



# System Information Booklet - Cafe

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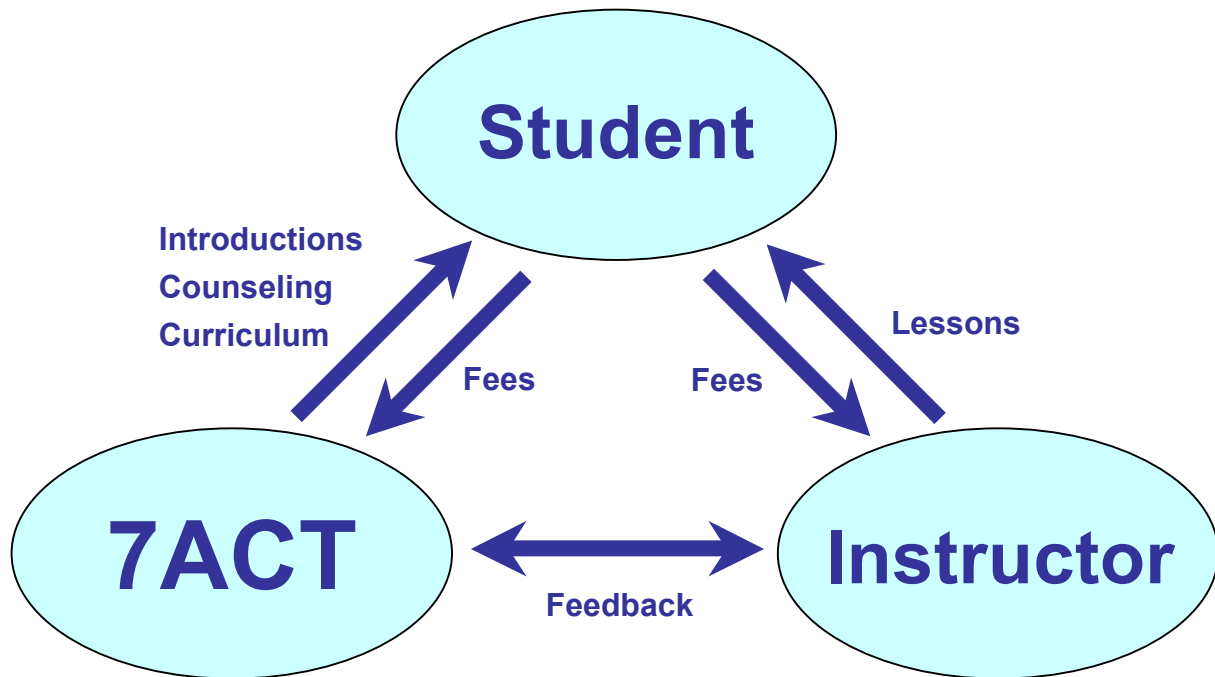
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**Office Hours:** 10:00 – 21:00 (Monday – Thursday), 10:00 – 19:00 (Friday – Saturday)

# The “7ACT – Instructor – Student” Relationship



## Plans Offered to Students:

### **Lesson Only Plan:**

There is a monthly 2000 yen, plus tax, administrative fee paid to 7ACT for this plan, in addition to the 3000 yen per lesson fee paid to instructors. Students undertake lessons only. There is no curriculum provided by 7ACT for Lesson Plan students. The instructor, in consultation with the student, is expected to decide on a curriculum that will support the student in attaining their goal. Using a textbook is strongly recommended.

