



AGENT MANUAL

www.ihcapetown.com



**International
House**
Cape Town



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SECTION 1: INTRODUCTION TO IH WORLD ORGANISATION



Why choose IH World organisation

IHWORLD is the leading language solution provider worldwide and its goal is to promote excellence in language education. It supports a network of language schools to provide the highest quality of language learning, and promotes innovation and standard setting in language teaching, learning and training.

Schools affiliated to International House fulfil all the highest educational and customer service standards and offer high quality language training. Each International House school guarantees to:

- *Maintain high professional standards in all its educational activities*
- *Follow the requirements of the IH Quality Standards*
- *Accept regular inspections arranged by the International House World Organisation (IHWORLD) and to follow the recommendations made in the reports*
- *Employ as teachers only those whose professional training and qualifications are approved by the IHWORLD*
- *Observe a high standard of professional and commercial conduct in all its dealings with students and clients*
- *Present a true and accurate picture in all its brochures and promotional information*
- *Respect all applicable local laws and regulations governing the conduct of its affairs*

Who's who at IH World organisation

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SECTION 2: INTRODUCTION TO IH CAPE TOWN



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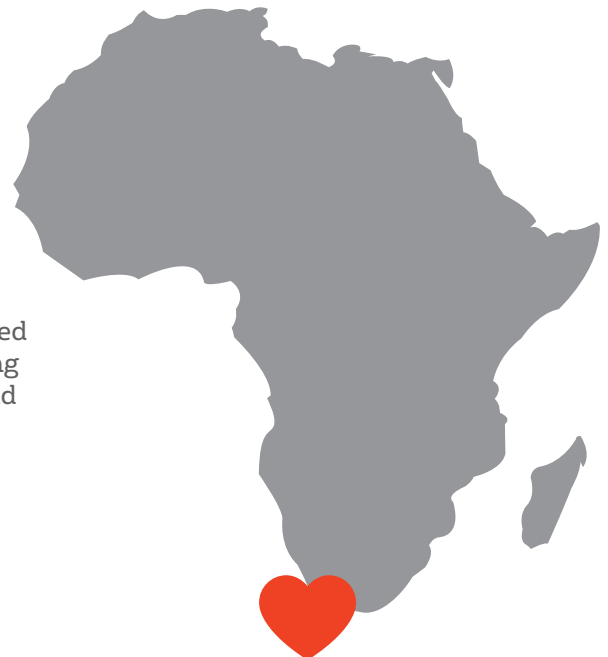
Tessa Rothman

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IH Cape Town location and map

IH Cape Town is a five minute drive away from the world renowned V&A Waterfront, eight minutes from the city centre and a five minute drive from the most beautiful and popular beaches of Cape Town; Clifton and Camps Bay Beach.

Located in the midst of the shops, restaurants, banks, bars and cafés, our students always have plenty to see and do. Spend the afternoon browsing through an array of shops, boutiques and antique stores, meet friends for lunch at the trendy restaurants or even for a romantic/fun-filled dinner at the local Italian, Greek or sea-food restaurants. Take a stroll along the buzzing Kloof Street where you can take your pick of the best bars and restaurants in the city. Find a good spot and watch the world go by.



MAP OF LONG STREET: INTERNATIONAL HOUSE CAPE TOWN



OVERVIEW MAP OF CAPE TOWN





• Classrooms

All our classrooms are air-conditioned, tastefully decorated and designed with comfort in mind. They are furnished with a white board, smart tv, notice board and all equipment needed to optimise teaching. Our Personal Study Programme takes place in a designated, functionally designed open classroom, facilitating interactive group and individual learning. The school currently consists of spacious classrooms plus the Personal Study Programme area and with extra premises available to us at peak times.

• Reception/social and activities desk

Here students can get information about classes, times, any changes that need to be made, the right person to speak to and any general inquiries about the school and Cape Town. All kinds of tours, activities and trips can be also booked here, from one day outings and city tours, to longer trips and excursions. Airport transfers and car hire can be arranged here.

• Self-access centre

Here students have the opportunity to reflect on and practise what was learned. Free internet usage and computer access is available.

• Kitchen & Chill Area

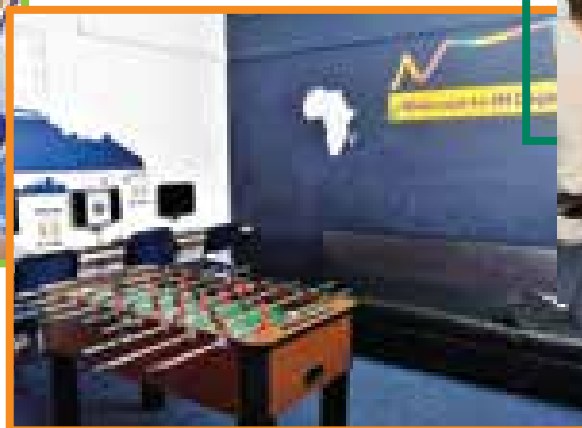
Our school has a spacious kitchen and lounge area, including a games room with a foosball table. Free coffee, tea and filtered water facilities available.

• Free wi-fi

Free wireless internet is available all around the IH building where students can sit and surf the net.

• 24-hour help line

The 24 hour help line can be called for any emergency and urgent information, even on weekends and public holidays. (Tel: +27-71 680 9508)





Long Street

Vibey Long Street is a must-see, where music stores, second hand shops, boutiques of all kinds, cafés, restaurants and many clubs and bars dominate the ever-bustling 4km Long Street. Here you will find an eclectic mix of modern and antique, fashionable and alternative, local and international shops.



