

# Frequently asked questions (FAQ's)

## Course structure and content

### Q: How does the course work?

**A:** The Spoken English course goes into the complexities of extensive speaking practise, strategies and techniques and helps you perform well in specific areas such as interviews, presentations, extempore etc. This course is for those students who have very specific needs. This could be cracking an interview or delivering a powerful presentation with confidence. You practice speaking extensively through a variety of topics.

You study through live online classes and online activities. There are 22.5 hours of live online classes with a teacher and self-access learning through digital tasks. The duration of the course depends on whether you'd like to study intensive or over a longer duration of time. You will need to complete a set of digital tasks each week at your own pace. You will attend the live online classes with the teacher as per your weekly course schedule. Usually, classes are held either two or four times a week for one and a half hours.

### Q. How do I sign up for a course?

**A:** Click on Register Now, fill up the registration form and select the batch details from the drop-down options available. You will then proceed to checkout and need to make the payment. You will receive a payment acknowledgement on your registered email id and link to take an Online Level Check. The online level check has to be completed within 48 hours of receiving the link. Once you complete the online level check you will be assigned the class. You will receive an emailer with the zoom link for your class

### Q. What are the payment options available?

**A:** We accept only credit card payments, once you complete the payment you will receive a confirmation on the screen that the payment is successful.

### Q: How do the course levels work?

**A:** Spoken English is available at Pre-Intermediate, Intermediate and Upper-intermediate levels. Each level has two modules. Each course or module has 22.5 hours of live classes and self-access learning through online tasks. At each level, you can do the modules in any order. You can complete a full level by completing the two modules e.g. you could take both modules together or one at a time.

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## **Q. What courses can people at an advanced level do?**

**A:** We can give you the option to register for an Upper-Intermediate level course as this will help you to develop your confidence in speaking, improve fluency, pronunciation, and vocabulary

## **Q: Is this course for adults?**

**A:** Yes, the Spoken English course is for adult learners, i.e., those over 18 years of age. Learners younger than 18 years will not be permitted to take up the course

## **Q: How many students are in a class and how will I communicate with them?**

**A:** To ensure that each student has ample time to practice in class and gets individual attention from the teacher, our courses have a maximum of 16 students in a class. You will meet and interact with your teachers and classmates during the live online classes using your mic and speakers.

## **Q: What is the course fee for each module?**

**A:** The price for each course or module is INR 8,900 for a student you can also sign up for both the modules at INR 17,100

## **Q: Can I get a demo session of the course?**

**A:** You can join us for a Facebook live session facilitated by our expert teachers every Thursday on our [English in India page](#) to understand the course in detail

## **Q: I am looking for a Spoken English course. What is the best option for me?**

**A:** Our courses will help you develop your speaking skills and confidence. You will get extensive opportunities during the live classes to practice your speaking skills and receive feedback from the teacher. Through the course, you will develop your fluency, vocabulary, and pronunciation which are very important to help you become a better speaker.

## **Q: Will I improve my grammar and vocabulary with this course?**

**A:** Yes, our courses will help you improve your grammar through introducing you to phrases that you can easily use and be fluent especially in presentations, interviews, group discussions, extempore, conversations etc. You will be introduced to vocabulary with plenty of interactive exercises for practice and as well as guidance and feedback from your teacher.

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**Q: Will the course improve my writing skills?**

**A:** The Spoken English course is a specialist course with emphasis on improving your speaking skills and will help you build your confidence as you improve grammar, vocabulary and pronunciation

**Q: I want to prepare for the IELTS exam, can this course help me?**

**A:** No, this course focusses only on speaking only for the IELTS exam you will need to prepare for all four skills i.e. reading, writing, listening, and speaking. You can refer to the [IELTS coach course](#)

**Q: What is the difference between myEnglish and Spoken English?**

**A:** The Spoken English course is a specialist course that focusses only on speaking and that too on specific tasks like group discussion, extempore, interview, presentation, and conversations. It is meant for someone who needs targeted help to improve performance in these tasks. The myEnglish course covers all four skills i.e. reading, writing, listening, and speaking. You can learn the Spoken English course in an intensive (3.75 to 7.5 weeks) or extension duration (7.5 to 15 weeks) depending upon your learning needs. The choice of course will be based on your learning need and the pace at which you need to complete the course

**Q: Is the Spoken English course online different from the Spoken English course I took in person. Will the content be the same?**

**A:** The difference is in the delivery mode. We are now offering it online with Module 1 focussing on group discussions and presentations and Module 2 includes extempore and interview skills. Both modules also focus on conversation skills, vocabulary and pronunciation.

