SECTION ONE: SCHOOL DETAILS

1. Where is LSI Auckland and what are the school's contact details?

<table>
<thead>
<tr>
<th>School Name</th>
<th>LSI Auckland</th>
</tr>
</thead>
</table>
| Postal Address | Level 1, 10 – 12 Scotia Place  
Auckland City 1010 |
| Telephone    | +64 (0)9 3033097                                |
| Fax          | +64 (0)9 3033497                                |
| Email        | auc@lsi.edu                                    |
| Website      | wwwlsi.edu/en/auckland.html  
www.lsi.ac.nz |
| Blog         | wwwblog.lsi.ac.nz                              |
| Facebook     | wwwfacebook.com/lsiauc                         |

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 four floors of an office building, with large bright classrooms, which have lots of natural light, and views of Myers Park.

3. When are the school holidays?
The school is closed for one - 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.

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.

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 – 220 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 15.

**SECTION FOUR: FACILITIES**

1. **What facilities are available to students?**
   We have 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 WiFi internet access?**
   We have WiFi available free of charge at LSI Auckland for those students who have their own computers (please note that students are not permitted to charge their computers at school). We also have 28 internet computers available for use free of charge.

3. **How many classrooms are there?**
   23 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?**

<table>
<thead>
<tr>
<th>Course name</th>
<th>Course type</th>
<th>Number of lessons per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 20</td>
<td>General English</td>
<td>20</td>
</tr>
<tr>
<td>Intensive 24</td>
<td>General English</td>
<td>24</td>
</tr>
<tr>
<td>Intensive 30</td>
<td>General English</td>
<td>30</td>
</tr>
<tr>
<td>Intensive 30 with English for Business</td>
<td>General / Business English</td>
<td>30</td>
</tr>
<tr>
<td>Plus Courses (additional 5 or 10 lessons a week)</td>
<td>General English / One-to-One</td>
<td>5 or 10</td>
</tr>
<tr>
<td>FCE, CAE, CPE or BEC</td>
<td>Cambridge Exam</td>
<td>30</td>
</tr>
<tr>
<td>Intensive 30 with IELTS/TOEFL iBT/TOEIC</td>
<td>General/Exam</td>
<td>30</td>
</tr>
<tr>
<td>International School Year 24 / 30 / 36 / 48 weeks</td>
<td>General / Academic English</td>
<td>24</td>
</tr>
<tr>
<td>International School Year 24 / 30 / 36 / 48 weeks</td>
<td>Academic English</td>
<td>30</td>
</tr>
</tbody>
</table>
One-to-one | One-to-one | 10, 20, 30, 40 or 50 |
---|---|---|
English for Nurses / English for Teachers (TKT) / Aviation English | English for specific purposes | 30 (for Aviation, 20 + 5 or 20 + 10) |
Club 50 + | General English plus specific activities | 20 |
Mini Group English for Business | Executive Business English | 30 |
English for Academic Purposes | Academic English | 30 |

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. The courses must be booked before leaving your own country, so the correct visas can be obtained.


2. **Do you offer work experience?**
Yes, we offer unpaid internship placements. Please contact the school for further details. Additionally: students may study here up to 3 months and work in paid work as well on a Working Holiday Visa; or Students who are on a 6 months or more Student Visa and who have a minimum of IELTS 5.0 may apply for a ‘Variation of Conditions’ and work 20 hours a week as paid work.

3. **What is the length of each lesson?**
All lessons are 50 minutes except One-to-One / Mini Group lessons which are 45 minutes.

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

<table>
<thead>
<tr>
<th>Hours</th>
<th>Standard 20</th>
<th>Intensive 30 with Conversation, IELTS / TOEFL iBT / TOEIC Exam preparation, or Business English / EAP / Cambridge Courses / Intensive 24*</th>
<th>Afternoon 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 – 10:45</td>
<td>Lessons 1 &amp; 2 (with 5-minute break)</td>
<td>Lessons 1 &amp; 2 (with 5-minute break)</td>
<td></td>
</tr>
<tr>
<td>10:45 – 11:10</td>
<td>BREAK</td>
<td>BREAK</td>
<td></td>
</tr>
<tr>
<td>11:10 – 12:45</td>
<td>Lessons 3 &amp; 4 (with 5-minute break)</td>
<td>Lessons 3 &amp; 4 (with 5-minute break)</td>
<td></td>
</tr>
<tr>
<td>12:45 – 13:45</td>
<td>FINISH</td>
<td>LUNCH</td>
<td></td>
</tr>
<tr>
<td>13:45 – 15:30</td>
<td>Lessons 5 &amp; 6 (with 5-minute break)</td>
<td>Lessons 1 &amp; 2 FINISH</td>
<td></td>
</tr>
</tbody>
</table>

*Intensive 24: 5 days of morning lessons plus 2 days of afternoon classes per week*
5. **What is the maximum/average class size?**
The maximum class size is 15. 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 can pass up a level after 4-12 weeks study after they have successfully completed the level test. The normal number of weeks per level is 12 weeks. Progress does depend on the student’s motivation and ability.

