

1. Will I get a certificate at the end of the course?

Yes. To get a certificate, you must pass the course (meeting minimum participation and language grade requirements) to get a certificate.

2. Is this an 'online' course?

Yes. myEnglish is designed to give you flexible and convenient study options. You will be supported by a teacher throughout the course and interact with classmates so you will be part of a classroom community. You will take part in self-access online activities and Live Online Classes.

3. What benefits will I gain on this course to help me with my profession as a teacher?

You will not only develop language skills (listening, speaking, reading, writing) but you will also develop 21st century or soft skills, including time management and digital literacy. Additionally, you will benefit from experiencing what it is like to study on a cutting-edge online course. This should help you develop confidence in using information & communication technologies for yourself and in the classroom. You will experience a communicative approach to teaching and student-centred learning in action, which will increase your own confidence with such approaches in the classroom. You will also develop the tools to be a more self-directed learner, therefore you will be more able to continue learning on your own with an understanding of strategies for learner autonomy that you can share with your students.

4. What are the online activities I will have to do on the course?

It is a very convenient and flexible way of learning. You will have online activities to complete which involve learning and practising new language, and then putting what you have learned into action through speaking and writing. You learn online, in your own time, but with the regular guidance, and support of your teacher. You access your course content on our website, which has high quality British Council learning material. Your teacher will also give you constructive, individual feedback by correcting your mistakes and giving you suggestions for improvement (see point 8 for details).

5. How do the Live Online Classes take place?

Live Online Classes will be scheduled at a fixed time every week, you come online and meet your teacher and classmates in real-time. The live classes are always taught lessons; during every session you will have a specific topic or objective and your teacher will guide you to practice your communication and language skills. You can speak to your teacher and classmates via videoconferencing, do interactive activities and practise speaking and listening. We use an advanced video conferencing tool called Zoom. Zoom is a free tool that you can easily access and online, and you can even download the app to your smartphone. You don't need to buy any extra software; we will just share the classroom link with you.

6. Can I see or contact the teacher whenever I want to?

During your course, you see the teacher online (via video conference) each week. Also, you have 24/7 access to the course website, where you can post a question for your teacher any time. You will also be able to email your teacher at any time. Your teacher will reply as early as possible and at the latest within two working days.

7. How will I practice my speaking?

Speaking is an important skill and we focus on this in our courses. In a myEnglish course, you get regular and meaningful speaking practice in the weekly Live Online Classes. You can also practise speaking using the website, where you learn new vocabulary, grammar, pronunciation or skills and then record your voice and send the recording to your teacher for correction. We have a weekly video focus on pronunciation with related tasks, too.

8. Will I meet my teacher and classmates?

Yes, you meet your teacher and classmates during the Live Online Classroom. You interact with them constantly on the course website as you take part in discussions and activities online.

9. What is the course content?

We study useful skills and language through a variety of topics. The language can be applied in many different situations too. The language and skills covered have been carefully selected for each level to ensure you improve your English language ability.

10. How much will I have to study on this course?

Depending on how much time you wish to spend on your studies, it involves approximately 50 hours of study in total. You need to complete 60% of the course in order to pass. If you take full advantage of all the tasks and resources available to you and attend all your classes, that's approximately 5 hours of study per week.

11. How much computer knowledge do I need to do this course?

Just the basic functions: turning it on and off, opening a website, downloading documents and word processing (e.g. MS Word).

12. What are the technical requirements for the course?

You need access to a computer (desktop, laptop or tablet computer) and a good speed internet connection (preferably broadband speed). A pair of headphones and a microphone is essential for the virtual classes.

13. How will I know if I have progressed?

You get plenty of individual feedback from your course teacher. Written and oral feedback is provided as part of our continuous assessment. In addition, you get instant feedback when doing the activities on the course website (e.g. you get to see the right answers and the grade), so you can also track your own progress. You will also receive a mid-course report and end-of course report that highlight your progress and areas of improvement.

14. Why isn't this course face-to-face?

myEnglish courses are designed to be more flexible and convenient and available wherever you are. We appreciate that people have busy lives and are unable to travel to learn, but would still like to benefit from an interactive course experience. You can study from the comfort of your home, while still getting quality teaching and guidance.

