

# Chapter 1 Introduction

**Overview→Target Users→Features**

## <Overview>

Founded by Chinese and American investors, italki has now become one of the biggest online language learning platforms with more than one million learner members and one thousand teacher members from over two hundred countries and regions. On italki, users can not only get access to native language teachers and professional language products, but also make friends with overseas users, share learning resources and receive help in the online community.

## <Target Users>

- ✓ Learners that want to improve their language skills
- ✓ Teachers that want to offer language services

## <Features>

### Language

#### Teachers



#### 1) high-quality language teaching

- ✓ Professional teachers
  - >teaching certificate
  - >university language professors
  - >experienced in language teaching
  - >language tutoring and oral practicing

- ✓ Multiple languages available
- ✓ Personalized learning scheme
- ✓ One-for-one online video teaching

#### 2) reading and sharing

- ✓ Read language learning articles written by teachers in “Community”-“Articles”

**Language  
Community**

**1) language partners**

- ✓ Become language partners with foreign users
- ✓ Learn native languages through communication
- ✓ Make friends with foreign users

**2) composition revision**

- ✓ Release compositions in “Community”-“Notebook”
- ✓ Invite native language users to revise
- ✓ Revise other users’ compositions

**3) discussion**

- ✓ Initiate or participate in discussions in “Community”-“Discussions”
- ✓ Ask or answer questions in “Community”-“Answers”

# Chapter2: For Language Learners

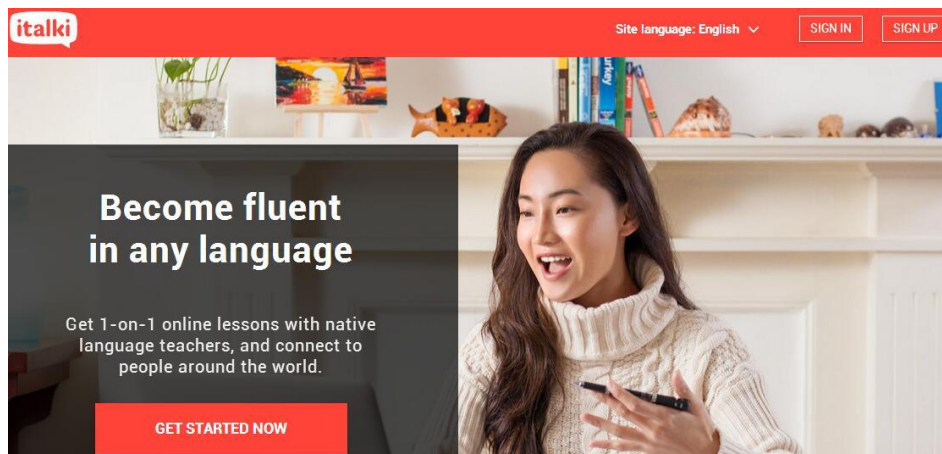
Create an Account → Buy italki Credits → Find a Teacher → Book Lessons

< Create an Account >

## Step one: sign up

Click : <https://www.italki.com/home> to visit italki.

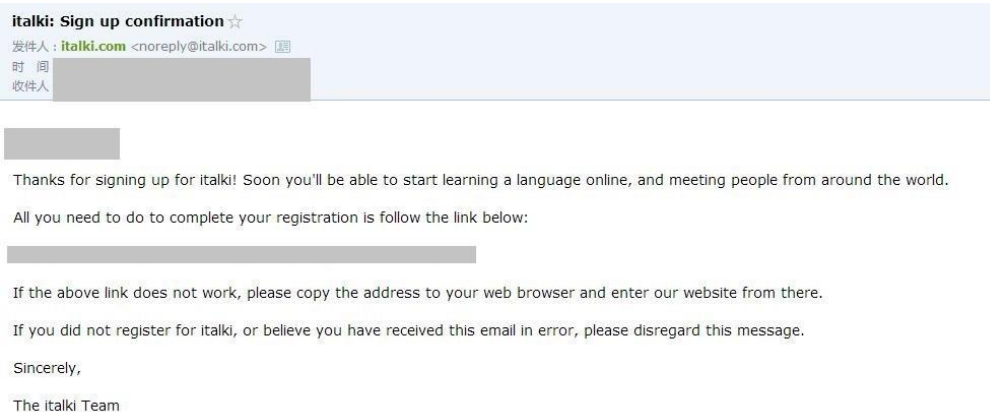
You need to create an account and complete your profile firstly. Click “SIGN UP” on the top right of italki main page to get started.



