

ORIENTATION FOR FAMILIES & JUNIORS



This content serves as an orientation for new students, covering topics related to adapting to life abroad and ensuring safety. The topics covered are as follows:

• academic affairs • dormitory & life • going out & travel • extensions	• responsibility for safety • claims & communication • special care for juniors • refunds, natural disasters. Dormitory Life
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ACADEMIC AFFAIRS

CLASS HOURS & COMMENCEMENT

- Regular class schedules are as follows: Monday to Friday, 08:00–17:00 and Saturday are 08:50–11:15.
- Each class runs for 45 minutes with a 5-minute break. However, the 5th and 10th periods are only 40 minutes long. STUDENTS CANNOT REQUEST MAKEUP CLASSES FOR THE 5TH AND 10TH PERIODS.
- Classes begin on the morning of the first day after arrival at the school. *For example, if you arrive on Sunday, classes start on Monday morning; If you arrive on Wednesday (arrival at Philippine airport and dormitory), regular classes begin on Thursday morning.*

TEACHER, CLASS CHANGES

- Changes to Teachers and Subjects: Students may change classes and teachers **EVERY WEDNESDAY AND THURSDAY**. However, new students may request changes at **ANY TIME WITHIN TWO WEEKS OF ADMISSION**.

TEST & FEEDBACK

- PROGRESS TEST: Student progress is assessed every four weeks, and the tests are conducted in a manner that minimizes disruption to regular classes. Conducted on **THE FRIDAY AFTERNOON OF THE 4TH WEEK**.
 - After the progress test, students receive a TOR (Transcript of Records). The TOR includes official feedback and recommendations from the school.
 - Those about to graduate (those graduating in about 2 weeks) do not need to take this test.
- IELTS MOCK TEST (FOR IELTS JUNIOR/CAMP): IELTS students are evaluated through Mock Tests held **EVERY SATURDAY**, and error checking and problem-solving are conducted during class time.
- Based on test results and evaluations, students receive feedback such as class changes or counseling, depending on their level progression.

IMPROVEMENT OF LEVEL/SCORE

Our educational goal is to maximize the improvement of students' levels and scores. To this end, we provide a variety of extracurricular activities, including tests, feedback, counseling, monitoring, and, if necessary, mandatory self-study.

- ESL Level Progress: Refer to [ACADEMIC GOAL](#)
- IELTS Score Progress: Refer to [IELTS PLAN](#)

MANAGEMENT AUTHORITY

- Improving a student's level is the responsibility of academic management. The management may take any actions within its proper authority to achieve this goal.
- In addition, Academic Management is capable of engaging in various activities to establish an on-campus EOP (English Only Policy) and a studious environment.
- If necessary, the management may change a student's program or teacher.
- Penalties may be imposed on students who neglect their studies or disrupt school operations.

BUDDY TEACHER FOR JUNIORS

- The buddy teacher serves **AS AN ACADEMIC COORDINATOR**, managing the junior's academic schedule, test preparation, and class satisfaction.
- Parents (the junior's guardians) are requested to consult with the buddy teacher first regarding the junior's academic matters. Additionally, parents may make academic requests to the buddy teacher.
- **BUDDY REPORT:** Parents will receive a report from the buddy teacher every afternoon. The report includes what the junior learned that day, what homework was assigned, and how the junior performed academically.

