

# LSI Brisbane Frequently Asked Questions

## SECTION ONE: SCHOOL DETAILS

### 1. Where is LSI Brisbane?



LSI Brisbane is located in the centre of Brisbane, close to shops, cinemas, coffee shops, banks and public transport. Our school is on the corner of Edward and Mary Street a small walk from Queen Street Mall.

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

LSI Brisbane is located in a heritage building in the heart of the city close to shops, restaurants and public transport links. It is only a short walk to the sophisticated Queen Street Mall and the heart of Queensland's retail and financial districts. The riverside Botanical Gardens are within easy reach of the school. The school is fully air-conditioned, and there are kitchen facilities on both floors, as well as a computer room with free internet access and a library for quiet study.

### 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 National Australian holiday dates. Please check our current brochure for dates.

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## SECTION TWO: TEACHERS

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

We have between 10 and 12 regular teachers and 3 or 4 additional part-time teachers.

### 2. What are your teacher qualifications?

All our teachers are qualified and experienced TESOL teachers who meet the requirements of the accrediting agency, NEAS.

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## **SECTION THREE: STUDENTS**

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

Nationalities and percentages vary widely during the year, but from January-March 2007 our top nationalities included Korean, Japanese, German, French, Colombian, Swiss, Italian and Spanish.

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

We have about 170 students during the high season (summer months) and about 100 students during the low season (winter months).

### **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 between 21-26.

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

The average class size is 12. The maximum number of students in a class is 14.

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## **SECTION FOUR: FACILITIES**

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

We have a computer room /language laboratory, wireless internet connection (students can connect their own laptops anywhere in the building ), a library with audio-visual learning resources and books for students to read, vending machines, a student lounge with microwaves and comfortable seating.

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

Yes, we have 14 computers connected to the internet as well as high-speed wireless internet access which is available free to all our students. It can be accessed from all areas of the school.

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

There are 12 classrooms.

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

No, but we are very close to many affordable cafes, restaurants, sandwich bars and supermarkets or you may also bring lunch and eat it in our student lounge.

## SECTION FIVE: COURSES

### 1. What courses do you offer?

Course name	Course type	Number of lessons/week
Standard 20	General English	20
Intensive 24	General English	24
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	Cambridge Exam	24/30
Intensive 30 with IELTS/TOEFL/TOEIC	General/Exam	30
International School Year	General English/Exam preparation/Business English	20 or 30
One-to-one	One-to-one	10, 20, 30, 40 or 50

We also offer students the opportunity to study for 12 weeks at LSI Brisbane and 12 weeks at LSI Auckland or LSI Christchurch! Please contact us for more information as a two centre course must be booked at the time of the original booking.

### 2. Do you offer work experience?

We are able to offer paid and unpaid internships for a fee.

### 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 Skills Focus, Exam Preparation or Business English	Intensive 24 with Skills Focus
8:30 – 10:10	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2
10:10 – 10:40	BREAK	BREAK	BREAK
10:40 – 12:20	Lessons 3 & 4	Lessons 3 & 4	Lessons 3 & 4
12:20 – 13:20	FINISH	LUNCH	LUNCH
13:20 – 15:00		Lessons 5 & 6	Lessons 5 (13.20 –14.10) FINISH

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

The maximum class size is 14. Our average class size is 12.

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

Normally there are 6 levels: Beginner, Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced. Students usually advance levels after 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). Start dates for

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

Students pay a Course Materials Fee and students who study for 3 weeks or more are given a text book in each level; students also use class sets in the classroom and receive handouts to supplement the lessons.

#### 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 to their course provided their visa is valid. 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 6 weeks of the Intensive 30 course in Brisbane and 4 weeks in Auckland. Remember that these LSI schools are in different countries, and bookings must be made at the time of the original booking so that you can apply for the correct visas. 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 at 8:15 to fill in necessary paperwork. We start at 8.30, and on your first day you will have a placement test and a short interview. You will meet staff members, and receive information about the school and Brisbane. You will need to bring a pen and paper. If you have booked an Intensive 30 or Intensive 24 course, you will join classes in the afternoon of your first day. If you have booked a Standard 20 course, you will join your class the next morning.

