

# 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.

完全版テキストはレッスン前に“教材名”を講師に伝えてください。

(リンクだけ送っても講師には伝わりません。)

伝え方：スカイプチャット or 予約時のコメント欄に記入

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\_\_\_\_\_ 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
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## 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?

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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

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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.

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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](http://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!

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### Answer Key

1. work
2. 6:30
3. placement
4. school

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10. C