**Q: Will I receive individual feedback?**

**A:** You will get plenty of opportunities during the live classes to practice your speaking and receive feedback from the teacher.

**Q: Will there be mock speaking sessions? If yes how many sessions for the course?**

**A:** All classes will have extensive speaking practise and you will receive feedback from the teacher.

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**Q: I had registered for myClass / different course last year; can I take this up?**

**A:** Yes, you can as both courses are different. myClass was delivered face to face and includes all skills whereas the Spoken English is a specialist course that extensively focusses on speaking.

**Q: Any online resources that I can attend post the class?**

**A:** You will get access to plenty of self-study material by your teacher in class which you can use to practise which will help you accelerate your learning.

**Q: Will these courses help me with specific skills like presentations and interviews etc?**

**A:** Through the Spoken English course, you will go into thorough detail understanding of what to do to perform better in group discussions, presentations, extempore, interviews and overall build your communication skills along with accuracy and fluency to converse in English. You will be able to apply this to a variety of situations and present your ideas more confidently and clearly.

**Q: Do we have live classes, or do we get recordings of classes in these courses?**

**A:** You will get to attend live online classes in the course. We use Zoom to deliver our live online classes which allows you to interact with your teacher and classmates. The experience is like being in any British Council class, there is a lot of interaction and opportunities to practice and work together.

**Q. What is covered in the various courses or modules of the Spoken English course?**

	<b>Pre-intermediate</b>	<b>Intermediate</b>	<b>Upper-intermediate</b>
<b>Module 1</b>	<p>This module focuses on building your skills in delivering structured presentations using signposting language. You will be introduced to the use of chunking and para-linguistic features in presentations. You will have group discussion practise and skills development and be able to extend with uninterrupted speaking and gain confidence.</p> <p>Focussing on pronunciation features such as difficult sounds and word stress will help in clearer speech. You will build on your vocabulary and conversation skills on a range of topics.</p>	<p>You will learn how to structure and organise what you want to say when delivering a mini presentation and sales pitch. You will be guided as to what techniques will better help you to effectively participate in a group discussion e.g. giving your opinion, interrupting politely, and reaching an agreement.</p> <p>You will develop your pronunciation skills, learn more about word stress, sentence stress, intonation, connected speech and the sounds of English. You will also learn vocabulary that is likely to come in handy in your everyday language use.</p>	<p>Fine tune your presentation skills through developing skills in delivering a persuasive pitch and presenting a proposal. Be able to expand your arguments in group discussions and hold the floor. You will also become a more confident and fluent speaker through lots of conversation practice.</p> <p>You will develop your pronunciation skills to focus on syllables, chunking techniques, stress, expressing surprise and interest and sound more natural. You will expand your vocabulary by being introduced to uncommon phrases, functional language, and expressions.</p>
<b>Module 2</b>	<p>This module focuses on preparing you for interview success. You will learn adjectives to describe your USPs, role play a mock job interview and get feedback to improve. You will deliver on the spot extempore and get extensive practise with various topics to build your confidence and fluency while speaking on the spot.</p>	<p>In this module you will be introduced to strategies to speak at length and develop conversations, telling anecdotes and being able to have small talk on various topics. In interview skills, you will be given information about the types of questions you are likely to be asked and advice on how to answer. Learning to debate,</p>	<p>Excel in your interview skills by effectively highlighting your abilities and attending a full mock interview to practice. You will learn how to deliver an impromptu speech with little or no planning time. You will be introduced to lots of techniques to help you speak spontaneously. You will develop conversation skills and talk on topics such as</p>

	<p>You will learn pronunciation features such as stress, intonation and sounds which will help in being clear and accurate. Your vocabulary improves as you will be introduced to relevant phrases, functional language, and expressions on a range of topics.</p>	<p>which is another component of the course, will help you develop excellent critical thinking skills.</p> <p>Your pronunciation skills will improve by being able to differentiate similar sounds, use intonation to express emotions and identifying syllable stress.</p>	<p>friendship, annoying habits etc.</p> <p>In addition, you will develop your pronunciation skills by focusing on connected speech, chunking and sentence stress in expressions of frequency. Your vocabulary range will improve through learning less common expressions and phrases.</p>
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**Q: I am looking for a longer course. What are the options for me?**

**A:** We have two modules at every level. You can sign up for either one or two modules together on the website and choose your preferred course start time. After you complete one module, you can sign up for another module within the same level. We encourage our students to continue their learning so they can progress in their language skills by re-registering onto further courses.

