



English courses  
Age 6–17

# Welcome to the new learning hub – ‘how to’ guide



# The British Council difference

## Our promise to you



Expertly designed English courses for children aged 2 to 17, setting them up for the future



Our highly trained specialist teachers help children to express themselves in English with confidence, building life skills for their future



Immersive lessons combined with interactive guided learning on the learning hub that is set by our expert teachers to bring out the best in your child

**Your child's learning adventure continues with the British Council  
– where happy learners make confident speakers**

# How your child's learning experience works

## Before



Activities, quizzes and games to do before and after class to build reading, listening and vocabulary skills on the learning hub

## At home

## In class

More time to communicate with your teacher and classmates, practise grammar and receive more personalised feedback from your teacher



## During

**Our improved approach gives learners a better sense of progress**

## After



Reflect and review, track progress, identify areas for improvement and celebrate success

## After class

# What is changing?



[www.britishcouncil.org](http://www.britishcouncil.org)

# Why are we moving the learning hub?

**Smoother log-in  
process**

**Coming soon:  
improved  
reporting on  
your child's  
progress**

**Coming soon:  
better parent-  
teacher  
communication**

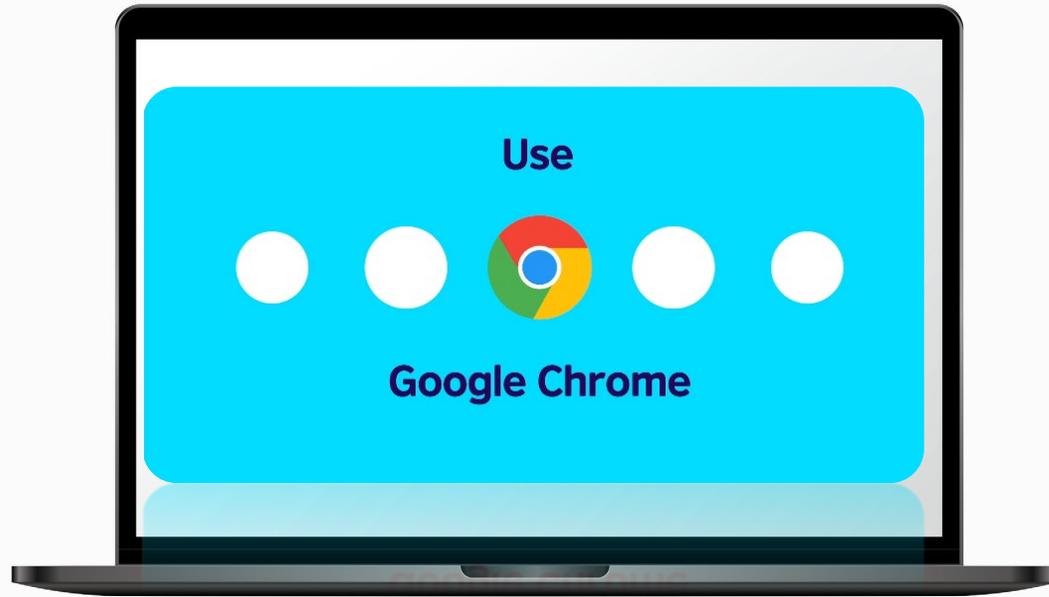
**We aim to create proud learners  
(and even prouder parents)**

# Getting started

## Step 1

We recommend that you use the most recent version of Google Chrome.

Also, we recommend your child uses a laptop or a PC for an optimal learning experience.