Table Mountain

Probably Cape Town's most iconic attraction is Table Mountain, where you can either hike up beautiful fynbos trails or opt for the faster cable car to the top. From the top of Table Mountain you have a spectacular view of the whole Cape Town below you. Be sure to get there early as the queues can get very long in peak season. Please check the weather before you go.



Beaches

A further attraction Cape Town is well known for its breathtaking beaches, which are scattered all around the city. Closest to the IH Cape Town office is the hip Clifton Beach where the who's who of Cape Town gather to bronze and show off their beautiful bodies. Near-by you will find Camps Bay beach, a family friendly beach right by the shops, cafés and restaurants that make Camps Bay a popular spot. While in Camps Bay make sure to stay for delicious cocktail sundowners in one of the many buzzing bars. A further drive will take you to untouched beaches and surfer havens. It is not for nothing that Cape Town is the host of the Big Wave Africa international surfing competition.

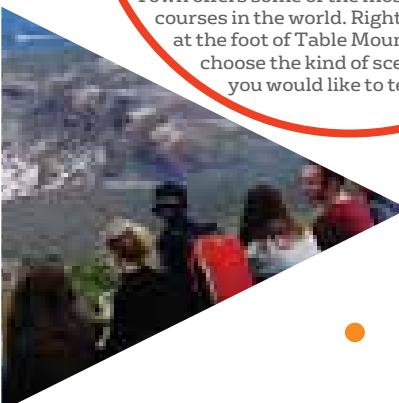


Nature

There are many Nature Reserves in and around Cape Town which are well worth a visit. Here you will see the province's abundant fauna and flora, some local antelope and buck, as well as rare majestic bird species. Kirstenbosch Gardens is a botanical garden in the Southern Suburbs where you can relax and enjoy Mother Nature's gifts on well-kept, tidy lawns.

Outdoor Activities

For the adrenalin junkies Cape Town boasts a wide variety of sports and extreme sports. You can go shark cage diving and scuba diving, enjoy some big wave surfing and water-skiing and even make the most of the awesome winds for some windsurfing. Mountain biking and 4x4 routes are very popular activities due to the many scenic paths and wonderful natural routes to choose from. Kloofing and abseiling are adrenalin-pumping hikes that take you to your limit, leading you through waterfalls and meter-high jumps into rock pools and icy rivers, those that are too high to jump down you can abseil down. On the more relaxing side, Cape Town offers some of the most remarkable Golf courses in the world. Right by the ocean or at the foot of Table Mountain, you can choose the kind of scenic beauty you would like to tee off in.



Hout Bay to Simon's Town

Hout Bay used to be a small fishing village and has now become a booming suburb where you can stroll along the waterfront, take a dip in the sea, enjoy the beach or check out the many restaurants, craft markets, galleries and shops. Take the breathtaking route that is Chapman's Peak drive from Hout Bay all the way to Simon's Town. Along this scenic drive you will see an awe-inspiring view of mountain cliffs plummeting into the ocean below you. Continue your drive through Noordhoek, Fish Hoek, Kalk Bay and Simon's Town. These fishing villages have become little gems where you can browse through antique stores, galleries, museums, art and crafts stalls all day long and soak up the local arts and culture.





Cape Winelands

Take time to visit the Cape Winelands where wine lovers can have a field day tasting the most exquisite and exciting wine varieties known. The breathtaking beautiful Cape Winelands not only offer the best wines but also phenomenal gastronomic experiences as each wine farm creates their own unique dishes to suite the wines made on their farm.

Day trips

Other day trips which are a must-see when visiting Cape Town include Cape Point and the Cape of Good Hope with breathtaking views. Robben Island where Nelson Mandela was imprisoned for 27 years is an inspiring trip to take. Other highlights are Cape Agulhas, the most southern point of Africa and a township tour where you can get an insider's look into the life and culture that makes up the vibey townships.



Nightlife

Cape Town comes alive at night. At every corner you can find a pub, bar, restaurant or club with music, tapas, food and style to suite your after-hour nightlife needs. Whether it be movies or theatre, a comedy bar or club, Cape Town offers all the fun under the sun.



Festivals

Every first Thursday of each month, Cape Town celebrates First Thursdays, which is a street, art and cultural festival that happens in Cape Town's hip streets like Bree, Loop and Shortmarket Street. Bars and restaurants offer specials and galleries and boutiques are open until late at night.

Throughout the year there are various festivals and sports competitions to keep the excitement high. The annual Cape Town Fashion Week is another big event. A local favourites are the Food and Wine Festival, Franschhoek Wineland Bubbly Festival and Rocking the Daisies, to mention a few. For the more sporty there is the world-famous Argus Pick 'n Pay Cycle race that takes you across the most scenic parts of the Mother City. The Two Ocean's Marathon is also an all-time favourite.

Shopping

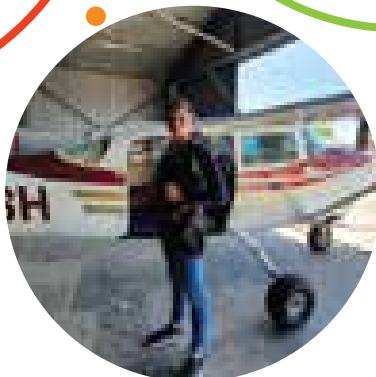
What trip to any major city is complete without a full day's shopping experience? Cape Town's funky Woodstock suburb has a vast number of factory shops for some whole sale therapy. Access Park is well worth a trip for any whole sale shopper, here you will find the best local brands at the best price and all under one roof.

The more boutique-like shopping experience will take you to places like the V&A Waterfront, Cavendish Square and Canal Walk, the three biggest malls of Cape Town. Many locals enjoying perusing through weekend flea markets such as the Hout Bay Market and Kirstenbosch Sunday Market.

