



ONLINE HANDBOOK

Our Story!

Since La Casita de Ingles started its first group in 2002, a place was created where playing and learning became one.

Boys and girls learn in a natural way, without even noticing, while having fun and playing in a safe and friendly environment. With the method of La Casita de Ingles the students acquire vocabulary, grammar, and pronunciation in a natural way in a place that is comfortable and fun.

The groups are small so students receive the individualized attention required. We maintain small groups because the students have a better opportunity to talk and participate.

Our teachers, native speakers of English, are careful with their pronunciation and encourage the students to always use English in every activity, while engaging and maximizing the creativity of each one.

We have plenty of experience and passion when it comes to teaching English. We create an environment where the students can comfortably speak English while not feeling intimidated making mistakes.

One of the goals is that our students, as adults, will always hold a special place for La Casita de Ingles in their hearts because it was an essential part of their lives learning English.

We do games, theater, dancing, and sing along with short educational videos related to the themes we are learning. We also play, board games, do storytelling, phonics and many more activities.

We have had countless students that have been satisfied with their experience at La Casita de Inglés, as well as their parents. They have seen how their comprehension, speaking, and pronunciation naturally has evolved in English with their developments and improvements at their institutes of learning outside of La Casita de Inglés.

Many parents know the importance of their child learning English at an early age. The stage only lasts a short time and it is when the brain obtains the majority of

information. For this reason, students begin at La Casita when they are three years old.

The thing we are most proud of at La Casita de Ingles is its outstanding reputation provided by the students and parents.

Goals

Here at La Casita we promote play-based learning. Students will naturally learn English while engaging in fun, creative activities at the same time. We want students to leave La Casita de Ingles with improvements in their English, amazing memories of the place where they began learning English, and an eagerness to continue learning the language.

What is Play Based Learning?

“Play based learning draws from children’s natural desire to engage in experiences based on their interests, strengths and developing skills. When children initiate play, they are more motivated to learn and develop positive dispositions towards learning. The educator’s role in supporting play based learning is vital” Charles E. Pascal

Five Essentials of Play Based Learning:

1. Children make their own decisions
2. Children are intrinsically motivated
3. Children become immersed in the moment
4. Play is spontaneous, not scripted
5. Play is enjoyable

“The way we talk to our children becomes their inner voice.”

Classroom Environment

Here at La Casita de Ingles we provide an environment for our students where students feel safe participating in English. We also allow our students to feel comfortable making mistakes. We prompt this all while engaging the students in activities they are interested in.

Staff Attendance

- We expect our staff to be ready to connect 2-3 minutes early to their online class to be prepared before the students connect.
- No call, no show is not permitted here at La Casita de Inglés. If the morning of your classes you do not feel good, please let the administrator and Joe know immediately this way we are able to find a substitute for your shift.

- If you need a day off, a doctor's note is necessary. For government related appointments we require a "justificante" and that you let us know the date as soon as possible.
- If you need a day off for personal reasons you will have to notify the administrator at least one week in advance.
- After completing the trial period successfully you will then begin your one month probation period (you will be paid the same during this month). During this time, if you do not meet our expectations as a teacher you will be let go. If you do meet our expectations and continue to work with us, there are many opportunities for growth within La Casita.

Holidays

Teachers will decide what days they want to take off, but will always notify the manager one month in advance so they can find a substitute.

However, we will have some set holidays during which we **won't** be offering any online classes. Those days are:

- 24th, 25th and 31st of December
- 1st, 5th and 6th of January
- 1st of May
- 1st of November

Payments

Teachers are paid between the 28th-5th of the month depending on how long the bank/PayPal takes to process the transfer.

You are required to make a PayPal account if you don't have one already.

Method of payment is to be determined with the administrator/manager in charge of your classes.

The hourly rate for the online classes is 12.5 Euros/Hour. If you are asked to cover a class with less than 2 hour notice you will be paid 17.5 Euros/Hour, and if you are asked to cover a class with more than 2 hour notice, but the same day of the class you will be paid 15 Euros/Hour for the inconveniences that a last minute class may carry.

Your hourly rate can go up every year depending on the monthly hours you work and the feedback we receive from your students.

If you're having problems with the PayPal payments it might be because your account isn't verified yet. Please follow the steps provided in the link below to verify your account.

<https://toolboom.com/en/information/paypal-verification/>

Please remember to fill out the invoice every month and send it to central@lacasitadeingles.com

Sometimes PayPal will ask you to upload this invoice as proof of the service you've provided for the payment you received.