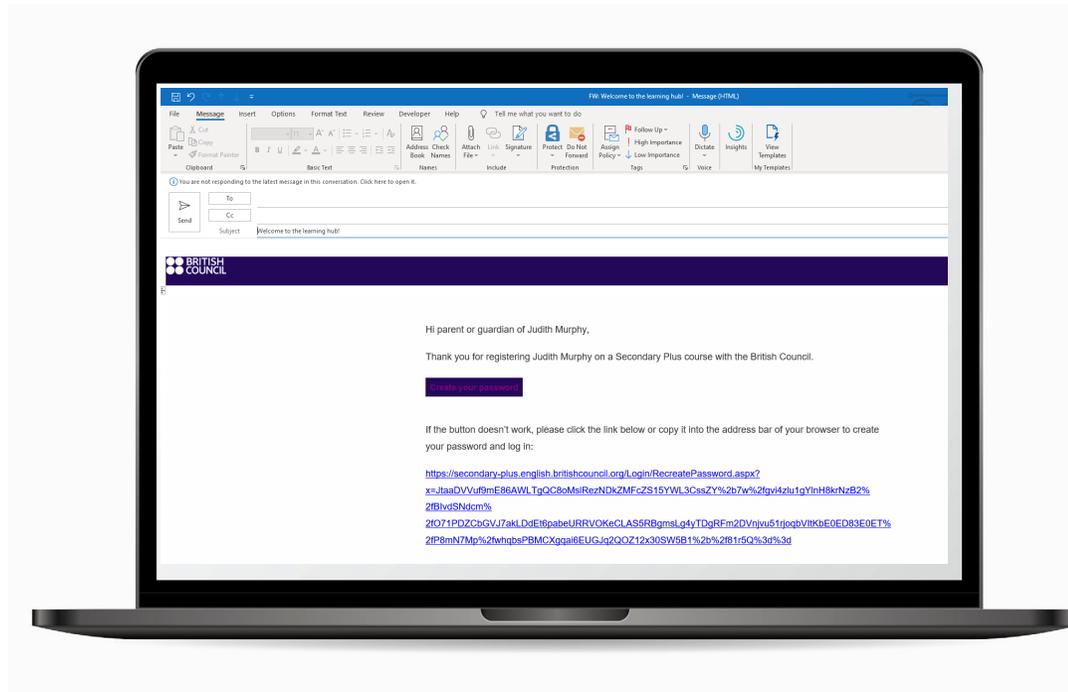
# How to set up your child's account

## Step 2

You will receive a 'Welcome to the learning hub' email inviting you to set up your child's account.

Click the button or link to create a password

*\*Please keep this email for future reference\**

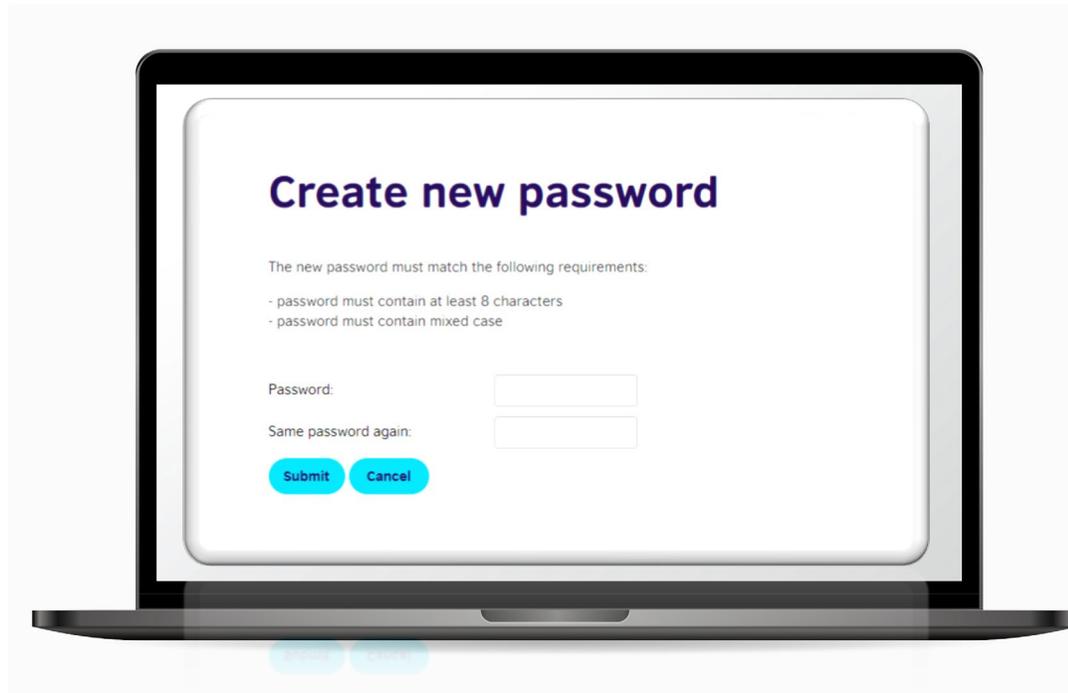


# How to create your password

## Step 3

Create your password.

We recommend that you choose something memorable to you and your child.