CLASS OPERATION

- **6-DAY-A-WEEK CLASS:** Classes are provided 6 days a week, including Saturday classes. Saturday classes are mandatory for Sparta students, while they are optional for Semi-Sparta students.
- **19 DAYS OF CLASSES GUARANTEED PER MONTH:** Our regular class schedule provides a minimum of 19 days per month (from the 1st to the last day). However, this does not apply to December.
- **CUSTOMIZED CURRICULUM:** In most of our courses, learning content, teaching methods, and pace can be adjusted to suit the student's needs or style.
- **CLASS ACTIVITIES** must be aligned with the student's level and the registered course. The following are activities performed by the teacher in the classroom, regardless of the course.
 - **PREVIEW:** Teachers must inform students in advance about the lesson content and details so they can prepare and study the relevant material beforehand.
 - **CORRECTION:** Teachers must correct students' errors in expression, pronunciation, vocabulary, and grammar. This helps students feel that they have learned something in class.
 - **DAILY HOMEWORK:** Although requirements may vary depending on the student's level or course, homework must be assigned daily. It is also important to check homework during the first 2–3 minutes of class.
 - **REVIEW:** While checking homework at the start of class, teachers should review the previous lesson and highlight key points. Teachers must ensure that important concepts remain in the students' minds.

EVENING PROGRAM

Course	Date/ Time	Tasks Performed
Junior ESL, Junior Native (12–15 Yrs.)	Mon. – Thur. 19:00–21:00	REVIEW
Primary English (7–11 Yrs.)		

- The Junior Program consists of a 2-hour Evening Program held after dinner, starting at 7:00 PM. It is conducted when there are five or more students.
- The Evening Program is a time for supplementary classes, activities, and homework assistance; it is optional, not mandatory.

TEXTBOOKS, HANDOUTS

- Each subject must use an approved textbook. Classes should be conducted using 70% textbook materials and 30% handouts or printed materials.
- Prior approval from Academic Management is required to use personal materials in class. Additionally, two sets of materials must be prepared, one for the student and one for the teacher.
- Starting in the second half of 2026, the main textbook will be replaced with an **E-BOOK**.
- Printer located in each stage for the 1:1 classes: Students may print handouts for class. However, please request paper for printing from the Academic Office.
- For short study periods (1–3 weeks), one textbook may be shared by two teachers. The units of the textbook must be divided appropriately.

ADDING OR SWITCHING CLASSES

- **SWITCHING 2–3 GROUP CLASSES INTO A SINGLE 1:1 CLASS IS NOT ALLOWED.**
- Adding a 1:1 class or switching from a group to a 1:1 class will incur a fee.
- **IF A STUDENT'S LEVEL IS TOO LOW TO ADAPT TO GROUP CLASSES, THEY MAY BE ASSIGNED ONLY 1:1 CLASSES FOR UP TO 4 WEEKS.** Two small-group classes may be considered equivalent to one 1:1 class. The decision regarding this rests entirely with the Academic Management.

CLASSROOM ETIQUETTE

- **MOBILE PHONES ARE NOT ALLOWED DURING CLASS.** Please ask the teacher for understanding in case of **exceptions**.
 - *Exceptions: (1) When receiving important business or health-related messages. (2) When using a mobile phone for dictionary purposes due to a severely low English level (101+ or lower).*
- Personal matters should not be discussed in class. Do not ask questions about the teacher's personal information or private matters.
- In group classes, you must respect the other students' right to speak. You should not interrupt when other students are talking.
- You must follow the teacher's instructions in the classroom. If you have any objections to the teacher's instructions or attitude, please discuss this with the manager after class.
- Maintain personal hygiene: maintain good personal hygiene, including brushing your teeth after meals and using deodorant when necessary

PENALTIES: AT SCHOOL

- **WRITTEN WARNING:** Regardless of whether the violation occurs in the dormitory or the school, ACCUMULATING 3 WRITTEN WARNINGS WILL RESULT IN EXPULSION.
- **EXPULSION:** If public order or the values of the school are seriously compromised, **A SINGLE VIOLATION WILL RESULT IN EXPULSION.**
- In the event of expulsion, there will be no refund for the remaining period of study.

Written Warning	Expulsion
• Using mobile phones in class (See below for exceptions). • Continuous chatting or not using designated topics or textbooks. • Disturbing other students' learning. • Three absences per week (Monday–Friday). • Being late up to five times per week (5 minutes late counts as tardy). • Absence from progress tests. • Failure to follow instructions from teachers or management. • Damaging or removing posted notices.	• Threatening behavior toward teachers or management. • Acts of intentionally damaging school facilities. • Any act that intentionally and maliciously damages the school's reputation.

