



**FLUENCY IN LANGUAGES**

**TEACHER HANDBOOK**

**SPANISH & PORTUGUESE TEACHERS**

Updated: 08/23/2022

**CCLS - CULTURAL CENTER FOR LANGUAGE STUDIES**

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## WELCOME!

We would like to welcome you to CCLS, Cultural Center for Language Studies. We are happy to engage your professional services and hope to engage in a long and rewarding professional relationship with you.

We hope you will find it rewarding and pleasant to work with the CCLS' methodology and materials. Do count on us to assist you in any professional matter. You are always welcome to come forward with any issue you face as a teacher here. We, in turn, will do our best to help you teach your classes effectively.

We at CCLS are absolutely committed to our students' satisfaction, and we expect all our teachers to share this dedication. Below are guidelines for meeting the standards and expectations at CCLS.

- 1- You agree to teach the target language to the best of your abilities, planning your classes in advance and using the resources available to you.
- 2- You agree to dress professionally for all your classes.
- 3- You agree not to use your cell phone or other communication devices during class.
- 4- You agree to be punctual for every class.
- 5- You agree to pick up all the materials you will need for the classes and set up the equipment before the class starts. You will set an example of punctuality and commitment to your students.
- 6- You agree to reimburse CCLS for any of the materials you have damaged or lost.
- 7- You agree to teach all the classes assigned to you for each course. Teachers are expected to demonstrate their commitment to students and CCLS by fulfilling their professional responsibilities.
- 8- You agree to correct all the assignments the students present to you.
- 9- You agree to call CCLS with as much advance notice as possible if you cannot teach a class.
- 10- You agree to submit your time sheet online and class logs (private/corporate classes) via email for payment as indicated in the Payroll Schedule. Class logs may be emailed (info@cclscorp.com), or handed in person to the administrative staff.
- 11- You agree not to cancel or reschedule private/corporate classes, unless strictly necessary.
- 12- You agree to inform CCLS of any changes in class schedule you have agreed on with your private/corporate students.
- 13- You agree to collect the private/corporate student's signature on the class log for every class you have taught. As a general rule, you should collect a signature on the day of each class. Teachers will not receive compensation for classes which have not been confirmed with the student's signature.
- 14- You agree to class cancellations and rescheduling without pay, so long as CCLS (or the student) gives you reasonable advance notice. Reasonable notice from the student is noon the day before the class. Let us know if your students cancel too many classes in any given course. We will address the issue with them on your behalf.
- 15- You agree not to make contact with or accept proposals from students that have been assigned to you by CCLS for personal and/or financial gain. Any students affiliated with the companies that CCLS does business with are considered clients of CCLS. Should a CCLS student or CCLS client contact you with an interest in private/group instruction, you are to kindly refer them to the school. Taking on a student as your own in this context is unethical and a breach of contract on your part and the client's.

We would like to take this opportunity to say that we sincerely value you as an individual and as a professional. Please accept our warmest welcome and best wishes as you join the team of teachers here at CCLS.

Our best regards,

Carolina Pinho  
School Director

# TEACHER HANDBOOK

The purpose of the Teacher's Handbook is to help you achieve excellence in teaching and get optimal results from your students. They will help you maintain the high educational and service standards that **CCLS** has proudly established.

## OUR MISSION

*"Our mission is to contribute to an individual's education by teaching languages and providing insights into other cultures, thereby fostering personal and professional growth, which will help students become informed and active members of society."*

To achieve this, trained, motivated professionals use interactive educational techniques and technology to obtain excellence in teaching. CCLS offers language instruction that ranges from conversational skills for personal enrichment to intensive training courses for career or educational opportunities.

## GENERAL GUIDELINES

### CCLS CURRICULA AND SYLLABUS

CCLS has developed a curriculum and syllabus for every course. These curricula and syllabi are posted in the classrooms and available online at CCLS' website ([www.cclsmiami.edu/syllabi](http://www.cclsmiami.edu/syllabi)). All teachers must consult the curriculum and syllabus corresponding to the course(s) assigned to them.

