

MyClass

FAQs

Booking & timetable

How many lessons can I book each week?

You can attend as many lessons as you want – there are no restrictions. The booking window on the MyClass web portal and app will show how many credits are needed for the session.

Is there a time limit for booking and cancelling lessons?

You can book a lesson anytime up until the lesson starts if there is space available. However, some lessons are popular, so we recommend that you book as early as possible to guarantee your place. Booked lessons can be cancelled up to 24 hours before the class starts without losing your credit.

What does flexible timetable mean?

With our flexible timetable, you are not fixed on lessons at a particular time and date every week. As our lessons can be studied in any order, you can choose and book your lessons by time, content, or teacher – at your convenience.

Also, you can book a lesson anytime up until the lesson starts if there is space available, and you can cancel up to 24 hours before the class starts without losing your credit.

Can I have the same teacher and class time each week?

You choose your lessons – by time, content or teacher – in the booking system. However, we cannot guarantee that the same teacher will be available for the same time slots every week.

Lessons & teaching

Can I attend lessons at other Teaching Centres near me?

Yes. When you want to book a class, you can apply a filter to the booking calendar to see classes at Teaching Centres near you. Go to 'Find a class' and choose a centre or 'All' from the drop-down menu. You can also choose 'online' to see any virtual sessions.

What is a 'pathway'?

We have created two pathways in MyClass – Workplace English & Social English – to help you target your studies to the areas you need. Workplace lessons cover topics related to common activities and communication needs for the workplace. Social lessons teach topics that commonly feature in social situations.

Each pathway contains eight learning themes – a theme is a group of six lessons that teach English linked to common tasks or skills, e.g. 'Communicating with confidence', 'career and life choices', and 'family matters and home life'

You can study lessons from both pathways or just one, dependent on your specific learning goals.

What is a 'theme'?

Many MyClass lessons have been organised into themes, which are groups of six speaking lessons, plus an optional writing lesson. Each theme teaches English language skills linked to common tasks and activities, e.g. 'Communicating with confidence'.

Lessons can be studied in any order, so you can study any of the themes at any given time. You can also have multiple themes on the go, and you can attend Flex lessons (lessons that are not part of a theme) as well. This way you can choose relevant lessons to your learning goals, helping you make more rapid progress on your journey to English proficiency.

Can I study more than one theme?

Yes, you can study as many themes as you want at the same time. Pathway themes are there to help you build an English course that suits you, so you can choose any themes that will help you reach your goals (and interests). Your progress dashboard will show your progress across all themes that you have started.

What are the Flex lessons?

Flex lessons cover a variety of important and interesting topics that are not part of a pathway theme. You can choose any of these lessons if they are relevant to you, in addition to any themes you are studying.

What if I have already attended all theme lessons on my chosen pathway?

If you have completed all the pathway themes, speak to your Customer Service team to book an academic assessment. As part of the assessment, you will be advised whether to move up a level, or whether you need to do further work at your current level. If you are advised that you are not ready to move up a level, the assessor will help you to identify areas to focus on.

It may be useful for you to redo some lessons to further enhance your learning and consolidate your skills – due to our lessons being highly interactive, you will find that each lesson offers different dynamics for practice, e.g. teaching methods, classmates. You should also be able to identify Flex lessons to attend that will support your learning goals.

Remember there are also online activities to complete in each theme, and grammar practice is available to improve your English proficiency.

Will students in my class be at the same level of English?

All students are assessed before being assigned to a level so you will study with students at a similar level. This ensures the best learning experience so you can work at a similar pace with classmates and help each other learn.

How do I move up a level?

Your teacher will complete regular detailed assessments of your overall level and ability which you can track on the MyClass portal and app. If you want to discuss your assessments, or any academic matter such as moving up a level, you can book an appointment with an advisor.

Can I fail the MyClass course?

You cannot fail the MyClass course, but if you are consistently scoring low grades in assessments, or you feel that you are struggling with your studies, talk to your teacher or advisor who may recommend that you change levels.

Are writing lessons available?

Yes. You will find all the writing lessons grouped under 'Flex lessons' on the My course page. Each pathway theme has a recommended writing lesson, which is related to the topic of the theme.

There are not enough classes at my centre to complete my themes

You have a few options available. If you live in a city with multiple Teaching Centres, you can join classes at any centre, so you may want to look at their timetables in the web portal and app. You can also advise either your Customer Service team, your teachers or your advisor if lessons that you would like to study are not being timetabled, so that they can discuss your personal needs with you.

Note that you do not need to complete whole themes to make progress with your English language proficiency. Our themes group lessons under particular outcomes to help guide you with your studies, but you can study more than one theme at a time or attend Flex lessons linked to your goals. All lessons attended will be tracked via your personal dashboard on the home page, with more details on your progress page.

Will students get homework?

MyClass offers potential activities to reinforce your learning and give you more opportunities for practice. Your teacher may recommend activities related to the lesson to carry out in your own time, and lessons that sit in a pathway theme also have online self-study activities to review, revise and consolidate the content of the lesson. These are unlocked in the web portal and app after the lesson. Extra activities are encouraged to help students make quicker progress with their English skills.