You need sign up with an email address or you may quickly sign in with your Facebook account.

## Step Two: confirmation

Then you will receive a confirmation email from italki and follow the link inside to complete your registration.



## Step Three: user investigation

Then the webpage will jump to the user investigation page and you just need to fill in a few things to get started.

The screenshot shows the "Welcome [redacted]!" page. Below the welcome message, there are three tabs: "Languages", "Time Zone", and "Preferences". The "Languages" tab is active. It contains two questions: "Which language are you learning?" with a dropdown menu showing "English", and "What is your native language?" with a dropdown menu showing "Chinese (Other)". To the right of each question is a brief explanation. At the bottom right, there is a red "Next" button.

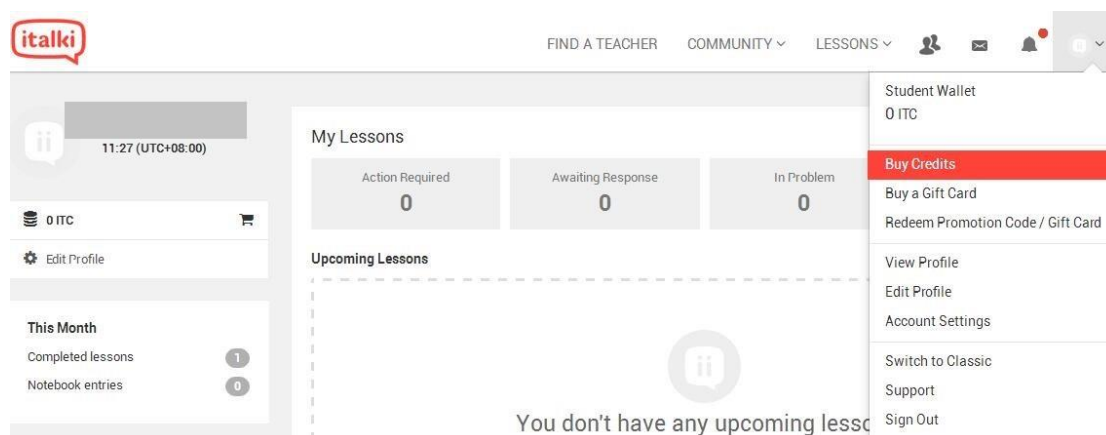
Then complete your profile, including your profile picture and introduction.

The screenshot shows the "Account Settings" page. The left sidebar has tabs for "Account", "Privacy", and "Notification". The "Account" tab is active. It contains fields for "Membership" (with a link to "Become a Premium Member"), "Email", "Password", "Personal URL", "Display Language" (set to "English"), "Time Zone" (set to "UTC-06:00 Central Time (US & Canada)"), "Currency" (set to "USD"), "Time Format" (set to "12H"), and "Third-party accounts" (with a "Facebook" account listed and a "Connect" button). The right sidebar shows a list of settings: "Teacher Wallet" (1258 ITC), "Student Wallet" (576 ITC), "Buy Credits", "Buy a Gift Card", "Activate Promotion Code / Gift Card", "View Profile", "Teacher Settings", "Account Settings" (highlighted in red), "Switch to Classic", "Support", and "Sign Out".

## <Buy italki Credits>

italki credits (ITC) are a virtual currency that is used to pay for teachers and tests on italki. ITC are pegged to the US Dollar:

**10 ITC = 1 US**



How to Purchase ITC	1, <b>Quick Link:</b> <a href="https://www.italki.com/purchase">https://www.italki.com/purchase</a>
	2, When logged in, click on the <b>Buy Credits</b> button in the top-right drop down menu
	3, When signed in, click on the <b>shopping cart</b> icon next to the ITC icon in the left of the page
Payment Methods	Credit Card, Alipay, Paypal and other forms
Processing Fee	Varies among different payment methods

This processing fee is deducted by our payment partners. We recommend purchasing more italki Credits (ITC) at one time to reduce the processing fee.

## <Find a Teacher>

Find a teacher for the language you want to learn. With thousands of teachers, you'll easily be able to find a teacher that fits your needs and learning style. You can log in the dashboard and click "FIND A TEACHER" button to select or follow the **Quick**

**Link:** <https://www.italki.com/teachers>.

italki offers two types of teachers: Professional Teachers and Community Tutors.