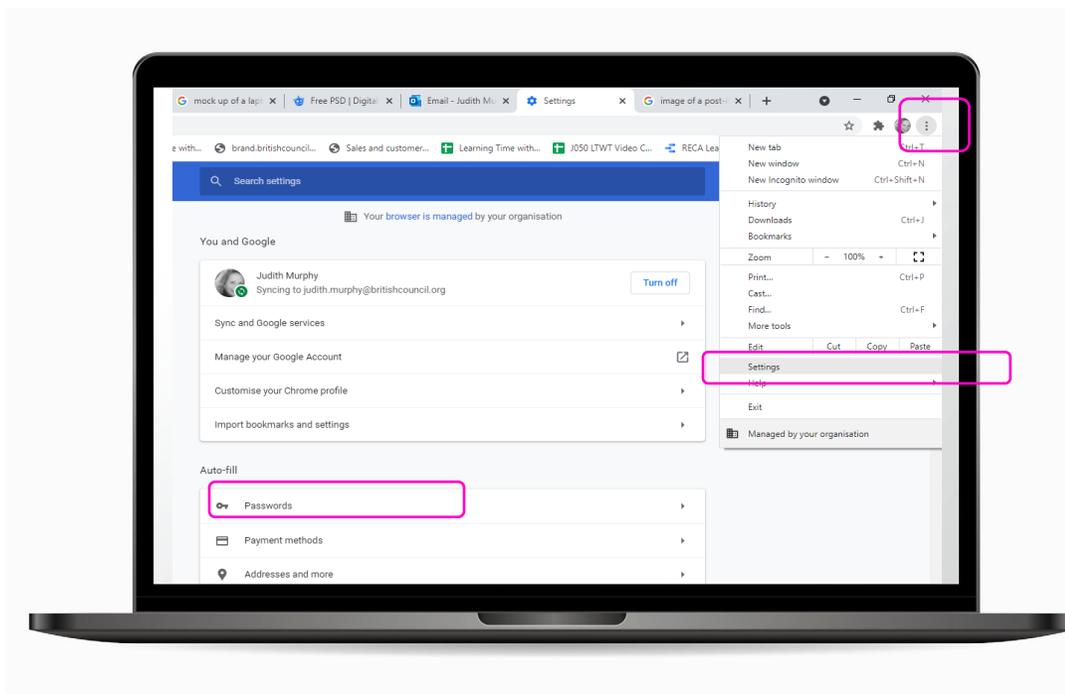


# Tips to help your child remember the password

## Step 4

To minimise disruption to your child's learning experience, we recommend that you automatically save your password.

On Google Chrome you can do this by clicking the 3 dots on the top right > Settings > Passwords > Select 'offer to save passwords'

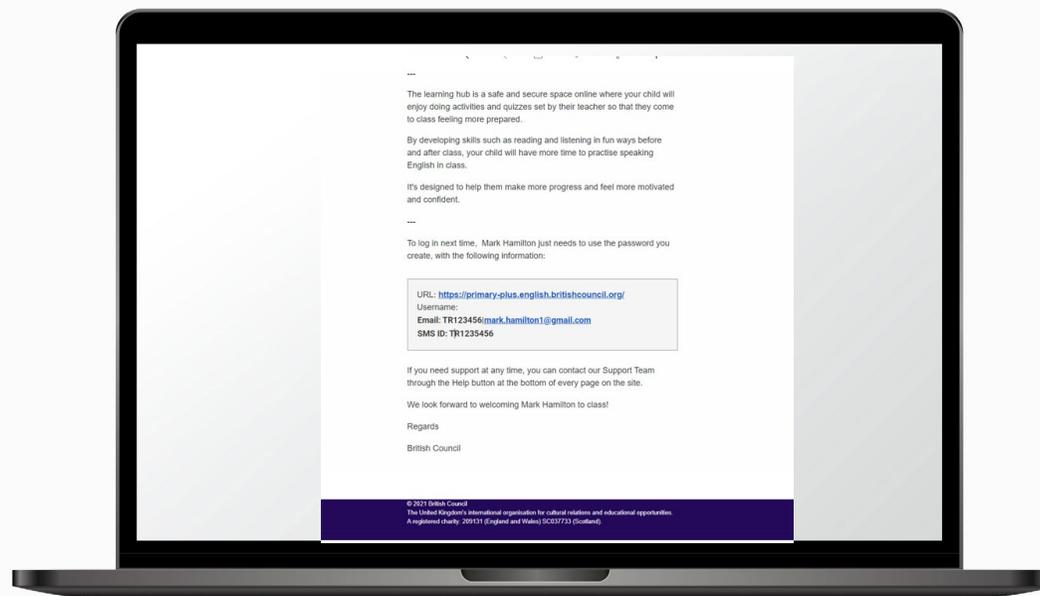


# Where to find information to log into your child's learning hub account

## Step 5

At the bottom of the 'Welcome to the learning hub' email you will find log in information :

1. the web address
2. your child's username (SMS ID)
3. please use with the password you created

