

Parent and Student Handbook

LATAM Global School (LGS)

2024



LATAM
Global School

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Welcome to LATAM Global School

Dear students, parents, and representatives,

We extend a warm welcome to LATAM Global School (LGS), a school where you can enjoy a technology-based international education at your own pace, choosing when, where, and how to learn. We aim to take your education to new levels, expand your knowledge, and support you in achieving your dreams. For this reason, we are happy to have you as part of our community.

To learn more about our institution, policies, procedures, behavior, and safety regulations, it is very important to take some time to read our Parent and Student Handbook. Here you will find essential tools to succeed in the type of education provided at our school.

Once again, we thank you for choosing to join LATAM Global School.

Sincerely,

Academic Department

Introduction to Virtual Education

Virtual education breaks down the barriers of conventional classrooms, offering borderless access to quality education for students across Latin America and beyond. This innovative approach allows for a personalized learning experience, catering to the diverse needs of our global student community. The benefits of virtual education are numerous: flexibility in study times, a wide range of course offerings, and the ability to connect with peers and instructors from various cultures and backgrounds.

However, these opportunities come with challenges. Ensuring consistent student engagement, managing technological disparities, and fostering a sense of community in a virtual space are just some of the obstacles we navigate daily. As an educational community, it is our responsibility to overcome these challenges, leveraging technology to create an inclusive, effective, and engaging learning environment for all our students.

Objectives of this Handbook

The Parent and Student Handbook at LATAM Global School (LGS) serves as a comprehensive guide designed to help families and students navigate their educational journey with clarity and confidence. The primary objectives of this handbook are:

1. To clearly communicate the school's policies, procedures, and expectations, ensuring that all members of the school community understand their roles and responsibilities.
2. To provide students and parents with the necessary tools and resources to support academic success, including guidelines for effective study habits, assessment policies, and available academic support services.

3. To promote a positive and inclusive school culture by outlining the code of conduct, disciplinary procedures, and the importance of mutual respect among students, parents, and staff.
4. To encourage active parental involvement in the educational process, providing information on how parents can support their children's learning and participate in school activities.
5. To ensure the well-being of students by providing guidelines on safety, health, and well-being, including policies on attendance, emergency procedures, and student support services.

LATAM Global School Description

History and School Philosophy

LATAM Global School (LGS) was founded by our CEO, Evelyn Torres, with the goal of offering quality American education to Latin America and other countries in a virtual and accessible manner, without the need to travel to the United States. LGS is committed to providing educational opportunities in regions where access to quality education is limited, fostering the growth of each student so that they can contribute their knowledge to their country and the world.

LGS is more than a school; it is a means for those who seek to achieve success through education, whether in their home country or abroad. We believe in the transformative power of education and strive to create an environment where every student can dream big and achieve their goals.

Our school's philosophy is anchored in the belief that education is the cornerstone of personal and societal development. We advocate for a learning environment that is inclusive, adaptable, and innovative, mirroring the dynamic nature of the global landscape we prepare our students to enter. We uphold the principle that education should be accessible to all, irrespective of geographical location, economic background, or personal circumstances.

We strive to cultivate a community of learners who are not only academically proficient but also empathetic global citizens, capable of critical thinking and problem-solving in diverse settings. Our commitment to leveraging technology for educational freedom means that we are dedicated to providing our students with the tools, resources, and support they need to succeed on their own terms.

Through collaboration, creativity, and continuous improvement, we aim to empower our students to make meaningful contributions to their communities and the world at large. Our philosophy is a reflection of our mission and vision, guiding us as we navigate the challenges and celebrate the successes of virtual education.

Mission and Vision

Mission: To provide a high-quality, borderless online education that empowers students worldwide with educational freedom to develop their potential both academically and personally, preparing them for higher education and the challenges of the current era.

Vision: To be a leading American virtual school, renowned for educational excellence, human values, and opportunities for student development and progress, connecting students from around the world through technology and educational freedom.

Teaching Methodology

At LATAM Global School, we offer a virtual educational experience that significantly differs from traditional in-person education. Our methodology is designed to foster autonomy and self-discipline in our students, allowing them to progress at their own pace and develop essential organizational skills for their academic and personal success.

Self-Paced Learning

Our methodology is self-paced, meaning that students have the flexibility to manage their own time and study pace. This approach not only promotes greater independence but also allows students to delve into subjects at their own speed, ensuring a more solid and personalized understanding of the material. Without being tied to a rigid schedule, students can spend more time on challenging topics and quickly move through those they master with ease.

Self-paced learning requires students to develop time management skills and self-motivation. At LATAM Global School, we provide pacing guides for each course and have the support of the school's psychology department, which offers organizational tips. During tutoring sessions with teachers, recommendations for time management are also provided if the student requests it.

Personalized Tutoring

To support students in their learning process, we offer personalized tutoring sessions. These tutoring sessions are designed to address specific questions about particular lessons, offer study advice, and provide tools that facilitate learning. Teachers at LATAM Global School do not teach traditional classes; instead, their role is to guide and assist students, ensuring they fully understand the material and feel confident in their ability to apply it.

