

# LSI Auckland Frequently Asked Questions



1. LSI Auckland is situated in the Central City overlooking Myers Park. It is 5 minutes walk from cafes, restaurants, banks, post offices, shops, and bus stops.

**2. What is the building/area like?**

Our school is located on the first three floors of an office building, with large bright classrooms.

**3. When are the school holidays?**

The school is closed for two weeks at Christmas time (usually the last week in December and the first week of January). We are also closed on NZ Public holidays. Please check our current brochure for dates.

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## SECTION TWO: TEACHERS

**1. How many teachers do you have?**

We have 10 - 15 teachers as well as relief teachers.

**2. What are your teacher qualifications?**

All our teachers are qualified, experienced native English speakers.

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## SECTION THREE: STUDENTS

**1. Where do your students come from?**

Nationalities and percentages vary during the year, but we regularly have students from over 25 different countries in the school at any one time. We normally have 30% from Europe, 30% from Asia, 20% from South America, and 20% from the Middle East and the South Pacific. Please contact the school for the most up to date nationality spread.

**2. How many students do you have during high and low seasons?**

We usually have 130 – 200 students year round.

**3. What is the minimum and average age of your students?**

The minimum age is 16 years old. The average age of our students is 23-24.

**4. What is the average and maximum number of students per class?**

The average class size is 11. The maximum number of students in a class is 14.

**SECTION FOUR: FACILITIES**

**1. What facilities are available to students?**

We have 12 Internet computers for student use after school (free of charge), 14 Self-study computers, a library, a tea / coffee / hot chocolate machine, and 2 student lounges with microwaves and fridges.

**2. Do you have free computer/internet/WiFi internet access?**

Yes, we have 12 computers with Internet access available free of charge for students to use. We aim to have WiFi at LSI Auckland by 2008.

**3. How many classrooms are there?**

Sixteen Classrooms.

**4. Do you have a cafeteria?**

No, but we have two student rooms where students can eat their lunch. We are very close to many affordable cafes, restaurants, sandwich bars and supermarkets.

**SECTION FIVE: COURSES**

**1. What courses do you offer?**

Course name	Course type	Number of lessons/week
Standard 20	General English	20
Intensive 30	General English	30
Intensive 30 with MEB	General/Business English	30
Plus Courses (additional 5 or 10 lessons a week)	General English/ One-to-One	5 or 10
FCE, CAE or CPE	Cambridge Exam	30
Intensive 30 with IELTS/TOEFL iBT/TOEIC	General/Exam	30
International School Year 24 / 30 / 36 / 48	Academic English	30
One-to-one	One-to-one	10, 20, 30, 40 or 50

We also offer students the opportunity to spread a long-term course over 2 or more of our centres worldwide! Ask about our Multi-Centre Courses for more information.

**2. Do you offer work experience?**

No we don't.

**3. What is the length of each lesson?**

All lessons are 50 minutes except One-to-One lessons which are 45 minutes.

**4. What is a typical class time table like?**

Hours	Standard 20	Intensive 30 with Conversation, IELTS / TOEFL iBT / TOEIC Exam preparation, or Business English/ Cambridge Courses	Afternoon 10
9:00 – 10:45	Lessons 1 & 2 (with 5-minute break)	Lessons 1 & 2 (with 5-minute break)	
10:45 – 11:10	BREAK	BREAK	
11:10 – 12:45	Lessons 3 & 4 (with 5-minute break)	Lessons 3 & 4 (with 5-minute break)	
12:45 – 13:45	FINISH	LUNCH	
13:45 – 15:30		Lessons 5 & 6 (with 10-minute break)	Lessons 1 & 2 FINISH

**5. What is the maximum/average class size?**

The maximum class size is 14. Our average class size is 11.

**6. What levels are offered and how fast does a student progress from level to level?**

There are 6 levels: Beginners, Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced. Students usually advance levels after 4-12 weeks of study depending on the level and depending on the student.

**7. When are the start dates?**

Start dates for General English courses are every Monday (excluding holidays).

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**8. Are textbooks included in the fees?**

Students pay an additional course materials fee per week. In 2008, if you stay 4 weeks or longer at LSI you will receive books to keep. If you stay 1 – 3 weeks this fee will cover the handouts and use of class text books.

**9. Do you receive a free certificate once the course has ended?**

Yes, as long as you have attended at least 80% of the course.

**10. Can I switch my course type/length once I have started it, or decide to add an additional course?**

Course changes are generally not permitted after the course has started. (e.g. changing from 30 lessons per week to 20 lessons per week, or shortening courses is not permitted). However, students may add extra lessons e.g. afternoon or individual lessons. And students can add additional weeks of their course. The student can make arrangements to do so through the LSI Registrar or with their booking agent. Bookings should be made as early as possible. If students wish to extend their accommodation, this is fine too, but is subject to availability. If they extend late, it is possible that the host family may be booked up with other students, however in this case we can usually find a new host family.