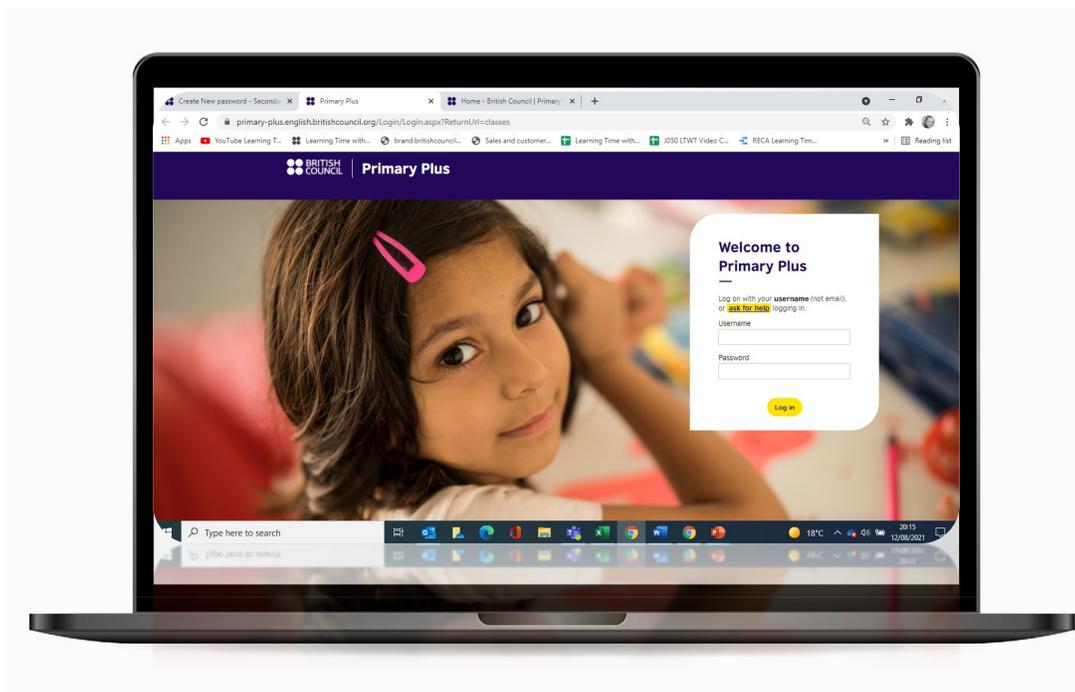


# How to log into your child's Primary Plus learning hub

## Step 6

Log into the Primary Plus learning hub by entering:

1. your child's username (SMS ID)
2. the password you created

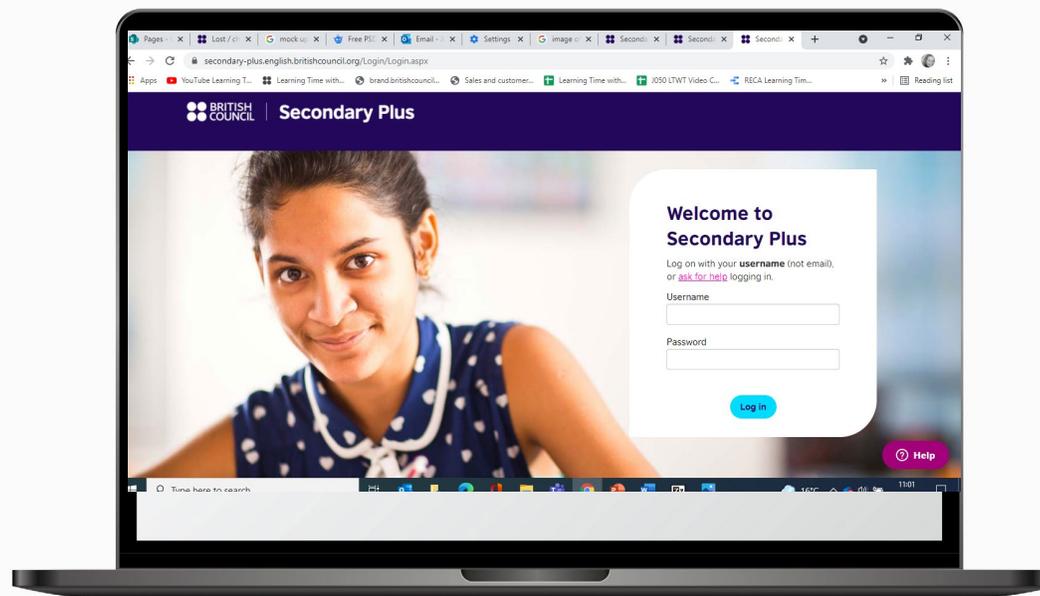


# How to log into your child's Secondary Plus learning hub

## Step 6

Log into the Primary Plus learning hub by entering:

1. your child's username (SMS ID)
2. the password you created

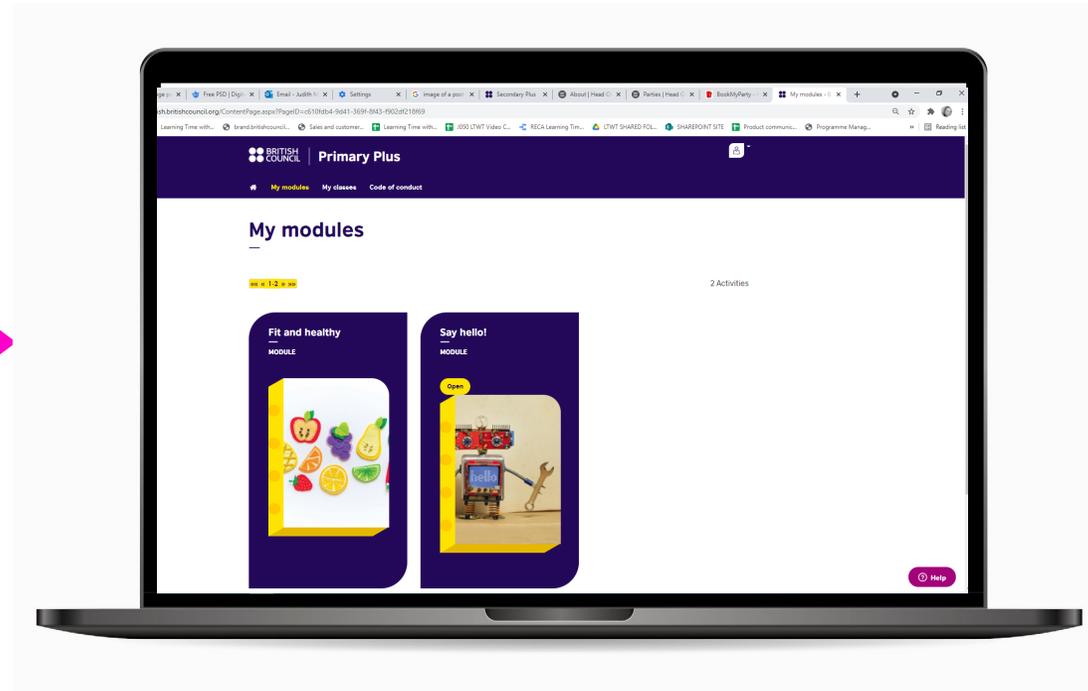


# How to select your current module

## Step 7

In 'My modules', you will find your child's learning activities. Click on their current module to find activities.

This example is Primary Plus

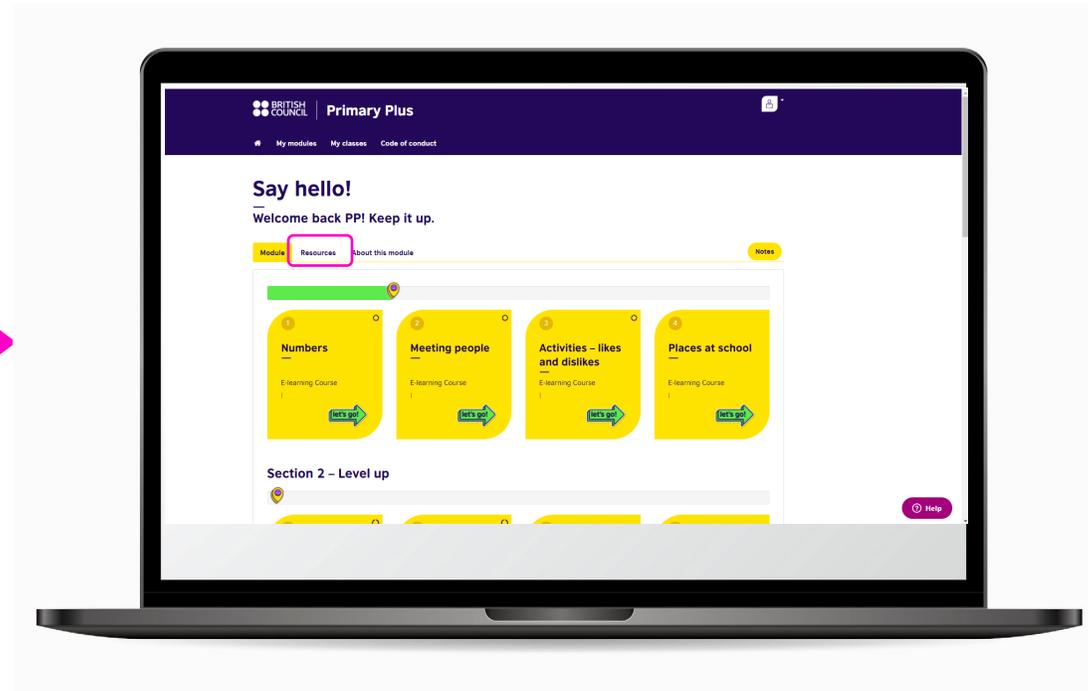


# How to find learning activities set by your child's teacher

## Step 8

Your child's teacher will set activities for your child to do in preparation for the next class.

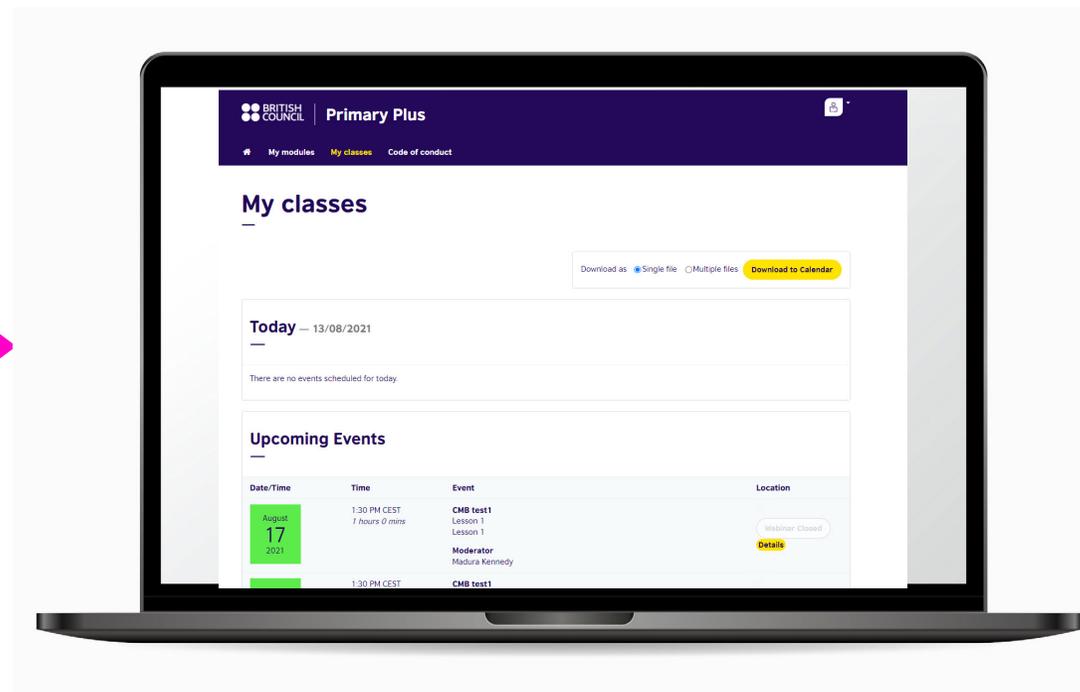
Find your child's magazine in the 'Resources' section.