### **Support Plan:**

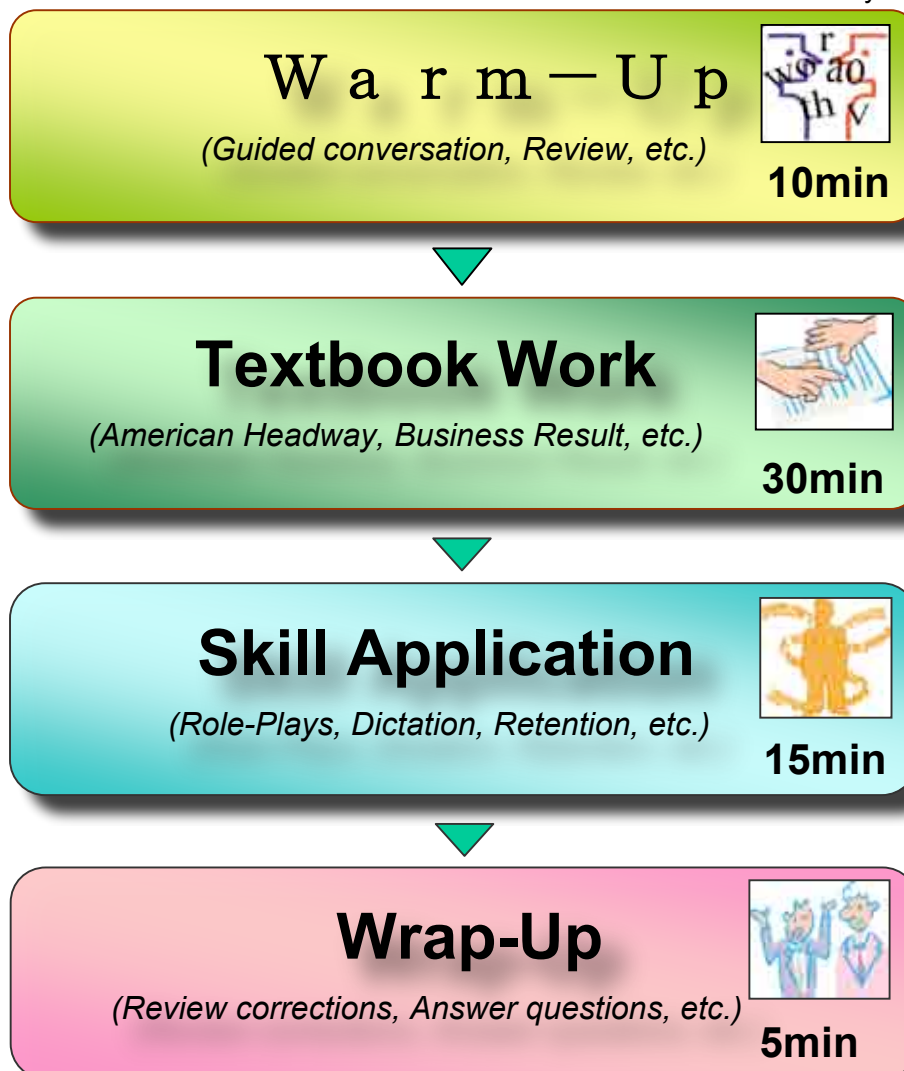
There is a monthly 2000 yen, plus tax, administrative fee paid to 7ACT for this plan, in addition to the 3000 yen per lesson fee paid to instructors. There are also other applicable fees dependent on on-going services provided. Support Plan students select a specific goal that they wish to achieve within a determined time period. Students have counseling once, generally after 2 or 3 lessons have been taken but within a maximum of 6 months, to ensure they are on the right track to achieve their goals. At the counselling session an independent company - Versant - tests their current level and a 7ACT Counsellor then decides with the student which skills they will need to improve to achieve their goals. They then create a customized home study plan. The plan generally consists of study advice, support materials, etc. This information is shared with

instructors and instructors are asked to follow the plan to the best of their ability. Students have the option to purchase additional counselling sessions and tests, if they so wish. In any follow-up counselling sessions, the Counsellor meets with the student to listen to any concerns, ideas or changes that may have surfaced. Based on this counselling and the instructor's feedback, they may revise the lesson curriculum and the customized home study plan that complements it. This is then to be followed by the student and instructor, until the next counselling session. Support Plan students may also choose to subscribe to the iKnow online English learning system.