### TEACHER AND STUDENT ATTENDANCE AND PUNCTUALITY

- Be punctual. You should arrive a few minutes before your class starts in order to gather your materials and check your equipment. If there is any equipment malfunction or missing materials, address the problem **before** your class starts.
- Start classes on time. Starting a few minutes late might not seem very important, but if these lost minutes are added up at the end of the course, they will represent a considerable loss of teaching time. Remind your students of the importance of arriving on time for each class, especially after the break. Do not allow students to extend the break. If you always start your class on time, regardless of the number of students present, the students will learn that they should be punctual.
- Stay in the classroom until the end of the class. Do not dismiss your students early, because if you have finished teaching all the material you had intended to teach and even if you are ahead of schedule. There is always some work you can do with your students. For example, you could review (a) previous lesson(s), or engage in meaningful conversation about one of the lessons. Our students need all the conversation practice we can provide them.
- Notify the school Director or Academic Coordinator if a student has missed two consecutive classes or if s/he has often been tardy or has left early. We will address the issue with the student.
- Remind your students that class attendance is mandatory and will count toward 10% of their final grade. The student may be placed on probationary status if s/he is absent more than 20% of the classes in one course. A student is able to make up their absences following the procedures outlined in our Attendance Policy. The complete student Attendance Policy is available online at [www.cclsmiami.edu/teacher-policies](http://www.cclsmiami.edu/teacher-policies). The School Director will go over the policy with you prior to the commencement of your first course.

### CLASS PREPARATION

- Teacher guides for courses are available for teachers on a loan basis. You will receive them at the beginning of each course.
- Prepare for each class in advance. You will find that you teach more effectively and get better results. As you prepare, look for ways in which you can make the material more interesting and your presentation lively. The lesson plan is only a guide, and you should adapt it to your students' needs and interests.
- Additional vocabulary, games, and discussions on current events are welcome but should not be held to the detriment of the lessons' contents, as teachers need to complete the course program by the final exam date.

## DISCOURSE AND TRANSLATION

- Try to speak privately with students who arrive late, do not attend classes regularly, do not do their homework, or interrupt classes. The best time to speak to them is before or after class. If you show your concern for their unsatisfactory progress, they will likely appreciate it and change their attitude.
- Tell your students about the importance of **not** speaking their native language on school premises. You should set an example and avoid conversations, translations and explanations in their mother tongue. Not all students share the same native language, and above all, students should spend their time at CCLS practicing and developing proficiency in their target language.
- Speak to your students in a relaxed, natural tone of voice. Speak clearly and avoid “street language.”

The guidelines for classroom discussion below are meant for students and available in their handbooks, your class folder and posted in the classrooms. Your students should refer to them whenever necessary:

- Come to class on time and prepared.
- Speak in the target language at all times.
- Do not monopolize the activity. Let your classmates participate in the discussion.
- Do not use your phone during class.
- Do not translate new vocabulary into your native language and vice versa. Try using illustrations and examples instead. Remember, the goal is to think in the target language.
- Let others finish what they are saying: do not cut off or interrupt your classmates.
- Be positive, and don't laugh at or be impatient with each other! Work with each other to create a safe and welcoming learning environment for all.
- Be sensitive not to offend people who do not share your values or beliefs. In the U.S., it is unlawful to discriminate against a person based on race, color, religion, gender, national origin, age, disability, marital status, or sexual orientation. Moreover, we have a moral obligation to respect one another.
- When speaking about personal experience and opinions, consider that your personal experience may differ from others'. Keep an open mind and consider it an opportunity to learn from one another.