15. Is there a textbook?

No, you don't need to buy a textbook. All the material you need is on the course website. We give you a Student Book (Soft copy) that contains information about the course and support for studying online. We also provide free grammar and vocabulary reference books for you to download and help you gain fluency when speaking.

16. Are there any tests during the course?

We do not have formal tests, but continuously assess you through your speaking and writing in classes and on the course website, as well as monitoring your progress in the online activities.

17. What if I cannot attend a session?

We understand that you may have a busy professional or student life and that you may miss a session or so. But there are some minimum attendance requirements. You should check the dates before committing to a course.

Component	Minimum attendance/completion requirement
Online activity completion	60%
Live online classes	8 out of 12 hours

20. What if I fall sick?

Please refer to the [terms and conditions document on the website](#).

21. How interactive is the course?

The course is very interactive. In the online classes, students use webcams and microphones, so you can see your teacher and your classmates and interact. We also use group and pair work in private 'breakout rooms' during the class that the teacher monitors, so you get quality practice time. In your online activities, you get immediate feedback on your answers. You also interact with your teacher and classmates on course forums several times a week where you practice the language you have learned in real-life situations. You are also learning with a group of like-minded course mates throughout the course, so our students report a sense of community and support.

22. Do you get personal attention and individual help on your course? Is it easy to get help with any questions or issues?

Because you are working as a class member, with the same group of course mates, and this is a teacher-led course, our students report the same experience and benefits as taking a face-to-face class. Video-conferencing ensures that this is a face-to-face experience during our online classes, and the teacher can immediately respond to your needs. Because you are also working in a flexible way through online activities, you get much more one-to-one attention from your teacher who gives you regular personalised feedback on your written and spoken skills to help you improve where you need to. We also provide a language help forum to answer all your doubts. Your teacher is also available through our website forums and email to give you support and answer your questions.

23. How will I manage the self-access side of the course? How will I manage my time and stay motivated?

We ensure that our course is based on fun, interactive course content. You get regular guidance on how to make the most of the course and develop independent study skills. Because most of your course can be accessed at your convenience, you can plan your week ahead and do your coursework at times to suit you. You will have a dedicated teacher for the course who is available to help in classes, by email and on the course forums. You will get to know your peers in classes and on forums and our students are very supportive of each other. Additionally, you will get mid- and end-of-course reports with individualised feedback from your teacher to help you stay on track and our website offer a downloadable progress report to help you keep track of your learning.

24. How will I manage the technical side of taking the course?

If you can use social media, use the internet and basic programmes such as Word, you have the skills you need to take the course. You will also need a good broadband connection and access to a webcam and microphone. There is technical help available through our course website and our video conferencing platform, as well as the on-going support of your Student Advisor, teacher and course mates. All students receive a Student Book which also covers troubleshooting tips for technical issues you may face.

25. Will I improve my speaking and language skills?

You get detailed feedback on your writing/speaking from your teacher to help you improve, and also learn from the feedback given to your classmates. You have the chance to read and write a

variety of different forms of written communication, as well as do listening and speaking practice for a variety of real-life situations. To speak and write well, you need to be a good reader and listener, as well as knowing a range of grammar and vocabulary – myEnglish has all of this. Good communicators should be able to talk about a variety of subjects and we cover a wide variety of topics on the course.

26. How memorable and useful is the course content?

This course will help you improve in all four skill areas (Listening, Reading, Writing and Speaking) and increase your grammar and vocabulary knowledge. The entire course is presented and practiced through real-life contexts which makes it memorable and will help you to apply what you have learned instantly outside the classroom. As we believe 'practice makes perfect' you can complete the online exercises as many times as you like until you are satisfied you can understand. Through our online forum activities, you will personalise the language you learn to talk about yourself, your life, your work, your interests and your needs and choose whether to do this in written or spoken form. Each course also covers skills relevant to the workplace and beyond such as interpersonal communication, presentation skills, group discussion, time management, interview skills, independent learning, digital communication, writing style and accuracy, and accuracy and fluency in speaking and pronunciation. Our former students have given feedback that taking the course has improved their confidence and communication skills at work and in their studies.