Cultural tours

To learn more about our history and the many cultures that contribute to the unique identity of our country, take advantage of cultural tours such as township tours, the District Six and Bo-Kaap museums, the Slave Lodge and Robben Island.

Make sure to visit the Zeitz Museum of Contemporary Art Africa in the new Silo District.



Social Activities

The school offers an extended social programme that changes every week. Everyone can sign up for it at reception and participate. It is a great way of meeting other students and experiencing Cape Town. Activities include Table Mountain hikes, karaoke nights, dinners at typical African restaurants, surf lessons, paintball and our monthly student parties.

Our staff are always available to advise students on any tours and travel ideas that you may have. Book with us for the best rates, quality tours and fun activities.



SECTION 3: ABOUT CAPE TOWN



Transportation

Transport Apps

Uber, Bolt and DiDi are very reliable, safe and cheap options to get around Cape Town and surrounds. By downloading the app, taxis can be ordered very easily and the student has all the driver's and trip's information. It can be paid by card through the app or in cash.

Minibuses

From Sea Point, Camps Bay, Green Point to the city centre, they can be found on most main roads. This is the local transport is a frequent service during the day but we advise the students not to take it in the evening. The average price per trip is R8-00.

MyCiti Busses

MyCiti is Cape Town's bus system. The buses work on a card system only. Cards can be purchased at various retailers around the city. Please visit www.myciti.org.za or ask at Reception.

Driving

South Africa has a good road network, mostly tarred and well signposted. The speed limit is 120km/h on highways and 60-80 km/h within the city. If students intend on hiring a car, they should remember to keep to the LEFT hand side of the road. We recommend having an international driver's licence with you. Often drivers under 21 have difficulties hiring a car. Please ask at reception for very competitive car hire prices.

Climate

Known to some as 'sunny South Africa', we rarely experience weather extremes. The climate in the Western Cape and Cape Town is generally Mediterranean, making it one of the best year-round destinations in the world. Generally, winter is the rainy season but rainfall has decreased a lot over the last few years and Cape Town and its surrounds have become fairly dry. Cape Town is well known for having all four seasons in one day!

Flight information

For domestic flights, please check in at least 2 hours before departure. For national and international flights, please check in at least 3 hours before departure.

Baggage allowance for flights within South Africa - schedule flights: Economy class: 20 kgs plus 1 small piece of hand luggage per person. Business class: 30 kgs plus 1 small piece of hand luggage per person. Children aged 2-11 years inclusive are entitled to the same allowance. Infants under 2 years of age do not have any baggage allowance. If you exceed these weights you will be charged for excess baggage. Do not pack any valuables into your check-in luggage i.e cameras, music equipment, money, jewellery and especially medication.

We do advise "shrink wrapping" your suitcase, for added security. This is available at most large airports within South Africa.

Money matters

Banks

Banks in South Africa are generally open from 09h00 to 15h30 on weekdays and 08h30 to 11h00 on Saturdays. Most banks change all major currencies but commission can differ greatly.

American Express has branches in Cape Town Garden Centre, Nedbank is associated with American Express. First National Bank is the Visa agent. Most ATM machines will support your card but please check before using.

•VERY IMPORTANT: Please only use ATM's inside banks/mall buildings

Credit cards

All major credit cards are accepted in Southern Africa in hotels, restaurants and shops.

Currency

The unit of currency is the South African RAND (ZAR), which is divided into 100 cents. Notes are in R200, R100, R50, R20 and R10 denominations. Coins are in denominations of R5, R2, R1 and 50c, 20c, 10c.

Tax

Value Added Tax (VAT) of 15% is levied in South Africa. Overseas visitors taking goods out of South Africa are able to reclaim the VAT which they paid on these goods. Reclaiming VAT is only applicable for goods above R250 and that you are able to produce at the airport. When purchasing your products you should request a tax invoice. The shop's VAT number must appear on this invoice. Before you check in at the airport compare your invoices with the goods purchased. Once your invoices have been approved and stamped, the VAT Reclaim Office will refund you the appropriate amount. VAT Reclaim Offices are found in Johannesburg, Durban and Cape Town Airports.

Please allow plenty of time to do this. An estimate of what items cost in South Africa:

Big Mac (McDonalds Burger)	R51.90	A can of Coca Cola in a restaurant	R30.00
A local beer in a restaurant	R40.00	Coffee	R25.00
Fuel sells at approx. (per litre)	R23.00		

SECTION 3: ABOUT CAPE TOWN



Electricity

The electricity supply is 220/230 volts AC 50 HZ. Most plugs have 3-pin or 2-pin (round). Adaptors can be purchased at local supermarkets. US-made appliances will need a transformer.

Food and water

The Western Cape's tap water is drinkable and possibly the safest and cleanest in the world. In hotels, restaurants and nightspots, the standards of hygiene and food preparation is generally top-notch. It is safe to eat fresh fruit and salads and put as much ice as you like in your drinks - a good thing, too, after a day on the beach or in the bush. Restaurants cover a wide variety of cuisines and visitors are normally very impressed with the food. The country's many cultures makes for varied traditional fare, which is worth exploring.

Medical care / hospital

We strongly recommend sufficient travel and medical insurance before arriving in the country. Private medical facilities are equal to the best in the world and in many medical disciplines. Medical services in South Africa are good in urban areas and limited elsewhere. Doctors and hospitals often require immediate cash payment, but usually accept major credit cards. Visitors are advised to bring along supplies of specialised medication they may require. Otherwise, medicine may be purchased at pharmacies and emergency pharmacies are open all night. If any students have any health problems, please ask them to inform us at reception and we can recommend the relevant doctors.