Personalized tutoring also includes guidance on study techniques, note-taking strategies, and problem-solving methods, tailored to the individual needs of each student. This additional support is crucial to ensuring that each student can make the most of their virtual education.

Educational Resources on the LMS

All the necessary learning materials are available on our Learning Management System (LMS). Students have access to a variety of educational resources, including readings, videos,

interactive games, and practical exercises. These resources are designed to be engaging and facilitate active learning, allowing students to interact with the content in multiple ways.

Live Classes

Although our methodology focuses on autonomous learning, we also value the importance of social interaction and collaborative learning. For this reason, teachers hold group classes once a week. These classes focus on specific topics within the subjects, allowing students to explore themes in greater depth and participate in enriching discussions.

Group classes not only help expand students' knowledge but also provide opportunities to socialize and collaborate with their peers and teachers. These sessions foster a sense of community and belonging, which is essential in a virtual learning environment.

Role of Parents and Guardians

The methodology of LATAM Global School requires significant support from parents and guardians. Since students are responsible for their own progress, it is essential that parents actively engage in the educational process. This includes monitoring their children's progress, providing a suitable study environment, and motivating students to stay committed to their academic goals.

We offer resources and guidance for parents, helping them understand how they can best support their children's autonomous learning. This includes informational sessions, workshops, and access to tools for tracking academic progress.

Additional Benefits

The methodology of LATAM Global School not only prepares students for academic success but also equips them with valuable life skills, such as self-discipline, time management, and the ability to learn independently. These competencies are crucial in the modern world, where the ability to adapt and continuously learn is fundamental.

Admission Process

At LATAM Global School, we offer a continuous enrollment process, meaning there are no deadlines to join our educational community. Students have the flexibility to enroll at any time of the year, adapting to their needs and personal circumstances.

Admission Requirements

For more detailed information about the criteria and admission process, we invite parents to read our **Student Admission Criteria Policy**.

Enrollment Process

At LATAM Global School, we offer a continuous enrollment process, meaning there are no deadlines to join our educational community. Students have the flexibility to enroll at any time of the year, accommodating their individual needs and personal circumstances. Once you enroll in LGS, we will guide you through a simple and clear process, from activating your profile on our educational platform to the completion of your studies. For specific details about the admission criteria and the enrollment process, you can read our detailed policies:

- [Criteria for Student Admission Policy](#): Establishes the requirements for admitting new students, ensuring they meet the academic and personal standards necessary to succeed at LGS.
- [Enrollment Process Policy](#): Details the steps and necessary documentation to complete enrollment at LGS, ensuring a smooth and efficient process for all applicants.

Placement Tests

To determine the most appropriate academic placement for students who do not have official transcripts from their previous school or those who wish to demonstrate their competency for more advanced courses, LATAM Global School will administer placement tests. These tests ensure that each student is placed at the appropriate level, thereby guaranteeing their academic success.

For detailed information about this process, please refer to our [Placement Testing Policy](#).

Payment and Tuition Information

At LATAM Global School (LGS), we have established a clear Payment and Billing Policy to guide parents and guardians through all financial aspects related to enrollment, monthly tuition fees, changes in study plans, and payment agreements. This policy outlines important procedures such as the activation of the academic platform (LMS), payment dates, authorization of automatic debits, and options available in case of difficulties in making timely payments.

Our goal is to ensure that all students can continue their education without interruptions, maintaining a clear and fair financial relationship with our institution. For specific details and to ensure compliance with all rules and procedures, we invite you to read our [Payment and Billing Policy](#).

Refund Policy

At LATAM Global School (LGS), we understand that circumstances may arise that lead a student to withdraw from their studies. Therefore, we have established a clear refund policy that details the conditions under which refunds are made. It is essential to meet certain requirements to be eligible for a refund, and all requests must be managed through the admissions and payments department.

For more information and to know the specific details of our refund policy, please review the [Refund Policy](#).

Scholarship in LGS

LATAM Global School offers a variety of scholarships designed to support our students and their families on their educational journey. These scholarships are intended to provide financial assistance and recognize the talent and dedication of our students. We invite you to learn more about the types of scholarships available, the necessary requirements, and the detailed application process in our [Scholarship Policy](#).

Academic Structure

Structure of the Academic Grade

At LATAM Global School, given our self-paced approach, students can complete a grade in a period of 6 to 9 months, with the condition that no course can be completed in less than 25 days. We recommend that students do not exceed a calendar year in the same grade. To facilitate this, we provide tools and resources to help students organize themselves and set goals to complete the school grade within the recommended period.

The credit/course structure to complete a school grade is organized as follows:

- **4 Core Subjects:** Science, Social Studies, English, and Mathematics
- **2 Elective Subjects**

In Elementary and Middle School programs, students must pass six subjects to complete a grade.

In High School, the process for advancing to the next grade is different, as students can choose between an 18 or 24 credit program. Once they select their program, a "GradPath" is created to determine the number of credits they must pass for each grade. This amount may vary due to the possibility of transferring certain credits from their previous school, although only credits from ninth grade onward can be transferred. Additionally, some courses may have a value of less than 1 credit. In such cases, students will need to complete two half-credit courses each to fulfill the requirement of one full credit in their total accumulation.

