

## *Autumn Term 2020 (Starting September 2020)*

### *How do I enrol?*

You can see the course schedule and complete your enrolment on our [website](#). Once booked, you will receive an automated payment confirmation and we will get in touch with you.

### *What equipment do I need?*

You can access Zoom from any device which permits you to download the app but for better experience we recommend the use of a computer and headphones with microphone. You will also need uninterrupted access to the internet. Detailed instructions on how to download and access Zoom will be provided along with any technical support you may need prior to as well, as throughout your programme.

### *How much does it cost?*

The cost is £199 including VAT for one of the following languages: French, German, Spanish and Italian. If you want to study Arabic, Russian or Mandarin, these languages cost £215 including VAT. The price covers a course of 15 hours (12 sessions of 75 minutes per week) subject to reaching a minimum of four students.

If a course does not reach minimum number of participants, we will be contacting students to discuss the options. Your payment guarantees a place in the group and once your course is confirmed, refunds will not be given (unless we cancel the course, in which case a full refund will be provided).

### *What languages are on offer?*

For the Autumn Term 2020, we are offering groups in French, German, Spanish, Italian, Arabic, Russian and Mandarin. Other languages such as Farsi and Japanese are currently offered on a 1:1 basis only (at a different price). Virtual group classes are likely to be offered in these languages in the future, so do let us know if you would like to be put on a waiting list.

### *How many people are in a virtual class?*

Classes have a minimum of 4 participants and a maximum of 6. This very small group size is designed to give every participant plenty of time to practise the key skills of Speaking and Listening.

## *What time will the classes take place?*

Lessons will run for 75 minutes at the same day/time each week, for 12 consecutive weeks.

Depending on language and level, classes are offered in the mornings, lunchtimes and evenings at different times. Please refer to the web shop for the days and times of classes.

## *When do the classes start?*

The Autumn term classes will start w/c 14<sup>th</sup> September 2020. In the case of public holidays alternative dates will be scheduled.

## *How do I know my level?*

If you are not sure about your current level, please have a look at the [course descriptors](#) available in each course. You can also contact us with any questions.

## *What if I pay but cannot attend the lessons?*

We are unable to offer refunds to students who, for whatever reason, cannot attend the whole course. We regret that we are unable to offer pro rata rates for partial attendance of courses. In the event that we are unable to run a course due to insufficient participants, a full refund will be provided.

## *Will I need to do any preparation or homework?*

A small amount of revision and/or preparation work will be advised in advance of each lesson (excluding the 1<sup>st</sup> lesson).

## *Are tutors native speakers?*

Yes, all our tutors are native-speakers, and meet the MPRs (Minimum Professional requirements) set by the FCO. They have experience teaching diplomats, civil servants and professionals.

## *What do lessons cover?*

All our courses focus on the two main skills of Speaking and Listening, covering practical topics of general interest to civil servants, helping you to build confidence when dealing with everyday situations.

## *Do I need a course book?*

No. Our courses are all topic-based, and focus on the communicative skills of Speaking and Listening, in contexts which are relevant to the programme's target audience (government officials and civil servants).

## *Will I have an opportunity to study outside of the classroom?*

Of course! We provide all of our students with an opportunity to study outside of the classroom. and to help you with this, we are now offering the possibility to complement your PLS classes studies with a 12 month licence for ***Busuu for Business***. For more information about this optional add-on, please visit our dedicated [\*Busuu for Business\*](#) page.

*Note: If you would like a customised language course just for yourself, we can arrange this on a 1:1 basis in nearly all languages, either through virtual classrooms, or with face to face tuition (depending on your location). Please contact us for further details.*