Progress & assessment

How will my progress be measured?

Your progress will be measured through a combination of detailed teacher assessments, and your progress through the course lessons and activities.

Your teacher will complete regular detailed assessments of your speaking skills. You will be scored on task achievement, pronunciation, fluency, range and appropriacy, and accuracy. Each area will be graded from 'excellent' to 'room to improve', along with written feedback from the teacher. You can submit your optional writing assessments to your teacher for grading and feedback too.

You will get a view of your progress through the course via your personal dashboard on the home page and there are more details on the Progress page. Both of these show your attendance against your lesson target, and an at-a-glance view of your progress through the themes you are studying.

In addition to the assessments, you will get regular informal feedback from the teacher in your lessons. Plus, you can work on your English language skills to make more rapid progress via the online self-study and grammar practice activities.

We recommend that you book an advisory session if you would like to get expert advice on the best way to make progress towards your learning goals.

What should I expect from my teacher assessment?

Your teacher will complete regular detailed assessments of your speaking skills. Your teacher will pay close attention to your participation and contribution in that lesson, and will score you on task achievement, pronunciation, fluency, range and appropriacy, and accuracy. Each area will be graded from 'excellent' to 'room to improve', and you will also get written feedback from the teacher. You can view your assessment feedback by visiting the 'Assessment' area of the web portal and app. Here you can also download a copy of the assessment criteria.

What do the speaking assessment scores mean?

For each speaking assessment, you are scored by the teacher on task achievement, pronunciation, fluency, range and appropriacy, and accuracy. Each of these areas are graded from 'excellent' to 'room to improve', along with written feedback from the teacher, which is converted into a score out of 10.

The Progress dashboard in the web portal and app shows you a bar chart with the scores from your last six assessments, along with a trendline determined by your average score. Bars in blue indicate assessments which are above your average score; bars in yellow indicate assessments which are below your average score.

What do the writing assessment scores mean?

For each writing assessment, you are scored by the teacher on task achievement, organisation, appropriacy, range and accuracy. Each of these areas are graded from 'excellent' to 'room to improve', along with written feedback from the teacher, which is converted into a score out of 10.

The Progress dashboard in the web portal and app shows you a bar chart with the scores from your last six assessments, along with a trendline determined by your average score. Bars in blue indicate assessments which are above your average score; bars in yellow indicate assessments which are below your average score.

What do the grammar practice scores mean?

Grammar practice activities are organised into 11 language area. For each area, there are online activities to complete. Your overall score out of 10 will be shown for each area on the progress dashboard. You can complete these activities as often as you like, and your best scores will show on the progress dashboard.

Online self-study

What are the online self-study activities?

Online self-study activities are short tasks to be completed outside of the classroom to reinforce what you have learned in your lessons. The more you see, hear, and use the English language, your confidence and proficiency will improve, helping you to make quicker progress.

MyClass gives you access to different types of self-study activities: **'Listen again'** audio files from your lessons; **'Lesson review'** tasks to revise the language you covered in your lesson; and **'Grammar practice'**. Grammar practice is a separate section aligned to your level which you can do to supplement your learning.

You will also unlock a 'Progress check' after completion of the fourth lesson in a theme.

You can complete the self-study activities online – at your convenience – via the MyClass web portal and app, although we recommend that you use the web portal for the best experience. They are also an important part of the learning process so when you develop your study plans, make sure you consider how you will fit these in, e.g. 10 mins every day, or set aside a longer period once or twice a week.

Are there online self-study activities after every lesson?

The **'Listen again'** audio files are available for every MyClass lesson but the **'Lesson review'** tasks are only available for lessons that sit within themes.

Do I need to do the online self-study activities to complete a class?

It is not mandatory to complete the online self-study activities, but we recommend it to make the most of your learning experience. The more you see, hear, and use the English language, your confidence and proficiency will improve, helping you to make quicker progress.

Can I redo the online self-study activities and theme progress checks?

Yes, there is no limit on the number of attempts. Your best score will be recorded.

Where can I access the grammar practice?

You can access the grammar practice activities from the progress page in the web portal and app. In the web portal, you can also access them from the top navigation bar on the home page.

Web portal and app

I am experiencing technical difficulties with the booking system

Contact your Customer Services team who will help you to resolve any issues that you may be experiencing.

Will I still be able to access my account when I run out of credits?

When you run out of credits, you will be able to access your account until your last package expires.

I can't find the My course page on the app

The app provides you with easy booking options, access to self-study activities and a quick view of your progress. When you book your lessons by content on the app, you will be able to see which pathway and theme the lesson belongs to. To browse the wide range of lessons and activities we offer, please go to the My course tab on the web portal.

Extra-curricular activities

What is MyClub?

MyClub is a programme of social and cultural sessions and events that students can attend outside of their lessons. MyClub gives students the chance to meet new friends, network and get even more English communication practice in a friendly and relaxed environment. Students can view MyClub sessions in the online calendar.

MyClub sessions are only available in some countries. If sessions are available in your country, they will appear in the booking calendar on the home page.