

OFF-SITE COURSES

GENERAL RULES FOR TEACHERS

INTRODUCTION

Welcome to SEDE EMPRESAS. We provide academic and administrative support to teachers who work off-site at companies, universities and schools.

The Instituto Chileno Norteamericano has about 1000 off-site clients throughout Santiago. This is a growing and very competitive market. These students want to learn a new language and need to use it effectively in professional and academic settings. Our teachers are appreciated and respected for their professionalism, responsibility and commitment.

The purpose of this document is to explain some important differences between our in-house and off-site courses. We have three main different kinds of courses.

1. EMPRESAS COURSES

We provide courses in-office, which means teachers go to companies and deliver their classes there. They are equipped with audio equipment, books and extra material they will be using in class. In some particular cases students may choose one of our branches to take their courses. It is important to highlight that the Institute has a contract with the company's HR/Training department and there may be agreements that you, the teacher, and/or your students might not be aware of. So it is fundamental not to talk to the students about our administrative procedures and/or their level of English, especially if you notice that it is above or below their class level. Our clients are both the students and their company.

2. UNIVERSITY COURSES

University program students are our direct clients. They may take their courses in our branches or in the university campus. They choose to study with us because they realize the competitive edge English will give them as professionals. The objective is to help students reach ALTE 3 and prepare them to potentially begin test preparation for the TOEFL iBT.

3. COLEGIOS COURSES

The school system in Chile has changed over the past few years and almost all schools have now *jornada completa*. It means that students have now a longer day at school therefore, they are less likely to come to the Institute during the week as it was in the past. As a way to continue providing school students with the after school English program, the Institute has implemented the system of going to schools. It has also become clearer to the students and/or their families how important it is to actually speak English thus, complete what is done at school. Since a child's studies are often a family decision, we have a number of clients in this situation: the child, the parent/guardian, and the school.

In order to make your Sede Empresas courses run smoothly, please note the following important information:

SENCE

SENCE (Servicio Nacional de Capacitación y Empleo) is a national organization that subsidizes employee professional development. SENCE policy stipulates that only the students who appear in the roll book are allowed to attend the class. No one is allowed to 'sit in' on classes. In addition, once students started their course, they can not possibly change levels. This rule applies to all company, university and school classes. In case of confusion, please notify Sede Empresas.

USE OF ROLLBOOKS

In compliance with SENCE policy, teachers must bring the roll book to each class and fill it out within the first 20 minutes of class.

1. At the end of class, please note what was covered in each class. (Unit and exercise numbers, additional materials, etc.).
2. Make sure to use the following symbols when completing the attendance register in the roll book: present (·), absent (/), late (X) and class cancelled (C).
3. Assess your students performance using our system: written and oral exams (provided by Sede Empresas) and Oral Continuous Assessment (based on the *Guide for Evaluating Oral Competency*). Students should be kept informed of their progress and grades.
4. Passing grades:

Students from companies	70%
Students from universities	75%

Please verify with Sede Empresas that these norms apply to your classes, as some special contracts may have some special requirements for successful completion of a course.

5. Attendance:

Students from companies with SENCE	75%
Students from universities (suggested)	75%

Regardless of their attendance, all students have the right to take all the tests. If any of your students have either attendance or grade problems, please talk to the student and inform SEDE EMPRESAS as soon as possible.

6. Students' signature: Ask your students to sign the roll-book every five classes, in compliance with SENCE regulations.
7. Every teacher must turn in a photocopy of the updated roll book (both sides) to the Sede Empresas administrative staff on the 10th and 30th of every month. There is an open account at the Library photocopier for this purpose. Please note the Library hours and plan accordingly. You must turn in these copies on time so Sede Empresas can calculate your pay and send a report to the client. You may also fax the roll book to 67 313 79 or send a scanned copy to: ejara@norteamericano.cl.

At the end of each course, you must turn in your completed rollbooks within 24 hours.

ROLLBOOKS MAY NOT USE WHITE OUT ("Liquid Paper"). IF YOU MAKE A MISTAKE A NEW PAGE WILL HAVE TO BE PRINTED.

WRITTEN TESTS AND FINALS

1. Information on units to be covered and the testing schedule is provided in the roll book and Course Planner. You should follow these instructions as closely as possible. One week before the end of the course, please contact the academic coordinator at Sede Empresas.
2. Request the tests for your courses from Sede Empresas at least 4 days in advance. For that purpose, there is a notebook on Empresas' counter for you to write in the tests you need (midterm, final written and oral) and the date you would pick them.

