

Your Account

1. How do I log into the booking system for the first time?

All registered myClass students get a confirmation email with a link which should be used for the first login attempt. You just need to follow the instructions. If you need more help, there is an Activation Wizard.

2. I haven't received any registration instructions. What should I do?

Please note that it can take some time to get your payment and create an account. The email will be sent to the address you gave us during the consultation. Please check your spam folder because the registration email is created automatically and could be considered spam by some email clients. If you still haven't received it, please contact our customer service: +48 22 695 59 00 (Warsaw) +48 12 428 59 30 (Krakow).

3. Where do I get my login and password?

Your login is your email and your password should be created when logging in for the first time.

4. I received a message "You have entered an incorrect username or password. Please try again". Why did this happen?

The myClass system is used at British Council teaching centres all around the world. You may have tried logging into a wrong country's online booking system. Please make sure that you are using the right link:

<https://myclass.britishcouncil.org/eu/>

5. I have forgotten my password, can it be changed?

Yes. Please contact our customer service: +48 22 695 59 00 (Warsaw) +48 12 428 59 30 (Krakow).

6. Where can I see how much time and lessons I have got left?

Check the expiry field and the lesson credit balance field under your name in myDashboard. myClass gives you the freedom to use the most suitable time for studying but remember that after the expiry date it will be impossible to book lessons even if there are credits left on your credit balance.

7. Can I freeze my account?

The myClass programme gives you the advantage of managing your learning process, frequency of visits and the time spent on the course completion. You can take a break if needed, however you have to use all the credits by the expiry date in your personal account. The expiry date will not be changed after activating your OBS account.

Navigating the Online Booking System (OBS)

1. What is myDashboard?

This page is used for booking lessons. You can see the schedule for the current and the next few weeks. When choosing classes, please make sure you look through both Daytime and Evening tabs. You can use myStudyPlanner to filter the lessons by day, time, visited/new etc.

2. What is myCourse?

This page shows you the content of the course. On the left there is a list of themes. Each theme normally consists of four lessons. The lessons can be attended in random order. After clicking on a lesson name, you will see its description. You will also see the nearest dates when this lesson will take place.

If the time and date are not suitable for you or there are no places left, don't worry. All lessons are timetabled on a rotating schedule, and after some time you will see this lesson again. You can click on the star next to the lesson not to miss it next time.

3. What is myProgress?

This page shows the results of your speaking and writing assessments (myClass students are assessed every 10 lessons). To understand the requirements better, please download and read the pdf file with the assessment criteria and grades description.

You can also see your registration history here.

4. What is myTeachers?

Here you can find the list of our myClass teachers. You can see their schedule at your level for the next couple of weeks.

5. What is myOnlineResources?

This page contains various exercises, rules and tasks suitable for your level. You need to log in using your myClass login and password.

6. What is my Learning Index?

This is an indicator of your progress. It is made up of four parameters: assessment, attendance, theme badges and online resources. The Learning Index was created for your convenience, so that you can better understand how to use the myClass system for studying.

Lesson Booking

1. How can I book my classes?

On your myDashboard page you can see the course calendar. This shows you the times and themes available. By clicking on a class icon you'll get the main information about it - when and where it is going to happen, who the teacher is, and the lesson content. If you want to attend it, please click on Confirm.

2. I can't book the lesson as I don't have Internet access. Can you do it for me?

If you face any problems when booking your preferred class, we are always ready to help you. However, it has to be done via your personal OBS account. Please be careful when making bookings and cancellations.

3. Can I cancel my booking?

Yes, myClass suits your lifestyle and, if your plans change, you can cancel your lesson with a credit refund not less than 24 hours before its start. Please note that in other cases the credit will not be refunded.

4. How many lessons can I book per week?

There are no restrictions - you can study as intensively as you wish.

5. Is there a time limit for booking the lesson in advance?

If your schedule is stable, you can book lessons a couple of weeks in advance. However, if your plans change constantly, you can book a lesson a few minutes before it begins if there are spaces available.