If you don't have the template for the invoice please contact Joe, and he will provide you with one.

Please follow the steps provided to declare the money as a service every month. It is very important that you do this every month with each payment we send you.

If you don't have the document with these steps, please contact Joe, and he will provide you with it.

Workplace Neutrality

Here at La Casita we promote a diverse and inclusive environment regarding race, religion, politics, sexual orientation and culture. It's necessary that we refrain from discussing our personal views on these topics. Within La Casita if a derogatory comment is made by a student regarding these topics, stop the situation from furthering and alert the manager immediately. If a derogatory comment is made by an adult in the work environment, immediately alert your manager and/or administrator.

Role and Responsibilities of a Teacher

- The teacher must be **fun, high energy, active** and **nurturing**.

- **NO SPANISH**

- o Teachers must NOT speak Spanish with the students...or parents. If there is something you need to speak with a parent about, please tell the manager/administrator so they can take proper action in and handling the situation.

- o If a student does not understand a word, try using gestures or other words to describe that word. § Example: Clock, the thing on the wall that is round. We use it to tell the time. You can stand up and point to it or use your hands to mimic the hands of the clock.

- Teachers are expected to **read the lesson plan** for each week.

- **Cell Phones**

- o Teachers may not have or check their cell phones during the time of class.

- **Food/Beverages-** Gum chewing, consumption of beverages (coffee, tea, etc.), or food is strictly **NOT PERMITTED** during class. You may have a glass/bottle of water while teaching if needed.

- **Contact with Central**

Teachers must always feel comfortable being in contact with Central. Although there are managers for each campus teachers must know that it is always okay to contact Central especially if the teacher feels that the manager/administrator at their location is not helping them or meeting their needs.

- **Photo policy with children**

No photos/videos of the children can be taken or posted on a teacher's personal account. It is strictly forbidden to record online classes.

Basecamp

Online teachers are NOT required to post ideas on Basecamp.

Discipline

At La Casita we use a lot of redirection. There should be no explicit language of telling the children "no" unless it's an emergency situation. Other phrases such as "Do you think that this is a good choice?" "What other choice can we make in this situation?" but the teacher must always remain calm in these situations. If there is a student that you need help with please let the manager/administrator know and they will speak to the family. If a student is not allowing you to teach the class you are also allowed to mute them for a few seconds until they calm down and allow you to continue.

Online Teaching

- Have a clean background and groomed appearance.
- Make sure to be caring, smiley and kind to the students.
- Your background of your computer must be child-friendly/appropriate. We recommend a plain color to use as your background in case you must change between tabs and the students can see your computer's background.
- Sometimes it can be a good idea to use puppets for younger kids. It will help with engaging the student/s.
- Have good lighting. It's best to be facing a window so that natural light hits your face.
- Log onto the class 2-3 min before
- Don't have any tabs open other than the ones you're going to be using in the class.
- Make sure you never allow the families to see anything personal on your computer.
- If you need a video (or any other online aid) for the class please prepare that beforehand.
- Be informed that a supervisor and/or parents might be watching your class.
- Please make sure you ADAPT to the kid's level or even use an easier/harder planning if needed.
- If a student is not allowing you to teach the class you are allowed to mute them for a few seconds until they calm down and allow you to continue.

- If there are any issues with the students/parents in a class, please let Joe/Leila know.
- If there are any issues with the planning/platform, please let Joe/Leila know.
- Wear appropriate clothing (it can be casual but no pajamas, clothes with inappropriate logos/phrases).
- Be very expressive and use lots of gestures (especially for younger kids).

If a student is struggling to answer a question correctly, use the “two option method”. This means giving the students 2 options: one correct answer and one incorrect answer.

Teacher - “How does the boy feel?”

Student - “I don’t know”

Teacher “Is he happy or sad?” (while acting out the emotions)

This method helps guide the student to the correct answer without the teacher having to give it away, thus improving the student’s confidence.

