

IELTS Listening Lesson 21

Setting statement:

A working adult calls a local language school to inquire about joining an adult language class. They ask about schedules, fees, and placement tests.

Questions 1–8

Complete the sentences below.

Write **ONE OR TWO WORDS AND/OR A NUMBER** for each answer.

1. The caller is interested in improving their English for _____ purposes.
 2. Evening classes start at _____ p.m.
 3. New students are required to take a _____ test.
 4. The test can be taken either online or at the _____.
 5. Each course term lasts _____ weeks.
 6. Students may choose a payment plan that includes a small _____ fee.
 7. Each class is limited to a maximum of _____ students.
 8. The school is located on Parkview Avenue, near the _____ station.
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Questions 9–10

Choose the correct letter, A, B, or C.

9. What does the receptionist say about the class instructors?
A. All of them are native English speakers

B. They are qualified and experienced teachers

C. They focus mainly on grammar instruction

10. How can the caller receive a discount?

A. By paying the full fee in advance

B. By signing up for multiple terms

C. By referring another student

Script

Receptionist: Good morning, Clearview Language Centre, how can I help you today?

Caller: Hi there. I was hoping to get some information about your adult language classes.

Receptionist: Absolutely. What language are you interested in studying?

Caller: English, mainly. I'm originally from Brazil, and I've been here a few years, but I want to improve my fluency for work.

Receptionist: Great, we offer English courses at multiple levels. Are you looking for daytime or evening classes?

Caller: Evening, ideally. I work full-time, so anything after 6 p.m. would be best.

Receptionist: We have evening classes on Mondays and Wednesdays from 6:30 to 8:30 p.m., and also on Tuesdays and Thursdays at the same time. Would either of those schedules work?

Caller: I think the Monday and Wednesday one might be better. It gives me more time midweek.

Receptionist: Perfect. And do you have any idea what level you might be—beginner, intermediate, or advanced?

Caller: I'd say probably intermediate, but I'm not totally sure.

Receptionist: No problem. We ask all new students to take a placement test before joining, just to make sure you're in the right group. It only takes about 30 minutes and can be done online or here at the school.

Caller: That sounds good. I'd prefer to take it online if that's possible.

Receptionist: Certainly. We'll send you a link by email after you register. Speaking of which, are you ready to register now or do you want to know more details?

Caller: A few more details would help. For one, how much do the classes cost?

Receptionist: Each term is ten weeks long. The cost is \$360, which includes all course materials.

Caller: That's not bad. Do you have any kind of payment plan?

Receptionist: We do. You can pay in two installments of \$180, one at the start of the course and the other halfway through. There's a \$10 admin fee if you choose that option.

Caller: Alright. And is the placement test free?

Receptionist: Yes, it's included in the registration fee, so there's no extra charge.

Caller: Good to know. What's the maximum number of students per class?

Receptionist: We cap our adult classes at 12 students to keep things interactive and manageable.

Caller: That's great. I've been in classes with 20 or more people and it's just too much.

Receptionist: We completely agree. Smaller groups really help with speaking practice and getting feedback from the teacher.

Caller: And who teaches the classes? Are they native speakers?

Receptionist: Most of our instructors are native English speakers, and all of them are certified with teaching qualifications and several years of experience.

Caller: That's reassuring. And where exactly are the classes held?

Receptionist: We're located at 16 Parkview Avenue, just a five-minute walk from the central train station.

Caller: Oh, I know that area! That's very convenient for me. Is parking available?

Receptionist: Yes, we have a small parking lot behind the building, and there's also street parking after 6 p.m.

Caller: Excellent. One last thing—do you offer any discounts?

Receptionist: Yes, we offer a 10% discount if you refer a friend who also enrolls. There's also a loyalty discount for returning students.

Caller: That's good to know. I might have a colleague who's interested.

Receptionist: Wonderful. If you refer someone, just make sure they mention your name when registering.

Caller: Will do. So, if I want to register, how do I go about that?

Receptionist: You can register online through our website or come in person. If you do it online, you'll need to fill out a short form and pay the registration fee. After that, we'll email you the placement test link.

Caller: Okay, I think I'll do it online tonight.

Receptionist: Great. Just go to www.clearviewlanguage.com and click "Adult Courses" at the top of the page.

Caller: Got it. Thanks so much for all your help!

Receptionist: You're very welcome. Let us know if you have any other questions, and we hope to see you soon.

Caller: I'm looking forward to it. Bye!

Receptionist: Bye now!

Answer Key

1. work
2. 6:30
3. placement
4. school
5. ten / 10
6. administration / admin
7. 12
8. train
9. B
10. C