## CLASS WORK

- Give your students equal attention. Try to keep all the students involved all the time. Learning a foreign language should be a pleasant and rewarding experience for them.
- Remind your students that their performance will be evaluated every class and will contribute 10% to their final grade. The complete student Satisfactory Academic Progress Policy is available online at [www.cclscorp.com/teacher-policies](http://www.cclscorp.com/teacher-policies). The Academic Coordinator will go over the policy with you prior to the commencement of your first course.
- When teaching a beginner level course, you should help your students understand what is required from them in each of the steps of a lesson by scaffolding, or giving examples of each exercise. There is no need, however, to explain the step itself. If you give clear examples, they will follow your lead.
- Concentrate your class work on the students' speaking skills. Do **not** correct or do written exercises in class, unless instructed otherwise by the Course Schedule. The only LCP exercise to be done in class is the Video Comprehension Practice.
- Prepare for your classes in advance. Avoid improvising and giving unnecessarily long and tiresome explanations. Limit your speaking time to a minimum, so that your students may participate more actively.
- Use the CCLS methodology when using the CCLS Publishing House materials. The system has been successful for over 60 years and has been periodically updated to keep up with current teaching approaches and technology.
- If a student misses classes or shows difficulty learning, it is a good idea to speak with him/her and request that he/she study a little harder, register for the Communication Skills course or purchase some tutoring hours at CCLS.
- Follow the Course Schedule closely so you will be able to complete the program by the course end date. Let the School Director or Academic Coordinator know if you are falling behind schedule. To ensure that students do not miss out on any lessons, we will formulate an appropriate course of action with you.
- The use of cellular/smart phones and other communication devices is not allowed during classes. Neither is eating, drinking, or chewing gum. You are expected to set an example for your students.

## PAPERWORK / TEACHER'S FOLDER

- Take roll **every** class. This information is of extreme importance to the school administration.

- Fill out the Course Schedule at the end of **every** class. This procedure helps teachers keep track of the material covered in each class. Moreover, in the event the teacher misses a class, the substitute teacher will know exactly which lesson and book page to start from. The complete Monitoring, Assessing, and Recording Student Progress Policy is available online at [www.ccls-miami.edu/teacher-policies](http://www.ccls-miami.edu/teacher-policies).
- At the beginning of each program you will receive a folder with the teaching materials for each course you will teach. The teaching materials are: Teacher's guide, Student book, Attendance, Assignment Completion, and Course Schedule Sheets.
- Teachers may not remove the Attendance, Assignment Completion, or the Course Schedule Sheets from the school premises, except if teaching occurs outside the premises. The school is subject to ACCET inspection, and these forms must be available at all times.
- Teachers will promptly return all teaching materials at the end of the course.
- You are responsible for the teaching materials loaned to you. If you damage or lose any of the materials, you are expected to reimburse the school for their cost. Therefore, we strongly recommend you do not leave those materials unattended in the classroom.
- You will sign a form taking responsibility for the materials loaned to you. It is your responsibility to retrieve the form upon return of the materials; otherwise, you will be responsible for reimbursing the school for them. You must return the complete teaching material folder to CCLS at the end of the course, including the complete Attendance, Assignment Completion, and Course Schedule Sheets. If the attendance list and the Course Schedule sheets are not in the folder the first day of class, please ask one of the customer service associates to print them for you.

## **HOMEWORK**

- Avoid doing written work in class, unless instructed by the Course Schedule. CCLS courses focus on oral communication skills
- Remind your students about the importance of doing/ turning in their assignments in a timely fashion. Students should be made aware that some effort on their part is necessary for successful learning. If they do their assignments regularly, you will find it easier to teach your classes. Remind your students that assignment completion contributes 10% to their final grade. Please inform the School Director if an F-1 visa student fails to do his/her assignments.
- Correct all the homework you have assigned to your students.
- Tell the students that they will sometimes find Internet-based exercises marked with an asterisk (\*). These exercises are not corrected by the app. They are open-ended or essay-like exercises which require subjective answers. These exercises are to be handed in to the teacher for correction.