# How to join virtual classes

## Step 9

In 'My classes', you will find details of how to join virtual classes



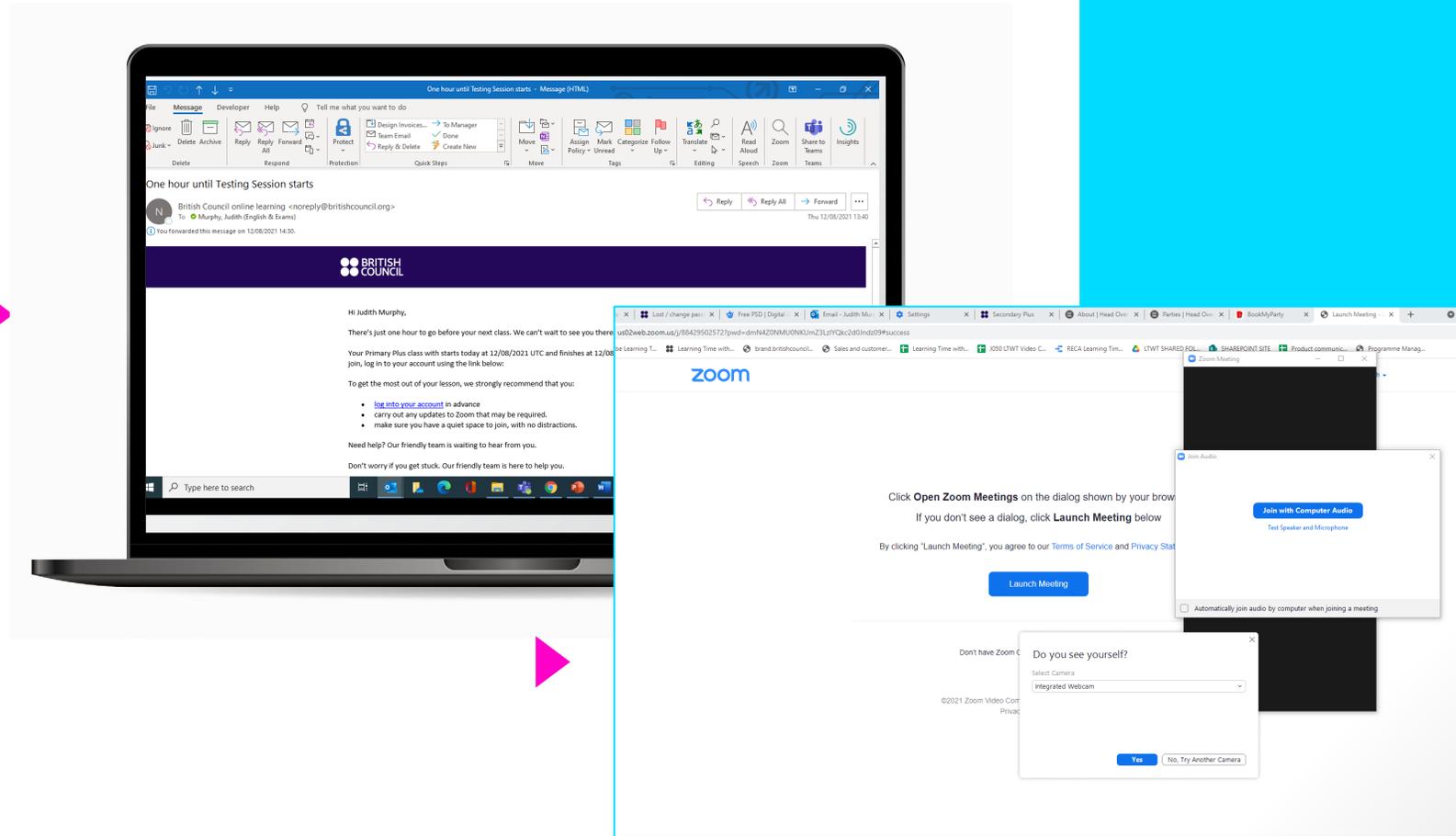
Your future starts here

# Before virtual classes...

## Step 10

Follow the steps in the email you receive before class

- ✓ Make sure your child has logged in in advance
- ✓ Check your WiFi connection
- ✓ Ensure your child is in a quiet place with no distractions
- ✓ Check your tech using <http://zoom.us/test>