## 7ACT Lesson Flow

### Lesson (1 lesson / 60 min.)

The 7ACT Lesson Flow is designed to give structure to the private lessons without inhibiting the instructor's teaching style. Instructors are asked to follow the 7ACT Lesson Flow with each student. However, the lesson flow may be adapted to better suit a student's individual needs. Please keep in mind that the 7ACT Lesson Flow is explained to the student at their orientation and many students come to 7ACT for the Lesson Flow. The following time frames are merely examples. Please adjust the times of each section to each student's needs or Trial Lesson situation. Support Plan students will have at least one regular level check and customized curriculum. We ask that instructors follow the curriculum to the best of their ability.



# Student Introductions

## (Prospective/Existing/Substitution)

We do our best so that every instructor has opportunities to meet students as soon as possible. Unfortunately, **we have no control over when or where students will want to take lessons**, so there is a possibility that an instructor may be required to wait some time for an introduction. **The number of students that we can introduce to an instructor is dependent on a number of criteria, including location, schedule, work history, specialty fields and more.** When a potential student registers for a trial lesson, or an existing student is in need of a new instructor, 7ACT contacts instructors who meet the criteria. As several instructors fitting the criteria are generally contacted, **instructors should respond to messages ASAP but within 24 hours at the latest.**

When a student is introduced, they expect to continue with the instructor for at least a six-month period. If you do not think you will be able to teach the student for six months, please notify us before the trial lesson. **If you are unable to continue teaching a student, we require 30 days notice. Instructors are required to inform 7ACT BEFORE informing the customer!**

### Standard Introduction Process for Prospective Students:

**Upon receiving an application, 7ACT evaluates the application, determines if the student is motivated and would benefit from our service, and then starts the instructor selection process.** A FREE, maximum 30-minute, trial lesson is scheduled and a 7ACT **sales staff member** accompanies the prospective student to the trial lesson. Before the trial lesson a **sales staff member** gives the student a thorough explanation of our two programs and confirms the student's needs. They will arrive one hour earlier than the instructor. After the trial lesson, the 7ACT staff member will continue the sales process with the student, so be careful to keep your trial lesson to a maximum of 30 minutes. Going over-time will cause scheduling problems. This process may change depending on the specific situation.

After the trial lesson, a tentative first, and regular, lesson schedule is set so instructors are not to schedule anything else in that agreed upon schedule until after the student has decided whether to join or not.

**Note:** As these students are not yet 7ACT members, they are not to exchange contact details with instructors. Generally, within a week of the trial lesson, the sales staff member will notify you whether or not the student will commence with lessons.

For students that join 7ACT, paperwork needs to be processed, which could take anywhere from a few days to a few weeks. After the paperwork has been processed, the **sales staff member** will

confirm the first lesson's details with the instructor. At that time, the instructor will be given the customer's contact details. The Instructor is advised to send an email, or call, welcoming the student, and to re-confirm the place, time, curriculum, etc., of the next lesson. The Instructor and student are responsible for **ALL** later scheduling matters.

**Note:** After the student has become a 7ACT member and regular lessons are taking place, the instructor contact at 7ACT shifts from the sales staff member to the Matching staff member(s).

### Standard Introduction Process for Existing Students:

Occasionally, existing students require a new instructor. After evaluating the student's request a **Matching Staff member** will start the instructor selection process. A **FREE** 30-minute trial lesson is scheduled, without a staff member present. Certain customers may decide on the spot that they wish to study with the instructor and may wish to exchange contact details (phone, email, cell phone email) and organize a lesson schedule and curriculum. Because of privacy concerns, the **majority** of customers may **NOT** wish to exchange contact details. They may also **NOT** wish to organize a lesson schedule until **AFTER** discussing the situation with a **7ACT Matching Staff member**. Please leave this up to the student and if they do not take the initiative, simply thank the student and leave. In either case, instructors are required to contact a **7ACT Matching Staff member** to report the results of the trial lesson as soon as possible after it is completed. As soon as 7ACT discusses the situation with the student, the instructor will be notified whether or not the student wishes to study with the instructor, and, if so, the lesson schedule will be confirmed. At that time, the instructor will be given the customer's contact details. If the student has chosen to study with the instructor, the Instructor is advised to email, or call, the student, and thank them and re-confirm the place, time, etc., of the next lesson. The Instructor and student are responsible for **ALL** later scheduling matters.

