

LSI Brighton Frequently Asked Questions

SECTION ONE: SCHOOL DETAILS

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

School Name	LSI Brighton
Postal Address	13, Ventnor Villas
Telephone	+44 (0)1273 722060
Fax	+44 (0)1273 746341
Email	bri@lsi.edu
Website	http://www.lsi.edu/en/brighton.html



LSI Brighton is a 10 minute walk from Hove railway station, and Located very close to local bus services throughout the city. Our nearest bus stop is “Hove Town Hall”. Please contact us if you need help getting to the school.

2. What is the building/area like?

Our school is located in a 5-storey Victorian building with a beautiful courtyard garden – perfect for relaxing, barbeques and meeting other students. LSI Brighton is in a residential area close to shops, restaurants, coffee shops, the post office and a bank. We are 10 minutes from the city centre with its combination of historical buildings, shops, restaurants and night life.

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 UK Bank holiday dates. Please check our current brochure for dates.

SECTION TWO: BRIGHTON – CITY OF ART AND CULTURE

1. Why choose Brighton?

The city of Brighton & Hove is famous around the world as a city of art and culture, rich in history, and a great destination for students of all backgrounds and ages. After gaining city status in 2000, the population has grown to 250,000 people, and has welcomed over 30 million visitors in the last 5 years. It boasts 2 international universities, and over 1000 restaurants, cafes, clubs and pubs, meaning there is something new to do every day for 3 years! It also has more theatres, music venues and galleries per head than any other city in the UK, particularly in its famous Bohemian quarter, The Laines.

2. What is there to do in Brighton?

With its bustling seafront, and surrounded by the beautiful South Downs National Park, Brighton is also a popular destination for sports activities, such as water-sports, sailing, horse-trekking, and cycling. It also hosts the international Volley Ball tournament on the beach every year. Brighton is well-known for its Arts Festival in May, the biggest in Britain, and its many summer concerts and parades. During the summer, there are concerts and events on the beach, followed by fireworks displays from the pier every weekend. There is an excellent music scene here, with a variety acts on every night of the week.

3. Is it easy to travel to and from Brighton?

Brighton is in a very convenient location for travel around the UK and Europe. It is located only 50 minutes by train from Central London, and 25 minutes from Gatwick International Airport. It also has a nearby ferry service to France, Belgium and Holland, and has good rail links to the Eurostar. We can also arrange a taxi service to and from the airport for you.

SECTION THREE: TEACHERS

1. How many teachers do you have?

We have between 8 and 12 regular teachers and 5 or 6 additional part-time teachers.

2. What are your teacher qualifications?

All our teachers are qualified to a minimum of CELTA level, with many qualified to degree or diploma level.

SECTION FOUR: STUDENTS

1. Where do your students come from?

Nationalities and percentages vary widely during the year, but, during 2008, our top nationalities included Korean, Polish, Turkish, Spanish and German.

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

We have about 180 students during the high season (summer months) and about 80 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 about 24 years old, but we have students of all ages!

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

The average class size is 10. The maximum number of students in a class is 14.

SECTION FIVE: FACILITIES

1. Is there a computer room?

Yes, we have 10 computers in our Learning Centre, each providing students with free internet and e-mail access. Our school also has wireless internet connection, so if students bring their own laptops, they can connect to the internet anywhere in the school building. Also, in our Learning Centre, there are books, games, cassettes, CDs, DVDs, worksheets and tests to help improve English skills. We are also a certified TOEFL test centre.

2. What other facilities are available at LSI Brighton?

In addition to our Learning Centre, we have a Student Lounge equipped with a television, video and DVD player. There is a hot drinks machine and a water cooler. There is a quiet study room for students to improve their listening and speaking skills, plus further study rooms are available. There is no student canteen, but the area around the school boasts a great diversity of shops, take-aways, cafes, restaurants and pubs where students can buy food. Students are welcome to bring food back to the school.

3. Are there opportunities for participating in sports?

There are plenty of sporting facilities in Brighton, and students can ask the staff in LSI Reception during their stay about where they can participate in their favourite sporting activity. We are happy to help.

4. How many classrooms are there?

8 full sized classrooms and 1 One-to-One room. We also use well-equipped off-site facilities during the summer months. These are close to the school and accommodation.

SECTION SIX: 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 Business English	General/Business	30
Plus Courses (additional 5 or 10 private lessons a week)	General English/ One-to-One	5 or 10
FCE or CAE	Cambridge Exam	20/30
Intensive 30 with IELTS/TOEFL/TOEIC	General/Exam	30
International School Year	Academic English	20 or 30
One-to-one	One-to-one	10, 20, 30 or 40
University Foundation for Business Studies	Academic / preparation for university	30
Afternoon 10	Fluency class	10

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.

For more information and course descriptions please visit our website at: <http://www.lsi.edu/en/general.shtml>, <http://www.lsi.edu/en/prices.html>, and <http://www.lsi.edu/en/prices.html>

2. Do you offer work experience?

Yes, we offer unpaid or paid work experience in combination with our other courses.

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, Exam Prep or Business English	Afternoon 10
9:00 – 10:50	Lessons 1 & 2 (with 10-minute break)	Lessons 1 & 2 (with 10-minute break)	
10:50 – 11:10	BREAK	BREAK	
11:10 – 13:00	Lessons 3 & 4 (with 10-minute break)	Lessons 3 & 4 (with 10-minute break)	
13:00 – 14:00	FINISH	LUNCH	
14:00 – 15:50		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 10.