People and language

South Africa is called the Rainbow Nation because of its diverse people and cultures. This is why most South Africans are multi-lingual where English is the most-spoken language. There are 12 official languages, including English, Xhosa, Afrikaans and Zulu. The majority religion is Christian, but freedom of worship is guaranteed by the Constitution.



Safety

Crimes against people and property, particularly in cities are a regrettable fact of life throughout the world. Most parts of the country can be safely visited by tourists, provided they take basic common-sense precautions as you would apply in any major city e.g:

- **Do not accept any help at cash points and only use ATM's inside banks or buildings.**
- **Obtain a map and plan your routes before you set out.**
- **Don't carry all your essential documents and passport with you.**
- **Make sure you have a copy of your passport with you at all times.**
- **Avoid carrying large sums of money with you.**
- **Leave valuable jewellery, spare money and your passport in the safe in the accommodation or at our school.**
- **Do not leave anything in your car when it is parked, except in the boot.**
- **Don't leave handbags, even in the boot.**
- **Do not give lifts to hitch-hikers.**
- **Do not walk alone in deserted areas at night.**
- **Do not flash photographic equipment or smartphones in the street.**

Most major cities run organised crime prevention programmes and "Basis Safety Tip" guidelines are available at tourism information offices. If you are in doubt as to the safety of a particular area or attraction, **contact the 24hrs operational National Tourism Information and Safety Line at +27 (0)83 123 2345.** This number may also be used for assistance in replacing lost documents or reporting incidents.

Our Local Cape Town CCID crime prevention officers (you will recognise them with their green jackets) patrol our city streets 24/7. Their 24 hrs Safety Line + 27 (0)82 415 7127.

Please also remember our IH 24hr emergency number + 27 (0) 71 680 9508.

Visas

Please consult your local agency or the nearest South African Embassy to find out which visa you need to apply for:

<http://www.dha.gov.za/index.php/countries-exempt-from-sa-visas>

Please note:

A passport valid for 6 months with two empty pages is essential. You may need to have a return fare or deposit money at customs to cover a fare home (refundable once you leave the country). They may also require you to show sufficient funds to support your visit. Please speak to reception on all matters relating to visa extensions or any queries you may have.



SECTION 4: TUITION



Adult Programmes (16+) offered all year round.
Young Learner Programmes (Individual year round classes)

Course descriptions

Standard English	Intensive English	Business English
Private Tuition lessons	IELTS & TOEFL	Cambridge, FCE, CAE & CPE
Personal Study Programme	English for Specific Purposes (ESP)	Study, volunteer & Demipair

Standard English

Contextual lessons are balanced to ensure that students improve their ability to apply language structures (grammar, vocabulary and pronunciation) for authentic communication and improve their reading, writing, listening and speaking skills.

- 2 hours of Group Standard English per week Monday - Friday
- 1 hour of PSP
- 60 min a lesson
- Materials provided

Intensive English

These lessons will prepare students to function more confidently as they live, work and study in an increasingly English-speaking world. Lessons are highly practical and focus on further developing vocabulary, and improving listening, speaking, reading and writing skills in real-life situations. Students will also explore topics central to 21st century life.

- 2 hours of Group Standard English per week, Monday - Friday
- 1 hour of PSP
- 2 hours Group Skills Focus per week, Monday - Thursday
- Materials provided

Personal Study Programme

All courses include PSP lessons which occur in the PSP area. This guided study with specially trained teachers, allows for your course to be specifically tailored to your unique requirements. Progress is recorded daily with extensive resources being available to support your learning. Your class and PSP schedule will be confirmed via email before your start date.

Business English

The core syllabus of Business English focuses on three main business functions - presentations, meetings, and social exchanges. The syllabus covers the key areas of telephoning, formal and informal meetings, presentations, negotiations, business writing and socialising within the work environment. In addition to the core syllabus, courses are organised, as much as possible, around students' requirements and can include topics such as Communication, Management and Management Styles etc. Lessons include a focus on relevant grammar, vocabulary and pronunciation, as well as skills practice (reading, writing, speaking and listening) within a business context.

- 2 hours of Group Standard English per week, Monday - Friday
- 1 hour of PSP
- 2 hours of Private Business English Focus per week, Monday - Thursday
- Materials provided



Private Tuition lessons



One-to-one lessons can be either Intensive or additional to group lessons. These are ideal for focusing on English for Specific Purposes (for example Legal English or Medical English) or on English for Academic Purposes, where teachers are able to design their lessons according to students' specific needs. Private tuition is also beneficial for further work on language (grammar, vocabulary and pronunciation) and/or skills practice (reading, writing, listening and speaking). Semi-private lessons: small groups of 2,3 and 4 can be accommodated on request.

- 5,10,15 or more one-to-one lessons per week
- Materials provided

IELTS & TOEFL

These courses consists of Standard English classes in the morning, followed by private exam preparation (either IELTS or TOEFL) in the afternoon. Students wanting to take these exams in Cape Town are advised to book the exam before the course starts as the exam centres have limited spaces available.

To book exams, advise students to do online at www.ielts.org or www.toefl.org.

- 2 hours of Group Standard English per week Monday - Friday
- 1 hours of PSP
- 2 hours of TOEFL or IELTS private lessons per week Monday - Thursday
- Materials provided

Cambridge, FCE, CAE & CPE

Courses are intensive and focus on both language (grammar, vocabulary and pronunciation) and skills (reading, writing, listening and speaking) work relevant to each exam.

- 2 hours of Group Standard English per week Monday - Friday
- 1 hour of PSP
- 2 hours of Cambridge, FCE, CAE & CPE private lessons per week Monday - Thursday
- Materials provided
- Minimum recommended levels: Upper-Intermediate for FCE, Advanced for CAE, and Higher Advanced for CPE.

Study & Volunteer

• Internship

Our internships range between 4 weeks and 6 months.