### Standard Introduction Process for Substitution Lessons:

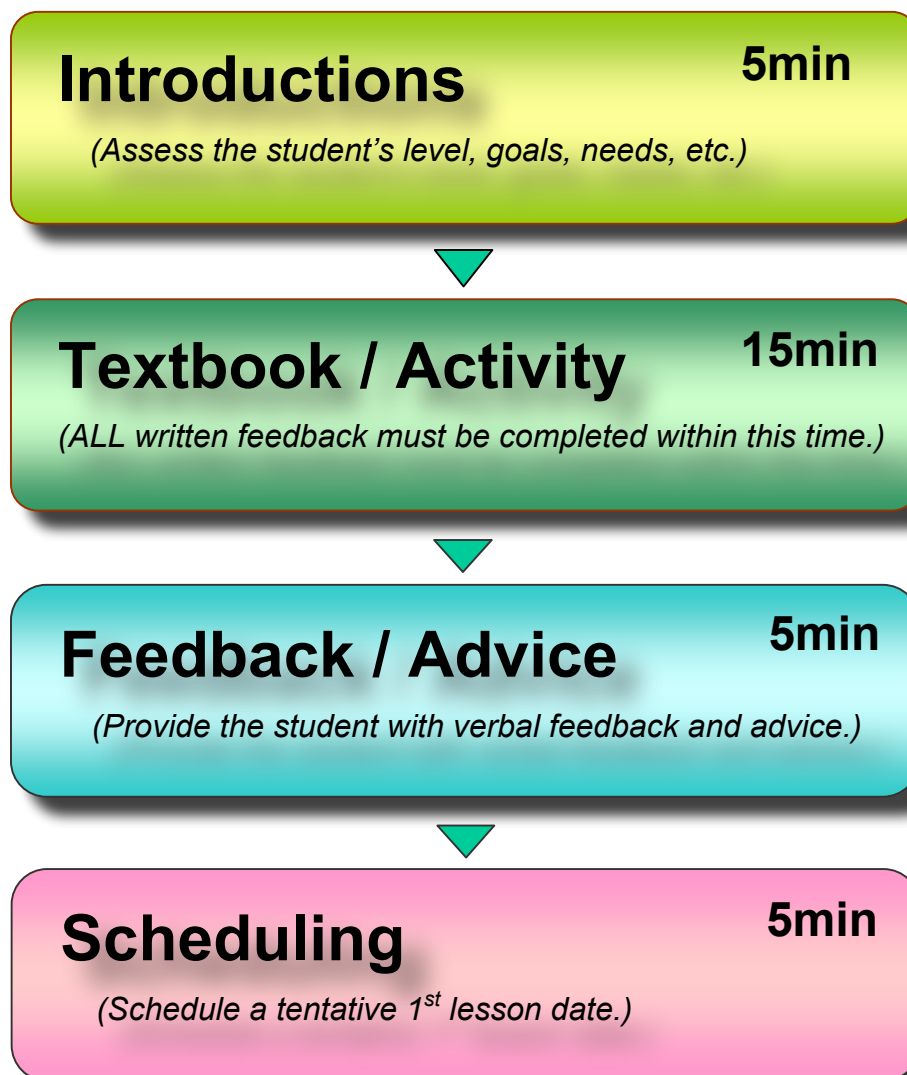
If you are taking a holiday of more than 30 days, students are entitled to a substitute teacher, if they wish. Please advise them to contact 7ACT if they would like to discuss arranging a substitute. After their application has been received by the **Matching Staff**, an instructor will be selected. **A first paid regular 60-minute lesson with the student will be scheduled and the instructor will be informed. With substitutions, there will not be a free trial lesson, nor will there be a staff member present.** The **Matching Staff** will try to provide an approximate English level and the presently studied curriculum when scheduling the first lesson. After the first lesson, remember to contact 7ACT to let the **Matching Staff** know the lesson took place. Because of privacy concerns, students may **NOT** wish to exchange all of their contact details. Please be aware of this and discuss the situation with 7ACT staff before the first substitute lesson.