How to Speak to Parents

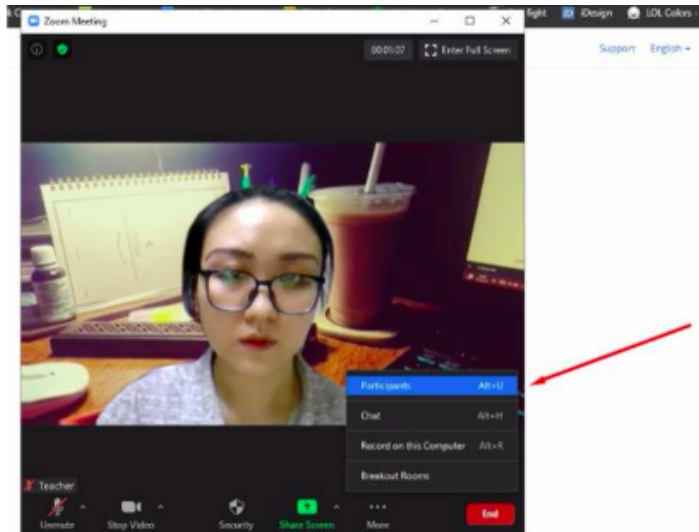
We’d rather have our Managers speak to the parents. If a parent asks to speak to you, always notify your Manager/administrator after. If you have to speak to a parent, please follow this protocol.

- 1. NEVER** reply in Spanish. Managers are the only ones allowed to speak Spanish to parents. If the parent is speaking to you in Spanish and you understand please reply to them in English. If the parent is not understanding, please notify the Manager/Administrator so they can talk to them. If for some reason the manager/administrator is not available to speak to the parents, please tell them that Central will be in contact with them if there is an issue.
- 2.** Always alert the Manager about your conversations with the parents.
- 3.** Do not use negative language when speaking with the parents. Words such as horrible, awful, difficult, terrible, problematic, bad, etc. should be avoided. If you are having a challenging time with a student there is still no need to use negative language. We treat all of our families as our own and we believe relaying information should always be done with special care.
- 4.** If the child has misbehaved, always use the sandwich method. This process looks as the following: POSITIVE, AREA FOR IMPROVEMENT, POSITIVE. For example, “Yago is really improving speaking, sometimes he gets distracted when playing with his friend, but he has started asking more questions relating to the topic.”
- 5.** As mentioned before, we’d rather have our Managers speak to the parents, but if a parent asks you directly about the progress of their kid please let them know that you will leave a comment in the student evaluation that they can read later. Normally you’ll have back to back classes, so you won’t have time to address these questions directly.

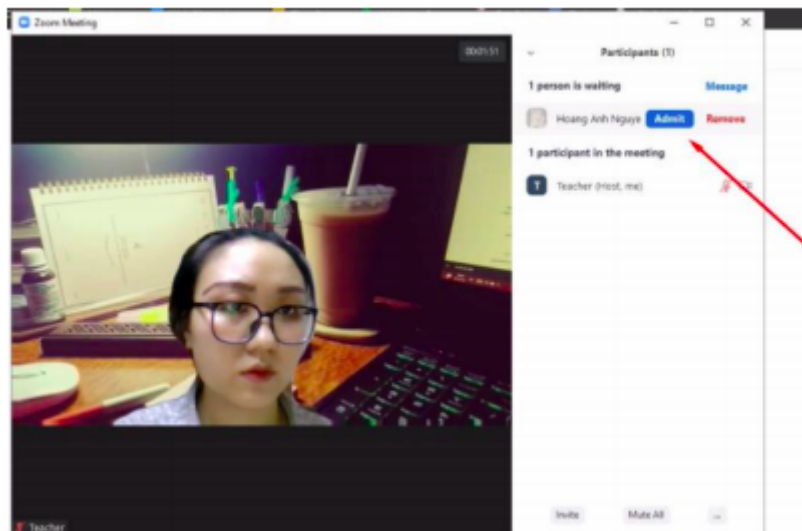
Entering Student/s into a Virtual Classroom

In case your student joined the classroom before the teacher in Zoom Virtual Classroom, there won't be any alert message at your teacher's side when the teacher comes. The teacher might need to click on the Participants button and wait a bit within one minute to have the name of the student to be shown up and admit them to join the classroom.