## **STUDENT PERFORMANCE EVALUATION**

At the end of every course, they will do final written and oral exams, to gauge their assimilation of the vocabulary and grammar structures taught in each course. In order to ensure impartiality, a teacher different from the regular instructor will give the oral exam and grade the written exam. Instructions on the exam procedures and rubrics are available in the School Director's office. The Academic Coordinator will go over the policy with you on or before the day of the exam.

The final passing grade is 70%. The criteria for assessment are weighted in the following categories:

ESI / EBR	
Attendance	10%
Participation	10%
Assignments	10%
Written Exam	35%
Oral Exam	35%

EBR – Espresso Brasil Course

ESI – Español Internacional Course

## **TEACHER PERFORMANCE EVALUATION**

Teachers are evaluated by their students and by the School Director or his/her assignee at least once a year. Newly hired teachers are generally evaluated within the first 30 days of teaching. The students' evaluation is in the form of a written/online

survey. The school Director's evaluation is in the form of class evaluation. Evaluation will be based on instructional management and professional work habits.

Teachers may or may not receive notice of the Evaluator's visit to their class.

Teachers should be aware that instructional management involves attention to several important areas, including:

- Knowledge of the subject matter;
- Responsiveness to students' queries;
- Presentation skills;
- Ability to provide real-world experiences and examples;
- Attention to the organization of courses as it relates to the level and preparation of the students;
- Organization and effective use of class time;
- Performance of the technology used in the classroom;
- Use of effective and fair grading methods, when applicable.

Teachers will also be evaluated on the following:

- Regular and effective participation in teachers meetings;
- Professional growth and development;
- Adherence to the Teachers Handbook;
- Ongoing commitment to the mission statement.

The Teacher Evaluation Policy/Form is available upon request and will be sent to the teacher prior to their evaluation day. The complete Faculty Supervision and Evaluation Policy is available online at [www.cclsmiami.edu/teacher-policies](http://www.cclsmiami.edu/teacher-policies).

## **COPYRIGHT LAW**

Section 107 of the 1976 Copyright Act provides the doctrine of "fair use" of a copyrighted work, for purposes such as criticism, comment, news reporting, teaching, scholarship, or research. Fair use is an attempt to balance an author's copyright protection in creating intellectual works against the public interest in the dissemination of those works.

To determine whether the use made of a work is fair use, the law defines four factors to consider:

1. The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit, educational purposes;
2. The nature of the copyrighted work;
3. The amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
4. The effect of the use upon the potential market for or value of the copyrighted work.

All four factors must be examined, weighed, and balanced in relation to the desired use.

CCLS requires that all copyrighted material copy request be submitted by the instructor to the School Director or Academic Coordinator for approval.

## **PROFESSIONAL GROWTH AND DEVELOPMENT**

It is a joint employee and CCLS responsibility to review and assess employee performance and development needs on a regular basis and to establish and implement a plan to meet those needs.

CCLS supports development activities that address the teachers' professional needs and help them improve their teaching skills. Instructors participating in development activities should share and implement their ideas where appropriate.

### **Options**

Employee Development Activities include, but are not limited to: documented learning opportunities, courses of study leading to certificates, diplomas or degrees, conferences, workshops, seminars, webinars, and computer-based learning.

### **Employee Development Plan**

Annually, all instructors create a Development Plan based on their individual interests and the needs of the company. Those Development Plans are then reviewed and approved by the School Director.

For development goals not addressed by those Employee Development Activities outlined above, instructors may identify outsourced training opportunities offered by membership organizations, other training providers, or colleges.

### **Documentation**

Copies of certificates received from all training should be forwarded to the Academic Coordinator and must be documented on the final Development Plan.