Curriculum Plan and Course Description

Our curriculum is designed to meet the state regulations of the Florida Department of Education (FLDOE). As a private school, we follow these guidelines to ensure that our students receive a high-quality education that prepares each one for academic and personal success.

State Regulations and Standards

The regulations of the state of Florida establish the basic content of the curricula to be taught in schools, specifying the knowledge and skills that the state expects students to learn in grades K-12. These standards must be applied rigorously and relevantly, providing a logical understanding and continuous progression of curriculum content to gradually improve the student's basic knowledge and skills over time.

Standards by Area

- **Mathematics and English:** We use the **Common Core** standards, designed to develop fundamental and advanced skills in these areas, ensuring that students acquire essential competencies for critical thinking and problem-solving.
- **Science:** We follow the **Next Generation Science Standards**, which promote a deep understanding of scientific concepts and their practical application, preparing students to face modern challenges.
- **Social Studies:** We use the **National Curriculum Standards for Social Studies**, focusing on developing students' historical, geographical, economic, and civic knowledge, fostering informed and engaged citizenship.

Skills Integration

The curriculum content at LATAM Global School is integrated with a variety of essential skills:

- **Critical Thinking and Problem Solving:** Students learn to analyze information and situations critically, developing effective and creative solutions.
- **Workplace Literacy:** We prepare students with the skills needed for the modern workplace, including communication, collaboration, and the use of technologies.
- **Communication, Reading, and Writing:** We promote strong skills in these areas to ensure that students can express themselves clearly and understand complex information.
- **Mathematical and Collaboration Skills:** Students develop competencies in mathematics and learn to solve problems applicable to everyday life.
- **Contextual and Applied Learning:** Our approach includes practical and applied learning, ensuring that students can connect what they have learned with real-world situations.
- **Technology and Information Literacy:** We equip students with the skills necessary to navigate and use modern technologies effectively.
- **Civic Engagement:** We foster a sense of responsibility and active participation in the community, developing committed and responsible citizens.

Evaluation Methods and Grading Scale

Grading Scale and Evaluation Criteria

Our grades accurately reflect the academic achievements of our students. We use a grading scale from 1 to 100, with corresponding letters to represent each range of grades:

Letter Grade	Percent Grade	4.0 GPA Scale
A+	97-100	4.0
A	93-96	4.0
A-	90-92	3.7
B+	87-89	3.3
B	83-86	3.0
B-	80-82	2.7
C+	77-79	2.3
C	73-76	2.0
C-	70-72	1.7
D+	67-69	1.3
D	63-66	1.0
D-	60-62	0.7
F	Below 60	0.0

A student fails with a grade below 60, represented by the letter F. Grades can be viewed in the LMS gradebook, where students and parents can monitor academic progress and performance in each course.

Evaluation criteria include assignments, projects, exams, and quizzes, with a detailed grading scale that accurately reflects academic achievements. Additionally, it emphasizes the use of rubrics for standards-based evaluations and direct completion exercises to accommodate various learning styles.

For more information, see the [Grading Scale and Evaluation Criteria Policy](#).

Assessment Grading Deadlines and Feedback

Teachers have up to 72 hours to grade assignments and projects from the time of submission. Once quizzes and final exams are submitted, the grade is automatically reflected. Activities such as assignments and projects are graded by the teacher and include detailed feedback according to the guidelines established in our policy. It is crucial for students to read this feedback to understand their mistakes and improve in specific areas.

For more information, read the [Grading Time and Assessments Feedback Policy](#).

Academic Processes and Policies

Activating, Pausing, or Withdrawing a Course

Students can activate a new course once they have completed their current course with a final grade of 60 points or higher. The LMS automatically verifies the activation status and monthly payment before allowing the activation of new courses.

Regulations by Program:

- **Elementary School:** Students can activate 2 to 3 courses simultaneously, including combinations of core and elective courses.
- **Middle School:** Only one subject can be activated at a time, with the option to acquire additional courses.
- **High School:** Students can activate one credit at a time, following a structured credit record according to their GradPath.

Additional Courses: Middle and High School students can take additional courses as established in our policies.

Pausing and Withdrawing from Courses: Students can pause or withdraw from a course for personal reasons, with the possibility to reactivate the course later.

For more information, read the [Course Add, Pause, and Drop Policy](#).

Course Approval and Completion

A course is considered approved when the student completes all assessments with a grade of 60 points or higher. Students must be enrolled in a course for a minimum of 25 days.

Early Completion: If a student completes a course in less than 25 days, they will undergo an additional evaluation to verify their understanding of the content. If they do not pass in two attempts, they must repeat the entire course.

Exam Rules: Exams are supervised with strict rules to ensure academic integrity.

For more information, read the [Course Approval and Completion Policy](#).

Failed Courses, Recovery, and Repetition

A course is considered failed when a student completes all assessments and receives a final grade of 59 or lower, equivalent to an F. When this occurs, a recovery process begins, allowing the student to request improvements in up to three failed activities or quizzes. If the student does not achieve a passing grade after these improvements, they must repeat the entire course. Upon passing the repeated course, the student participates in a discussion-based assessment (DBA) with the teacher to demonstrate their comprehensive understanding of the material.