1. Teacher might need to click on More >> Participants : Clicking ALT + U

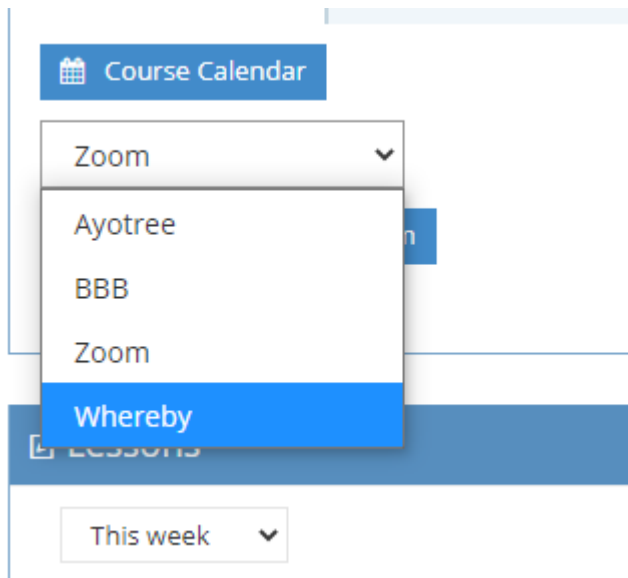


2. Wait a bit until seeing the student's name >> Click on Admit :



3. If this doesn't work, trying exiting and re-entering the classroom.

4. If you are unsuccessful leave the classroom and switch to the Whereby virtual classroom. **PLEASE NOTE: If you have to use this classroom, you will not be able to give control of the mouse to the students.****



Screen Sharing in Whereby:

See participants while sharing

Many users want to have a way to see what's happening in the room while sharing another browser tab or application on their computer. There are several ways to do this depending on your setup that are listed below!

Picture in Picture (PIP)

With our Picture in Picture mode, you can now have a "pop-out" version of your room that will hover over the other windows on your machine. This way you can still see the video feeds of your guest, and keep your attention on what you're sharing!

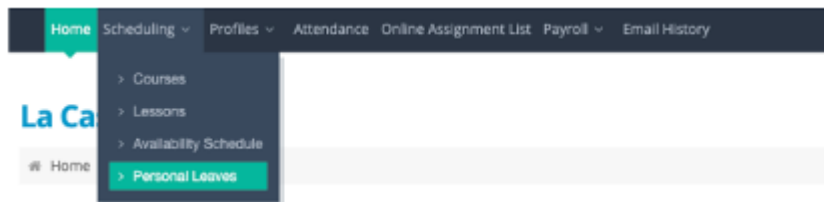
1. PIP can be activated in the room by clicking on the Picture in Picture button in the top left corner of your room.



5. If you are still unsuccessful, contact the admin via the platform chat to say your student hasn't arrived.

Requesting Time Off

1. Let Joe know you will be needing time off.
2. Go to "Personal Leave" under the "Scheduling" tab



3. Click on “+ Add a Holiday/Leave”

Teachers' Availability

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
17:30 - 22:00						

+ Add a Holiday/Leave Teacher Calendar

Campus: La Casita de Inglés School Year: 2020

+ Add a Holiday/Leave

50 Leaves Search

Reason	Campus	Start Date	End Date	Comment	Substitute Teacher

4. Add the “Reason” and the “Start Date” and “End Date”. Make sure the time is right on both dates. Feel free to leave a “Comment” if you have something else to add.

Add a Holiday/Leave

Campus: La Casita de Inglés

Reason:

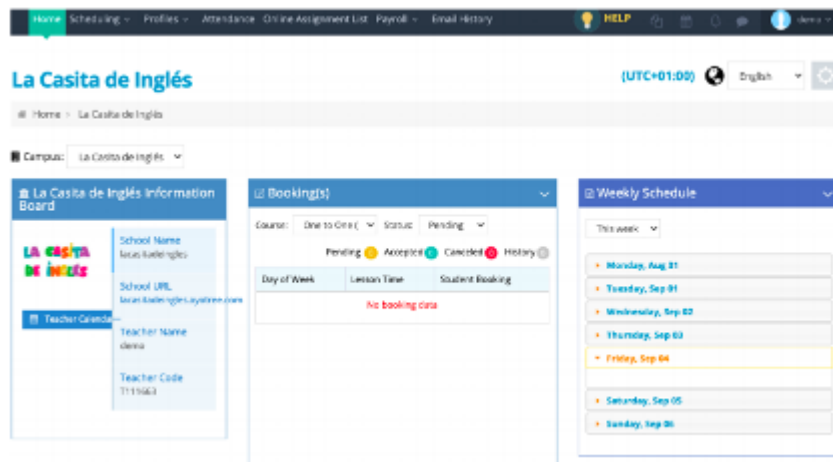
Start Date: 04-09-2020 00:00

End Date: 05-09-2020 23:59

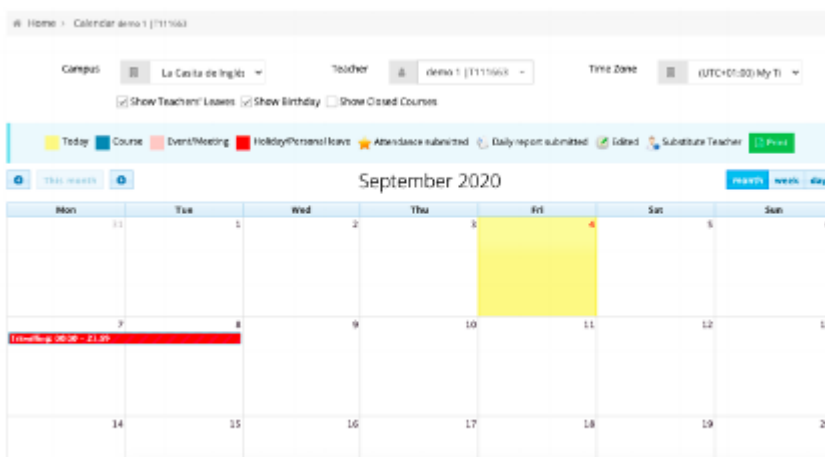
Comment:

Close » Add a Holiday/Leave

5. To view your time off on the calendar click on “Teacher Calendar” on the left of the screen.



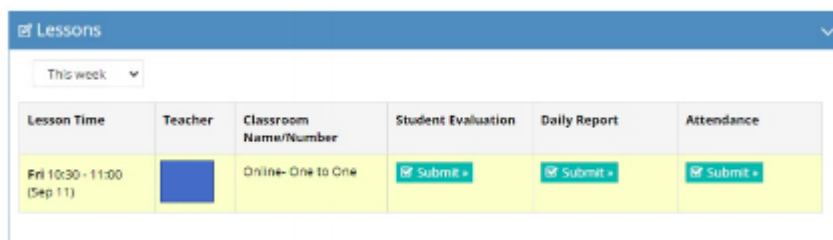
6. Make sure to check the box “Show Teachers’ Leaves” on the top right of the screen.



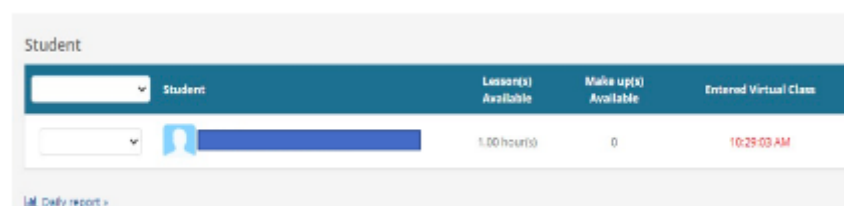
7. Please also let Joe know the days you will be requesting off. Let us know if you have any questions.

Submitting Attendance

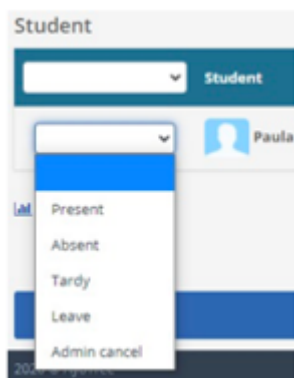
1. First go to the course and scroll down and you will find this:



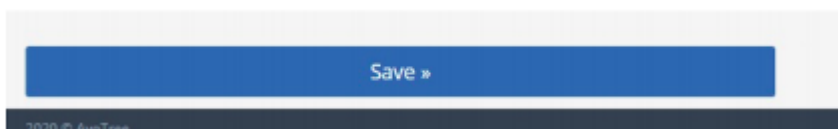
2. Click on the “Submit” button under the “Attendance” box.



3. Then click on the blank box on the left of the students picture.



4. Click on the correct option depending on the time the students joins the class (if they do at all).



5. Finally click on “Save” to save the changes.

Student Evaluation

Feedback should be educational in nature.

Providing feedback means giving students an explanation of what they are doing correctly and incorrectly. However, the focus of the feedback should be based essentially on what the students are doing right. It is most productive to a student's learning when they are provided with an explanation and example as to what is accurate and inaccurate about their work. Consider using the concept of a 'feedback sandwich' to guide your feedback: Compliment, Correct, Compliment.

Be sensitive to the individual needs of the student.

It is vital that we take into consideration each student individually when giving feedback. Our classrooms are full of diverse learners. Some students need to be nudged to achieve at a higher level and others need to be handled very gently so as not to discourage learning and damage self-esteem. A balance between not wanting to hurt a student's feelings and providing proper encouragement is essential.

Ask 3 Questions.

What can the student do? What can't the student do? How can the student do better?

Feedback should reference a skill or specific knowledge.

Try to focus on a specific skill for example “Ana could use more practice with the verb TO BE in the past tense, but she does great with the verb TO BE in present tense.