# Getting help



[www.britishcouncil.org](http://www.britishcouncil.org)

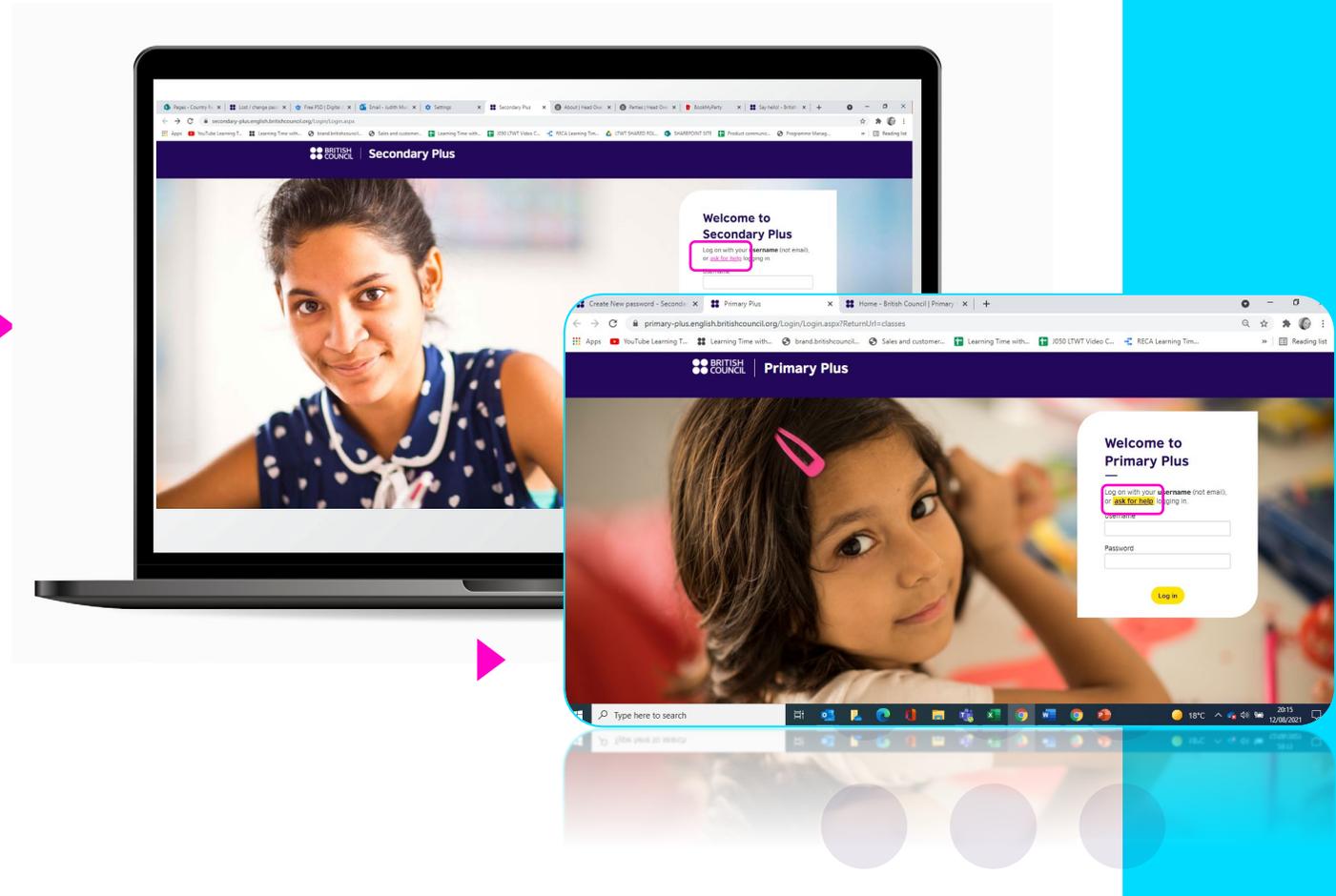
# If you forget your password...

From your child's learning hub home page

[Primary Plus](#) or [Secondary Plus](#)

Click 'ask for help'

\*Please note that you will need the information in your 'Welcome to the learning hub' email\*