Exceptions to Mobile Phone Usage in The Classroom: (1) Cases where you need to respond to important messages, such as those regarding business or health. (2) Cases where an English dictionary must be used due to a significantly low level of English proficiency (101+ or lower)

DORMITORY & LIFE

The following contains information regarding dormitory life. If you are staying in a hotel, please refer to the 'Off-Campus Hotel Guidelines'.

CHECK-IN & OUT

The following outlines the dormitory check-in and check-out procedures:

Check-In	Check-Out
Saturday or Sunday	By 13:00 on Saturday
Weekdays (Mon–Fri)	A week is considered 6 nights and 7 days based on regular classes (see below for details)

- **Saturday/Sunday check-ins:** In the case of checking in on Saturday or Sunday (airport arrival and dormitory check-in), regular classes begin on Monday morning, and check-out is at **13:00 ON SATURDAY**.
- **For weekday check-ins:** A week is considered '**6 NIGHTS AND 7 DAYS OF REGULAR CLASSES**,' and check-out is possible after completing regular classes on the last day.
 - For example, if a student checks in on Thursday and starts regular classes on Friday, check-out will be at 17:00, the time when Thursday's classes end.

FAMILY VISIT

- If your family (such as your spouse) visits you while you are at school, they may be allowed to stay in the dormitory.
- However, visitors must be immediate family members and may stay for a maximum of two (2) days. Meals will be provided free of charge during the two-day stay.

CURFEW

- When going out, please leave your student ID at the Guard House and retrieve it upon your return. Please record the exact time of entry and exit.
- **CURFEW:** All students must observe the curfew hours below.
 - **SUNDAY TO THURSDAY: 22:00.**
 - **FRIDAY, SATURDAY, AND NIGHTS BEFORE HOLIDAYS: 01:00.**

MEAL TIMES

	Breakfast	Lunch	Dinner
Monday- Friday	07:00 – 08:00	11:40 – 13:00	17:45 – 19:00
Saturday	07:30 – 08:30	11:40 – 13:00	17:45 – 19:00
Sunday, Holidays	10:30 – 13:00 (Brunch)		17:45 – 19:00

- Students should arrive at the dining hall before **12:20 PM for lunch and before 6:20 PM for dinner.**
- **FOR THOSE SUFFERING FROM TRAVELER'S DIARRHEA:** Although mineral water dispensers are available for free use at our school, we recommend purchasing bottled mineral water at a supermarket for those with sensitive stomachs who experience diarrhea when the water changes while traveling abroad.

COOKING IN DESIGNATED AREAS

- Cooking is permitted only in designated areas: The Cooking Area (dining hall) and the Dormitory Lounge (Dormitory 3 – opening late 2026) are open 24 hours a day for cooking.
- **Confiscation of Cooking Appliances:** Cooking is prohibited in the room; therefore, if cooking appliances are found in the room, they may be confiscated without notice. Confiscated items will be returned upon graduation.

ELECTRICITY

- In addition to the basic electricity charges included in the local fees, you are required to pay **additional electricity charges every week.** The Admin Office updates your room's meter readings and electricity bill weekly, so please check them regularly.
- Electricity is expensive in the Philippines. Please turn off all electrical appliances when leaving the room, and set the air conditioner to **27–28°C** when sleeping.

LAUNDRY

- Paid Laundry: Laundry is handled by a verified professional laundry service. You may drop off and pick up your laundry in front of the Admin Office. Please do not include shoes, dolls, items requiring dry cleaning, or expensive or personally valuable clothing. These should be cleaned separately on your own.
- Free Self-Service Laundry: You may do your laundry in the dormitory lounge. Please bring your own detergent.