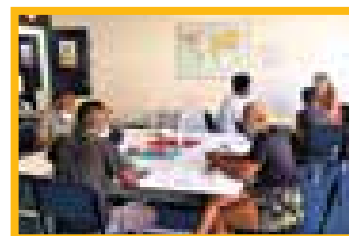
• Volunteer South Africa

Volunteer is one of our many social and environmental programmes. Humanitarian, Wildlife and Conservation programmes are available. The student can choose between our part-time or full-time options.

English for Specific Purposes (ESP)

ESP (English for Specific Purposes) refers to any course where the main objectives is to focus on the specific needs of a group of learners or individuals. It centers not only on the language (grammar, lexis, register) but also the skills, discourse and genres of that specific group of learners. IH Cape Town works in line with international trends to offer a range of ESP courses. Additional courses can be designed to suit any special interest group. Student's profiles are collected prior to arrival in order to design a course which will enhance the learning experience.

- 2 hours of Group Standard English per week Monday - Friday
- 1 hour of PSP
- 2 hours of Private English for Specific Purposes (ESP) lessons per week Monday - Thursday
- Examples of ESP courses: Aviation, Engineering, Medical, Secretarial and Administrative





The IH Approach

"The IH Approach is primarily a practical, eclectic and learner-centred approach that puts the emphasis on helping students achieve concrete results in their language learning, rather than meeting numerical assessment criteria or satisfying ideological requirements."

The IH Approach is based on the core principles of:

- *active participation of the learner*
- *respect for learners' autonomy*
- *incorporation of authentic language and resources into learning*
- *intergration of all aspects of the language - grammar, lexis, communication, development*
- *flexibility for teachers to achieve learners' goals in a variety of ways*
- *responsibility of the school for supporting learners and teachers.*

Our classes / our teachers

We place importance on the students' learning environment - if learners are comfortable in their learning environment, they are more open and responsive to language input. We therefore keep our class sizes small, with maximum of 14 students per class and attempt to have an appropriate balance of nationalities in each class. However, this cannot always be guaranteed.

IH Cape Town only employ teachers with an internationally recognised teaching qualification such as the IH Certificate, CELTA, Trinity TESOL, DELTA, Trinity Diploma, or equivalent.

IH Cape Town Levels and resources

English courses at IH Cape Town have clear communication objectives, based on the Common European Framework of Reference (CEFR). Teachers use the objectives to prepare lessons that are interactive and which build students' confidence in using English for real world purposes. In order to move up a level, students must attend 80% of their classes and achieve the course objectives. Each course also has learner training objectives and a clear focus on helping students learn communication strategies.

We follow twelve-week cycles, with mid-course assessment after six weeks and then end-of-course assessment after a further six weeks. Students must achieve 70% or more to pass. In addition to the six week assessment cycle, cumulative and informal assessment is carried out throughout the course.

Students should take note of the preferred start dates on page 16. However, IH Cape Town has a system of continuous enrolment, which means that new students can start courses every Monday and finish every Friday.



CEFR	IH Cape Town	Level Descriptor at the End of Course	Cambridge Language Assessment	IELTS iBT	TOEFL	ICAO
Pre-A1	A0	Ready for A1.				
A1	Beginner 120 hours	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.				
A2	Elementary 120 hours	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.	KET	3.5 - 4.0	0 - 31	L1 (Pre-Elementary)
A2	Pre-Intermediate 120 hours	Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.				L2 (Elementary)
B1	Intermediate 120 hours	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and plans, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.	PET	4.5 - 5.0	32 - 45	L3 (Pre-operational)
B2	Upper Intermediate 1 * 120+ hours	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.	FCE	5.5 - 6.5	46 - 93	L4 (Operational)
B2	Upper Intermediate 2 *					L5 (Extended)
C1	Advanced 1 * 120+ hours	Can understand a wide range of demanding, longer texts, and recognise implicit meaning. Can express him/herself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed texts on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.	CAE	7.0 - 8.0	94 - 114	Level 6 (Expert)
C1	Advanced 2 * 120+ hours					
C2	Proficiency *	Can understand with ease virtually everything heard or read. Can summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.	CPE	8.5 - 9.0	115 - 120	

The hours of study indicated are approximate hours only. Some students may require more or less time to move from one level to the next.
* It is important to note that at this level of study the move from one level to another may represent a considerably longer period of study.

CEFR - Common European Framework of Reference
IELTS - International Language Testing System
TOEFL iBT - Test of English as a Foreign Language (internet based)
ICAO - International Civil Aviation Organisation

First Mondays



On the first Monday morning students are asked to report at the reception at 08:30 am. Once they have settled, they are given a Welcome Pack. The documents inside the bag need to be completed.

At 09:30 am students are taken on an orientation tour in and around the school. We introduce the students to our staff members. They are informed about Cape Town as a city, safety precautions, trips and tours available and more general information. The walk of the surrounding area of the school takes students to some of our favourite local eateries and shops, as well as nearby banks, pharmacies etc. Once back at the school, we take the student's pictures for their student card. Students will then join their first class around 10:30 am, depending on their level.

Recommended course start dates

18 Dec 2023, 5 Feb, 18 March, 29 April, 10 June, 22 July, 2 Sept, 14 Oct, 25 Nov

Placement test

You will be required to complete an online placement test prior to your arrival. After which your class and PSP schedules will be emailed to you.

About the lessons

Our teachers use a combination of activities and course materials to ensure that lessons are stimulating and that students get the most effective practice of the four skills of speaking, reading, writing and listening. A variety of communicative activities and language development games are used to build students' communicative competence and confidence.

IH Cape Town uses the National Geographic "Life" and "Outcomes" course books. We also have a comprehensive resource centre from which our teachers can supplement course book work with other materials.

