

# FAQ

## General Questions

How can I contact Skillzzbox?

Please contact us through [hello@skillzzbox.com](mailto:hello@skillzzbox.com) or the contact form.

How does the payment system work?

All payments are processed via PayPal to insure maximum safety. At the moment of booking, the money transaction will take place.

How long is a lesson?

A lesson is 45 minutes.

What currency do you use?

All transactions are in U.S. dollars (USD). Please check with your bank or other payment instate if any fee applies.

## Questions for Teachers

What are the requisites I need to teach at Skillzzbox?

You can use all common electronic devices for teaching with Skillzzbox, such as laptop, computer, mobile phone or tablet, a good internet connection and a webcam and microphone (we recommend headphones). Additionally, you need a Zoom ID, as the video lesson will be done through Zoom (Please go to [zoom.us](https://zoom.us) for further information). Additionally you require a PayPal account.

Do I need any certificates as a language teacher for teaching at Skillzzbox?

No, no teaching certificate is required to teaching at Skillzzbox. The rating and comment functions ensure a high transparency on quality. Good teachers can easily be identified, no matter she/he is holder of a certificate or not.

How does teaching with Skillzzbox work?

Skillzzbox is a platform which connects teachers and students all over the world. All lessons are booked and paid through the platform. As a teacher, you create an account and a profile where you offer language teaching at your conditions. Students will then book you through the platform. The language lesson itself will be hold in a virtual classroom through Zoom (please visit [zoom.us](https://zoom.us) for further information).

What do I do if my student misses the lesson?

If the student does not join the lesson within 20 minutes of the scheduled hour, you can close the session and will still be paid out for the whole lesson. If she/he joins within the first 20 minutes, please hold the remaining part of the lesson. The lesson still finishes as booked, the student has no right to be taught for the missed time.

What happens if I miss my lesson?

If you miss your lesson, the student will be refunded. Please be aware that you have to pay a fix fee of USD 10 for the inconveniences (please find the relevant information on the [pricing](#) terms). If you are late and the students accepts to still run the lesson, you will have to teach the whole booked time (45 mintues).

Can I reschedule a lesson?

No.

Is there a minimum and maximum rate for the lesson?

Yes. The minimum fee for a lesson is USD 5. Except of this limitation you are free to set your price per lesson. Please be aware that there are commissions and charges you need to pay to Skillzzbox and to payments services according to the pricing terms.

How can I share my screen?

Please use this [instruction](#) from Zoom for further information.

Where do I find my Zoom ID

Please use this [instruction](#) from Zoom for further information.

Do I get a form stating my lessons for the tax authority?

No, Skillzzbox will not issue any forms for your income declaration. You are solely responsible for your records. Please consult your local tax expert for any further questions.

How often does Skillzzbox pay out?

Skillzzbox pays out on a regular basis which will be twice a month. Payments are processed through PayPal. So ensure to keep your Paypal account updated.

### **Questions for Students**

Which time zone do the booked lessons correspond?

Skillzzbox uses the time zone you select in your settings. The schedule is automatically converted into your time zone saved in your profile.

What are the technical requisites that I need to attend lessons through Skillzzbox?

You can use all common electronic devices with Skillzzbox, such as laptops, computers, mobile phones or tablets, a good internet connection and a webcam and microphone (we recommend headphones). Additionally, you need a Zoom ID, as the video lesson will be done through Zoom (Please go to [zoom.com](https://zoom.com) for further information about it).

Can I reschedule my lesson?

No.

What happens if I do not show up on the scheduled lesson?

In any case, you will be charged for the lesson (no refund possible). The teacher will wait for a maximum of 20 minutes, where you can still join the lesson and use the remaining time of the booked class. In case you do not show up within the first 20 minutes, the teacher will close the lesson and will still be paid for it.

Why don't you offer 20- or 30-minutes trial lessons?

Language learning takes time and we are convinced that it needs at least an hour to know to decide if you do not want to continue. We recommend that you only book one lesson for the first time with a new teacher and only after that book several hours at once. Additionally the rating and comment functions will help you to find the right teacher.

How can I cancel my bookings?

Lessons cannot be cancelled.

What happens if the teacher does not show up?

If the teacher is not in the class room within 5 minutes after the starting time, you can contact Skillzzbox support within 2 days by using the contact form. Skillzzbox refunds the payment for the class after consulting the teacher. Charged PayPal fees for the refund are at the expenses of the student. In case of disagreements print screens from the virtual class room incl. a time stamp helps. So we recommend you to make print screens in case the teacher does not show up.

What happens if the teacher is not offering courses anymore but I still have some bookings with him/her?

Those lessons are treated as no-shows of the teacher and are refunded.

The language I would like to learn is not listed. Why?

Teachers can choose any language they wish to teach, but as a student you only find the languages which do have at least one teacher offering it. This is for your convenience.