**11. Can I study at more than one location?**

Yes, for example a student might enrol for 10 weeks of the Intensive 30 course spending 6 weeks in Auckland and 4 weeks in Christchurch. Or a student might choose to study for 12 weeks in Auckland and 12 weeks in Christchurch during a 24 week ISY course. Please contact us for more details.

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**SECTION SIX: ORIENTATION****1. What time should I arrive on my first day and what should I bring?**

Please arrive promptly just before 9:00 for testing. You will have a listening test, a speaking test, and a grammar test from 9:00 – 10:45. From 11:10 – 12:45 you will have an orientation where we will give you information about the school, and Auckland city. You will need to bring something to write with, your passport and proof of your travel and medical insurance. If you have booked a full-time course, your classes will start on your first day at 13:45. If you have booked mornings only, you will start class the following day at 9:00.

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**SECTION SEVEN: ACCOMMODATION****1. What types of accommodation do you offer?**

Our carefully selected host families offer friendly, comfortable surroundings. All meet the standards established by national accreditation bodies. Students may choose Bed & Breakfast or Half Board (breakfast and dinner included during the week, and breakfast, lunch and dinner during the weekends.). Students must opt for a single room if they book individually. When 2 students book together for the same dates, they may choose a twin room to share together if they wish.

As an alternative to staying in a host family, we also offer hostel accommodation. Here, students stay in a hostel with other International students. Please note that the minimum age is 18. You can choose to have a hostel room with a private bathroom and shared kitchen facilities, or one with shared bathroom and kitchen facilities. Please contact us for more information and prices. Meals are not included.

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## **2. How far will my homestay be from the school?**

This depends. Most journeys take an average of 30 - 45 minutes on the bus, depending on traffic. This is normal commuting time in Auckland.

## **3. Are the homestays inspected by the school?**

Yes, our accommodation officer inspects all homestays, and they have all had police checks!

## **4. When do I arrive at my homestay and when do I leave?**

Students may stay with their host families from Sat-Sat or Sun-Sun. For example, they can arrive on the Saturday before the course starts and leave on the Saturday after the course finishes. If students stay extra nights, they need to pay the nightly rate.

## **5. What do the families provide?**

Bed linen is provided. The host family will either do your washing for you, or show you how to do your own washing if you wish. They also provide the meals as described above, and a room with a bed, a desk, wardrobe, and appropriate lighting.

## **6. When do I have to pay for the accommodation fees?**

We require payment in advance for the accommodation period for which you have booked. For example, if a student books a 4 month course AND 4 months of accommodation, we expect that all of the accommodation fees are paid in advance. If a long-term student wishes to only book four weeks of accommodation, that is also possible, but they may not be able to continue staying in that same family after four weeks, as we may have placed another student in the home by then. We only book students into families for the time that has been paid for in advance. If students stay in a Residence then they must pay in advance for the full accommodation. We require two weeks' notice for any changes to accommodation bookings, otherwise there will be a penalty payment.

## **7. Do I need to pay for my homestay over Christmas break? If I take a holiday?**

Yes, although not every host family accepts students over the Christmas break due to family commitments and travel, so it is best to book this in advance so we can try to find a suitable host family. If students stay in a host family over Christmas time, they pay the regular homestay family price. If students fly home for Christmas, and wish to return to the same host family, we would charge the room retainer fee for the two Christmas weeks (\$50 per week). If students prefer not to pay this room retainer fee then they will be allocated a new host family after Christmas. If students are away from their host family for full weeks (e.g. from Sat-Sat or Sun-Sun), then they will be charged a room retainer fee of \$50.00 per week, instead of the full price. LSI pays this fee to the host family for them to keep the room free for the student's return. Also the student can then leave their luggage in their room while they are away. For students staying in residential accommodation, there is no reduction in accommodation fees if you take a holiday. We must be given notice of 2 weeks if a student wishes to take a holiday.

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## **SECTION EIGHT: SOCIAL ACTIVITIES**

### **1. Are social activities offered during the weekdays and/or weekends?**

Yes, we provide a variety of weekly activities, which vary from week to week. We also organise weekend excursions to various cities and tourist spots around NZ. Sample weekday activities include: Museum visits, karaoke/party night, pub crawls, sports activities, attending sports matches, afternoon tea, attending theatre/musicals, wine tasting and seasonal activities for

holidays such as Christmas, Easter and Halloween. During the weekend students may go on tours designed specifically for language schools students to cities outside of Auckland such as to the Bay of Islands, Rotorua, Taupo, Waitomo, and the Coromandel.

## 2. Do I have to pay for social activities?

Some social activities are free such as events that take place at the school, sports games, DVDs at school etc. For other activities there might be a small fee. Weekend trips have a set package price, with optional extras, depending on what the student would like to do.

## SECTION NINE: AIRPORT TRANSFER

### 1. Are airport transfers available?

Yes, at an additional cost. Please let us know the date, time of arrival, flight number and prefix, airport of departure and airport of arrival. Eg. 12th March 2008, 13.00, NZ91 from Tokyo to Auckland International Airport. If you miss your plane or connecting flights, please contact the school immediately, so we can inform the pick-up person and the host family. If you do not inform the school of changes and you do not arrive on the stated flight, we will need to charge you again for an additional transfer.