# Free Trial Lessons

## Trial Lesson Flow:

Instructors are expected to use the **Standard Trial Lesson Flow** for **ALL** trial lessons. Using this will provide some structure. **Note: It may be necessary to cut trial lessons short if the student or staff member is running short on time.**

## Standard Trial Lesson Flow



**WARNING:** Instructors who are late, cancel on the same day or not in a timely manner, do not bring appropriate teaching materials or are not professional will not be introduced to any other new students, may lose existing students and may have their contract terminated.

# TRIAL LESSON SHEET



Customer: Ms. Rie Sato  
 Instructor: John Smith

Trial Date: Sept. 20, 2014  
 Course / Level: American Headway Book 2 / Low-intermediate

## LEVEL-CHECK QUESTIONS

- What's your name? (Y/S/N)
- Where are you from? (What is your hometown?) (Y/S/N)
- What do you do? (What's your job?) (Y/S/N)
- What do you do in your free time? (What are your hobbies?) (Y/S/N)
- Do you have any brothers/sisters? How many people are there in your family? Y(S)/N
- Do you use English now? If yes, where/when/how often do you use it? (Y/S/N)
- Where did you go on your last vacation? Y(S)/N
- Do you like to visit foreign countries? What countries have you visited? Y(S)/N
- How long have you worked/been working at.../studied/been studying...? -Y/S/N-
- Which English skill(s) would you like to improve? Why? -Y/S/N-

Y = Can understand and use well / S = Can understand but not use well / N = Cannot understand or use well

## LEVEL CHECK & TRIAL LESSON NOTES

My hobby is play playing tennis.  
 There are 4 person people (in my family).  
 I go went to Saipan.  
 I visit 3 country. I have visited 3 countries.  
 I go to shopping on the weekend.  
 (I go to Ginza on the weekend.)

## EVALUATION

Reasons why and how to improve

- Pronunciation** (発音) 1 2 (3) 4 5  
 take care with th- this/that, /v/b, and katakana. i: also, travel/trouble
- Vocabulary** (語彙) 1 2 3 (4) 5  
 keep adding more specific words
- Accuracy** (正確さ) 1 2 3 (4) 5  
 nice sentences, good grammar
- Fluency** (流暢さ) 1 2 (3) 4 5  
 try to speak a little more smoothly
- Comprehension** (理解度) 1 2 3 (4) 5  
 understood most of the lesson

First lesson date/time (tentative) Sept. 22, 2014 / 18:00

## ADVICE/COMMENT

- Study 10 minutes every day
  - Pre-study lesson material
  - Make a word diary
  - Try to make longer sentences
- 
- Great confidence!
  - Good comprehension!
  - Nice role-play — you did very well!