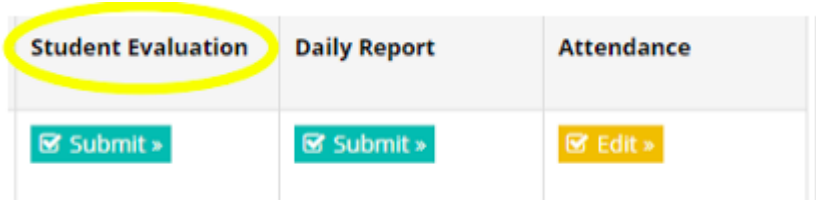
STUDENT EVALUATION includes:

- Checking all the boxes
 - Replying with 2-3 short sentences about the class. •
- Student Evaluation is required for each lesson taught.

Here are some words to help with providing feedback.

- _____ is progressing very well...
- _____ struggling with...
- _____ frequently...
- _____ often...
- _____ rarely...
- _____ has a hard time...
- _____ excelling in...
- _____ needs improvement with

TO SUBMIT A STUDENT EVALUATION, CLICK HERE:



Check the boxes and leave the 2-3 sentences and click save.

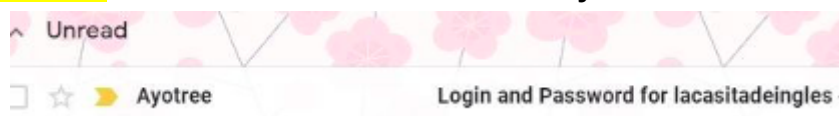
	<input type="checkbox"/> All	<input type="checkbox"/> All	<input type="checkbox"/> All	<input type="checkbox"/> All	<input type="checkbox"/> All
Listening	<input type="checkbox"/> Needs improvement	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> V. Good	<input type="checkbox"/> Excellent
Speaking	<input type="checkbox"/> Needs improvement	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> V. Good	<input type="checkbox"/> Excellent
Reading	<input type="checkbox"/> Needs improvement	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> V. Good	<input type="checkbox"/> Excellent
Writing	<input type="checkbox"/> Needs improvement	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> V. Good	<input type="checkbox"/> Excellent

Student Evaluation Comments

Frequently Asked Questions

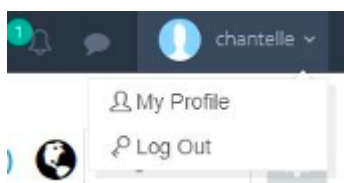
Account Set-Up

STEP 1- You will receive an e-mail from Ayotree



STEP 2- Login with username and password given and change your login and password under My Profile

Lacasitadeingles.ayotree.com



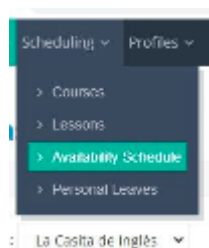
STEP 3-

Edit your profile:

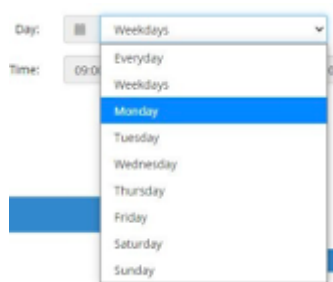
- Fill in all the blanks
 - Upload a picture of yourself (shoulders up, plain background, clean appearance)
 - Upload documents:
 - A copy of your CV
 - A scanned copy of your NIE/DNI or appropriate visa
 - A scanned copy of your passport
 - A signed copy of the "Clausula de Confidencialidad" Release Form, mentioned above.
 - A copy of your background check (certificado de delitos de naturaleza sexual). You can acquire this by going to Calle Bolsa 8. You need to ask for an appointment online and bring 2 copies of the form as well as your NIE and a copy of your passport. IMPORTANT: Please rename the photo file with your name e.g. "Leila Gherabli Background Check"
- <https://citaprevia.mjusticia.gob.es/es/reservar/>

Availability

Step 1- Choose Availability Schedule



Step 2- Select the day you would like to add the availability to.



Step 3- Choose your break times between classes. Please keep in mind this will affect the amount of classes you can schedule in your available times.

Step 4- Select the available time.

- When you select these times, a class may be scheduled at any time within these hours.
- We cannot guarantee the amount of classes that will be scheduled, but you will ONLY be paid for the classes you teach during those hours. It may be slow at the beginning, but the more hours you are available the more chances you will have for classes.
- If necessary add two different time slots (morning/afternoon).
- **If you are teaching presentially in the afternoon/Saturday DO NOT say you are available during those times.**

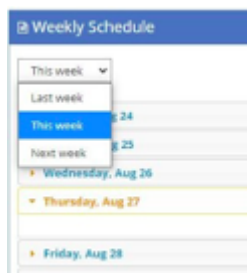
Step 5- Your schedule will look something like this, and will save automatically.