## Enrolling in a course

**Q: How do I enrol in a course?**

**A:**

**Before signing up for your course, please remember:**

**Spoken English is for those who are 18 years of age or above**

- **Step 1** Click on [Register Now](#)
- **Step 2** Fill up the registration form and select the batch details from the drop-down options available.
- **Step 3** Proceed to check out and make the payment. You will receive a payment acknowledgement on your registered email id.

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## **Q: What are the course timings?**

**A:** We have a range of timings for each module available from morning to evening with live online classes on weekdays or weekends. Click on '[register now](#)' to see the course timings. Please note that once you have selected the date and time, you cannot change them.

## **Q: Can I change the date of my course after enrolling in it?**

**A:** We have a range of weekday and weekend options available for our courses so please choose your course timing carefully. You will not be allowed to change the date of your course after enrolling for it. Please refer to the detailed terms and conditions [\[here\]](#)

## **Q: Can I go for a different level from what I scored in the level check?**

**A:** We encourage learners to join the course at their specified level post level check to ensure the best learning outcomes.

## **Q: How do I choose which module to select for my level?**

**A:** You can learn more about the details of modules available at different levels [here](#). Also, after you complete your online level check, you will be shown the description of the modules available at your level again so that you can select the module based on your requirements.

## **Q: My online payment was not successful. What can I do?**

**A:** Our customer services team will be happy to assist you from 9am to 6pm Monday to Saturday, please call on 0120- 4569000/ 6684353.

## **Q: Does the Covid-19 lockdown affect my course?**

**A:** Our online course will be delivered during the lockdown and there wouldn't be any disruption for you as you can attend these courses from the comfort of your home.

## **Q: How do I decide if I want to do a shorter or longer duration course?**

**A:** The choice of course will be based on your learning need and the pace at which you need to complete the course eg , if you have an interview or an urgent travel assignment to a new location, you may want to complete the course fast however if you are a working professional you may only be able to do 2 classes in a week .

If you wish to discuss the options, please feel free to connect with our customer services team who will be happy to assist you.

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**Q: Can I speak to a teacher before I enrol?**

**A:** [Click here](#) to understand each module in detail however if you are still unsure about how this course will meet your needs, we can set up a meeting with an academic expert

**Q: Any discount for re reg students from the past?**

**A:** Please speak to a representative from our customer services team, they will be happy to assist you from 9am to 6pm Monday to Saturday, please call on 0120- 4569000/ 6684353.

**Q: Is there any discount for two people joining from same family or group of friends?**

**A:** We do not offer any discounts on our courses

**Q: What if I have a medical issue and I am unable to attend classes, how will that be compensated?**

**A:** Please note that these are fixed duration courses and we will not be able to provide cover up classes. In case a student is not able to attend, they should let our customer services team know. In case of serious illness, student will need to provide a medical certificate and we would offer credit for subsequent term to help the student complete the course. All requests will be subject to approval. Please read the detailed terms and conditions [here](#)

## **Joining classes and accessing materials**

**Q: How do I log into my course and get access to the learning materials once I have registered?**

**A:** Upon completing your course registration you will receive a separate email with joining instructions for your live classes on your registered email id. Students will be guided about online resources by the teacher and you will be given access by the teacher. Please note that it may take up to 24 hours from the time of registration to receive these emails.



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**Q. What are the learning materials that come with the course?**

**A:** Each Spoken English module has comprehensive course book and interactive online study activities (over 2 hours every week). You will also receive a student e-book and a code to access the learning system where you can do the self-access online tasks for more practice.

**Q: Once I buy the course, how do I join the classes and get the materials?**

**A:** You will receive an email with a link to join the online class. You will have access to course materials and online tasks on the first day of class by your teacher. Please check your email regularly so you don't miss important course updates.

**Q: I have a limited bandwidth internet connection. Can I join the course?**

**A:** Our courses use a lot of video, so we recommend a minimum internet connection speed of 0.5 Mbps

**Q: If I miss a class, will I get a recording of it?**

**A:** To ensure the privacy of our students, we do not record classes. Details about the topics covered are available in the student book and your teacher will be happy to answer any questions you might have.

**Q: Will I get a certificate after I complete the course? Will it be a physical or e-certificate?**

**A:** Yes, you will receive an e-certificate if you successfully complete the course.

**Q: How can I re-register for another module?**

**A:** You may re-register on the website by choosing the module you may like to sign up for and the time schedule. Your teacher will also share information with you. Please do contact our customer service if you require further help with re-registration to your next course.

