FAQ

1. FAQ on fluentfuture

1.1. *What is fluentfuture?*

fluentfuture is a community-based language exchange platform.

You can learn languages free by using our database to make contact with members wishing to learn your language or you can choose to pay for lessons by a teacher accredited by the fluentfuture rating system for individual lessons.

We now have 12,000+ members who aggregately speak 40 different languages and the number continues to grow rapidly by the day.

2. FAQ on software/hardware

2.1. *Do I need special software or hardware?*

You will need the basics including broadband Internet access (cable, DSL, etc.), a sound card, speakers and a microphone (we recommend a headset).

We recommend downloading Skype and create a username which is what you will most likely be using for your fluentfuture teaching sessions.

Skype is free and allows for text, voice and video messaging.

For financial transactions, you will also need PayPal so that the transfer of funds between students & teachers can be made securely.

2.2. *What is Skype?*

Skype is a communication service which has a number of free features. You can message, talk and exchange video images instantly without charge. To use Skype you need a headset or a microphone and speakers.

2.3. *Downloading Skype*

2.3.1.   Go to http://www.skype.com/intl/en-gb/download/skype/windows/

2.3.2.   Click on the 'download now' button

2.3.3.   When a box appears asking weather you wish to save this file click 'save file'

2.3.4.   A window called downloads should open, if this does not happen go to the 'tools' menu and click 'downloads'

2.3.5.   Double click on 'SkypeSetup.exe'(it should be at the top of the list)

2.3.6.   If a window opens asking you if you want to continue click 'OK'

2.3.7.   When the window comes on the screen asking you if you want to run this file click 'Run'

2.3.8.   Select your language from the drop down list and click 'I agree – install'

2.3.9.   Wait for Skype to finish installing (this might take 2-3 minutes)

2.3.10. A window should open asking you for your Skype name and password. If you have already made a Skype account then enter your name and password into the boxes, if you haven't made one yet then continue reading.

2.4. *Creating a Skype Account*

2.4.1.   Click on the 'Don't have a Skype name?' link below the 'Skype Name' box

2.4.2.   Enter your name into the 'Full name' box

2.4.3.   Enter what you want to be known by on Skype into the 'Create Skype Name' box

2.4.4.   Enter what you want your password to be in the 'Password' box

2.4.5. Repeat what you put into the 'Password' box into the 'Repeat Password' box

2.4.6. Tick the box asking you if you accept the terms and agreements

2.4.7. Enter your email address into the box called 'email'

2.4.8. Uncheck the box asking if you want Skype news and special offers (Unless you want Skype news and special offers)

2.4.9. Select your country or region from the drop down box called 'country/region'

2.4.10. Enter your town/city into the box called 'city'

2.4.11. Click the 'sign in' box at the bottom

2.5. *Adding a Skype Contact*

2.5.1. First you need to know either the Skype name, full name or email address of the person you want to contact over Skype

2.5.2. Go to the drop down list called 'New' (above 'Contacts')

2.5.3. Select 'New contact' from the list

2.5.4. In the box enter the person's Skype name, full name or email address

2.5.5. Select the person you want to add from the list (if there is a list) and click 'Add contact

2.5.6. Enter a message to introduce yourself

2.5.7. Click on 'close'

2.5.8. Wait to be accepted (this could take a while, it depends on when the person is next on Skype)

2.6. *Calling a Skype Contact*

2.6.1. Now that you have a contact you can have conversations with them over Skype

2.6.2. Click on the user you wish to contact (there is a list on the left hand side)

2.6.3. Go to the green button called 'Call' and click

2.6.4. There should be a ringing noise, wait for the contact to answer

2.6.5. If the user answers, you should be able to communicate.

3. FAQ for Teachers

3.1. *How can I sign up to be a teacher?*

When you register with fluentfuture, please choose teacher profile on the drop down menu. As a teacher, you can add students as well as friends to your account.

3.2. *How can students schedule lessons with me?*

Interested students will request a tutoring session.

A student may approach you informally through the site messaging system or they may make a request on the Booking System.

You will be sent an email informing you in either of these eventualities.

The email will go to the address you have registered on the site. You will also be informed of the request when you log in to fluentfuture

You can view the details and confirm the session, or modify them, including price, time, etc, or reject the session.

All times are adjusted for your local time zone based on the information you gave us upon sign-up.

3.3. *Who calls who?*

At the agreed time, you should contact the student via the method agreed, usually Skype, although you can also use the fluentfuture message function.

3.4. *How can I change details of booking on the session request page?*

As the teacher, you can change the price, time, or other details on the session request page before you confirm the session.

The student will need to accept your changes before the session is confirmed.

 Once the details have been confirmed you cannot make any more changes. You will need to teach the session as agreed, or contact the student directly to explain why the situation has changed.

3.5. How can I cancel a lesson that I have agreed to teach?

If you realize you can't meet with the student at the scheduled time, we suggest you contact the student ahead of time to reschedule your session.

If you and the student are unable to reschedule or otherwise unable to conduct the session, please wait until the session time has passed and then indicate on fluentfuture that the session did not occur.

3.6. The session time has passed, now what?

You will need to wait for the student to confirm that you taught the session. This is so that fluentfuture can ensure both parties upheld their part of the contract.

If the student indicates you did not attend the agreed session, then you will be asked for an explanation. If both you and the student indicate the session did NOT occur, then negative feedback will be generated for your record.

We encourage you to avoid this situation by rescheduling with your student.

If the student says you did not attend, while you indicate that you did attend, both parties will enter into a dispute.

If both parties cannot resolve the dispute through discussion, fluentfuture will arbitrate on the dispute and fluentfuture's decision is final.