Classes

Your Calendar- Here you can view your calendar of scheduled classes. **YOU WILL RECEIVE AN EMAIL EACH TIME A NEW CLASS IS BOOKED WITH YOU.**



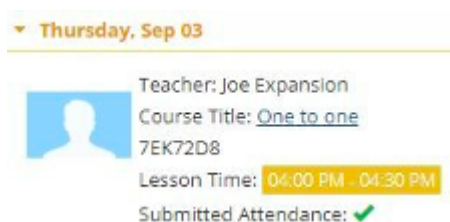
Upcoming Schedule- This is available on the right side of the page.



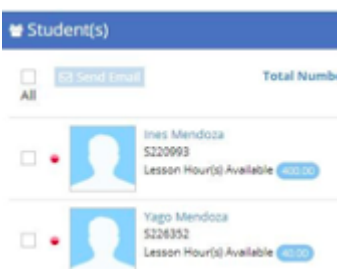
Lesson Plans- These will be available on Basecamp.

Starting a Class-

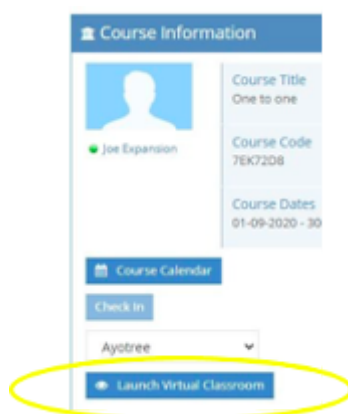
Click the link that appears in the course name. Here for example it would be “One to One”



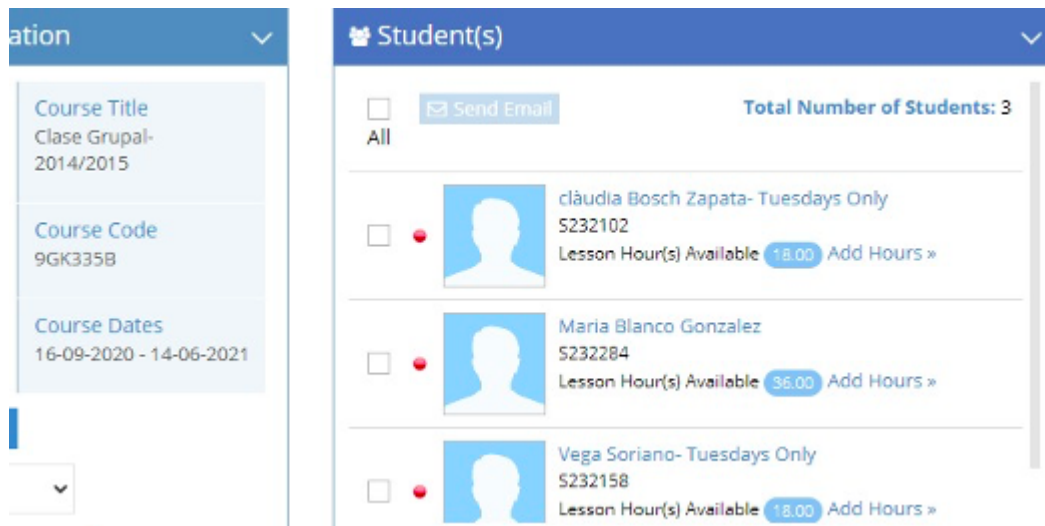
Next, You will see the students in that class and more class information and time.



Click “Launch Virtual Classroom” to start the class.



How to know if a student only attends a group class once a week?



Please note that in the group classes, if the student's name appears “Name- (Day of the Week) Only” they will only be attending class that day.

For example, Claudia- Tuesdays Only

One Hour Classes

When teaching 1 hour classes, launch the virtual class with the Ayotree video platform instead of Zoom. Zoom will kick you out after 45 minutes of class, but the program that Ayotree provides won't.

What Should You Do If a Student Doesn't Show Up?

If a student doesn't show up to class within the first 5 minutes you should immediately contact us through the platform by clicking on the speech bubble.



If unsuccessful you may then proceed to contact us through WhatsApp.