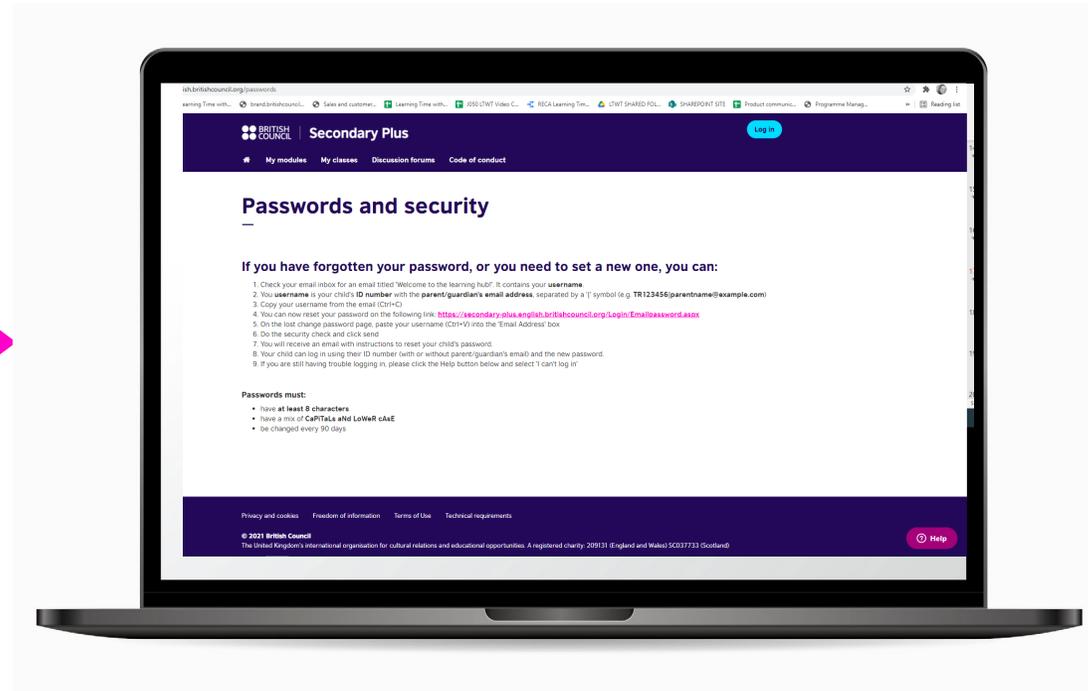


# How to re-set your password

Follow the instructions on screen.

We acknowledge that the password re-set is a more complicated process than you may expect.

This is because we take child protection very seriously and our top priority, like yours, is to keep your child safe online.



# If you need help

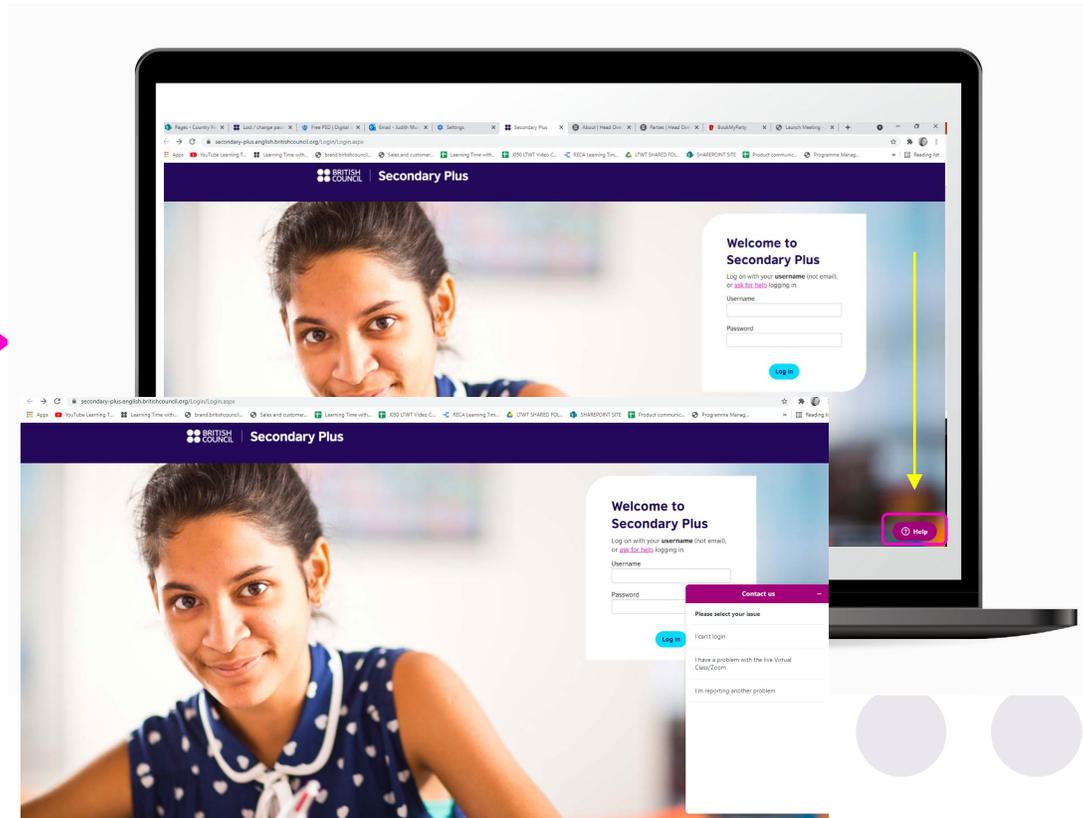
Click the 'Help' button – we have a team at hand to support you

Select the problem you need help with.

Type your email address.

Add a brief description of what is wrong.

Our support team will reply in one minute



# If your child needs urgent help and you are not available

We recommend that you encourage your child to call the British Council teaching centre to request support from the Customer Service team

# Thank you



[www.britishcouncil.org](http://www.britishcouncil.org)