Certificates and reports

In order to receive a certificate and course report at the end of their course, students have to attend 80% of their lessons. The Director of Studies personally checks attendance registers at the end of the week and students who risk exceeding the 20% 'allowance' are informed in writing.



Timetable



Classes start at 08:30am or 10:45am, Monday to Friday. Your timetable will depend on your placement level, the course and number of hours you have booked. Your timetable will be confirmed after your online placement test. It will include both lessons and PSP hours. You will receive this via email before your arrival. However, on your first day, please be at school by 08:30am.

Personal Study Programme (PSP)

In addition to the lesson timetable students will also be allocated PSP time. The PSP includes 20 min 1:1 each week.

PSP Timetable	8:30 am - 4:45 pm	Monday - Friday
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PSP is an opportunity for students to focus on their individual English needs, and reach personal goals more quickly, without the expense of 1:1 tuition. With the guidance of teachers, students choose what they want to work on, from a wide range of print and online resources. This could involve studying independently or in groups to practise speaking, revise grammar, build vocabulary, develop Business English skills, prepare for international exams, and so on. Teachers are available throughout PSP to support and encourage students as they map their own learning journey.

Exam preparation courses

IELTS and TOEFL

These courses are offered as intensive one on one lessons in the afternoons. Students wanting to take these exams in Cape Town are to book the exam before the course starts as the exam centres have limited spaces available.

Cambridge FCE, CAE and CPE

Courses are intensive, one on one lessons and focus on language skills and techniques relevant for each exam.



SECTION 5: ACCOMMODATION



IH Cape Town is privileged to be in one of most charming areas of Cape Town and to have accommodation within walking distance of the school. Given the diverse range of accommodation available within the suburbs of Sea Point, Green Point and Bo Kaap, you can be assured that every effort will be made to match your specific accommodation needs and budget.

All our accommodation suppliers follow the same standards of quality and facilities, and no matter where we confirm your stay with us, we assure you that it will be safe, comfortable, clean and within walking distance, or no more than a 20-minute bus ride, from the school. Accommodation bookings are from Sunday to Sunday unless requested in advance. Extra nights can be arranged on request. Please ensure that you have confirmed availability before booking your flights.

Accommodation arrangements are your responsibility unless you indicate that you wish to book accommodation with IH Cape Town on your registration form (Please check the Information Fact sheets for the specific details of your accommodation).

Student Lodge

This newly renovated grand and modern three story mansion has all the facilities you would expect from a top quality student lodge: Internet access, free Wi-Fi, BBQ area, and an on the ball travel desk. Relax in the lounge in front of the flat screen TV, cook up a storm in our self-catering kitchen, or grab a drink and play a game of pool in the funky entertainment area.

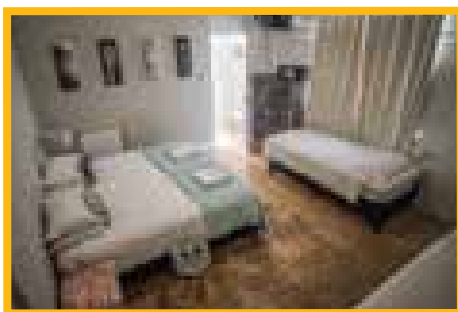
Choose from a variety of rooms, including mixed or female dorms, single bed dorms, and private rooms - some of which are en-suite for added comfort.

- Dorm rooms (4-10 people)
- 9 double en-suite rooms
- 2 Double Rooms with bathroom
- Private Family Room

A communal pool and braai (BBQ) area is open to all guests and shared working space is ideal for doing your homework.

The Dorm Rooms

- Unlimited free, fast Wi-Fi
- Coworking office
- Private twin/Double
- Affordable dorms
- Luxury dorm (no bunk beds)



Student Lodge

offers the perfect mix of social and chill vibes, with a communal kitchen, in-house bar, braai area, co-working office, and plenty of outdoor space including lounge chairs and a pool.

Our Rooms

With a range of private and shared rooms, guests return to the Student Lodge time and time again for a comfortable and unforgettable experience in Cape Town. The Student Lodge's hospitality, local knowledge, and welcoming atmosphere continue to rank the hostel among the top three choices in Africa.



Wifi



Laundry



DSTV



Furnished



Secure



Clean

Student Apartments



Situated in the most famous street in Cape Town, 106 Adderley Street is your premier address in the city. Our Student Apartments accommodate students with a “home away from home” feel, creating a wonderful base to explore the city.

All apartments are fully stocked with all mod-cons, perfect for student living. This includes:

- Bed, desk, cupboard
- DSTV
- Fully equipped kitchen, including a 2 plate stove, pots, pans, cutlery, crockery, kettle, fridge and microwave.
- All apartments have their own standard en-suite bathroom with a shower, basin and toilet.