For more information, read the [Failed Course, Recovery, and Course Retake Policy](#).

Assignment Return

At LGS, we value educational quality and the commitment of our students to learning. It is the student's responsibility to ensure that the assignment uploaded to the platform is complete and meets all instructions. Teachers may return assignments due to technical issues, blurry images,

or if the student requests a return before grading. Once the return request is approved, the student must make corrections and resubmit the assignment as soon as possible.

For more information, read the [Return of Assignments Policy](#).

Assessment Improvements

Students at LATAM Global School have the opportunity to request improvements for assignments and quizzes, provided they meet certain criteria. Improvements can only be requested for quizzes with a grade of 59 or lower and assignments with a grade of 69 or lower. Each student can request improvements for up to three assessments and cannot request to improve the same assessment more than once. The improved grades will be final, even if they are lower than the original.

For more information, read the [Assessment Improvements Policy](#).

Backup and Security of Activities or Assignments

Our LMS platform performs automatic daily backups of all activities and assignments submitted, ensuring that students' progress is kept safe. However, we also recommend that students keep personal backups of their work on personal computers or cloud storage services like Google Drive. This adds an extra layer of security and allows constant access to the material. If an assignment does not appear in the LMS, students should immediately inform their Student Service Representative (SSR) and provide proof of submission. The Technical Department will investigate, and if the assignment is not found, the student must resubmit it.

For more details, read the [Policy on Support and Backup of Activities or Assignments](#).

Live Sessions

Live Classes

Our live sessions are designed to cover a variety of topics across multiple areas of knowledge. These classes are not mandatory and are freely accessible to all active LGS students. Students can attend any classes within their program, regardless of the course they are currently enrolled in. Live classes are held from Monday to Friday at 10 am EST through the Live Sessions panel on the LMS.

Each teacher conducts a live class once a week according to the following schedule:

- **Monday:** Language Arts/English Literature
- **Tuesday:** Social Studies
- **Wednesday:** Mathematics
- **Thursday:** Science
- **Friday:** Special Classes

Tutoring Sessions

Tutoring sessions are designed for students enrolled in the Cerebritto plan or those opting for additional tutoring. These sessions provide an opportunity for one-on-one interaction between the student and the teacher, focusing on clarifying lesson content, assignments, and related questions. Students should come prepared with specific questions and have reviewed the lesson material beforehand. For elementary students, tutoring may involve help with assignments without the teacher directly providing the answers. However, starting from the 5th grade, the emphasis shifts towards fostering independence, preparing students for the learning environment in the Middle and High School programs where tutoring focuses on addressing doubts and developing critical thinking rather than completing assignments. The primary goal of tutoring is to offer support and clarification, not to replace classroom teaching.

For more information, read the [Tutoring Sessions Policy](#).

Recording of School Activities

At LATAM Global School, we use digital platforms such as BigBlueButton, Meet, and Zoom to conduct our online social and educational activities. We record and take audiovisual content of all live classes, special activities, workshops, open houses, esports events, and any other online activity involving parents or students. These recordings ensure the quality and integrity of our educational services, provide support to students and teachers, and serve as evidence of our online interactions. The recordings are stored securely and may be used to showcase our school's active life or for promotional purposes, always respecting the privacy and dignity of all involved. Using cameras in special activities is a personal choice, respecting the privacy of our students and their families.

For more details, read the [Recording and Image Use Policy](#).

Academic Integrity

At LATAM Global School, academic integrity is fundamental to our educational philosophy. Acting with academic integrity involves intellectual honesty, respect for individual learning, and recognition of others' contributions and intellectual property. We expect students to complete all assignments and exams with integrity, ensuring their work is original and properly cited. This includes the responsible use of external sources and artificial intelligence tools, which must be used transparently and appropriately. Maintaining these standards is essential to ensure an authentic and meaningful educational experience. Failure to adhere to academic integrity can lead to sanctions.

For more details, read our [Academic Integrity, Plagiarism, and AI Use Policy](#).

Student Attendance Expectations in the LMS

Regular attendance and participation in our online learning platform (LMS) are fundamental for students' academic progress. Although our approach is self-paced learning, constant access and active participation in all course activities are recommended to ensure continuous progress and completion of the grade within the recommended period. Students should use the provided pacing guides to plan their study time and set clear goals. Parents or guardians also play a crucial role in monitoring progress and supporting the organization of study time. Participation in live sessions, workshops, and special activities is an excellent opportunity to reinforce knowledge and foster interaction, although it is not mandatory. If a student shows prolonged periods of inactivity, follow-up and support measures will be implemented to ensure they resume the necessary pace.

For more details, read our [Policy on Student Attendance Expectations in the LMS](#).

School Activities and Additional Services

At LATAM Global School, we understand that holistic education goes beyond academic learning. Therefore, we offer a variety of activities and additional services, such as workshops, clubs, special events, and advanced courses, designed to foster social interaction, skill development, and the formation of a global community. These experiences enrich our students' education and allow them to create meaningful connections.