Airport	Cost (One way)
Auckland	\$80

### 2. Who meets me at the airport and where?

After booking the airport meet and greet service, we will send you a letter which explains the airport procedure, including information on how to identify the driver.

## SECTION TEN: PAYMENTS/CANCELLATIONS/REFUNDS

### 1. How do I pay for my LSI course?

Course fees must be paid before your course starts. Payment can be made in cash, by bank transfer or by providing us with your credit card details. Once payment is received, we will send you a letter of acceptance. If you do send a bank transfer, please quote your agency name and the student name, and fax/email a copy of the bank transfer receipt to us. Alternatively, we also accept payment by credit card (Visa, Mastercard or American Express). Please ask us for a credit card authorisation form. If you would like to pay in Euro or US\$, please let us know at the time of booking. Please note that we can only accept credit card payments in NZ\$.

Our bank details are as follows:

Name	The National Bank
Postal Address	185 Broadway, Newmarket, Auckland NEW ZEALAND
A/C Name	Language Studies International (NZ) Ltd – Student Fees Trust Account
A/C Number	06-0265-0101907-00
Swift Code	ANZB NZ22

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## **2. Can I receive an invoice?**

Yes, we will send you an invoice along with a course confirmation letter upon booking.

## **3. What are your payment terms and conditions?**

Please, refer to the terms and conditions online.

## **4. How do I cancel a course and will I get a refund for the course and/or the accommodation?**

It is not LSI policy to offer course refunds after the course has started. If students have any problem or complaint during their course, they should talk to us and we will try our best to help. Accommodation refunds are fine as long as LSI is given two full week's notice (weeks run from Sat-Sat or Sun-Sun). For information on the charges for cancellations and late postponements, please refer to the LSI Terms and Conditions.

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## **SECTION ELEVEN: PERSONAL**

### **1. Who can I talk to if I have a problem? Can I speak my own language?**

If you have a problem please come speak with our School Principal, Andrea Pala or the Accommodation Officer, Galina Velas. Although our staff speak a variety of languages other than English, we may not speak your specific language. If we do speak your language please try speaking in English first before relying on your mother tongue. If we don't speak your language, please request one of our call-in counsellors.

### **2. Can I get a job while I am studying at LSI?**

If you have a Working Holiday Visa you can work in NZ. If you have a Work Permit you may work in NZ, but you cannot study on a Work Permit. If you have a Student Visa you may not work, however, there is an exception to this rule: you are permitted to work for 20 hours per week if you study full-time for 6 months or longer, and have an IELTS score of 5 at the time of applying for your visa in your home country. You may not work if you have a Visitors Visa.

### **3. Can I arrange work experience through LSI?**

Unfortunately, no. We can help organise volunteer work for some students, or give you guidance about where you can look for work.

### **4. Can I open a bank account?**

Students can open a bank account if they are studying for a minimum of 3 months. They should ask at LSI Reception during their first week, and we will give them a letter which they should take to the bank, along with their passport/national ID.

### **5. What happens if I get sick?**

LSI Auckland can help organise an appointment with a doctor for you. Please make sure you understand the full terms of your medical insurance.

### **6. Do you offer insurance?**

Medical Insurance may be purchased from LSI upon booking. Further information and prices are available on request. Insurance is compulsory for International Students in NZ, so you will need to organise it before you leave home, regardless of whether you book with LSI or find your

own insurance cover. If you do not have proof of your insurance on your first day, you will be required to purchase insurance through the school.

### **7. Can I take holiday during my course?**

It depends on the type of course you organise. If you book a Standard or Intensive course you might be permitted to take a holiday and extend your course by the number of weeks' holiday you took from school, if you give LSI two weeks notice, and your visa allows it. With any International School Year courses or courses with special conditions, holidays and changes are not permitted.

### **8. Do I need a visa to study at your school?**

It depends on your country of citizenship. Please contact the NZ Embassy in your country for visa application information and procedures, or consult the following website: <http://www.immigration.govt.nz> . For courses of 3 months or less, you may enter NZ on a Visitor's Visa. For courses of longer than 3 months, you will need to obtain a Student Visa. For all Student Visa applications, you will need to pay your full tuition and accommodation fees in full before we can send you a Letter of Acceptance and Receipt. There are no exceptions to this rule.

### **9. How much spending money should I bring?**

If you have booked homestay half-board accommodation, we recommend you allow for NZ\$120 – NZ\$150 per week for spending money and transport, as well as some activities. If you are staying in a hostel you will need to allow more money for food.

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**If you have any additional questions that we have not answered  
please contact us at...**

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**info@languagecourse.net**  
**English UK: +44-709 200 15 64 (UK-only number)**  
**English US: +1-800 613 63 45 (toll-free number)**  
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