POSTPONEMENT OR CANCELLATION OF CLASSES

1. The Institute allows companies to cancel (with advance notice) a maximum of 12% of the total number of hours in the course. Teachers make up these classes during the term according to the teacher's and students' schedules or at the end of term by adding sessions. Be sure to note any cancellations (C) in your roll book.
2. For cancellations exceeding the 12%, inform Sede Empresas prior to making any arrangements with the students.
3. If a teacher goes to the company and is then informed that the class is cancelled, s/he will be paid for the class and the class will not be made up.
4. If a teacher is unable to teach a class, he/she must notify the SEDE EMPRESAS as soon as possible and prior to the class, so we can inform the customer. Teachers may not cancel classes independently. Companies with Sence must stick to the arranged schedule. Some other companies request that a substitute be sent. Other companies prefer that the class be added at the end of the course, still others don't mind if the class is made up by lengthening the class sessions. Be sure to talk to us before making any such arrangement.
5. No change in schedule can be decided between a teacher and the students without letting us know.

MATERIAL AND AUDIO EQUIPMENT

When you are assigned a new course at Sede Empresas, you will receive all the material you need including:

- Rollbook or students' roll
- Textbook / Teacher's manual
- Workbook
- Cd's / Pen drive
- Audio equipment / Speakers
- Course planner
- Course Objectives
- Continuous assessment guides, rubrics and rubric explanation

All these are provided exclusively by administrative assistants in Sede Empresas (see end of document for contact details)

ACADEMIC SUPPORT FOR TEACHERS

The programs for Empresas, Universities and Colegios have been designed by the Academic Department. All academic suggestions or possible changes should be discussed with the Academic Coordinators Oscar Bidiña or Alejandra Agurto. In case of confusion, difficulties in the implementation, progress of your class, testing calendar, Continuous Assessment grades, additional materials, etc. contact us at 677 7178, 677 7106 or at obidina@norteamericano.cl, agurto@norteamericano.cl

EXTRA CURRICULAR SUPPORT

Please be sure to let your students know that as Norteamericano students they have access to our multimedia lab (appointments: 677 7177), library and cultural events.

TEACHER AND COURSE EVALUATION

1. The Institute has a policy of observing teachers with the goal of supporting their professional development.
2. Supervisors will visit your class for observation, and contact you afterwards to talk about it.

3. If teachers need further training, a follow-up process will be implemented in conjunction with supervisors.

NOTE: Teachers teaching at a company may not accept private students from that company, since the company is considered the Instituto Chileno Norteamericano's client. Should a teacher be offered any kind of private contract with that company, the teacher must immediately get in touch with Sede Empresas.

PROFESSIONALISM

While teaching a company class, you represent the institute. Therefore, it is of utmost importance that you act professionally in all situations.

Punctuality: We must respect the schedules we have established with our clients and future clients (in case you are sent to an evaluation). You absolutely must be ready to start every evaluation or class at the scheduled time. In most cases that will mean arriving 5-10 minutes beforehand to prepare.

Preparedness: Make sure to plan your classes according to your student's needs and to bring your audio equipment, books, and any other material you may need to every class.

Personal Appearance: Teachers must dress formally. Athletic wear and/or denim is not acceptable. The Institute's reputation depends, in part, on our representatives' personal appearance.

Academic Meetings: It's important to stay informed on ICHN happenings. Be sure to attend the monthly academic meeting, which is usually held the last week of the month. Announcements and agendas can be found posted in all ICHN branches.

Workshops and Presentations: These training sessions directed to all teachers are part of the professional development the institute encourages. They are excellent opportunities to learn new things or brush up your knowledge on a variety of topics related to language teaching. Make an effort to attend and profit from them.

SEDE EMPRESAS

Sede Empresas' mission is to direct, coordinate, and administer all customer service functions related to in-company training, including continuously supporting teachers so they can provide high quality service.

Our office is located at Moneda 1467, 1st floor.

Elizabeth Jara Branch Chief	ejara@norteamericano.cl 677 7118	Oscar Bidiña Academic Coordinator	obidina@norteamericano.cl 677 7178
Luzmila Parco Administrative Assistant	empresas@norteameriacno.cl 677 7187	Alejandra Agurto Academic Coordinator (Colegios)	aagurto@norteamericano.cl 677 7106
Marcelo Iturra Administrative Assistant	miturra@norteamericano.cl 677 7140		
Cindy Villalobos Administrative Assistant	cvillalobos@norteamericano.cl 677 7169		