The complete Professional Development Policy is available online at [www.cclsmiami.edu/teacher-policies](http://www.cclsmiami.edu/teacher-policies)

### **EMERGENCY NUMBERS**

Whenever you miss a class at the school, it places a burden on CCLS to find a substitute teacher. Moreover, students are usually comfortable with their regular teacher and do not like the idea of a substitute. However, if you really need to miss a class, do inform CCLS with as much advance notice as possible. If you cannot reach anyone at CCLS, please call the School Director, Academic Coordinator or the President on their private lines as early as you can. Please note that CCLS opens at 8:30 AM, and by then it is too late to arrange for a substitute or call the students to cancel the class.

**School Director – Carolina Pinho - Tel: 305 807-4364**

**Academic Coordinator – Martha Tordera – Tel: 786 532-0495**

**President – Luiz Goncalves - Tel: 305 710-2126**

## **CLASS LOG SUBMISSION AND PAYROLL**

### **CLASS LOG**

You will submit your working hours (group classes) at CCLS online biweekly. The payroll schedule informs the Internet path for each of the courses (EBR, ESI). It is the teachers' responsibility to submit their paperwork in a timely fashion.

Private class teachers may submit working hours online. Their class logs for private/corporate classes may be submitted in person or by email ([info@cclscorp.com](mailto:info@cclscorp.com)) with the subject line: Class log for payment. If submitting the private class log in person, please do **not** submit the original form, unless you have completed the sheet or module. Bring a copy or request that one be made at school.

It is very important that you follow the payroll schedule. Teachers must submit their working hours by 12 noon **Monday prior to payday**. The entire payroll is done at once on Monday. If you forget to submit your hours in a timely fashion, your compensation will be delayed one pay period. Unfortunately, we cannot make exceptions.

CCLS observes the pay period dates when calculating wages. If you expect compensation for classes from a previous pay period, it is your responsibility to write a note in the Note box to that effect. Otherwise, your paycheck will not reflect the adjustment you expect.

## **PRIVATE / CORPORATE CLASSES**

### **TEACHING APPROACH**

We may or may not use the CCLS system with our private/corporate students. The decision is made based on the students' needs and goals. With both CCLS materials and external materials, CCLS values teachers' feedback on the effectiveness of the approach and materials selected. Do let us know if you believe the student is not completely satisfied so we can make the necessary changes to achieve the program objectives.

If the CCLS system is used, some adaptation may be necessary. The School Director or Academic Coordination will instruct you on this matter. Do not hesitate to ask for help on how to adapt the CCLS system without jeopardizing the program.



## **TEACHING MATERIALS**

Teachers will receive a folder with all the materials for the class, including the Initial Assessment Form, Class log, Course Schedule and Attendance Sheets and books.

Teachers are responsible for the materials loaned to them and should reimburse CCLS for materials not returned or damaged (normal wear and tear excluded). No exceptions will be made.

You will sign a form taking responsibility for the materials loaned to you. It is your responsibility to retrieve the form upon return of the materials; otherwise, you will be responsible for reimbursing the school for them.

**All** materials must be promptly returned to CCLS (including the class log, attendance, and schedule sheets) at the end of the module or if classes are cancelled.

## **CLASS CANCELLATION POLICY**

If a private/corporate student tells you he needs to cancel a class or change his class schedule, you may agree upon an alternate schedule or make-up class with the student. However, you must advise CCLS of any permanent changes to the original class schedule so we can update the student file. There is **no need** to note cancelled classes on the student class log, unless the cancellation had no proper advance notice and will be deducted from the student's credit hours.

If a private/corporate student has not had a class in over a week, please contact the student the day before the next class is supposed to take place and remind them of their commitment. Sometimes students take long breaks from class and forget the next class date. It is not in anybody's best interest to "surprise" the student with a class s/he does not remember s/he had agreed to. S/he may even deny having ever made the appointment. It is better that such confrontations be avoided, so please contact your student ahead of time to confirm the class if the course has been suspended for over a week.

Please keep in mind that it is your responsibility to inform CCLS of any schedule changes agreed upon with the student. Please do not relay this information to the customer service associates. Instead, speak directly with a school officer or email us at [cpinho@cclscorp.com](mailto:cpinho@cclscorp.com) with a carbon copy to [info@cclscorp.com](mailto:info@cclscorp.com).

