



## FREQUENTLY ASKED QUESTIONS

*You will learn most this by looking, but reading gives understanding. Reading will make you free. – Paul Rand.*

### 1-Do you offer face-to-face lessons?

No, we don't. We started giving Spanish lessons in Torremolinos in 2015 in our former private premises in El Pinillo (Torremolinos). During the pandemic, we continued our work online with students from all over the world. In 2022, we returned face-to-face, however 95% of our students remained online so it wasn't worth it to sustain a language school. Finally in 2023, we decided to continue exclusively online since most people prefer learning from home, work or anywhere comfortably.

Nowadays, we remain online and, as a result, we can offer high quality lessons at affordable prices since we don't need to sustain a language classroom.

### 2-What kind of lessons do you offer?

- a) **Online private lessons / One-to-one:** this is a bespoke lesson according to your needs, level, and goals.
- b) **Online semi-private lessons:** if you are 2 up to 5 friends with the same or similar level of language, you can be in the same session / time slot together. Prices for this option are cheaper depending on the number of friends you take with you (click [here](#) for prices). Please bear in mind that we don't put together students who are not friends or don't know each other, thereby, **you will have to bring along your classmates** (friends, couple, workmates, etc.)

### 3-What's the lesson duration?

1 lesson = 55 minutes. We start and finish the lesson(s) always on time. Missed time can't be rescheduled since we always have one student after another.

### 4-Do you organize group lessons?

No, we don't! We are 2 private online teachers with over 21 years of experience!

### 5-What should I expect from my lessons?

We are two native highly qualified teachers with over 21 years of experience teaching. We certainly know how to teach Spanish in all levels. Lessons will be focused on grammar, vocabulary, listening, reading, and writing. Conversational will be conducted according to your level. Please, be patience especially if you are an absolute beginner, since you won't be able to speak in a short/medium term. Before you speak, you need to learn your essential grammar and vocabulary. Apart of your lessons, we recommend at least one hour per day of self-study. Speaking won't fall from the sky if you don't study! 😊



**6-How would you determine my level of language?**

Before you start with your first lesson, you will be told to complete an online level test. This will help to determine your level, along with a little oral test on the first day of your lesson.

Absolute beginners do not need to complete the test.

In case of semi-private lessons, it is essential to check the levels of every participant to make sure that they are at least similar, otherwise we will suggest taking private lessons.

**7-Will I have homework?**

Yes, of course. It is highly recommendable that you complete your homework right after your lessons. It's the best way to settle the contents and reflect on them. Try not to complete your homework in the same day of your next lesson, otherwise you may feel frustrated and lost.

**8-Am I going to receive an attendance certificate at the end of each level / after the time I have had lessons with you?**

We don't offer attendance certificates as we are not a language school. We only want you to learn Spanish, thus, we will certainly do our best for you to achieve your goal. Of course, we prepare for official exams like D.E.L.E or S.I.E.L.E organized by Instituto Cervantes. In that way, you can get a recognized language certificated by Instituto Cervantes to accredit your level. We don't make the enrolment for the exam, but we can help you for sure with the information.

**9-Do you organize trial lessons?**

I am afraid not. We are not newish teachers 😊. You will enjoy our lessons for sure and will find them very helpful.

**10-Do you offer lessons on weekends? What's your timetable?**

No, we don't. We work from Monday to Friday from 9.00 to 1.00 pm and from 4.00 pm to 8.00 pm (CET)

**11-When should I expect to achieve a particular level of language?**

We follow the European Framework of *Reference for Languages' levels* (A1, A2, B1, B2, C1 and C2). In practice, it's been indicated that you can jump from one level to the next after one year or so of lessons. In our experience, this may also depend on the student's educational background.

**12-Do I need to have any grammar knowledge to learn Spanish?**

No, however.... It's a fact that those who already have studied foreign languages before or just have a good knowledge of grammar, they are able to advance quicker... We recommend getting familiar with the grammar terms and the tenses in your own language.



### **13-Is the Spanish language easy?**

Spanish language has plenty of tenses and grammar, sometimes very challenging. To master the tenses in a reasonable way, it is essential to achieve a good level of conversation. Please, try to accept the language as it is, do not compare it with yours, otherwise frustration will arise. Of course, we will do our best to support you in all the process of learning, since we have an expertise of teaching Spanish as a second language, and we also speak foreign languages. Don't worry, you will be fine! 😊

### **14- I want to take an official exam training with you. What level is required to start with the preparation?**

We recommend at least to have the same level of the exam you want to be prepared for, otherwise you will find the preparation very difficult. In such case -apart of our regular language online test- we will tell you to complete one of the exam tasks (like reading or listening) If you insist in being prepared without having the level, the preparation itself will be hard and frustrating. If so, we may suggest general Spanish lessons to achieve the appropriate level before the preparation.

### **15-What's the difference between SIELE and DELE exam?**

The main difference between DELE and SIELE is their validity: the DELE diploma recognizes your Spanish language skills indefinitely, while the SIELE certificate is valid for five years. DELE covers all the levels from A1 to C2; SIELE doesn't score for C2.