School Calendar

The school calendar is an essential tool that organizes all school activities throughout the year. It includes dates for special events, workshops, esports, open houses, holidays, time changes, and winter break. This calendar facilitates the planning and active participation of students and families, promoting skill development, social integration, and community spirit. Below are some of the included events:

- **Workshops:** Monthly workshops with guest speakers who are professionals in various fields, held on the last Thursday of each month. These workshops allow students and parents to learn about different professions and skills.
- **Special Activities:** Celebrations of holidays with dynamic activities and informative presentations about Mother's Day, Father's Day, St. Patrick's Day, Valentine's Day, Halloween, Christmas (Kwanzaa, Hanukkah, etc.), enriching the school community.
- **Esports:** Esports events organized on the first Friday of each month, fostering teamwork, strategic thinking, and digital literacy in a competitive and friendly environment.
- **Open House:** Monthly events where parents, and students if they wish, can interact with the staff, learn about new processes and developments at LGS, and participate in Q&A sessions.
- **Holidays:** Dates when school staff are unavailable to provide attention and support.
- **Winter Break:** Winter break during the last two weeks of December. During this time, staff will not be available, but the platform will remain operational for students'

independent work. It is important that you carefully read our [Winter Break Period Policy](#) to learn about the services that will be interrupted or not offered as usual during this period and to take the necessary steps, such as requesting vacations that coincide with this period or making a plan change.

- **Daylight Saving Time:** Time adjustments in spring and fall to better utilize daylight in the state of Florida.

When a student enrolls at LGS, they receive the school calendar by email. If they ever need to obtain the detailed calendar again, they can contact their assigned Student Service Representative.

Additional Services

LGS offers additional services to complement students' learning and development. These services can be acquired through the admissions department and are not mandatory.

- **AP Courses:** Advanced courses for students who need them as prerequisites for university. Interested students should contact the admissions department to consult the list of available courses and the payment process.
- **Clubs:** Quarterly clubs that allow students to explore new interests and develop skills in areas such as origami, drawing, and cooking.
- **LATAM Bilingual Institute (LBI):** English institute for students, family members, and friends, aimed at achieving bilingualism.

For more information, consult our [Additional Services Purchasing Policy](#).

Use of Technology at LGS

Technology plays a fundamental role in our virtual education, enabling students to access course content and participate in interactive activities from anywhere. It is crucial that both students and parents understand the importance of having the necessary tools and devices, such as a suitable computer or laptop and a stable internet connection. These resources are essential to ensure that students can access educational content smoothly and without interruptions, allowing for continuous and effective learning. The responsibility of maintaining these devices in optimal and updated conditions lies with the families, ensuring a seamless and enriching educational experience.

Technological Requirements for Study

Students must have a computer or laptop as their primary tool, along with a stable internet connection. While we recognize the importance of mobile devices, they should not replace primary devices. These requirements are subject to change based on the educational and technological needs of our institution.

Minimum Computer or Laptop Requirements

To ensure good performance in online educational activities, the student's computer or laptop must meet the following minimum requirements:

- **Operating System:** Windows 10 or higher, macOS 10.13 or higher.
- **Processor:** Intel Core i3 or higher, AMD Ryzen 3 or higher.
- **RAM:** Minimum of 4GB, recommended 8GB.
- **Hard Drive Space:** Minimum 128GB of available storage.
- **Graphics Card:** Integrated with support for HD video.
- **Internet Connection:** The internet connection must be good and stable, allowing the student to connect seamlessly to all online learning platforms used by our school. It should efficiently support downloading and uploading files, as well as conducting video calls smoothly. The connection quality must not hinder internet browsing, accessing educational content, submitting assignments, or taking online assessments.
- **Webcam, Microphone, and Speakers:** For participation in virtual sessions and conducting exams or presentations.
- **Web Browser:** Updated version of Google Chrome, Mozilla Firefox, Safari, or Microsoft Edge.

For more details, read the [Requirements for Technology and Internet Access Policy](#).

Acceptable Use of Technology

At LGS, we provide our students with access to applications and technological services to enhance their learning and educational experience. We expect students to use these resources appropriately, protecting the security of their usernames and passwords and respecting intellectual property. Additionally, it is essential that students use email responsibly and avoid engaging in prohibited activities, such as online harassment. Failure to comply with these rules can result in disciplinary actions, so we encourage parents to supervise their children's use of technology.

For more details on these guidelines, read our Policy on [Acceptable Use Policy for School-provided Platforms and Services](#).

Platforms and Technological Resources

Students will have access to various educational applications such as CK12, Starfall, and Epic!, among others, to interact with and deepen their studies and practices. These tools are available not only during the courses where they are shared but also at any time while the students are active in the school, as they have the corresponding access credentials.

Access to these platforms is intended only for students who are enrolled in the school. To ensure the security and proper use of these tools, access credentials are periodically updated. This ensures that only active students can benefit from the technological resources offered by the school.

Internet Safety and Privacy

It is imperative that students adhere to our guidelines to protect their personal data and passwords and avoid sharing information with third parties. Furthermore, we are committed to keeping our students' information secure, ensuring that only authorized personnel have access to it. We invite all our students and parents to read our complete policies, including the [Policy on Guidelines to Promote a Safe Online Learning Environment](#), where we detail the measures we implement to ensure a safe and protected online educational environment for everyone.