7. **When are the start dates?**
Start dates for General English courses are every Monday (excluding holidays). Start dates for other courses can be found at [http://www.lsi.edu/en/auckland_fees.html](http://www.lsi.edu/en/auckland_fees.html).

8. **Are textbooks included in the fees?**
Students pay a course materials fee per week. 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. All students who are studying on a Student Visa (longer than 12 weeks), will have their attendance noted on their certificate.

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. Students can add additional weeks to their course. The student can make arrangements to do so through the LSI Registrar or with his / her 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 another host family.

**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.
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 if they wish. The cost does not change. Students in B&B may not cook their dinners in the homestay. You are expected to eat dinner out.

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. The hostel we use is 5 mins walk from LSI.

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. Students give 6 weekly feedback.

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, and are subject to availability.

5. What do the families provide?
Bed linen and towels are 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 all of the accommodation fees to be paid in advance. If a long-term student wishes to book only 4 weeks accommodation, he / she can, but it may not be possible to extend that stay in the same homestay after the initial 4 weeks because we may have placed another student in the home in the meantime. We book students in the homestay for the period that has been booked and we only extend the same homestay booking if the homestay is still available. 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. Not all families accept homestay students over the holiday period, so it is good to book Christmas & New Year Homestay in advance. If a student stays in a homestay over the holiday period, there is a weekly supplement. If a student wants to leave the host family for the 1 or 2 week holiday period and gives us 2 weeks’ notice, the student will pay a $60 a week retainer to keep the room. 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. If students prefer not to pay this room retainer fee then they will be allocated a new host family after Christmas. 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.

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 after school social activities are free such as events that take place at the school, sports games, DVDs at school etc, however some activities charge an entrance fee, and you will need to pay the bus fare if the activity requires travelling by bus. 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 2010, arriving at Auckland International Airport at 13:00 on NZ91 from Tokyo. If you miss your plane or connecting flights, please contact the school immediately (on the Emergency phone if necessary), 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.

<table>
<thead>
<tr>
<th>Airport</th>
<th>Cost (One way)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auckland</td>
<td>$95</td>
</tr>
</tbody>
</table>
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. A credit card bank fee of 2.5% will be charged if paying by credit card. 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:

<table>
<thead>
<tr>
<th>Name</th>
<th>ANZ Bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal Address</td>
<td>185 Broadway, Newmarket, Auckland NEW ZEALAND</td>
</tr>
<tr>
<td>NZ$ A/C Name</td>
<td>Language Studies International (NZ) Ltd</td>
</tr>
<tr>
<td></td>
<td>– Student Fees Trust Account</td>
</tr>
<tr>
<td>NZ$ A/C Number</td>
<td>06-0265-0101907-00</td>
</tr>
<tr>
<td>NZ$ Swift Code</td>
<td>ANZB NZ22</td>
</tr>
</tbody>
</table>

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 at [http://www.lsi.edu/en/terms.shtml](http://www.lsi.edu/en/terms.shtml) or if you are an agency, refer to the contract which was provided to you by our Marketing Department.

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 weeks’ notice (weeks run from Sat-Sat or Sun-Sun). The accommodation refund will be paid on the last day of your course at LSI. For information on the charges for cancellations and late postponements, please refer to the LSI Terms and Conditions: [http://www.lsi.edu/en/terms.shtml](http://www.lsi.edu/en/terms.shtml) or if you are an Agent, to the LSI Agent’s Manual. There are strict rules regulating refunds in NZ. Please refer to our full terms and conditions or ask us for more information.
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, the Accommodation Officer, Bev Hart or the Administrator. 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 on-call 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 5.0 (you can either show proof of this at the time of applying for your visa, or apply for a variation of conditions to your Student Visa when you are in NZ). You may not work if you have a Visitor's Visa.

3. **Can I arrange work experience through LSI?**
   Yes – we do offer an unpaid internship / work experience service. Please contact the school for more detailed information about this programme.

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. You will need to pay the Doctor and keep the receipts from the Doctor and Chemist, then apply for the refund once you are well.

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 a holiday during my course?**
   It depends on the type of course you book. 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 1) you give LSI two weeks’ notice, 2) AND your visa allows it, 3) AND you have paid the full brochure price & aren’t doing an ISY course. **With any ISY courses or courses with special prices / 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](http://www.immigration.govt.nz). For many countries 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. NB: 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.

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

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**LSI Auckland**  
Level 1, 10 – 12 Scotia Place  
Auckland 1010  
Tel: +64 (0)9 303 3097  
Fax: +64 (0)9 303 3497  
Email: auc@lsi.edu  
Website: [www.lsi.edu](http://www.lsi.edu)  
[www.lsi.ac.nz](http://www.lsi.ac.nz)

We look forward to seeing you soon!