We request that private/corporate students cancel a class by 12 noon the day before the class to avoid forfeiture of the class hours, unless it is a true emergency such as car accidents, family member hospitalization/death, etc.

Bear in mind the student may also expect that you give him the same advance notice if you need to cancel a class.

If you need to cancel a class, you may inform your student directly or advise CCLS of your planned absence so that we, in turn, inform the student. If possible, arrange for a make-up class. Please note that most private students are OK with class cancellations by the teacher if they are infrequent and if they are notified in advance. If the teacher has a last-minute emergency and cannot teach a class or will be late for the class, they must contact the student immediately and then CCLS as well.

## **PRIVATE AND CORPORATE CLASS LOG**

Private/Corporate Class students must sign their class logs (under the "Student's Signature" field) at the end of each class. If you are teaching a corporate group class, any one of the students present may sign for the class on behalf of the group. Fill out the "Class Begins" and "Class Ends" boxes before the student signs the form.

If a class is canceled without proper advance notice, please write "Short notice cancellation" under the "Class Begins and Class Ends" fields, instead of the class time, and request that the student sign the class log. That way, we will have an accurate account of the number of classes for which we should both bill the student and compensate you.

The student signature on the time log protects you and CCLS against possible disputes with students as to the number and duration of classes taught. If the student does not sign the class log, we have no proof the class actually took place, or its duration. Students should not be asked to sign blank rows. As we strive for excellence in service, we avoid confrontations with our students.

Please note that payment for private/corporate classes is contingent on the student's signature on the class log. No exceptions will be made.

Private/Corporate class log will state, on the *Initial Balance* line, the number of hours the student has purchased. Once the hours have been used, inform the student s/he needs to contact CCLS if he/she wants to continue his/her studies. Students have been

advised that classes must be paid in advance. Please contact CCLS to confirm that the student has made the necessary payments before you give any additional classes. Make a note of the receipt number on the class log. **Please note that if you give classes to delinquent students you forfeit compensation for those classes until the student pays for them.** Only CCLS can authorize classes to delinquent accounts.

### **TRANSPORTATION ALLOWANCE (PRIVATE/CORPORATE CLASSES ONLY)**

CCLS pays private/corporate class teachers \$7 transportation pay per location per day to defray their transport/metered parking expenses, regardless of the distance the teachers travel to the student location. The transportation pay does not apply if classes: are held at the teacher's home, require no transportation to the student's location, or are held at CCLS.

If the only parking facility available is a parking garage, CCLS will advise the teacher to keep the payment stub and submit it along with the class log for reimbursement. Sometimes students may opt to reimburse the teacher directly for parking garage fees. CCLS will inform the teacher of how to seek reimbursement. Parking meter expenses will be covered by the transportation allowance.

Consecutive classes given at the same location are subject to a single transportation allowance.

If a student requests a late cancellation and the teacher was not yet en route to the class, he will be paid for his time but he will not qualify for the transportation allowance.

## **TEACHER'S HANDBOOK ACKNOWLEDGMENT OF RECEIPT**

**(Employee copy)**

Please review and sign a copy of our agreement as outlined herein:

I acknowledge that I have received the Teacher's Handbook, which contains a brief description of CCLS guidelines to teachers, CCLS teaching policies and other job-related information. I understand that this Handbook is not intended to be an express or implied contract of employment, but rather, is designed to answer many of the questions that may arise in connection with my duties. I also understand that the Teacher's Handbook may be changed at any time with or without prior notice to me, and it is my responsibility to learn the new guidelines and apply them promptly. I further acknowledge that the employment relationship between CCLS and me is "at-will," meaning that the relationship may be terminated by either party at any time for any reason without regard to the provisions or procedures in the Manual which CCLS will apply at its sole discretion.