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## **SECTION SEVEN: ACCOMMODATION**

### **1. What types of accommodation do you offer?**

Our carefully selected host families offer friendly, comfortable surroundings. Students may choose Bed & Breakfast or Half Board (breakfast and dinner included Monday to Friday, and three meals per day Saturday, Sunday and public holidays). When 2 students book together for the same dates, they may choose a twin room to share together if they wish, otherwise all bookings are for single rooms.

As an alternative to staying in a host family, we also offer residential accommodation. Here, students stay in a residence with other International students. Please note that the minimum age is 18.

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

Most homestays are in Zones 1 and 2 - journeys take an average of 35 minutes. This is normal commuting time in Brisbane.

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

Yes, our accommodation officer inspects all homestays!

### **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.

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

Bed linen and towels are provided; also the host family will provide either the service of washing clothes once per week or access to the facilities. Students should provide personal toiletry and grooming items such as soap, shampoo, toothpaste and toothbrush, manicure items, combs and hair dryers.

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

Yes, 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 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.

### **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, there is a \$25 supplement per week (therefore \$50 in total for the whole two week period). 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, \$100 in total). 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.

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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 but can include Barbeques, Soccer and visiting museums and art galleries. We also organise weekend excursions to various points of interest such as The Great Barrier Reef, Morton Island, Byron Bay, Stradbroke Island and Rainforest tours.

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

Some social activities are free such as events that take place at the school, Brisbane walks, some museum visits, etc. For other activities including weekend activities there is a fee.

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## **SECTION NINE: AIRPORT TRANSFER**

### **1. Are airport transfers available?**

Yes. Please let us know the date, time of arrival, flight number and prefix, airport of departure. E.g. 12 September 2007, 13.00, QF 007 from Tokyo. Airport transfers are available 7 days per week from both Brisbane Domestic and Brisbane International airports.

<b>Airport</b>	<b>Cost (One way)</b>
Brisbane	\$85

Underage students are required to book airport transfers both ways, so that we can be sure of their safety.

If your flight arrival time is changed, you must notify us of the new time, otherwise you will be required to pay for the original airport transfer and the new one if we are not notified in time. Please note that LSI Brisbane is closed Saturday and Sunday, and we do not check emails on these days. If there is a change, it is best to phone the school number + 61 (0)7 3221 6977 and leave your name and new arrival time.



If you have a problem please speak to the person responsible for the area:

- For classes or homework, speak to your teacher or the Director of Studies;
- For accommodation matters, speak to our Accommodation Coordinator;
- For personal matters, speak to our Student Counsellor or one of our bi-lingual Welfare Counsellors who speak Spanish, Korean, Japanese and Chinese.

If we don't have a counsellor who speaks your language, it is a good opportunity for you to practise English.

All LSI Brisbane staff are happy to speak to you at any time, and the Principal is always available. You may bring a friend with you for support when you speak to any member of staff.

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

It depends on the type of visa you have. Students with Working Holiday Visas (available for some countries – check online at [www.immi.gov.au](http://www.immi.gov.au)) can work. If you have a student visa you can work up to 20 hours per week when you have started your course. If you have a tourist visa, you are not allowed to work.

You should check with the Australian Embassy in your country or online for information on rules and regulations.

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

Yes, LSI offers both Paid and Unpaid Work Placements (for an additional fee) for students who complete an LSI course. Applications for work experiences must be made at least 16 weeks in advance of the estimated start date, so students need to plan ahead if they want to participate. There are also visa issues involved depending on the type of work experience they choose, so again this requires advanced planning. Please contact us for further information.

## **4. Can I apply for a student bank account?**

Students are able to open a bank account, and 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.

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

LSI Brisbane is close to several doctor surgeries. Upon arrival you will get an information pack that includes information for all your needs in Brisbane.

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

Students who have student visas have the compulsory government medical insurance, Overseas Student Health Cover, included in their invoice from LSI Brisbane, and they will receive their medical insurance card during their first week.

All students are required to book travel / medical insurance before travelling.

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

It depends on your visa but all students are entitled to a 2 week holiday at Christmas.

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

Yes. Please contact the Australian Embassy in your country for visa application information and procedures, <http://www.immi.gov.au>.