CLEANING, BEDDING CHANGE

- Room cleaning is conducted twice a week, and can also be arranged upon request. Shower drains are cleaned daily.
- Cleaning is carried out according to the schedule below.
 - **On Mondays and Wednesdays, room cleaning for the 1st floor of Dormitory 2 and Dormitory 1.**
 - **On Tuesdays and Thursdays, room cleaning for the 2nd floor of Dormitory 2 and Dormitory 3.**
- Bedding, including bed sheets, pillowcases, and blankets, is replaced once every week. Replacements can also be provided at any time upon request.

SWIMMING POOL USAGE

Monday – Friday	13:00 – 21:00
Saturday, Sunday and Holiday	10:00 – 21:00

- Please note that the swimming pool is strictly controlled in the early morning and after **21:00**.
- The pool is shallow, so diving may result in serious injury.
- **If a junior aged 13 or under swims, a guardian must accompany them. Guardians are required to supervise the junior's safe use of the pool.**

SHUTTLE SERVICE

The shuttle service operates free of charge and is as follows:

- Monday to Friday: Nepo Mall, departing from the school at 17:05.
- Saturday: SM Clark, departing from the school at 13:00.

EMERGENCY AND SAFETY

- **IF YOU NEED TO GO TO THE HOSPITAL AT NIGHT, PLEASE ASK THE SECURITY GUARD TO CALL A DRIVER OR MANAGER.**
- In the event of a fire, please use a nearby fire extinguisher immediately, even for a small flame, as fire can spread quickly. You will not be charged for any property damage resulting from the use of a fire extinguisher.
- If you notice anything on the premises that could pose a safety risk—such as exposed rebar, damaged property, or electrical wires—please report it to the Admin Office immediately

DORMITORY ETIQUETTE

- Parents and guardians are expected to ensure that their children do not interfere with the daily lives or studies of others.
- **ABSOLUTE SILENCE IS REQUIRED AFTER 22:00.** Please avoid any activities that may cause noise, such as phone calls, conversations, or using a hairdryer.
- **JUNIORS (CHILDREN) ARE NOT ALLOWED TO STAY IN OR MOVE TO OTHER STUDENTS' ROOMS AFTER 21:00.**
- Do not leave valuables or cash unattended in your room. Always carry jewelry with you. If you have cash of \$300 or more, you may use the safe at the Admin Office.
- Do not enter or approach the room of a student of the opposite gender.
- Please smoke only in designated areas.
- **THE SWIMMING POOL IS AVAILABLE ONLY UNTIL 21:00.**
- Food delivery vehicles or motorcycles are not permitted to enter the main gate. Please come to the main gate to pick up your food.

PENALTIES: IN THE DORMITORY

- **WRITTEN WARNING:** Regardless of whether the violation occurs in the dormitory or the school, **ACCUMULATING 3 WRITTEN WARNINGS WILL RESULT IN EXPULSION.**
- **EXPULSION:** If public order or the values of the school are seriously compromised, **A SINGLE VIOLATION WILL RESULT IN EXPULSION.**
- In the event of expulsion, there will be no refund for the remaining period of study.

Written Warning	Expulsion
• Curfew violations. • Bringing in or possessing alcohol. • Going out without permission (Sparta students). • Making noise after 22:00. • Cooking in the room. • Failure to follow management instructions. • Any actions that disrupt public order or cause inconvenience to others. <u>Junior Special Rules:</u> • Moving to or staying in another room after 21:00.	• Entering the room of the opposite gender. • Smoking in the room. • Threatening teachers or administrators. • Any act that intentionally damages the school's reputation. • Violating Philippine criminal law (e.g., assault or drug possession). • Tampering with or manipulating CCTV systems • Visiting a casino. <u>Junior Special Rules:</u> • Drinking or smoking. Possession of alcohol or tobacco is also recognized as an offense.