	Professional Teachers	Community Tutors
<b>Overview</b>	Teaching professionals that have been trained in foreign language acquisition	Native speakers who can help you learn a language
<b>Lessons</b>	<ul style="list-style-type: none"> <li>Professional lesson</li> <li>Prepared</li> <li>Structured</li> <li>Specialized</li> <li>Informal tutoring or speaking practice</li> </ul>	Informal tutoring or speaking practice
<b>Qualifications</b>	At least one of the qualifications below: <ul style="list-style-type: none"> <li>Professional teaching experience</li> <li>University degree in education</li> <li>Teaching certification (i.e. CELTA or TESOL)</li> </ul>	No
<b>Hourly Rate</b>	Professional teachers charge relatively higher than community tutors	

Enter information in those searching boxes and click “Browse” button to bring up a list of teachers which match your requirements.

The screenshot shows the italki search interface. At the top, there's a search bar with "Teaches" and "Availability" dropdowns, and a red "Browse" button. Below the search bar, there are more filters: "Teacher speaks", "From", "Hourly Rate", "Tags", and "More". A tab bar shows "All (2260)", "Professional Teacher (1134)", and "Community Tutor (1126)". A tooltip explains that Professional Teachers are certified professionals, while Community Tutors are native speakers. Below this, the profile of Susana Tamashir is shown. She is a Professional Teacher of Spanish with 1733 lessons. Her hourly rate is 200 ITC (130.94 CNY), and she offers a 30-minute trial for 70 ITC (45.83 CNY). A "Bookmark" button is next to her profile.

Generally, lessons are to be scheduled several days from now. Another option is **Instant Tutoring** which allows you to hop directly on and starting learning with a teacher right away! Just select "Available Now" in the dropdown menu and get started!

You can browse profiles of teachers to select a teacher. Also, you may bookmark your candidates and make decisions later.

## <Book Lessons>

### Step one: select a lesson

Click on the name or profile picture of a teacher to entry the Teacher Profile page where you can book professional lessons or trial lessons.

The screenshot shows the Teacher Profile page for Anthony I. He is a Professional Teacher from Chicago, United States, teaching English. His profile includes a "Switch to User Profile" button, a "Bookmark" button, and a "Share" button. He is currently online. His location is New York, United States, with a time zone of 00:16 UTC-05:00. His rating is 4.9 stars, with 140 students and 472 lessons. He has language skills in English and Spanish. His teaching specialties include Beginners, Children, Teenagers, Business, Test Preparation, IELTS, TOEFL, TOEIC, and FCE. He has been a teacher since Feb 02, 2016. On the right side, there are two options: "Trial available 120 ITC/30 minutes" for 78.54 CNY, with a "Book your trial lesson" button, and "Starting From 240 ITC/hour" for 157.08 CNY, with a "Schedule Lesson" button. A "Contact Teacher" button is also present. A "100% Satisfaction Guarantee" badge is at the bottom.

There are three types of lessons that are available on italki: professional lessons, informal tutoring and trial lessons. You can even book customised professional lessons.

2. Please choose a course or service

Professional Lessons

**EXAM PREP: ACT, SAT, CAE, CPE, FCE, GMAT, GRE, IELTS, PET, TOEFL**  
 ACT, SAT, CAE, CPE, FCE, GMAT, GRE, IELTS, PET, TOEFL Exam Prep Lesson Content: 1.) Reading, 2.) Use of English, 3.) Writing, 4.) Listening, 5.) Speaking, 6.) Exam, and 7.) Evaluation 21 lessons, o...

**Beginner / Intermediate / Advanced**  
 English Lessons Specific to Your Level 1.) Beginner: All ages will learn the basics of English. This is a fun and easy course. All ages, 1-81 will learn. Each lesson is specifically adjusted to the s...

**Family Class (Save \$\$\$!!!)**  
 Talk, Talk, Talk!!! Enjoy learning English with your mate, or other members of your family. Imagine having an entire family that speaks English. This opens opportunities immediately that are unreachab...

**Global Business Communication**  
 Professional English for Worldwide Business This course is designed for the Individual Professional Business Person and Corporation's Employee training needs. Be prepared to engage in International B...

## Step Two: book lessons and check out

Tutoring fees vary among lesson types, class length and course amount (book course package will get discount). You just need to add date/time and choose a communication tool (Skype is frequently used) for your lessons and then check out. Everything is settled now!