**Q: What are the technical requirements to access the course?**

**Minimum requirements**

Please make sure your tablet or computer meets these requirements.

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## Tablets

- Our courses have been optimised to work best on:
  - iPad 2, iPad 3, iPad Air, iPad Mini
  - large-screen Android tablets such as Galaxy Tab S 10.5, Galaxy Tab Pro 10.1, Galaxy Tab 4 10.1, Galaxy Tab Note 10.1, Google Nexus 9.
- It may be possible to complete the courses on smaller-screen tablets, but the user experience will not be as good.
- Our online activities are not designed to be delivered optimally on small screens such as mobile phones

## Browsers

- On Mac OS we support up-to-date versions of Chrome or Safari.
- On Windows or Linux, we support up-to-date versions of Chrome, Firefox and Internet Explorer 11 and above.
- On iPad we support up-to-date versions of Chrome and Safari.
- On Android tablets we support the current version of Chrome.

## Internet Connectivity

- Our courses use a lot of video, so we recommend a minimum internet connection speed of 0.5 Mbps.

## Microphone

- Our courses include interaction in the Live Online Class. Please make sure you have access to a microphone in advance.

## Zoom

- Check the [Zoom system requirements](#) here.

# Our teachers and statement of approach

## Q: What kind of experience and qualifications do your teachers have?

**A:** Our teaching team comprises a diverse and varied group of English speakers, who have the knowledge, skills and experience to develop the language communication skills and learning strategies of our learners. All British Council teachers and trainers are fully proficient in English. In addition to a first degree, they all hold international English language teaching and online teaching qualifications, as well as additional qualifications such as Master's degrees, DELTA and CELTYL.

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We have been helping students around the world for over 80 years. Our teachers receive continuous professional development on employing the latest teaching methodologies, techniques and technologies for teaching modern, real-life English.

When you learn with the British Council, you are learning with the English experts you can trust.

## **Q: What is your Statement of Approach?**

**A:** In British Council classrooms, learners succeed in their language learning because teachers:

- set realistic goals with and for their learners
- inform learners of the aims and purpose of learning activities
- create a positive and inclusive learning environment where learners learn with and from each other and feel confident using English in the classroom
- make lessons engaging, personally relevant and appropriately challenging
- help learners develop intercultural awareness and understanding
- help learners develop a positive and persevering attitude towards their English language learning
- use a variety of resources and technologies to meet their learners' needs
- help learners identify the strategies that suit them best to become successful and autonomous language learners
- give timely and constructive feedback on learning and progress
- encourage learners to reflect systematically and regularly upon their learning and progress.

## **Q. What is your Special Education Needs policy?**

### **A. SPECIAL EDUCATION NEEDS (SEN) POLICY**

British Council is an inclusive organisation that welcomes students with learning difficulties or medical conditions. We aim to integrate SEN students into our mainstream classes, where possible, so that they can follow the curriculum and achieve the course learning objectives.

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We recognise that each student has his/her own individual needs. Our aim is to ensure that, as far as possible, students are consulted and involved in decisions about how their needs might be met. This involves talking to and listening to our students, as it is important that their views regarding their learning are properly considered. To help us do this, we request you to contact: [indiacustomer@britishcouncil.org](mailto:indiacustomer@britishcouncil.org)

Once notified, we will arrange a telephone or video conference before the course starts. We may also offer trial access to our online activities to session to assess any barriers to study with us.

This information will be used to formulate an individual plan for the student, enabling us to optimise our teaching methods to better suit you.

Please contact [indiacustomer@britishcouncil.org](mailto:indiacustomer@britishcouncil.org) or 0120-4569000 / 6684353, Mon-Sat 9.00 am to 6.00 pm. for more information.

Sometimes, it is not possible to offer a place for the student because they do not meet our entry requirements (e.g. literacy skills do not correspond with what is needed for students undertaking that level of study). In some cases, we may not accept a student into our course because we are not able to provide consistent and sustainable support. The decision to not allow a student to register (or continue) is not made lightly and is based upon a consideration of all factors related to the individual case. The outcome is at the discretion of the centre's Academic Manager.

## Customer support

**Q: Course timings are not suitable for me, what can I do?**

**A:** For course related queries, please call 0120-4569000 / 6684353, Mon-Sat 9.00 am to 6.00 pm.