GOING OUT & TRAVEL

GRAB/TRICYCLE USAGE

- Our school's main gate is a tricycle terminal, and tricycles are stationed there until 7:00 PM. Please never call them loudly, and agree on the fare to your destination before boarding.
- If you use GRAB, please search for '**CIP ENGLISH**' when returning to school from an outing. (*School Address: Block 37, Lots 18 & 19, Camia St, Cutcut, Angeles City, Pampanga*).

SAFETY NOTES

- When going out, carry only one credit card and the cash you plan to use that day.
- Always carry a copy of your passport, your student ID, and the school manager's phone number.
- TO PREVENT THEFT, KEEP YOUR BAG IN FRONT OF YOU AT ALL TIMES. AVOID USING YOUR MOBILE PHONE OR OPENING YOUR WALLET IN PUBLIC OR ON THE STREET.
- If you are robbed, do not resist physically. Please focus on protecting yourself.
- **FOOD SAFETY TIPS:** avoid eating street food, as meat freshness may be poor and can cause stomach upset. Also, avoid seafood such as fish and shrimp at inexpensive restaurants.
- **DO NOT ACCEPT FOOD OR DRINKS FROM STRANGERS**, even if they seem friendly, as many serious incidents start this way.
- When booking travel packages or renting a car, avoid choosing overly cheap options, as they may pose safety risks.
- If you plan to travel or stay out overnight, notify the Admin Office at least 24 hours in advance and submit the required documents.

GRADUATION

THINGS TO CHECK UPON GRADUATION

- **Dormitory Deposit:** Returned 1–2 days before graduation. Electricity charges will be deducted from the deposit.
- **Passport:** Check the validity of your **visa extension stamp (or sticker)** and confirm there are no issues with your return date.
- If your return flight is in the evening, you may leave your luggage at the office or dining hall to pass the time.
- If you need to overstay due to personal reasons, you must pay an additional fee.
- **Baggage Weight:** Your luggage may be heavier than expected. Please check it using the scale in the dining hall.
Note: Some airlines require that you carry batteries personally. Therefore, do not put batteries in your checked baggage. Please be aware that violating this rule may result in being denied boarding.
- **Airport Sending Service:** If you wish to use a school vehicle, request it at the office at least 48 hours in advance. If you prefer to use Grab, leave at least one hour earlier than your scheduled departure, as availability may vary.

COMPENSATION FOR DAMAGE

- If there are lost keys or damaged furniture, compensation will be charged.
- In particular, if contaminants (feces) were put into the swimming pool, you must compensate for the cost of replacing the entire pool water.

RESPONSIBILITY FOR SAFETY

- You (the guardian) are primarily responsible for your and your family's safety both on and off campus. WE CLEARLY STATE THAT THE SCHOOL BEARS NO RESPONSIBILITY OR COMPENSATION FOR ANY INCIDENTS OR ACCIDENTS THAT OCCUR, ESPECIALLY DURING OUTINGS OR TRAVEL.
- Please be careful to avoid safety accidents when going out or traveling. In particular, we hope you do not choose cheap travel packages, and you must consider whether there are sufficient safety personnel for water sports.
- **THE SCHOOL ASSUMES NO RESPONSIBILITY FOR DAMAGES CAUSED BY INDIVIDUAL NEGLIGENCE OR NATURAL DISASTERS, EVEN WITHIN THE CAMPUS PREMISES.**

- If you or Junior has a heart disease, diabetes, or other chronic diseases, please notify the manager.
- You must notify the school before admission.
- The school may be held responsible for any accidents caused by issues with campus facilities or hazardous materials. If you find anything that may pose a safety hazard in the campus, please notify the manager.

CLAIMS & COMMUNICATION

REQUESTS FOR MAINTENANCE

- **Facility Repair:** If you experience any inconvenience due to broken or malfunctioning room equipment or other facility issues, please notify the Admin Office. We aim to resolve the issue **within 24 hours** of receiving your report.
- **Other Claims:** You may make various requests regarding non-facility matters. Please contact your manager or the Admin Office regarding this.

