

LSI London Central Frequently Asked Questions

SECTION ONE: SCHOOL DETAILS

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

School Name	LSI London Central
Postal Address	19-21 Ridgmount Street, London WC1E 7AH
Telephone	+44 (0)20 7467 6500
Fax	+44 (0)20 7323 1736
Email	lon@lsi.edu
Website	www.lsi.edu/en/london.html



LSI London Central is a short walk from the Goodge Street (Northern Line) or Tottenham Court Road (Northern/Central Lines), Euston Square (Metropolitan/Circle/Hammersmith Lines), Russell Square (Piccadilly Line) Tube Stations.

2. What is the building/area like?

Our school is located in a building near the British Museum in the heart of the West End, within walking distance of Oxford Street, Leicester Square, Covent Garden and Piccadilly Circus.

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). Our General English programmes are also closed on National UK Bank holiday dates. Please check our current brochure for dates.

SECTION TWO: TEACHERS

1. How many teachers do you have?

We have between 12 and 16 regular teachers and 3 or 4 additional part-time 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 widely during the year, but from September-December 2010 our top nationalities included Turkish, Korean, Japanese, Swedish, Italian, German and Spanish. We had clients from over 70 different countries in 2010.

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

We have about 500 students during the high season (summer months) and about 250 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 and 26.

SECTION FOUR: FACILITIES

1. What facilities are available to students?

We have a computer room laboratory, wireless internet connection (students can connect their own laptops anywhere in the building), a library with audio learning resources and readers for students to borrow and a student lounge with a microwave.

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

Yes, we have 14 computers connected to broadband as well as high-speed wireless Internet access which is available free to all our students. Our school additionally has a computer in every room.

3. How many classrooms are there?

11 full-size classrooms and others for smaller groups.

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.

5. Do you have a separate Executive/Business Centre?

Yes, our Executive Centre offers a comfortable environment on the top floor of our building away from the main school. It has just been refurbished to a very high standard. There is a computer in every classroom with internet access and complimentary coffee facilities.

SECTION FIVE: COURSES

1. What courses do you offer?

Course name	Course type	Number of lessons per week
Standard 20	General English	20
Intensive 30	General English	30
Intensive 30 with MEB	General/Business English	30
Standard 18	General English	18
Plus Courses (additional 5 or 10 lessons a week)	General English/ One-to-One	5 or 10
FCE/CAE	Cambridge Exams	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, 40, 50, 82, 92
Mini Group	Business (small group)	20, 30 or 40

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/london.html> , <http://www.lsi.edu/executive/en/londonexec.html> , and http://www.lsi.edu/en/london_fees.html

2. Do you offer work experience?

Yes, we offer unpaid 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 and Executive lessons which are 45 minutes.

4. What is a typical class time table like?

Hours	Standard 18	Standard 20/ Cambridge	Intensive 30 with Conversation, Academic English or Business English	Afternoon 10
9:00 - 10:45		Lessons 1 & 2 (with 5-minute break)	Lessons 1 & 2 (with 5-minute break)	
10:45 - 11:15		BREAK	BREAK	
11:15 - 13:00		Lessons 3 & 4 (with 5-minute break)	Lessons 3 & 4 (with 5-minute break)	
13:00 - 14:00		FINISH	LUNCH	
14:00 - 15:45	Lessons 1 & 2 (Monday to Friday with 5 minute break)		Lessons 5 & 6 (with 10-minute break)	Lessons 1 & 2 FINISH
15.45 - 16:00	BREAK			
16:00 - 17:45	Lesson 3 & 4 (Monday to Thursday with a 5 minute break)			

5. What is a typical class timetable/sample programme like for your Executive Centre?

Sample Timetable: Mini-Group Morning Classes (20 lessons per week)

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9.00-9.20	New Student Induction/ Continuing Students Language Focus	Review of Previous Day (writing)	Review of Previous Day (writing)	Review of Previous Day (writing)	Review of Previous Day (writing)
9.20 - 10.30	Vocabulary Exercise	Grammar Tense Review	Grammar Conditional	Grammar Modals	Grammar Passive Voice
BREAK	BREAK	BREAK	BREAK	BREAK	BREAK
10.45-11.30	New Groups Introductions Needs Analysis Timetables	Writing Business Reports	Reading & Listening Skills (Economics and Politics)	Video Listening Skills & Note Taking	Business Cultures Fluency skills
11.30-12.15	Reading Skills & Vocabulary (General Management)	Writing E-mails	Vocabulary Building & Discussion	Reading Skills & Vocabulary (Marketing)	Comparing Ideas & Viewpoints

Sample Timetable: Mini-Group Afternoon Classes (30/40 lessons per week)