6. Is there a mobile application for myClass?

Yes, you can manage your lessons anytime, anywhere. Book classes on any device and get immediate confirmation, find out more about your teachers and check their schedules, upload your profile picture and stay in touch with friends.

The myClass booking app is available for registered myClass students only.

Download now for [iOS](#) (available in the Polish App Store) or [Android](#).

7. How can I book a lesson that my friend has booked?

The OBS has a 'friend' feature that enables you to share your schedule with your friends and classmates. For more details, click on the Settings on your myDashboard page.

Your Course

1. What should I start with? Who can advise me on the course structure?

One of the main myClass advantages is flexibility, which means you can choose what and when to study. If you need advice and support at any time during your course, please book a session with myAdvisor who can provide you with the advice you need. You can book a session using the portal.

2. Who can I ask for help or advice if I don't understand something at the lesson or if I want to ask for extra info (e.g. where to find materials, which websites are helpful, where I can get materials from the lesson I've attended in case I lose them etc.)?

You can always ask your myClass teacher during the lesson.

3. Are we going to have tests? If not, how can I check my progress?

You are going to have grades: every 10th lesson you will be personally assessed by the teacher while you are doing speaking tasks. The teacher will give you a mark for several criteria, and you will be able to see all your past and present results on the OBS in the "myProgress" section. You can download a full description of criteria and grades from the same page.

You can also get an assessment of your writing skills if you attend a writing lesson and submit your written assignment to the teacher.

4. Is there any homework in myClass?

Yes, there is. At the end of every lesson the teacher will recommend online activities and give you handouts connected to the lesson topic. Do your homework tasks as soon as you can because this will help you remember the lesson and make more progress in English.

5. If I have a question about my homework, who shall I talk to?

Ask your next myClass teacher, they will surely help! They will not be able to mark your homework though, so try to choose activities with an answer key.

6. Where can I get extra practice of the things discussed in the lessons?

It's a great idea to give yourself extra practice! If you like practising online, use www.learnenglish.britishcouncil.org, www.bbc.co.uk/worldservice/learningenglish/, www.ted.com and www.engvid.com (and the other links your teachers recommend for homework).

If you prefer paper books, try the English Grammar in Use series, or English Vocabulary in Use for extra language practice.

For skills practice, read an interesting book, watch a film, or talk to your friends in English using the words and phrases you have learned in myClass.

7. How many levels are there in myClass?

BC Warsaw and Krakow offers myClass at five levels: Pre-Intermediate (A2), Intermediate (B1), Upper Intermediate (B2), Advanced (C1) and Proficiency (C2). In Wroclaw we offer classes at four levels: Pre-Intermediate (A2), Intermediate (B1), Upper Intermediate (B2) and Advanced (C1).

Those of you who study at Upper Intermediate, Advanced and Proficiency will be able to access both general English and Exam courses. Upper Intermediate will be able to access B2 First, Advanced, can access C1 Advanced. Proficiency students can also access C2 Proficiency exam courses.

8. How many lessons are there at one level?

There are more than 110 lessons at each level. In order to progress to the next level, you need to take a maximum of 80. You can also retake any available lesson you need more practice on, but this will not count towards level completion.

You can use the course map to see what lessons are available at your level and what their contents are. The link to the course map is available in the Newsflash section on the OBS.

9. How can I move to the next level?

If you have just joined the British Council, you will need to take 80 lessons at one level without failing your assessments. In some cases, if you achieve excellent results in your assessments, you may need to take fewer lessons to get to the next level. Please use the myAdvisor service for more advice on this matter.

10. Can I fail a myClass course?

You cannot fail your course, but it is advisable to move to a lower level if your assessments are consistently low, or if your myClass teachers notice that you are struggling. The customer service will contact you; alternatively, you can contact them yourself or use the myAdvisor service if you are feeling any discomfort in lessons.