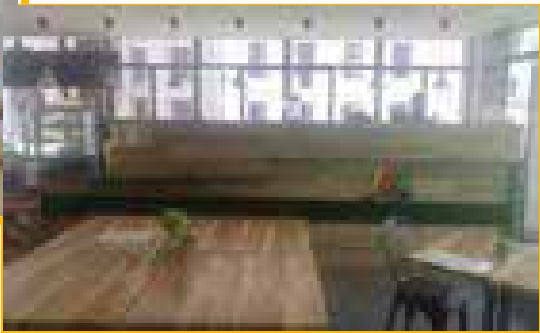
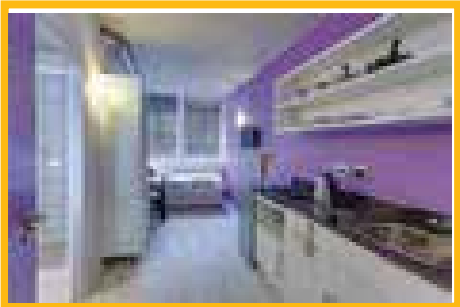
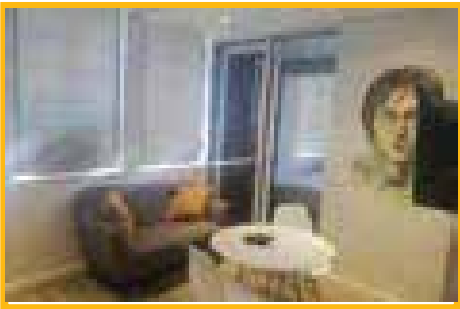
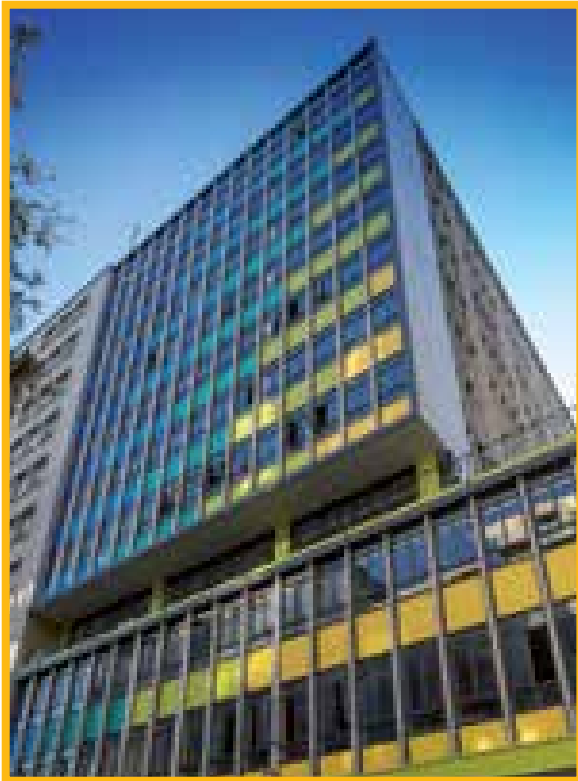
Everything you need is right on your door step, within walking distance to restaurants, shops and all main transport terminals. In addition there is a 24 hour security and a bio-metric access system for your safety and security.

City attractions:

Ideally situated for you to take advantage of the City's attractions:

- World renowned Green Market Square for arts and crafts.
- Explore the Company Gardens and feed the squirrels.
- Enjoy walking through the Parliamentary Precinct.
- Visit one of the numerous museums; Iziko Old House Museum, District Six Museum and the South African National Gallery.
- St. Georges Cathedral.

Or visit one of the numerous bars, nightclubs or restaurants on Kloof or Bree Street, all within walking distance of your accommodation.



Wifi



Laundry



DSTV



Furnished



Secure



Clean

Host family accommodation

This choice of accommodation is perfect for students who want to get to know the South African culture during their stay. You will be accommodated in a comfortable room. It is very important that the selection of the host family meets your individual requirements. We therefore ask you to send us as much information about yourself as possible.

Other features include:

- Dinner, Bed & Breakfast or Bed & Breakfast
- Standard-sized bed
with a weekly change of bed linen
- Wardrobe space
- House keys
- Internet access

Laundry can be arranged between students and families. However, laundrettes are available in this area.

To ensure your clients are placed with a suitable host family, we encourage students to always give as much information about themselves as possible and to fill out all personal information on our registration form. It is of great importance that they inform us of any illness or allergies they may have, as well as of any dietary or religious preferences.

Hotels, guesthouses and backpackers

Cape Town has a large number of reputable hotels from 5 star to the more trendy 2 and 3 star boutique and art hotels. The variety of guesthouses within the area gives our students the ability to live in a more luxurious type of individually-run guesthouse, with a more personal service for students to enjoy should they be interested. Cape Town is renowned for its backpacking industry, which is now moved onto greater levels and is often referred to as flashpackers. Within walking distance or a short taxi ride there are an abundance of these near IH Cape Town.

Please speak to us if you require any further information or recommendations.



SECTION 6: AGENTS AREA

Agent Agreement

A signed copy of both parties of this agreement should be returned to IH Cape Town before business commences.

The agent agreements can be mailed to you, please contact:

Gavin Eyre: gavin@ihcapetown.com

Welfare

Our Student coordinator is there to make sure that the students are comfortable in their accommodation and are in good health. They are also responsible for the extension of visas for our students, for general travel arrangements and to offer support with the formalities of opening bank accounts for long-term students.

Airport transfers

IH Cape Town provides a transfer service from Cape Town International Airport for students, regardless of the time and day of arrival. We include a free pickup service if your accommodation is booked with us. At a extra cost, we can arrange for a drop off as well. After collecting their luggage, students should pass through the Customs area. Please note that the students should not change money at the airport as this takes too much time and delays the transfer service.

Our airport representatives will be waiting for the students, holding a sign with "IH Cape Town" prominently displayed. Students should show the host family/hotel/school residence address so that our airport representatives can identify them easily. Please note: It is absolutely essential to send us the exact flight details (date, time, flight number) at least 7 days prior to arrival, to ensure that transfers can be arranged and host families know when to expect the students.

Transfer time from Cape Town International Airport to Cape Town: 30 minutes

If your client is delayed for some reason he/she can report to the Airport Information Desk who will inform us or our transfer service.

IH Cape Town offers a 24-hour emergency telephone number: +27-71-680-9508.

Welcome pack

All IH students will receive a **Welcome Pack on their first day of school**. The Welcome Pack contains a map, a guide with useful information and clearly states the layout of the students' first day at school as well as opening and closing times during the week.