Time	Monday	Tuesday	Wednesday	Thursday	Friday
13.45 – 14.30	Presentations Language Input	Meetings & Chairing Meetings	Negotiations & Vocabulary Input	Major Presentations	Telephone Functional Expressions
14.30 - 15.15	Presentation Vocabulary	Functional Language	Techniques	Presentation Feedback	Arrangements & Appointments
BREAK	BREAK	BREAK	BREAK	BREAK	BREAK
15.30 – 16.15	Graphs/Figures Mini-Role Play	Role Play Meeting	Negotiation Role Play	“Human Resources” Job Interviews	Role Play
16.15 - 17.00	Presentation Feedback	Teacher Feedback	Teacher Feedback	Discussion & Vocabulary	Teacher Feedback

Sample Timetable: 9 Day Compact Course

82 lessons per week	92 lessons per week
<p>Saturday: 10.00 – 16.00 Arrival and welcome Needs analysis Lunch Grammar review</p> <p>Sunday: 10.00 – 16.00 Business English Lunch Listening and reading</p>	<p>Saturday: 10.00 – 16.00 Arrival and welcome Needs analysis Lunch Grammar review</p> <p>Sunday: 10.00 – 16.00 Business English Lunch Listening and reading</p>
<p>Monday to Friday 9.00 – 10.30 Grammar 10.45 – 12.15 Functional Language for Business <i>Lunch w/teacher</i> 13.45 – 15.15 Meetings and negotiations 15.30 – 17.00 Social English and fluency</p>	<p>Monday to Friday 9.00 – 10.30 Grammar 10.45 – 12.15 Functional Language for Business <i>Lunch w/teacher</i> 13.45 – 15.15 Meetings and negotiations 15.30 – 17.00 Social English and fluency 17.15 – 18.45 Further fluency practice</p>
<p>Saturday: 10.00 – 16.00 Business English Lunch Writing and speaking</p> <p>Sunday: 10.00 – 16.00 Business English Lunch Final questions</p>	<p>Saturday: 10.00 – 16.00 Business English Lunch Writing and speaking</p> <p>Sunday: 10.00 – 16.00 Business English Lunch Final questions</p>

6. What is the maximum/average class size?

The maximum class size is 14. Our average class size is 11-12.

The maximum Mini-Group class size is 5.

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

There are 6 levels: Beginner, 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.

8. When are the start dates?

Start dates for General English and Executive courses are every Monday (excluding holidays). Start dates for other courses can be found at http://www.lsi.edu/en/london_fees.html

9. Are textbooks included in the fees?

Books and materials for class use are provided free of charge; students borrow books for use in the classroom and receive handouts to supplement the lessons. Books are given on loan and are available for purchase for a small fee from the LSI office.

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

Yes, as long as you have attended at least 85% of the course.

11. 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.

12. 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 Cambridge and 4 weeks in London Hampstead. Or a student might choose to study for 12 weeks in London Hampstead and 12 weeks in Brighton during a 24 week ISY course. Please contact us for more details.

SECTION SIX: ORIENTATION

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

Please arrive promptly at 8:30am to fill in necessary paperwork and get oriented before you start class. We will provide you with books and other learning materials so you will just need to bring writing supplies and 2 passport photographs. After an induction, you will have a placement test and will generally join classes from 11:15am on your first day.

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). 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. We also offer an Executive Homestay option with B&B or Half Board. The difference from the Standard Homestay option is that the accommodation is nicer with a single room and the option of a private bathroom.

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. We also offer the option of self-catering flats. Please contact us for more information and prices.

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

This depends. You can book a family within a very short commute of the school (in Zone 2). This is £30 extra per week. We also have families in zone 3 for an additional £20 per week. Otherwise most journeys take an average of 40 minutes. This is normal commuting time in London.

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 families provide?

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

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. 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? 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 £30 supplement per week (therefore £60 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 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 around the UK and Europe. Sample weekday activities include: Museum visits, karaoke/party night, pub crawls, London walks, London market visits, 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 coach tours to cities outside of London and even outside of the UK such as Bath, Stonehenge, Oxford, The Cotswolds, Paris and Amsterdam. For our Executive Students, We also offer a dedicated social programme for executives including reduced-price theatre tickets for top West End shows. Our Executive Centre clients are also more than welcome to join the General English social programme should they wish.

2. Do I have to pay for social activities?

The vast majority of our social activities are free such as events that take place at the school, visits to London’s famous street markets, London walks, some museum visits, etc. For other activities there might be a small fee including weekend visits.

SECTION NINE: 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. 8th 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	£70
Gatwick	£90
London City	£70
Stansted	£90

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.

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/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 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 Director, Gavin or the Accommodation Officer, Christian. Lisa and Jacqueline are happy to speak with you if you would prefer to speak with a lady. Although our LSI Staff is fluent in 10 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 experience 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 usually 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?

LSI Central is close to an emergency clinic. Upon arrival you will get an information pack that includes information for all your needs in London. The reception staff, or any other staff in the school, will help you if you are sick.

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 1-4 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.

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!

