

## **STUDENT USER GUIDE**

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## 1.0 GENERAL INFORMATION

### 1.1 Definition of Terms

- A. Credit Points** – We use a credit point system. One credit point is equivalent to one class of 25 minutes long. Credits points can be purchased in different packages and will expire after one year from the date of purchased. It is transferable with some restrictions.
- B. Schedule** - This is the class that you booked with your tutor. The schedule will have the time and date of your class schedule. Students are encouraged to double check their requested class session to avoid conflict. You may cancel your schedule provided you give your tutor 24 hours before your class starts.
- C. Class History** – These are your previously conducted class sessions with your tutor. Lessons taken, tutors comments and evaluation are all available from this module.

### 1.2 What to Remember

- A. Credit Points Expiration Date** - Check your notification located on the left sidebar of your dashboard of your account summary.
- B. 24 Hour Cancellation Notice** - Students are only given 24 hours to cancel their scheduled class session with their tutors. Otherwise, it will be forfeited and automatically be deducted to the student's credit points.
- C. Two Free Trial Lessons** - New students are initially given two credit points to try our service. Make sure to take advantage of this offer.

## 2.0 STARTING A NEW CLASS

### 2.1 Steps to Follow

- A. Class Schedule** - Check your class schedule on the "**Today's Class**" box located on the sidebar panel or in the "**Class Schedule**" tab located at the top of the dashboard.
- B. Skype** - Login to your Skype using the Skype ID that you used when you register. Get your headset ready and expect a contact request from your tutor. Wait for your tutor to introduce himself.
- C. Getting to Know Your Tutor** - Introduce yourself to your tutor. We encourage both the tutor and the student to feel comfortable with each other. Your tutor

will initially guide you through the process. Feel free to engage with your tutor, let him know what you want to accomplish and what you expect to learn.

## **2.2 New Students**

- A. Your First Class** - If you are a new student and you are booking your first class session, you will have to wait for the supervisor or your tutor to confirm your booking. You will be notified by email or via Skype for booking confirmation.
- B. Free Trial Lessons** - You may use your two free credit points to start booking a lesson with the tutor.

## **3.0 SELECTING A TUTOR**

### **3.1 Booking a Tutor**

- A.** Go to the booking section/tab located on the top navigation of the student panel. Tutor's names are displayed in alphabetical order. You are now ready to select a tutor from the list provided.
- B.** To view the profile of the tutor, click "**View Profile**" button.
- C.** To select and book a tutor, click the blue "**Select**" button. The selected tutor's schedule will then appear at the bottom of the page. You can now check whether the tutor is available or not.
- D.** If the tutor is available, you are now ready to book your lesson. Pick an available date to schedule your lesson and click on the "**save**" button to confirm your booking schedule.

## **4.0 CHOOSING YOUR LESSONS**

### **4.1 Tutor Evaluation**

- A.** Initially, the tutor will conduct a sample class to determine the lesson that you need to take. Your tutor will suggest the lessons based on your current English skill level and your needs. You may also pick a lesson from our curriculum page and request your tutor to teach you that particular lesson.

### **4.2 Curriculum**

- A.** We offer a wide selection of lessons for you to choose from. Go over the list and decide which one is best for you. If you need to learn a specific lesson and is not on the list, please inform your tutor. We will gladly customize a lesson for you.

## **5.0 BUYING NEW CREDIT POINTS**

### **5.1 Steps to Follow**

- A.** Go to the "**Book Classes**" on the top bar. Your account summary will then be displayed.
- B.** Click on "**Buy Credits**" button. This will redirect you to the different credit packages available to you for purchased.
- C.** Choose a Credit package and click on the "**Purchase**" button. You will be redirected to a secure Paypal page.