Communication and Interaction

Official Communication Channels

LGS uses official communication channels to ensure privacy and compliance with school protocols. Teachers and students must communicate exclusively through the institutional emails and Gmail chat provided by the school. Teachers are not permitted to share their personal contact information with students or their parents.

For communication between parents and administrative staff, institutional emails and phone numbers provided by the school should be used. Parents should first contact their Student Service Representative (SSR) for any requests. The SSR will guide them to the appropriate department, thus avoiding unnecessary contact with multiple departments.

If a student, parent, or representative needs a meeting with a teacher to discuss academic matters, student progress, or irregular situations, they can request it directly with the teacher or through the assigned SSR. Virtual meetings and interactions are conducted on secure platforms like Google Meet or Zoom.

Communication between parents and teachers should always be professional, avoiding informal language and diminutives. Both students and parents or representatives should address teachers within the academic framework, avoiding provocations or unnecessary conversations, and always maintaining institutional respect.

For more details on these procedures, please read our [Official Channels of Communication Between the School Community](#).

Office Hours

Office hours are Monday to Friday from 9 am to 5 pm, Eastern Time (ET). During this time, inquiries will be responded to, and necessary support will be provided. It is possible to send questions outside of regular hours, but responses will be given during office hours.

To facilitate orientation with the time difference in each country, both parents and students can find a clock in the top right corner of the LMS, showing Eastern Time. All meetings, events,

activities, and online interactions are scheduled according to Eastern Time, so it is recommended to use this clock as a guide.

Meetings and Conferences with Parents and/or Students

We have established a policy that organizes how meetings should be requested and scheduled to maintain effective communication between staff, students, and their families to appropriately address any necessary issues. The Student Service Representative (SSR) is responsible for coordinating these meetings and ensuring all participants are informed.

It is essential that parents and students follow the provided instructions to maintain smooth and effective communication. For more information, please review our [Meeting and Conference Policy with Parents and/or Students](#).

Online Etiquette Guidelines

It is essential for both students and parents to maintain appropriate and respectful behavior in all interactions with school staff. Netiquette, or online etiquette, is a set of guidelines that helps create a positive and respectful learning environment, which is crucial for the academic and personal success of our students.

Key Points of Netiquette:

- **Mutual Respect:** Always address staff members and other students with respect and courtesy. This includes using appropriate language and considering the feelings and opinions of others.
- **Clear and Concise Communication:** Be clear and direct in communications, avoiding abbreviations or jargon that may not be understood by everyone.
- **Punctuality and Preparation:** Arrive on time for online sessions and be prepared with the necessary materials. Inform in advance if unable to attend.
- **Privacy and Confidentiality:** Respect the privacy of others by not sharing personal or confidential information without permission.
- **Active and Constructive Participation:** Contribute positively to discussions and activities, showing interest and commitment to learning.

For more information on behavior and netiquette guidelines, please read our [Netiquette Guidelines for Online Interactions Policy](#).

Support for Students with Special Educational Needs

At LATAM Global School (LGS), we make adaptations to support students with special educational needs. This includes initial orientations, curricular and methodological adaptations, as well as continuous monitoring to ensure equitable education for all.

It is essential that parents and guardians notify the school at the time of enrollment if their child has any special learning needs and provide the diagnosis, recommendations for the school, and the Individualized Education Plan (IEP), if available. Students with special educational needs should have the support of a tutor at home or their guardian to receive the necessary assistance.

LGS is committed to providing adaptations that fit our online methodology and educational environment. However, it is important to note that some specific adaptations and recommendations may not be feasible in our virtual environment.

For more information and specific details, we invite you to review our complete policies:

- [Admission Policy for Students With Special Educational Needs](#)
- [Support and Accommodations Policy for Students with Educational Needs](#)

Responsibilities and Expectations

Student Responsibilities

Students are expected to:

- Allocate sufficient time for studying and manage their learning process independently.
- Regularly access the platform, read lessons, and complete assignments and quizzes.
- Adhere to the behavior standards set in our policies.
- Schedule and attend their tutoring sessions according to their plan.
- Protect their work by not sharing or borrowing work from others and by saving their information in the cloud or on USB devices.
- Not present the work of parents, siblings, or others as their own.
- Learn to reference and cite works correctly.
- Review the definition of plagiarism and the use of copyrighted material as specified in our academic integrity policies.
- Create a pacing guide at the start of each course and plan weekly lessons, assignments, and quizzes to organize their study time.
- Use the school's platforms (LMS, Gmail, Gmail chats, Google Meets, etc.) responsibly, respecting privacy and usage rights.
- Not impersonate another person by using their username and password.
- Not share personal data, usernames, and passwords for any platforms we use.
- Not openly publish private messages.
- Manage and interact responsibly on each platform or tool provided by the school.
- Avoid bullying or using threats, as violations of these rules can lead to disciplinary actions within the educational institution.