A dispute will be shown on your profile and cannot be removed. We strongly encourage you to avoid this situation.

If the student is a no-show for the session, we encourage you to deal directly with the student to reschedule.

As of now, fluentfuture does not have no-show policy. If you have suggestions for one, please email admin@fluentfuture.com .

3.7. When will I get paid?

When the session is over you mark "lesson finished" on the Booking System.

The System will remind the student that he has a lesson to pay for.

This transaction will usually be done through PayPal and fluentfuture has no way of monitoring that payment.

When the student pays for his lesson you mark "lesson paid." The system will then ask you to supply feedback on the student.

The system will also ask the student to supply feedback on you.

3.8. How much does it cost to tutor on fluentfuture?

fluentfuture is free for teachers to sign up and create a profile.

3.9. Do I need to be a certified teacher to offer my services on fluentfuture?

No, as long as you are confident in your language proficiency and teaching ability, you can register to become a teacher.

3.10. *How do students find me on fluentfuture?*

As more members register with fluentfuture, there will be a higher likelihood of matching students & teachers together.

Good feedback will allow you to attract more students- therefore allowing you to charge a higher price for your services.

fluentfuture encourages teachers to update their profiles with information such as education, credentials, certifications, etc. to allow appropriate marketing.
Students may also be attracted by any free lessons you have linked to your Profile Page

3.11. *How can I upload content & teaching resources?*

1. Log in as teacher,

2. Either (1) Go to 'Home' & click 'Upload Resource' or (2) Go to 'Upload Resource' under your profile

3. Complete the 'New Content' form on the right

4. As an example, fill in:

    a. Resource Name: Lets learn Spanish

    b. Description: Fruits in Spanish

    c. Level: Beginner

    d. Language: Spanish

    e. Type: Youtube URL

    f. Paste Youtube link

    g. To finish, click 'Add Content'

    h. Your resource file should appear under 'Contents'

4. FAQ for Students

4.1. How can I sign up to be a student?

fluentfuture is free, and registration takes less than a minute with a simple & intuitive form.

4.2. How can I schedule a session with a teacher?

4.2.1. Click " Teachers" and browse teachers and tutors teaching the language you want to learn.

4.2.2. Look for a teacher who suits you, including your level, time availability, rate per hour, and review the teacher's ratings.

4.2.3. Once you have found an appropriate teacher, you can either make first contact through the site Messaging System or enter your request for a lesson directly on the Booking System.

4.2.4. Use the Booking process to suggest a date and time for a lesson.

4.2.5. You must now wait for the teacher to confirm.

4.2.6. The teacher may suggest a different day or time but once the lesson details have been has been confirmed a commitment has been made by both parties and a failure to meet that commitment may affect your feedback score..

4.2.7. At the scheduled lesson time, please be available to connect with your teacher using whichever online communication tool you agreed upon, normally Skype.

4.2.8. Many teachers offer a free introductory session and this will involve you in no obligation to continue lessons with that teacher.

4.2.9. It is essential to the functioning of the fluentfuture Teacher Evaluation System that you enter this session on the Booking Process and leave feedback -taking into account that this was an exploratory conversation and cost you nothing.

4.3. How can I assess the quality of teaching by a teacher?

fluentfuture helps you to determine whether a teacher is good or not through Rating scores and Feedback.
Rating Records depend entirely on the use of the Booking System.
A general failure to use the Booking and Feedback System a will make it impossible for fluentfuture to offer any guidance about teacher quality.
You can also view the teacher's Profile and resume, credentials, background & free lessons uploaded to the site and other activity on fluentfuture,

4.4. How much does a session cost?

Teachers set their own rates for tutoring sessions. You will see the teacher's rate listed on his or her profile page.

4.5. How can I reschedule a lesson?

If you need to reschedule a lesson we encourage you to do as far in advance as possible. You will need to contact the teacher directly, through fluentfuture messages to discuss alternate times with the teacher.

4.6. *How can I cancel a lesson?*

If you realize you can't meet with the teacher at the scheduled time, we suggest you contact the teacher well ahead of time to reschedule your session.
You can also cancel the session but this will be recorded on your Profile
If you or the teacher fail to turn up in time for the session please wait till after the session time has passed and then indicate on the Booking System that the session did not occur.

4.7. *The session time has passed, now what?*

When the lesson has been taught the teacher will record this on the Booking System. You will be sent a message reminding you to pay for the lesson.

When you have paid for the lesson and the money has been transferred into the teacher's PayPal Account the teacher will mark the lesson as paid and leave feedback for you. You will then be asked to leave feedback for the teacher.

If you were very dissatisfied with the quality of your lesson it is recommended that you discuss this with the teacher in question before leaving adverse feedback.

If your Skype or MSN connection has been poor your assessment of this should be recorded as a separate issue.

4.8. *What is PayPal and how do I set up this account?*

PayPal is a third party online transfer system. You would be wise to set up a PayPal account a week or so in advance of your first lesson.
PayPal has to check your credit card or bank account details.
You can have an account with them in which money is deposited or you can pay from a Credit or Debit Card.
To register with PayPal, please see www.paypal.com

5. FAQ for Marketing Yourself

5.1. ***I don't receive responses. What can I do?***

It is important to use your Profile Page to set out a stall for yourself. You must make it quite clear what is distinctive about you and the teaching you have to offer.

It is a good selling point to have a couple of free videos or lesson plans connected to your Profile Page. It is also worthwhile to participate on Discussion Boards and in the Chat Room.

Most teachers offer a free introductory session of half an hour to prospective students. Students appreciate this and it gives you an opportunity to gauge the level of the student and discover what she is looking for.

It may, however, become clear to you during this introductory conversation that you do not want to take this student on.

Teachers also have choice.