### **16- Will the lessons exclusively be taught in Spanish?**

This is as you wish. Lessons can be developed just in Spanish or bilingual (English and Spanish). As language experts, we have been educated in the idea that any foreign language should be taught monolingual, just in Spanish in our case. This is certainly the truth, and you will go quicker after a long period of desperation and frustration due to the complete lack of understanding!

However, in practice, this only works with students who already have certain level of Spanish (from A2 /B1 onwards) Spanish grammar at the beginning is hard to be explained just in Spanish, since it takes too much time and effort to understand complicated concepts.

If you have never studied Spanish in your life, or any other Latin language -at least for a long period of time- monolingual lessons are not recommendable. We will help you in English when is needed and progressively we will introduce more and more Spanish in the lesson.

Conversation lessons will be conducted for sure completely in Spanish when you have the necessary level.



**17-How early in advance should I book my lessons?**

Please, feel free to fill out our [online contact form](#) to check availability and we will reply as soon as we can.

Please bear in mind that we are always very busy most of the year, however in September, January and summer is when we have more requests. As a result, if you wish to start in one of these periods, you should be checking availability early in advance just to avoid disappointments.

**18-How can I book?**

Please, complete our online [contact form](#) and we will be in touch with our availability and payment method. If you are not happy with the available time slot, of course there is not any commitment! You can be in touch with us in the future to re-check our availability! Please bear in mind that we don't reply WhatsApps since we are probably working.

**19- What's the minimum age to take lessons with you?**

We only run lessons at our facilities or online for ages 18 onwards.

**20-When can I start with my lessons?**

We normally prefer students to start at the beginning of the month. However, only on your first month you can start any week. For this only occasion, we will charge you according to the remaining period, not for the full month.

**21-Is the book included in your fees?**

We will tell you to purchase the appropriate book after your first lesson. Of course, if you take face-to-face lessons, we will provide the extra copies you might need apart from your book, however you will always follow a book.

**22-When do I need to pay for my lessons?**

Your lessons must be paid in full before your first lesson of the month (not on the first day of your lesson) You can pay via bank transfer in Euros, GBP, or USD. If you live in Spain, we also accept payments via Bizum. We don't accept payments in cash. Please, if you wish to pay via PayPal, we must charge a 5% extra.



### **23-Can I book my lessons per days, weeks, or fortnight?**

Lessons can only be booked per calendar month (a period of 28, 30 or 31 days or 4 weeks) All our students have a fixed schedule and the same number of lessons every week. A minimum of 1 lesson per week is required, so 4-5 lessons per month depending on the number of weeks the month has. As a result, you **can't book** only a few lessons through the month or just condense all of them in less than one calendar month! For organization purposes, this is just not possible. Please, bear in mind that we are fully committed to you, and we expect the same.

### **24-Can I book a block of lessons for less of a calendar month?**

I am afraid not. We mostly work with students that commit to us for at least one calendar month (a period of 28, 30 or 31 days or four weeks) or more. We mostly work with long-term students who has a fixed spot / time slot, consequently our diary is always very fixed and it's complicated to fit in someone for less than a calendar month.

### **25-How is the cancellation policy?**

Lessons cancelled by the student won't be never refunded, rescheduled, nor made up in the next calendar month(s). Of course, if we must cancel a lesson due to personal reasons, we will refund it immediately. Besides, we won't charge for our lessons during our annual breaks (We will inform you in advance) You can't transfer your lessons to another student.

### **26-Can I expect to have the same spot every month?**

Yes, our students have the same and fixed schedule, **with no rotation**. If you wish to change your time slot, you can tell us at least 2 weeks before of the new calendar month begins. We will of course do our best to meet your request, but we can't guarantee it.

### **27-Can I expect to have the same time slot and day on my return from my holiday or break?**

This can be done only by paying your lessons during your break / holiday. Bear in mind that we receive requests in daily basis. Consequently, the only way to secure your spot is by paying for it. If you don't wish to, we completely understand, so you can return anytime. Therefore, we will need to check our availability and see if this spot is still available... During our personal annual breaks / holiday we will of course maintain your time slot as we are not teaching.

### **28-What should I do if I can't commit to take all my monthly lessons?**

We only work on monthly basis payments; thus, we don't take bookings for less than one month (like days, weeks, or fortnight) If you foresee that you can't take all of your lessons -just one or a few of them- you still need to pay for the month in full to secure your spot. If you don't wish to pay for the full month, we recommend you cancel and restart your lessons when you can commit to one full month. If this is the case, we will check our availability on your return since we can't hold the time slot. Don't worry, we won't be mad! 😊



### 29- How much bandwidth does Skype need?

Call type	Minimum download / upload speed
Video calling (high-quality)	400kbps / 400kbps
Video calling (HD)	1.2Mbps / 1.2Mbps
Group video (3 people)	512kbps / 128kbps
Group video (5 people)	2Mbps / 128kbps

It is always a good idea to check your bandwidth with your provider before you start your lessons.

### 30- Can I use another videocall provider?

We prefer lessons on Skype since it is more educational orientated, other services are more for business purposes and by far more complicated to use or not free. We will always use Skype.

### 31- What are the admission rules?

We reserve the right to refuse admission to a student or expel them due resulting from their misconduct, unsatisfactory attendance/work or fail in payment. Please respect the rules you agreed and signed in our Terms and General Conditions at the time of booking and also the teacher and Spanish culture.