



Service Information Consultation & Trial Session

What's in this document? Everything you need to know about our consultation process, *trial* session and how to start officially working with us.

Step 1: Consultation

Before working with anyone, the first thing we always do is set up a free 15-20-minute online consultation.

The whole process is very easy to arrange. All you do is e-mail us and say 'I would like to arrange a consultation' and we will do the rest.

This is what happens during the consultation:

Stage	Time	What happens?
1.	10 mins	We <u>listen</u> to your <i>English</i> situation (i.e. needs, goals, issues and circumstances)
2.	5 mins	We provide feedback on your English and what you need to do to advance.
3.	5 mins	We show you our main options/prices and answer any questions you may have.

About our feedback:

During the consultation, we provide you with our thoughts on your English ability and situation.

We will try to identify your main strengths/weaknesses and summarize what issues need to be resolved for you to reach a more advanced level.

Our feedback style is not just a generic assessment.

We try to *pinpoint* any unique or *quirky* details about your English and share how we see your attitude and relationship with the language. We want to make it clear what challenges you will be facing on your journey to advancement.

After the consultation, we send you:

- ✓ Full details of range of short/long-term plans
- ✓ A range of prices which suit your needs.

There is no obligation during or after a consultation to book any service. You simply contact us at a later *if* or *when* you feel interested.

What are the next steps after a consultation?

If, after the consultation, you feel inspired to 'try' our service; we suggest starting with a:

90-minute trial session + After-Session Report = £50*

(***Note:** The full-price of trial + report is £85. However, if you book a trial for a date within 7 days of consultation we offer a £35 discount. On the next page, you will find full-details of this 'trial' session and what you get in the report).

Step 2: Trial session

After a consultation, we suggest you arrange a 90-minute *trial* session. This will give you a 'taster' of how we will start advancing your English should you decide to work with us.

Through the 'trial' you experience how we work; but, without making any major commitment.

The trial session offer has the following reassuring conditions:

✓ **Book a trial session within seven days of consultation to receive £35 discount:** The cost of the trial is £85. But, book the trial for a date within seven days of the consultation and you pay £50.

✓ **Decide to work with us further and the trial is free:** Book session one of 'Trial Program' (see below) for a date within seven days of trial session and full trial session fee (£85) is discounted.








✓ **No obligation and money-back guarantee:** If, after the trial you do not wish to proceed; you stop. No additional costs. If you are not satisfied with the *trial*, then we will give you a full-refund.

The content & structure of the 90-minute trial is divided into six main segments as follows:

	Time	Activity
	10 min	Explanation & questions: We explain basic aspects of coaching process and answer any initial questions/confusions you may have.
1	10 min	Assessment of your potential: We test your ability to reproduce 'native-style' language and also <i>analyse</i> your pronunciation and delivery.
2	10 min	Pronunciation & delivery assessment: We test and <i>analyse</i> your pronunciation and melody and overall delivery of English.
3	10 min	Language Refinement: We take you through one of our main interactive training techniques for upgrading your English; Language Refinement.
4	10 min	Recorded Speaking Practice: Using a pre-selected topic as the basis of a conversation, we <i>informally</i> interview you. This <i>conversational</i> interview is <u>recorded</u> and <u>after</u> the session we use it to provide feedback on your English.
5	20 min	Communicative Proficiency Training: Train your ability to order and express complex concepts precisely whilst communicating effectively i.e. engaging and connecting.
6	10 min	Learning Theory & Strategy: In this part of the session we begin to explain the first part of our learning strategy i.e. <i>how</i> to reach an advanced level of English.
	10 min	Feedback and plan: In this final part, we will provide feedback, outline the general plan for your English and answer any questions you may have.
Total time = 90 minutes		

Step 3: What you get in your 'After-Session Report' (ASR)

After the *trial session* you receive a very detailed report within 48 hours. Here is a list of some of the items/content which you will receive in your report:

	Item	What is this?	What is the benefit for you?
	General Feedback (15-min. audio)	Assessment of main 'technical' weaknesses + insights into your English <i>situation</i> i.e. your mentality & attitude and chances of progress.	If you know <u>what</u> you need to do and how. You can get to work; instead of being 'stuck' and feeling confused about how to proceed.
	RSP Feedback (15-min. audio)	Detailed analysis of your speaking ability using audio samples of your spoken English which we recorded in the trial session.	Hear yourself making the mistakes we identify as your main issues; this will give you a very keen awareness of your level and specific weaknesses.
	Upgraded Language (PDF report)	Typed <i>samples</i> of English you produced during the session along with upgraded 'native' versions of what you were trying to say.	See difference between 'your' English and 'native' English to learn which type of native structures/vocabulary will give your English a more advanced style.
	Language Feedback (10-min. audio)	Audio analysing the upgraded language; explaining the main differences between your English and 'native' upgrades.	Become aware of your <i>little</i> defects bringing your level down and why certain expressions and details work better than others.
	Your English	Outline of first steps of <u>plan</u> for your advancement i.e. what we work on and how results are achieved.	Get clearer idea of our method, approach and strategy and what we will do if we work together
	Advancement Theory (PT I) (4-page PDF)	First part in 10-part series explaining practical requirements of successful second language acquisition i.e. what you actually need to practically 'do' to improve.	Without an effective 'plan' you will always be 'guessing' your way to improvement. If you know how to learn you can stop wasting time and money and get on with it!
	Bonus samples of material (Video, PDF, MP3)	Various examples of our material (including listening, cultural and reading assignments) which you will receive during the coaching process.	Our coaching is not just about the sessions. See the material we will send you and get an idea of the 'depth', strategy and value of our approach <u>between</u> sessions.

We also send you:

- ✓ **Instructions:** Audio/PDF guides for going through report + explanation of material/techniques.
- ✓ **Options & prices:** Best services for you + calculation of overall investment.

So, even if you do not decide to work with us (although most people do!) doing the trial session provides multiple benefits. You will understand your English situation much better and have a clearer idea of how to make progress.

Step 4: What happens after the trial?

After a trial session, we usually recommend that you start with our:

Trial Program = £199*

(***Note:** If you book a Trial Program within 7 days of doing a 'Trial Session' the full fee of the 'Trial Session' (£85) is deducted from price of 'Trial Program'. The price shown here includes that deduction)

The 'Trial Program' is 2 weeks in duration and consists of 3 x one-to-one coaching sessions + support, material and training between sessions.

The main benefits of the 'Trial Program':

1. Understand how our coaching process works 'session-to-session' over a longer period.
2. We help you work out how to *blend* the coaching work around your schedule.
3. Provide you with initial techniques, approach and *plan* for advancing your English.
4. Start in-depth' analysis of your English; identifying main problems and outlining solutions

So, in effect, most new clients go through two trials;

1. **The Trial session:** 1 x 90-minute session + After-Session Report.
2. **The Trial program:** 2-week program including 3 sessions + material, training and support.

Once you have finished the trial session and program you will be really clear about how we work with you and how we can help you push your English to a more advanced level. You can then confidently make an *official* decision as to whether you would like to work with us.

We offer three main official one-to-one starting options:

1. Advancement Program: Our 'master-plan' for your English. If you book this option, your English becomes our personal project and we give your case our full focus.

(***Note:** The 'Trial Program' is a pre-stage for the *Advancement Program*. However, there is no obligation to continue with this path. You can choose one of the options below instead)

2. Personalized Coaching: 3-weekly 'pay-as-you' go' arrangement. Flexible, lower-cost (but still impactful) for very advanced speakers or people looking for something a bit *lighter*.

3. Short-term Programs: These 'specialist' options focus on specific aspects of your ability i.e. writing, pronunciation and delivery.

We will send you 'full-details' of these starting options after a consultation.

To arrange a FREE 20-min. consultation contact us at:

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