Location: Renoir Coffee shop, 2nd floor — non-smoking section — near Exit D5 Oedo Line Cafe-Lesson Use

## Professionalism:

A professional instructor is one who:

- ▶ Teaches in the best possible method for the student's needs & progress.
- ▶ Wears appropriate (neat, casual) attire to lessons.
- ▶ Treats staff & students with respect.
- ▶ Is always punctual by starting and finishing lessons on time.
- ▶ Commits to and fulfills promises to students & 7ACT.
- ▶ Prepares for the classes and follows a curriculum during classes.
- ▶ Motivates students and fulfills their role in assisting students to achieve their goals.
- ▶ Has a willingness to improve and is accepting of advice.
- ▶ Keeps the lesson topics focused on student, not instructor, interests.
- ▶ Makes an effort to understand the student's point of view or opinion.
- ▶ Only uses Japanese in lessons when absolutely necessary.
- ▶ Does not smoke or eat during lessons.
- ▶ Does not consume alcohol before or during lessons.
- ▶ Does not answer cell phones or check/send E-mail during the lessons.
- ▶ Provides customers with written corrections on notepaper, and reviews, as appropriate.
- ▶ Files reports and informs the customer / 7ACT of absences in a timely manner.
- ▶ Avoids physical contact with students, other than shaking hands.
- ▶ Abides by all 7ACT regulations.

## Communication:

- ▶ Monthly reports are to be submitted by the end of the first week of every month.
- ▶ Telephone calls and emails should be replied to ASAP but within a maximum of 24 hours.
- ▶ Instructors are required to have answering services active on their telephones.
- ▶ Changes in the instructor's status or schedule must be conveyed to 7ACT ASAP.

## Give and Take:

There must be a give-and-take relationship between all parties (students, instructors and 7ACT) in order to develop a strong working relationship.

- ▶ Students are expected to pay 7ACT and instructors, as well as follow 7ACT rules.
- ▶ 7ACT is expected to provide students with services appropriate to the program.
- ▶ 7ACT will offer advice, seminars, and introductions to instructors providing the instructor is professional and is the most appropriate instructor for any individual student.
- ▶ Instructors are required to follow all 7ACT rules, including the professionalism and communication points detailed above.



## Locations:

**Instructor's Home or Office:** Instructors are asked to meet the student at the train station and show them the way to their home or office for at least the first meeting.

**Cafés:** Please make sure the café you choose is quiet enough for the student to be able to concentrate on their lessons. Also, please make sure you are at the lesson place early enough to find seats, especially at peak times. **Students and instructors are required to pay for their own drinks.**

## Transportation Costs:

Instructors are required to pay for their own transportation to and from the café. At all times possible, the student will be asked to travel as far as they are willing to travel and the instructor will meet them there, minimizing the instructor's travel time and expense.

## Lesson Fee:

The fee is based on a **60-minute lesson** and is **non-negotiable**. The fee is to be paid in cash to the instructor directly after each lesson. Instructors are responsible for the collection of these fees. Please adjust longer lesson rates based on the below hourly rate. **Pre-payment of lessons is strictly prohibited.**

# One-on-One Lesson (60min) ¥3,000

## Cancellation Policy:

**Instructors** are required to give the student **a minimum of 24 hours notice** for cancellation of a lesson. Notification should be done by telephone, if possible, as it is difficult to predict if the student will check their email within 24 hours of the start of the lesson. If the customer cannot be contacted by telephone and/or a message cannot be left on their voicemail, then you may contact the customer by email. If you do not receive a reply within a few hours before the lesson time, please attempt to contact the student by telephone. If the instructor is unable to give **24 hours notice**, the instructor will be required to teach the student their next lesson at half price or for an additional **30 minutes taught at no charge**.

**Students** are also required to give the instructor **a minimum of 24 hours notice** for cancellation of a lesson. If the student fails to give the instructor **24 hours notice**, the student is required to pay for the cancelled lesson in full, payable at the end of the next scheduled lesson.

## No-Show Policy:

**Instructors** who fail to attend a lesson without contacting the student **directly** will be required to teach the following scheduled lesson at **no charge**.

**Students** who fail to attend a lesson without contacting the instructor **directly** will be required to **pay for the lesson in full**, at the following scheduled lesson.