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

There are 5 levels: Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced. Students usually advance levels after 4-12 weeks of study depending on the initial 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 other courses can be found at <http://www.lsi.edu/en/brighton.html>

8. Are textbooks included in the fees?

Books and materials for class use are provided free of charge; students use class sets in the classroom and receive handouts to supplement the lessons. Books are not given out for students to keep as a variety of different texts are used. Students who would like to own any particular book may receive help in purchasing it through the LSI office.

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 exchanging afternoon course for one to one lessons is not permitted). However, students may add extra lessons e.g. afternoon or individual lessons. Students can also add additional weeks to their course. Students 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.

SECTION SEVEN: ORIENTATION

1. What time should I arrive on my first day and what should I bring?

Please arrive promptly at 8:45 to begin your placement test and induction. We will provide you with books and other learning materials so you will just need to bring pens, writing supplies and 2 passport photographs. After a placement test you will have an induction with our Welfare Officer and will generally join classes from 11:10am on your first day.

SECTION EIGHT: 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). 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 residential accommodation. Here, students stay in a residence with other International students. Please note that the minimum age is 18. For more information, contact our Accommodation Officer on bri@lsi.edu.

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

On average the travel time is 15 to 30 minutes travel by either bus, bicycle or walking

3. Are the homestays inspected by the school?

Yes, our accommodation officers inspect all homestays at least once per year.

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

Students can arrive on a Saturday or Sunday, and leave on a Saturday or Sunday.

5. What do the families provide?

Bed linen is provided; also the host family will provide the service of washing clothes once a week.

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 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 do not accept monthly payments for residential accommodation.

7. Do I need to pay for my homestay over Christmas break, even 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.

SECTION NINE: 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 around the UK and Europe. Sample weekday activities include: Museum visits, karaoke/party night, pub evenings, cinema trips, sports activities, attending sports matches, afternoon tea, attending theatre/musicals and seasonal activities for holidays such as Christmas, Easter and Halloween. During the weekend students may go on coach tours to cities outside of Brighton and even outside of the UK such as Bath, Stonehenge, Oxford, The Cotswolds, Paris and Amsterdam. Brighton is also a very sociable city with over 500 pubs, bars, restaurants and night clubs. Enough to visit a different one every day for the whole course!

2. Do I have to pay for social activities?

Some social activities are free such as events that take place at the school. For other activities there might be a small fee including weekend visits. A typical price for a day excursion at the weekend is £25 or £80 for a full weekend. Other activities, such as Bowling or Cinema trips vary in price, but we always try to get discounts for our students.

SECTION TEN: AIRPORT TRANSFER

1. Are airport transfers available?

Yes, at an additional cost, depending on the airport. Please let us know the date, time of arrival, flight number and prefix, airport of departure and airport of arrival. E.g. 10th March 2009, 13.00, BA 007 from Tokyo, to Heathrow Terminal 3. If you are unsure of the terminal number (if there is one) we can find out for you providing we have all the other specified information.

Airport	Cost (One way)
Heathrow	£115
Gatwick	£60
Stansted	£160
Luton	£160

2. Who meets me at the airport and where?

After booking the airport taxi transfer, we will send you a letter which explains the airport procedure, including information on how to identify the driver. The nearest airport to Brighton is Gatwick, followed by Heathrow.

SECTION ELEVEN: 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/debit 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.

Our bank details are as follows:

Name	National Westminster Bank PLC
Postal Address	208 Piccadilly, London W1A 2DG
A/C Name	Language Studies International Ltd
A/C No	(£)17005353
Sort Code	56-00-03
Swift Code	NWBK GB 21 52X
IBAN	GB40 NWBK 5600 03 1700 5353

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> 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. Course refunds are given in case of illness only (on production of a medical certificate). 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: <http://www.lsi.edu/en/terms.shtml> or if you are an Agent, to the LSI Agent's Manual.

SECTION TWELVE: 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 Director, John Jefferys or the Accommodation and Welfare Officer, Dan Sherrington. Although our LSI Staff do 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.

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

Students from EU countries can work while in the UK. For students from non-EU countries, it depends on your type of visa. You may be able to work up to 20 hours per week, or you may not be able to work at all. You should check with the British Embassy in your country for information on rules and regulations, as these vary from one country to the next.

3. Can I arrange work experience through LSI?

Yes, LSI offers both Paid and Unpaid Work Placements for students who complete an LSI course. Applications for work experiences must be made at least 12 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 can only open a bank account if they are studying for 6 months or longer. 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. Some banks may offer banking facilities for short term students for a fixed fee per month.

5. What happens if I get sick?

You should immediately speak to the school Welfare Officer. Emergency appointments can be attained at the hospital, but doctor's appointments can only be arranged when you are registered with the National Health Service in the UK. This can take up to a week, so we would recommend registering as soon as you arrive if you have any health problems.

6. Do you offer insurance?

Medical Insurance may be purchased from LSI upon booking, further information and prices are available on request. We strongly recommend that you book travel/medical insurance before travelling, whether you book with LSI or find your own insurance cover.

7. Can I take holiday during my course?

Yes. You will be entitled to take 2 or 3 weeks holiday depending on the type and length of your course. You will then be able to extend your course by the number of weeks' holiday you took from school. Please talk to the school administrator for terms.

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

It depends. Please contact the British Embassy in your country for visa application information and procedures: <http://www.ukvisas.gov.uk>.

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

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We look forward to seeing you soon!

