



QUESTIONNAIRE FOR LANGUAGE SCHOOLS.

1. THE SCHOOL

Name of school:

Year established:

Postal address:

No., Street (PO Box)

Town, Country

Code

School location address:

No., Street

Town, Country

Code

Phone:

Fax:

E-mail address:

Website:

*Emergency phone no. for
clients:*

Office hours:

Days the school is closed:

Association memberships:

Is the school accredited?

By which body?

2. PERSONNEL (please indicate titles, Mr/Mrs/Ms/Miss)*Accommodation Officer**Principal/Director:**Director of Studies:***3. THE SCHOOL PREMISES***Description of building:**How many kilometres is the school from the city centre?**Are all the facilities in the same building/on the same site?**Please describe the classrooms, furniture and technical equipment:*

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*Is there a common room, student lounge? yes no How many people will it hold?**Is there a language laboratory? yes no How many at one time?**What access to the lab do the students have?**Are computer classes available? yes no How many computers?**Is there free web and internet access? yes no* *Are there any TV/videos for student use? yes no How many?**What access to the TV/videos do the students have?**Do you have videocamera for student use? yes no* *What sort of access to the videocamera do the students have?**Do you have audiocassettes and players for student use? yes no**What sort of access to the audiocassettes do the students have?**Has the school got a reference library? yes no* *What facilities does it offer?*

Is it a lending library?

yes no

When is it open for student use?

Can students join public libraries?

yes no

4. TEACHING STAFF:

Are all teachers native speakers of the target language? yes no

What minimum qualifications do they have to teach this language?

The speakers of which languages are at the school?

How many teachers work with a class group per course?

Do you automatically send a test to the student prior to their arrival at school? yes no

What kind of assessment test is used with students on the first day?

Written, mainly grammar

Written, vocabulary and grammar

Listening

Speaking, interview

Reading comprehension and vocabulary

Other:

5. COURSES

Min course length	Max students/class	Duration of each lesson	Teacher led lessons / week	Min age of students	Language proficiency required
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Course name

1

2

3

4

Do lessons begin on the 1st or 2nd day of the programme?

Which Certificates/Diplomas are offered?

Can students take these exams at the school, if not - where?

6. STUDENT INFO (BASED ON YEAR 200X)

Nationality breakdown % based on student weeks: 1st qtr 2nd qtr 3rd qtr 4th qtr

Asia

Middle East

Western Europe

Eastern Europe

Latin America

North America

Other

Total

Total number of students annually:

Breakdown of student ages (%):

Under 16s

16-20

21-35

36-50

Over 50

Top five nationalities, ¼ by ¼ with %s 1st qtr 2nd qtr 3rd qtr 4th qtr

1

2

3

4

5

7. ACCOMMODATION - please mark appropriate box with an **X**

WHAT STYLES OF ACCOMMODATION DOES THE SCHOOL OFFER?

Host family	FAM	School's own residence	RES	Apartment	APA
Hotel	HOT	University style residence	UNI	Private/public Hostel	PHO

STYLES OF ROOMS OFFERED IN THE ACCOMMODATION

Single rooms	FAM	HOT	APA	RES	UNI	PHO
Shared room with another student of a different nationality	FAM	HOT	APA	RES	UNI	PHO
Shared rooms but only if booked with someone the student knows	FAM	HOT	APA	RES	UNI	PHO
	FAM	HOT	APA	RES	UNI	PHO
How many is the max. number for a shared room?						

MEALS IN THE ACCOMMODATION

Room only	FAM	HOT	APA	RES	UNI	PHO
Bed & breakfast	FAM	HOT	APA	RES	UNI	PHO
Half-board	FAM	HOT	APA	RES	UNI	PHO
Full board	FAM	HOT	APA	RES	UNI	PHO
Half-board at the week and full board at weekends	FAM	HOT	APA	RES	UNI	PHO

ADDITIONAL FACILITIES OFFERED

Higher standard rooms	FAM	HOT	APA	RES	UNI	PHO
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STANDARD ACCOMMODATION FACILITIES OFFERED

Private bathroom?	FAM	HOT	APA	RES	UNI	PHO
	FAM	HOT	APA	RES	UNI	PHO
Bathroom shared per how many students?						
			APA	RES	UNI	PHO
Kitchen shared per how many students?						
Pots, pans etc. to be brought by student?			APA	RES	UNI	PHO
Sheets, bedlinen available:	FAM	HOT	APA	RES	UNI	PHO
Towels provided:	FAM	HOT	APA	RES	UNI	PHO
Cleaning is included in the accommodation fee:	FAM	HOT	APA	RES	UNI	PHO

<i>If student cancels after the course start date:</i>	
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12. COMMISSION RATES

Do you have a standard commission for agents on tuition (%): %

Do you have a standard commission for agents on accommodation (%): %

Do you have a standard commission for agents on registration fees (%): %

If applicable, is VAT (sales tax) calculated (a) on gross price (before deducting commission) or

(b) on NET price (after deducting commission)?

Does the School contact students directly, before or after their stay, without the agent's prior knowledge? yes no

Does the School pay commission to an agent for a repeat booking even if the school handles the repeat booking? yes no

Does the School pay commission if a student prolongs the course? yes no

Does the School agree that each party should pay the bank charges in his own country?
yes no

13. DAY ONE AT SCHOOL

Do you provide detailed pre-departure information for student's arrival in the school?

yes no

Do you issue a Student Card? Yes no Should students have a photo with them?

yes no

14. MISCELLANEOUS

Do you have a student questionnaire after the first week yes no

And at the end of the course? yes no

What types of handicapped students can be accepted?

Work rights for students?

What is your complaint procedure?

What is your orientation procedure when students first arrive?