Parent/Guardian Responsibilities

Parents and/or guardians are expected to:

- Teach students the necessary values of moral and ethical behavior.
- Provide a quiet study space at home.
- Support students' efforts without doing or modifying their work.
- Encourage proper use of study time.
- Regularly access the parent user account to track student attendance and progress.
- Inform admissions when the student takes vacations, is sick, or has any emergency that requires a prolonged absence. To learn more about how to request vacations and the school's guidelines regarding temporary suspension from the platform, please refer to our [Vacation Request Policy for Students](#) and [Policy for Requesting Temporary Suspension of the Platform \(LMS\)](#).
- Stay current with monthly payments.
- Communicate with the Student Services Representative (SSR) to clarify any questions about the platform, special activities, or school procedures.
- Always treat school staff with respect, avoiding offensive language, verbal aggression, slander, discrimination, sarcasm, or irony in any communication.

What to Expect from Your Teacher

Teachers are expected to:

- Attend scheduled tutoring sessions on time, clarify doubts, and assist students with any questions about topics, units, lessons, assignments, or exams, considering the nature of tutoring according to our policies.
- Notify students via academic email and Gmail chat if they cannot attend a tutoring session and reschedule the meeting.
- Follow the school's code of ethics and non-discrimination policy.
- Be respectful to students, parents, and guardians at all times.
- Keep student work grades updated within 72 business hours.
- Respond to emails or text messages via Gmail Chat within 24 business hours.
- Track student progress and monitor students with low academic performance.
- Prepare supplementary materials and share interactive videos or tools for successful task completion.

For more information, please review our corresponding policies on the **LATAM Global School Policies Handbook** on our [website](#).

Conduct and Discipline Standards

Proper student behavior in the virtual environment is essential to creating an effective and respectful learning atmosphere. Our vision focuses on fostering positive and responsible behavior among students, ensuring a safe and enriching environment for all. We understand that active and respectful participation from students is key to their academic and personal success.

We recognize that students may face challenges and make mistakes in their behavior. Therefore, we view the correction of these behaviors as a learning opportunity. At LGS, corrective interventions are designed to help students understand the impact of their actions, learn from their mistakes, and demonstrate appropriate behavior in the future.

The role of parents and guardians is fundamental in this process. We trust that parents share our vision and are committed to working together with the school to correct and guide student behavior. Active collaboration between the school and parents ensures that students receive a consistent message about the importance of maintaining appropriate behavior, both in the school environment and in their personal lives.

We are confident that, by working together, we can provide a virtual environment where students feel supported and motivated to reach their full potential while being taught to be responsible and respectful of others.

Student Code of Conduct

The Student Code of Conduct sets out the norms and expectations to ensure a safe and respectful educational environment, promoting academic integrity and fostering students' personal and social development. This code guides student behavior in the virtual environment, ensuring they maintain mutual respect and responsibility for their actions. Additionally, it supports teachers and staff by providing clear standards for managing student behavior fairly and consistently.

Expected Behavior

During Tutoring Sessions

- **Respect:** Students must show respect towards teachers at all times, keeping their cameras open to foster better interaction when possible.
- **Personal Issues:** Personal problems should not be discussed with teachers; instead, students should contact the school psychologist.
- **Language:** It is essential to use appropriate language, avoiding any obscene, offensive, or discriminatory expressions.
- **Disagreements:** If a student disagrees with a teacher's opinion or explanation, they should respectfully ask for clarification. If the problem persists, they may express their point of view without causing controversy.
- **Consequences:** Disrespect towards the teacher may result in internal or external suspension, depending on the severity of the behavior.

During Group Interactions Online

- **Respect and Responsibility:** Maintain respectful behavior towards teachers, staff, and classmates during video calls.

- **Muted Microphone:** Keep the microphone muted unless instructed otherwise by the teacher or moderator.
- **Appropriate Language:** Use appropriate language in the video call chats.
- **Prohibition of Cyberbullying:** Cyberbullying is strictly prohibited. Incidents may lead to sanctions ranging from exclusion from the activity to external suspension from school.

For more details on our expectations, conduct standards, and disciplinary measures, we invite parents and guardians to review our full policies on our website.

Sanctions and Procedures for Inappropriate Conduct

At LATAM Global School (LGS), we maintain high standards of behavior to ensure a safe and productive learning environment for all. Our Disciplinary Actions and Procedures Policy outlines the measures that will be taken in response to violations of the Code of Conduct in virtual environments. This policy covers a range of offenses from minor infractions to serious violations and establishes the corresponding consequences, including internal and external suspensions. It also details the procedures to follow in cases of misconduct during tutoring sessions, live classes, and other online activities.

For more information, please review our [Disciplinary Actions and Procedures for Violations of the Student Code of Conduct](#).

Counseling and Guidance Services

Emotional and psychological support services are offered through our school psychologist. These services are designed to assist students in areas such as support for low academic performance, help with emotional situations affecting the educational process, vocational guidance, intervention in cases of bullying and cyberbullying, and support for students with special educational needs, including the creation of Individualized Education Plans (IEPs).

It is important to note that our school psychologist provides guidance and support but does not act as the student's personal clinical therapist. In situations requiring clinical attention, we recommend that parents seek specialized external services. All information shared during sessions is confidential and will only be shared with third parties with the consent of the student or their parents, except in situations where the student's health is at risk.