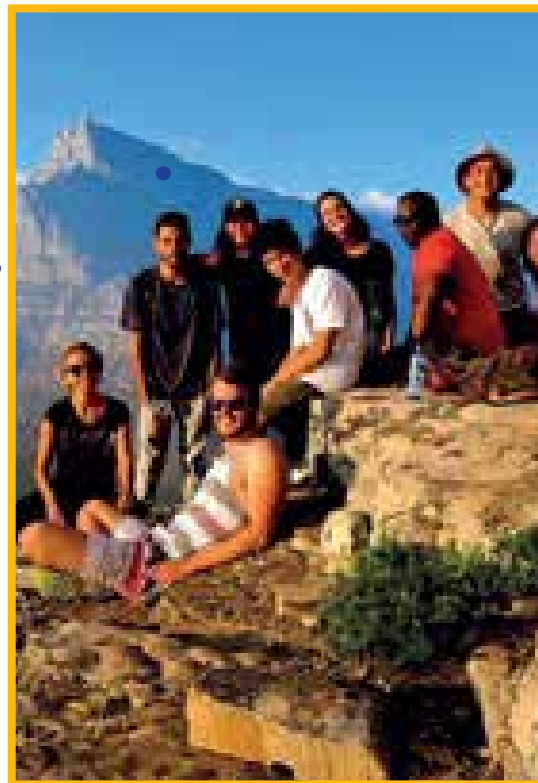
Booking information

Booking a course

In order to book a course with IH Cape Town, you would need to complete our registration form. Our terms and conditions needs to be signed by the student and sent back to us. Bookings can be emailed to our Administration Manager Candice Hanmer: candice@ihcapetown.com or info@ihcapetown.com

Commission

We offer our agents commission from the outset of the tuition on all our courses. For more information and details please contact us. Commission is reviewed from time to time depending on volume of business.



Booking procedure and confirmation

Once you have received the necessary registration form, terms and conditions and pricelist we ask that you fill the registration form out in full, read the terms and conditions and make sure the student understands and signs them. Upon receipt of the completed registration form at our school we will initially confirm your booking and subsequently send the confirmation letter and invoice outlining all the details of the booking and the amount in US Dollars or Euros (€).



Payment terms

Payment for each booking should reach our bank at least 21 days before the student's arrival and a copy of the bank transfer should also be sent to us to facilitate tracing of such a payment at our bank. All payments must be made in full and net of all transfer and bank charges.

Bank Account

Name of Account: IH Cape Town (Pty) Ltd
Name of Bank: First National Bank (First Rand Bank)
Adderley Street, Cape Town, 8001, South Africa
Account Number: 62876919625
Branch Code: 201409
Swift Code: FIRN ZAJJ

General policies



Cancellation and refund policy

You may cancel your booking provided you do so in writing to Ih Cape Town, who must receive it no less than 21 days before the start date. In such an event, any fees you have paid will be refunded, except for the registration fees and one week's tuition and (where applicable) accommodation fees (such fees being specified on the price list). A full refund of all fees (less delivery charges) will be made in the event of a visa refusal provided you send written notice to Ih Cape Town including documentary evidence of such refusal. If a course is terminated after the start date or failure to start on the designated registration date, no refunds will be given on tuition and accommodation.

Course Credit due to COVID-19

During the COVID-19 pandemic we have made the following payment rule changes: For course deferment or cancellation after payment has been made. This will be applicable to any future pandemic and not just subject to COVID-19. International House Cape Town will offer a credit on both course and accommodation so you can take your course anytime before December 31st, 2025. Credit is transferable to other students. Credit can be exchanged for online classes not subject to just COVID 19.

Extension policy

It is our policy that commission will be credited to our agents for all and any extensions their clients make whilst here in Cape Town. We will charge the client directly at the school for all extra courses that the client books, and credit your account with the commission. This will be offset off the next booking/payment made.

SECTION 6: AGENTS AREA



School/Accommodation House Rules

School/accommodation House Rules are provided at the start of your course. Any student booking a course/accommodation accepts and agrees with such rules. No refunds will be considered for any student who is asked to leave their course/accommodation for reasons related to the violations of these rules.

Theft of Personal Injury

WE STRONGLY ADVISE all students to acquire travel and medical cover prior to arrival. IH Cape Town cannot be held responsible for the loss or damage to any student's possessions, nor be held liable for any personal injuries incurred before, during and/or after any course, during any stay in accommodation provided, or any excursion, outing or trip organised or suggested by IH Cape Town.

General Data Protection Regulation (GDPR) & Protection of Personal Information Act (POPI ACT)

The students agree to the processing of their personal data by the school in line with the school's policy and principles of the GDPR and POPI ACT for the purposes of being enrolled, placed and supervised as a student of IH Cape Town (Pty) Ltd.

Occasionally we photograph or film student activities at the school or on our social programmes to share via social media platforms like Facebook, Twitter, Instagram or Pinterest. These may be used for promotional purposes. At orientation, the students give us the permission to use the images and videos for promotional purposes.

Nationality mix

To give an indication of which students come from which countries to Cape Town schools, we can provide the following information as a guideline. The "nationality mix" differs somewhat from year to year, and especially from season to season, with the summer figures often being quite different from the winter figures.

However, we hope that this overview will be of help.

Percentage of bookings:

Africa	20%
Western Europe	16%
Eastern Europe	5%
Asia	5%
South America	18%
Middle East	26%





Contact Details:

1st Floor, 105 Long Street, Cape Town, 8001, South Africa

Telephone: +27 (0) 21 206 8821

WhatsApp: + 27 (0) 67 217 8363

Email: info@ihcapetown.com

Website: www.ihcapetown.com



**International
House
Cape Town**