



FAQ - ONLINE LESSONS

June 1st | 2020

What do I need for my online lessons?

Internet broadband connection – fast broadband is best,
Desktop or laptop computer, tablet or smartphone with audio and camera,
Booked time in teacher's calendar,
Musical Instrument,
Quiet space for an uninterrupted lesson.

Can I reschedule a change of lesson or even cancel it?

No - We have a No-Refunds & No-Lesson Time Change Policy

Once you have booked with your teacher you cannot return to the calendar and change it because it is locked-off.

Please book carefully to avoid disappointments later.

Once you book a time slot in the teacher's calendar that time is set aside from their teaching schedule. So please, take time and consider all your options very carefully before booking your lesson.

Why must I book a lesson at least 48hrs in advance?

This helps teachers manage their work/life balance and by giving them advance notice of your lesson they can plan and prepare for it better.

When are my lesson times and when can I book?

Log into your pupil account and navigate to the calendar section and check when your teacher has lessons scheduled.

If you are unsure of your account's login details, email us with a request and we will send the details out to you.

You can book your lesson at any time there is an available slot on your teachers' calendar.

Best is to pre-book several lessons, all at regular times each week.

This will help with your motivation and you will always have your favourite time slot pre-booked.

What is my Pupil's Account?

On the website homepage it is the [Pupil Portal Login](#) button at the top right corner

This is where you can access all things about your lessons,

You can see how many credits you have,

What lessons you have had and when you had them,

Teacher's notes about how your lessons are progressing,

Reply to teachers notes,

Teacher's teaching time slots,

Book lessons with your teacher,

Read emails and announcements from the school,

Find many other resources.

Do I need my own Zoom account for a Zoom lesson?

No, you do not need a zoom account for your Zoom lesson.

Do not try to access the lesson from another Zoom account this will cause delays, and it may ask for a password.

How do I get onto my Zoom online lesson at the right time?

It is very straightforward, and it's all done from inside your [Pupil's Account](#).

Start by getting to the lesson at least 5 to 10 minutes before it starts.

Login to your pupil's account and navigate to the calendar. Find the time slot you booked and click on the Zoon (camera image) and wait for the teacher to let you in.

You do not need a password.