Language & Courses Lesson Options

3. Select lesson length

30 minutes 150 ITC	<input checked="" type="checkbox"/> 60 minutes 240 ITC
90 minutes 360 ITC	

4. Select single lesson or package

<input checked="" type="checkbox"/> Single Lesson 240 ITC	10 x 60 minutes 2350 ITC <span>SAVE 2%</span>
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Checkout  
 Beginner / Intermediate / Advanced  
 English

Total Price  
**240 ITC**

Checkout and Schedule

italki teachers will respond to your request within 24 hours. If your class request is accepted, you just need to log up Skype at scheduled time and start online learning. Otherwise, you have to book another lesson. All notices will be sent to your e-mail box.



# Chapter3 For Language Teachers

**Requirements→Application→Notes**

## <Requirements>

Professional Teacher	Community Tutor
<p>Language proficiency: native speaker or advanced level (C2)</p> <p>Possess at least one of the following documentations:</p> <ul style="list-style-type: none"> <li>✓ Documents showing your experience as a language teacher</li> <li>✓ Bachelor's degree in education or above</li> <li>✓ Teaching certificate (e.g. TESOL)</li> </ul>	<p>Language proficiency: native speaker or advanced level (C2)</p> <ul style="list-style-type: none"> <li>✓ Excellent in language speaking</li> <li>✓ Enthusiastic in language teaching</li> <li>✓ No certificate required</li> </ul>
<p><b>Please do:</b></p> <ul style="list-style-type: none"> <li>-&gt;Communicate with students promptly and attend lessons reliably</li> <li>-&gt;Treat students with professional courtesy at all times</li> <li>-&gt;Maintain your profile, services, and availability to keep it updated and accurate</li> <li>-&gt;Report problems or violations to italki support staff - we're here to help</li> </ul> <p><b>Please don't:</b></p> <ul style="list-style-type: none"> <li>-&gt;Publicly post or request private contact information like Skype or email</li> <li>-&gt;Request or accept payment outside of italki's payment system</li> <li>-&gt;Use italki as a way of advertising or recruiting for other services</li> <li>-&gt;Offer free lessons, except to students you know well</li> </ul>	

## <Application>

### Step 1 complete online teaching application

Log into your italki account and click on "I'm interested in teaching" or click on this direct link <http://www.italki.com/teacher/apply>. Follow the links to complete your

online application after reading the contents.

## Step 2 application reviewed

Your application will be reviewed by italki within 2 weeks after it is submitted. You will receive an email and a notification once your application has been accepted, then you may complete your information. Any changes you make to your profile photo, video, and other information must be first approved by italki staff before they will be displayed on your profile.

When completing your information, please include the following:

1. A "display name" that suits you.

The online application will ask for y a "display name". This does not need to be your real or legal name, but it should be a name that you expect your students to call you.

Acceptable "display names":

"Mr. B", "Teacher Marie", "Chen Yifei", "Kathy"

Not acceptable:

"TOEFL Teacher", "anime451", "English Tutor"

2. A well-chosen profile picture
3. Accurate language levels for what you will teach and what you already speak.
4. A written introduction about yourself and what you can offer to students.
5. A video introduction to yourself and your lessons (you must speak in every language in which you are C2 or "native" level).
6. (for professional teaching applications) Documentation of training or experience as a professional educator

### <Notes>

- ✓ Language proficiency: native speaker or advanced level (C2), see <http://support.italki.com/hc/en-us/articles/206352078>
- ✓ Persistent internet connection with an connection speed of at least 2 Mbps
- ✓ Use external microphone and capture to ensure high-quality audio and video.

# Chapter4: More Information

## <italki Notebook>

In the Notebook feature on italki, you can write in the language you are learning, and get helpful corrections from native speakers. You can also browse other learner's Notebooks, and help them learn your native language by correcting their notebooks.

Quick Link: <https://www.italki.com/articles>

## <Internet Connection Speed>

- ✓ Speed test: <http://www.speedtest.net>
- ✓ Tips on speed: <http://www.wikihow.com/Maximize-the-Speed-of-Your-Internet-Connection>

## <Online Communication Tool>

italki supports online communication tools such as Skype, FaceTime, QQ and Hangouts. Skype is used by most language learners and teachers on italki to communicate. You can chat using text, voice, and video via Skype. Download Skype: <http://skype.gmw.cn/download/>.