



Client FAQs

Are the courses recorded videos and webinars, or live courses?

These are live courses so you can interact with the trainers and other people in the class. You can choose from different time zones so wherever you are in the world you can join our virtual groups.

How well-qualified are the teachers?

Our trainers have the Cambridge ESOL Certificate in Teaching English as a Foreign Language to Adults (CELTA), or equivalent, as a minimum. Unlike many other schools, all of our trainers have the Cambridge ESOL Diploma in Teaching English as a Foreign Language to Adults (DELTA) as well. Some of our trainers also have an MA in Teaching English as a Foreign Language or Applied Linguistics. In addition to their qualifications in English Language Teaching, a number of our trainers hold a professional qualification in other fields such as finance and law.

Will I receive a certificate?

You will receive a certificate of completion at the end of the course. You will also receive a full leaving report.

How flexible is the course?

Courses start every Monday. You can choose between different time slots depending on your course and time zone. If you prefer private lessons you can choose the time of the lesson that suits you best – lessons are available all day, including evenings and weekends.

How can I be sure that the course is the right one for me?

We have been rated 'Excellent' based on over 1200 reviews. At the beginning of your course your trainer will carry out a full needs assessment to ensure that you achieve your goals. The courses are interactive so your trainer will assess your progress regularly.



Is there peer-to-peer interaction?

Yes, and we encourage this because practising is the best way of learning a new skill. Our courses focus on communication and you will work in groups and pairs so you will get to know the other people in

your course as individuals. This will allow you to build relationships in the same way as in face-to-face training.

What is the course content and format?

Courses are designed based on the needs of the group. At the start of the course the trainer will carry out individual needs assessments and the content will be tailored accordingly. Our methodology features a variety of classroom activities, training materials and exercises, correction and feedback, practise and consolidation, and above all is a communicative approach.

Do I need to buy any course materials?

No, all course materials are included in the course fee. The fee includes access to your course on London School Online until the end of 202.

What equipment and software do I need?

Our courses are delivered through Zoom, which is compatible with all desktop, tablet and mobile devices. You will need a webcam and microphone. Zoom can be downloaded from the internet for free.

Why is it more expensive than some other courses?

We are the No 1 School Group in the whole of the UK according to our British Council inspection results. We are the highest ranked language school in the world according to client reviews on Trustpilot. Our courses are fully interactive whereas many other online courses are pre-recorded lectures or webinars. We have been rated one of the best value language schools in London by EL Gazette. Some of the points that were highlighted in the assessment is that our teaching hours are 60 minutes whereas other schools call 45-50 minutes of lessons an 'hour'.



Our course fee includes:

- Access to our e-learning platform until the end of 2022, which includes over 150 hours of relevant content including exercises, multimedia activities, and progress tests
- All course materials
- Initial assessment
- A personalised leaving report
- A certificate of completion

Can I stay in touch with my trainer and classmates?

Yes. At the end of the course you will have the opportunity to join our alumni network. The benefits include:

- Access to an international network of over 1,000 alumni
- Content and tips to continue improving your English