11. If every lesson is independent, how can I revise things I have studied at the previous lessons?

In fact, there is a lot of recycling built into myClass. For example, phrases for agreeing/disagreeing are reviewed in quite a few lessons, and will be necessary to complete most of the speaking tasks. Also, if you are interested in a vocabulary topic, try to take all lessons in a theme (there are 4 lessons in one theme: for example, the theme 'Houses' at the Pre-Intermediate level includes such lesson topics as 'Unusual houses', 'A great area to live', 'Holiday accommodation'. 'You and your home'. The home vocabulary you have learned in one of these lessons will be very useful at the other three.

To remember vocabulary better, you can also use paper or electronic cards, post-its around your home, or a vocabulary notebook.

12. How do I know if I'm making progress and which areas need improvement?

In addition to individual speaking assessments that you have every 10th lesson, as well as writing assessments of your writing assignments, a lot of opportunities for feedback are built into every myClass lesson. While you are doing tasks, the teacher is observing you. Sometimes the teacher will correct you on the spot, other times they will devote part of the lesson to discussing several typical errors at once. The amount of feedback you get depends on how difficult a lesson is and on the type of activity.

You are also strongly recommended to attend a free myAdvisor session three times per 80 lessons: after your first assessment, in the middle of the level and at the end of the level. After talking to an experienced teacher for 15 minutes you will receive recommendations in spoken form followed by a written action plan by email. At the next meeting, the advisor will check on your progress and help you set new learning goals. You can make an appointment using the portal.

13. I'm afraid that studying with a new teacher and new groupmates each lesson will have a negative impact on my learning.

Not to worry: our experience has shown that students and teachers are even more motivated at myClass lessons, because every lesson feels like the first one!

14. How many students will be studying with me at a myClass lesson?

At the British Council Poland, the maximum number of students depends on the size of the room as we try to accommodate the advice on maintaining physical distance. The average maximum size is 8, but there might be some cases where classes might be as large as 12 or as small as 6. If you like smaller groups, try attending the lessons at less popular times; if you prefer bigger groups, come to our myClub sessions. Our teachers are highly qualified professionals who use communicative techniques to ensure that you always get enough practice and attention, as well as interact with as many speaking partners as possible.

15. I get a lot of photocopied materials every lesson. What shall I do with them?

The handouts you get every lesson are very important, don't lose them. You can put them into your myClass folder (ask your next teacher to give you one) and create your own coursebook for review and reference.

16. How many lessons should I attend every week?

For each level, there are lots of lessons timetabled for different times every week. If you want to have an intensive course, it's a good idea to come to as many as you can. You can actually attend the same lesson a few times if you feel you need more practice. (Please note that even though your credit will get deducted, repeated lessons will not count toward your level completion. You need to come to at least 80 different lessons to complete a level.)

If you are not looking for an intensive course, it is enough to come to the British Council two or three times a week. Try different timeslots and different teachers, and your language competence will grow more quickly.

17. How can I practise my writing skills?

We have dedicated writing lessons so that you can develop and practice your writing skills. Every level has at least 1 writing lesson per week. You can recognise them in the booking system by a special icon and the lesson description.



18. Is there a speaking or conversation club?

Yes, there is. We have regular myClub sessions which cover a range of exciting conversation and grammar topics. You will be able to find more details about what's coming up on the portal.

19. Do I get a certificate at the end of the course?

Yes, if you complete 80 lessons at a particular level and don't fail your final assessments, you are issued a British Council certificate.

20. What international exams can I take after a myClass course?

Providing you are at the appropriate level, you can participate in Cambridge Exam lessons. Those of you who study at Upper Intermediate, Advanced and Proficiency will be able to access both general English and Exam courses. Upper Intermediate will be able to access B2 First, Advanced, can access C1 Advanced. Proficiency students can also access C2 Proficiency exam courses.

Please note, you will need to purchase the book to attend the lessons:

B2 First – 'Spotlight on First'

C1 Advanced – 'Spotlight on Advanced'

C2 Proficiency – 'Cambridge English Proficiency 2'

Alternatively, you could also take the IELTS exam although there is not currently an IELTS myClass course of lessons and you would need to register for such a course with our customer service team.