## Lateness Policy:

**Lateness is not tolerated at 7ACT.** The instructor is expected to be on time for all lessons. If an instructor is late by more than 5 minutes, they are expected to teach that lesson at half price. Students who are late for a lesson must still pay the full lesson fee. Instructors are not required to make up the lost time.

**NOTE:** *Regular lateness, cancellations or failing to attend scheduled lessons may lead to termination of the instructor's contract and loss of all students.*

## Lesson Payment and Scheduling Policy:

Instructors will be responsible for collection of all lesson and cancellation fees. Scheduling and rescheduling of classes are the responsibility of the instructor and the student. 7ACT **does not accept any responsibility** for non-payment of lesson fees, accumulated cancellation fees or scheduling of lessons. All instructors are responsible for payment or scheduling issues on their own. However, if there are continual troubles with a student, please contact 7ACT immediately.

## Personal Space:

Make sure you maintain a comfortable distance from your students. Lessons should be taught **facing each other** across a table, rather than sitting next to one another. This allows the student to see your face and read your body language during lessons and makes it easier to hear what both instructor and student say. **Avoid physical contact** as much as possible. Remember, beyond handshaking, Japanese tend not to express themselves as physically as Westerners do. A simple tap on the shoulder, touch of the hand or nudge can easily be misconstrued.

**NOTE:** *This is EXTREMELY important when dealing with female students, but is applicable to any business situation in Japan.*

## Student resignation:

Students are required to inform us of their intention to end their contract with 7ACT at least three weeks in advance. A **Matching Staff member** will contact you if one of your students informs us of their decision to end their contract. In this situation, please discuss and arrange your final lesson/lessons with the student. In addition, **if you owe the student any free lesson time (due to lateness, no show or late cancellation of a lesson) or if the student owes you any fees (due to late cancellation or no show), please be sure these debts are cleared before the student's final lesson.** We will also remind the student to do the same. **Unfortunately, if the student decides to resign but either fails to show up for your final lesson(s) or leaves owing you fees, 7ACT cannot be held responsible for any money owed.**

## **7ACT Website: (ID: act7 Password: 7seven7)**

The **7ACT** website ([www.7ACT.net](http://www.7ACT.net)) is available to all registered 7ACT instructors. Instructors are able to access the Member's Area. In the Member's Area, instructors are able to submit **monthly reports, as well as change of status, change of schedule, contract termination, etc., forms.**

## **Monthly Reports:**

Instructors are required to submit monthly reports in their entirety by the end of the first week of each month. **It is the instructor's contracted duty to report** when students stop taking lessons, make numerous cancellations, or make requests outside of normal class activities.

**NOTE: Instructors who regularly submit required reports are given priority for future student introductions.**

## **Holidays:**

7ACT understands that many instructors come to Japan to travel and to experience new things. We ask that instructors inform 7ACT and their students well before their holiday. **If the instructor is planning a holiday of one week or less, a minimum of two weeks notice is required. In the case of a two-week or longer holiday, a one-month notice is required because a temporary substitute instructor may be required.** Substitute instructors can be difficult to find. If you are taking a holiday of more than 30 days, students are entitled to a substitute teacher, if they wish. Please advise them to contact 7ACT if they would like to arrange a substitute.

## **Contract Termination:**

**Instructors are contractually required to give a minimum of 30 days advance notice of their resignation.** Instructors who do not give the required notice and or leave the country without notice cause 7ACT a great deal of extra work and also cause the company to lose students' trust. In this case, legal action may be taken, either in Japan or in the instructor's country of residence. We ask for the instructor's co-operation and understanding.

**NOTE: 7ACT prohibits the soliciting of potential, current or past 7ACT students by a 7ACT instructor. Soliciting a 7ACT student will result in the termination of the instructor's contract and the loss of all 7ACT students and may result in legal action.**

## **Instructor Support:**

7ACT tries to offer our instructors support whenever possible. We hold social events such as **BBQs and parties**, and encourage instructors and customers to attend whenever possible. We also conduct **Instructor Seminars** to give our instructors a chance to continue to build their teaching skills and knowledge of materials. Regular attendance of meetings and events will increase chances of new student introductions.