COMMUNICATION WITH THE MANAGEMENT

- Your manager is always ready to support you. However, unless it is an emergency, please contact the manager only during **working hours (Mon-Fri, 08:00-17:00)**.
- We will provide you with the manager's messenger and other contact methods individually. Or see the bottom of this file.
- **Confidential Consultation:** If you have concerns, stress, or personal matters that require privacy, you may schedule a one-on-one meeting with the manager. All consultation details will remain strictly confidential.

PROMPT NOTIFICATION

In case of a serious or urgent issue, please contact the manager immediately. For example, in the following cases:

- Biased or sexually harassing behavior by teachers/staff.
- When a teacher's qualifications are deemed questionable.
- Physical contact occurring during class.
- Fights or similar incidents.
- When you need to go to the hospital urgently due to illness.

JUNIOR SPECIAL RULES (SINGLE UNDER 18)

As the school considers the age of 19 as adulthood, strict management rules are in place for **JUNIORS AGED 18 OR YOUNGER STAYING ALONE WITHOUT A GUARDIAN**. The details are as follows:

- **Curfew hours are subject to change or restrictions.**
- Unaccompanied outings are not permitted. Outings are allowed only when accompanied by a staff or teacher.
- Moving to or staying in other rooms is prohibited from **21:00 onwards**.
- Possession of alcohol or tobacco is grounds for expulsion.
- Accommodation must be shared with staff or teachers.
- A '**Memorandum of Understanding**' must be signed between the school and the guardian (parent). This document includes details regarding regulations and penalties, liability for safety and injury, additional costs, etc.

REFUND, NATURAL DISASTERS

REFUND POLICY

In case of cancellation after arrival at school, refunds are determined as follows.

- If the remaining study period is **4 WEEKS OR LESS, NO REFUND WILL BE GIVEN.**
- If the remaining study period is **5 WEEKS OR MORE, 50% OF THE REMAINING PERIOD WILL BE REFUNDED.** However, the admission fee and any applicable benefits or promotional discounts will be deducted additionally.
- Separate policies may apply to local expenses (such as textbook fees, visa extension fees, etc.) and hotel fees (for hotel users).

FULL REFUND GUARANTEE

- **Basic Conditions** for Eligibility for this Campaign.
 - To be eligible for this campaign, THE STUDENT MUST APPLY WITHIN 4 WEEKS OF ARRIVING AT THE SCHOOL. After that, must follow the school's refund policy.
 - This campaign is for those who have registered for 4 WEEKS OR MORE.
 - To be eligible for this campaign, the student must register through the school's official agent.
- Cases where this campaign is **NOT APPLICABLE**
 - Those who do not meet the above conditions.
 - Those who applied for the IELTS Guarantee course.
 - Those who applied for family, junior, and camp-related courses.
 - Those who have registered for accommodation (dormitory or hotel) only without classes.
 - Those registered through the representative office. (Students from Middle Eastern countries are not eligible for this campaign)

IN THE EVENT OF NATURAL DISASTERS

- If the scheduled start date of schooling is delayed due to issues caused by the airline, the school will not compensate for any resulting disadvantages.
- If the school is temporarily closed due to government directives or natural disasters such as earthquakes, volcanic eruptions, or pandemics, no refunds will be issued. However, if the school resumes operations in the future, students may re-enroll for the remaining study period.

Representative Email: cipenglish@gmail.com

Country	Social Network	
China	 cip-english academy	 cipacademytw
Taiwan	 cipenglishtaiwan	 cipacademytw
Thailand	 cipenglishnative	 lananhtruong
Indonesia	 cipenglishnative	 lananhtruong
Japan	 cipenglishjapan	 cip-japan
Vietnam	 cipenglishvietnam	 +63 962 193 8024
Mongolia	 cipenglishnative	 lananhtruong
Korea	 cipenglishnative	 cipenglish.kr
Middle East	 mustashr_ph	 +63 995 174 1404