For more details on these services and the complete guidelines, please read the [Mental Health Resources and Support Services Policy](#).

Emergency Response Protocols and Contingency Plans to Maintain Learning Continuity

At LATAM Global School (LGS), we understand the crucial role that technology plays in modern education. To ensure uninterrupted learning, we have established emergency procedures

detailing the necessary response protocols to handle technological failures or interruptions and maintain learning continuity.

These procedures are designed to quickly address any technical issues that may arise, ensuring that our students have continuous access to the necessary educational resources.

Response Protocols for Technological Failures or Interruptions

If the LMS platform encounters any issues, our team will immediately inform students and parents about the situation and the actions to be taken to ensure learning continuity. The academic department will act immediately following established protocols to ensure that students can access their courses without interruptions.

Appendices

Staff and Department Contacts

Admissions Department: The Admissions Department is available for requests such as temporary platform suspension, vacations, transcripts, graduation processes, withdrawal, study certificates, and documentation requirements according to established policies for each process.

Office Manager

Phone: +1 (904) 982-6024

Email: admissions@latamglobalschool.com

Payments Department: The Payments Department provides support for monthly payments, billing, refunds, and other financial matters. It is also responsible for the acquisition of available additional services.

Accounts Billing Clerk

Phone: +1 (904) 352-7596

Email: pagos@latamglobalschool.com

Academic Department: The Academic Department offers support for teaching duties, understanding and applying school processes and policies, and reporting situations requiring attention to ensure effective communication and prompt resolution of any issues in the educational environment.

Email: academic@latamglobalschool.com

Student Services: The Student Services Department provides support for platform use, school processes and policies, student follow-up, meetings with teachers and administrative staff, academic situations, and other matters related to student progress and well-being. Only contact the assigned Student Service Representative (SSR).

For any requests or recommendations regarding the attention, support, or services provided by the assigned SSR, contact the following number:

Student Service Representative Manager

Phone: +1 (904) 412-4238

Educational Terms Glossary

Extracurricular Activities:

Activities beyond academics aimed at fostering the student's overall development, including sports, clubs, and special events.

Assessment:

Evaluation or test used to measure students' knowledge and skills in various study areas.

Advisory:

Individual session with a teacher to resolve doubts, reinforce concepts, and receive academic guidance.

Assignment:

Task or work assigned to students to be completed individually.

Bullying:

Aggressive and intimidating behavior towards a person, which can be physical, verbal, or psychological.

Cyberbullying:

Harassment carried out through digital means such as social media, emails, or instant messaging.

Code of Conduct:

Set of rules and expectations established to ensure appropriate and respectful behavior within the school community.

Course:

Unit of study within the academic plan that encompasses a series of lessons and evaluations.

Academic Department:

Area responsible for coordinating and supervising the development and implementation of educational programs.

Admissions Department:

Area responsible for managing student enrollment, transfer, and withdrawal processes, as well as issuing certificates and transcripts.

Payments Department:

Area responsible for billing, monthly payments, refunds, and acquiring additional services.

Academic Performance:

Evaluation of a student's performance in terms of grades and academic achievements.

Elementary School:

Educational level covering the first years of formal education, from kindergarten to fifth grade.

Homeschool:

Education modality where students learn from home under the supervision of their parents, following the LGS curriculum.

IEP (Individualized Education Program):

Individualized Education Plan designed for students with special educational needs, detailing the required adaptations and supports.

LMS (Learning Management System):

Online academic platform used to manage and organize school courses and educational activities. Through the LMS, students can access course materials, submit assignments, take exams, participate in advisories and live classes, and receive feedback from their teachers.

LATAM Bilingual Institute (LBI):

English institute functioning as an extension of LATAM Global School, offering self-paced English courses to students.

LATAM Global School (LGS):

Online educational institution offering basic and secondary education programs, providing a flexible and personalized learning environment.

Live Classes:

Live online classes where students can interact in real time with the teacher and peers.

Middle School:

Educational level covering intermediate grades, from sixth to eighth grade.

Pacing Guide:

Guide for organizing study times and activities to complete lessons, tasks, and evaluations, helping students manage their time effectively.

Plan Cerebrito:

Study plan that includes a weekly individualized tutoring session.

Study Plan:

Service selected by the student or representative according to their needs, which may include monthly advisories.

Plagiarism:

Act of presenting someone else's work as one's own without proper credit, considered a serious academic integrity violation.

Quizzes:

Small evaluations used to measure a student's knowledge on a specific topic.

Refund:

Return of money by the institution in case of student withdrawal or enrollment cancellation, under certain conditions.

SSR (Student Service Representative):

Student services representative responsible for providing support and follow-up to students and their families.

Internal School Suspension (ISS):

Disciplinary measure that excludes students from internal school activities, allowing them to reflect on their inappropriate behavior.

External School Suspension (OSS):

Disciplinary measure resulting in the student's permanent expulsion from the institution.

Tutoring:

Academic support session provided by a teacher to resolve doubts and reinforce learning. Synonym for advisories.

Vacations:

Period during which students are exempt from academic activities and can request a pause in platform access.

Workshop:

Educational workshop focused on developing specific skills and delving into particular topics, generally offered in interactive sessions.