# Recommended Textbooks

## Beginner:

1. *American Headway* (2<sup>nd</sup> Ed.) (Starter & Book 1); Soars & Soars; Oxford Press.
2. *Business Venture* (3<sup>rd</sup> Ed.) (Beginner & Books 1 & 2); Barnard & Cady; Oxford Press.
3. *Business Basics* (International Ed.); David Grant, Robert McLarty; Oxford Press.
4. *Market Leader* (3<sup>rd</sup> Ed.) (Elementary); Cotton, Falvey, Kent; Pearson/Longman Press.
5. *English Vocabulary in Use* (2<sup>nd</sup> Ed.) (Elementary); McCarthy & O'Dell; Cambridge Press.
6. *Essential Grammar in Use* (3<sup>rd</sup> Ed.); Raymond Murphy; Cambridge Univ. Press.
7. *Business Result* (Starter and Elementary); Grant, Hughes, & Turner; Oxford Press.

## Intermediate:

1. *American Headway* (2<sup>nd</sup> Ed.) (Books 2 & 3); Soars & Soars; Oxford Press.
2. *Business Objectives* (International Ed.); Vicki Hollett; Oxford University Press.
3. *Business Opportunities* (International Ed.); Vicki Hollett; Oxford University Press.
4. *Market Leader* (3<sup>rd</sup> Ed.) (Pre-Int. & Int.); Cotton, Falvey, Kent; Pearson/Longman Press.
5. *English Vocabulary in Use* (3<sup>rd</sup> Ed.) (Pre-Int. & Int.); Redman; Cambridge Press.
6. *English Grammar in Use* (4<sup>th</sup> Ed.); Raymond Murphy; Cambridge Univ. Press.
7. *Business Result* (Pre-Int. & Int.); Grant, Hughes, & Turner; Oxford Press.

## Advanced:

1. *American Headway* (2<sup>nd</sup> Ed.) (Books 4 & 5); Soars & Soars; Oxford Press.
2. *Clockwise* (Upper Int./Advanced); Naunton/Jeffries; Oxford Press.
3. *Passages* (2<sup>nd</sup> Ed.) (Books 1 & 2); Jack C. Richards & Chuck Sandy; Cambridge Press.
4. *React Interact* (3<sup>rd</sup> Ed.); Byrd & Clemente-Cabetas; Pearson/Longman Press.
5. *Market Leader* (3<sup>rd</sup> Ed.) (Upper Int. & Advanced); Cotton, Falvey, Kent; Pearson/Longman Press.
6. *New Insights into Business*; Graham Tullis & Tonya Trappe; Pearson/Longman Press.
7. *English Vocabulary in Use* (2<sup>nd</sup> Ed.) (Upper Int./Adv.); McCarthy & O'Dell; Cambridge Press.
8. *Advanced Grammar in Use* (3<sup>rd</sup> Ed.); Martin Hewings; Cambridge Univ. Press
9. *Business Result* (Upper-int. & Advanced); Grant, Hughes, & Turner; Oxford Press.

**NOTE:** These texts are available through [www.amazon.co.jp](http://www.amazon.co.jp), <http://www.eltbooks.com/home.php>, and [www.englishbooks.jp](http://www.englishbooks.jp) as well as large bookstores that sell English books (Kinokuniya, Yurindo, Book 1st).

There are also many good online materials available such as:

“Breaking News English” (<http://www.breakingnewsenglish.com/>)

“ESL Printables” (<http://www.eslprintables.com/>) (content can be downloaded after submitting one's own original content to the site)

“Lingua House” (<http://www.linguahouse.com/>) (paid subscriptions available)

“Voice of America” (<http://learningenglish.voanews.com/>)

CNN Student News (<http://edition.cnn.com/studentnews/>)