not paid for teaching the class. However, if the center staff notifies the instructor any time **after 4:00 p.m. the business day before the class**, this is a **late cancellation**. In this case, the instructor is compensated for the class as if the class had been taught. Please understand that the purpose of this cancellation policy is to create a fair and workable situation for **the student, the inlingua center, and the instructor**.

The late cancellation (or no show) must be **recorded on the Pedagogical Chart** and initialed by both the instructor and student during the next class. When using the **online class confirmation system**, instructors should confirm any classes that were “no shows” or “late cancellations” as they would any other class (i.e., as if the class had actually been taught).

Independent Contractor Instructor Schedule of Professional Fees

All **ilingua** independent contractor instructors are assigned a **base rate**, which establishes the **minimum amount** instructors will be paid in **professional fees** per 45-minute unit (or lesson). Each instructor’s **base rate** is the primary determinant for the amount in **professional fees** he or she will receive per class taught. Instructors may qualify for an **additional amount per unit** or **per trip** (for classes taught outside the inlingua centers) if any additional variables apply to the class. Additional variables apply to **specialized course types** (such as APP and GPP Electives) and **on-site classes** (i.e., those taught outside the inlingua centers). Because of these variables, instructors may frequently receive a fee higher than their base teaching rate.

An instructor’s base teaching rate can increase over time; however, this is limited to the maximum value on the scale. For example, instructors who reach benchmarks in predetermined number of professional development activities may be eligible for a \$1 increase (up to a maximum of \$15). In exceptional cases (as determined by the Director of Professional Development), instructors can advance beyond the maximum base rate.

Note: On occasion, classes may last 60 minutes. In such cases, the base rate and all variables except on-site fees are prorated for the 60 minutes, e.g., 1 unit @ 13.00 = 1 hour @ 17.33.

Schedule of Professional Fees		
Base Rate per 45-minutes		Equivalent rate per hour
\$12 per unit		\$16.00 per hour
\$13 per unit		\$17.33 per hour
\$14 per unit		\$18.67 per hour
\$15 per unit		\$20.00 per hour
Additional Variables (Per unit/per hour)		
APP	+ \$1 per unit	+ \$1.33 per hour
APP Modules	+ \$1 per unit	+ \$1.33 per hour
GPP Electives	+ \$1 per unit	+ \$1.33 per hour

On-Site*	+ \$5 per trip	Varies
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* There are some exceptions to the on-site fee. Please confirm with the director who offers the teaching assignment that the on-site fee will be paid.

Payment of Professional Fees

inlingua independent contractor instructors are compensated by the job (i.e., by class given). Professional fees for instructional services are processed per class based on three factors: (1) the course type with any applicable variables, (2) the length of the class, and (3) location 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. This is summarized in the table below.

Language Course Types and Professional Fees	
GPP (General Purpose Program)	Base Rate per unit
APP (Accelerated Professional Program)	Base Rate + \$1 additional per unit
APP Modules	Base Rate + \$1 additional per unit
GPP Electives	Base Rate + \$1 additional per unit

Second, the total amount in professional fees for each class is determined by multiplying the per unit value from the table above by the number of units taught during the class. Third, the location of the class is considered to determine the final total of professional fees. Classes delivered outside of an inlingua center include an additional flat-rate variable per trip.

Below are examples for an instructor with a Base Rate of \$13.

<p>Example 1 - GPP Course Type Class Length: 3:00 p.m. to 6:00 p.m. (4 units) Class Location: Aventura Center Total: \$13.00 x 4 units = \$52.00</p>	<p>Example 2 - APP Course Type Class Length: 9:00 a.m. to 11:15 a.m. (3 units) Class Location: Student’s Office Total: [(\$13.00 + \$1) x 3 units] + \$5 = \$47.00</p>
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Test Preparation Base Rates and Professional Fees

The base rates for inlingua **Test Preparation** courses are independent of those for language instruction. inlingua test-preparation instructors are compensated per class, based on three factors: (1) the test type, (2) the length of the class, and (3) location of the class. The currently established base teaching rates for inlingua Test Preparation courses are described in the following table.

Test Preparation	
TOEFL and TOEIC	\$16 per unit (\$21.33 per hour)
SAT, ACT, GMAT, GRE and LSAT	\$22 per unit (\$29.33 per hour)
Additional Variables	
On-Site Fee*	\$5 additional per trip
The rate per unit for Test Preparation is independent of language training.	

* There are some exceptions to the on-site fee. Please confirm with the director who offers the teaching assignment that the on-site fee will be paid.

Instructor Base Rates and Professional Fees: Frequently Asked Questions

What is considered an on-site class?

On-site is anywhere outside of an inlingua center. If you live in Kendall and travel to the Brickell Center, it is not considered on-site.

Are there any exceptions to the on-site fee?

Yes, in rare cases exceptions may be made. In some cases, the on-site fee will not be paid (in the case of classes taught very close to an inlingua center). For example, lessons anywhere in Key Biscayne are considered Center classes because of the close proximity to the center. In others, the on-site fee may be slightly higher (in the case of classes taught a great distance from an inlingua center).

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.

Will I receive compensation for classes cancelled “on-time” by the inlingua administration or when I am unable to provide instruction for a scheduled class?

No, independent contractor instructors are only provided compensation for each class (i.e., job) that was confirmed to take place and was actually delivered. Out of respect for instructor’s professionalism and time in preparing for a scheduled class, inlingua processes compensation to the instructor for a job that was not completed when the class did not take place as a result of the student cancelling late or not arriving for class (see [Class Cancellation Policy](#)).

What other duties are related to the professional services I will provide to inlingua?

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 or test preparation services, instructors are expected to administer tests at times prescribed in the curriculum. 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.

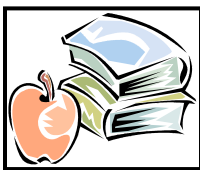
Do I get paid for the number of students in group classes?

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).

Are there any other professional services I may be offered to provide to inlingua?

Yes, 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 the payment of your professional fees for said services will either be based on your base teaching rate or on flat fees.

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.) and include a one-hour lunch break. 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 course types at a higher rate (e.g., an additional \$1 per unit for GPP Electives, APP, and APP Modules; or a flat rate of \$16 per unit for TOEFL iBT).

Furthermore, instructors **may** be eligible for an increase to their base teaching rate through completion of forty (40) contact hours within inlingua **Professional Development Program Workshops and Seminars**. Those instructors who qualify for advancement need to submit a request in writing to the Department of Professional Development in order to receive a \$1 increase to their base rate (**limited to the maximum on the scale** currently \$15 per 45-minute unit).

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 increases in their base rates of 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

inlingua 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 from 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-lingua 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-lingua 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.

This type of cancellation will be considered “no-fault.” *No late cancellation procedures will apply to private or semi-private classes.*

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 conditions. 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 (as private students or otherwise), 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. 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.