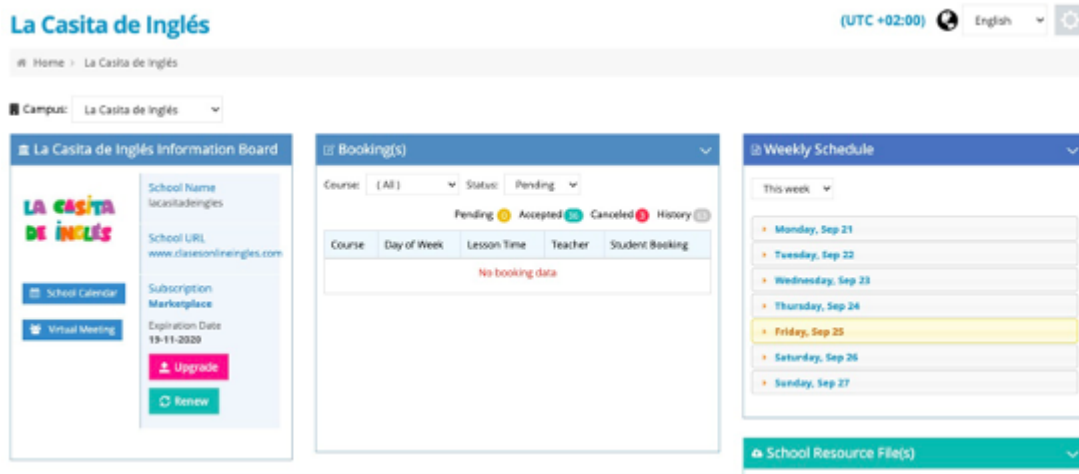
Classes Are NOT Being Deleted

Classes may be removed from your calendar, but not deleted from the platform. These are trial classes that decided not to sign up, but the platform keeps track of them and they are accounted for in your payroll.

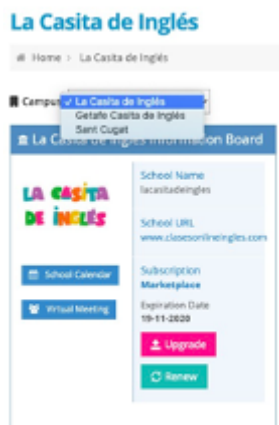
How to see your classes on different Campuses

Here's how to switch between locations, if you're teaching classes for two different locations:

1. Click on the "Campus" tab on the top left of your "Home" page and more locations should come up.



2. Then just click on the location and you should be able to see the classes you have scheduled for that location.



How to share screen and give mouse control to students in Zoom

Watch the [VIDEO](#)

Will I be paid if a student doesn't show up?

- You will be paid for the classes that the families cancel with less than 24 hour notice.
- You won't be paid for classes that are canceled with more than 24 hours notice. Instead, we will make sure to book any classes that become available at that time with you.
- If you have a student that has been absent two classes in a row please make sure to notify us so we can talk to the family.

What happens if I'm late to a class?

If the reason why you are late to a class is your wifi connection or that you simply forgot you will be asked to make up the time on a different day or connecting a few minutes early for the next class with that family.

Thank you so much for joining La Casita de Ingles Online. Please reach out to us with any questions or concerns you might have at any point. We're always a message/phone call away. We are very excited to have you on our team and we look forward to working with you.

How to Know the Age of Your Student:

In the course title there will be a year. This is the year that student was born. For example, 2012 means the student is 8 years old. If there is a sibling class you will see two different years (unless they are twins) and those will be the ages of the students.

Course Title: ONE TO ONE **2012** María :

What are the grey classes that appear on my calendar?

Sometimes you might see grey classes on your calendar. These are courses that have been closed and that you are no longer teaching. You don't have to worry about them.

Who to Contact?

Joe - Anything concerning payments or Basecamp.

Admin Patricia - Questions about the platform, students, parents, time off, changes in schedule and similars.

Admin Alex - Only when Patricia is not replying to your messages and the urgency of the matter requires it.

Emily Matthews - Anything concerning the planning.

Contacts

Joe +34 682 89 20 66

Admin Patricia +34 622 34 13 27

Admin Alex +34 647 49 53 71

Emily Matthews +34 682 51 81 60

How to Fill Out an Invoice

<YOUR NAME>

<YOUR PERMANENT ADDRESS IN
UK/US/SP... 123 Street Address, City, State,
Zip/Post>

< Email Address>

<US/UK/SP... Phone Number>

INVOICE



1. Fill out your personal information.

BILL TO

CASITA DE INGLÉS ONLINE
LEMON SUN LLC
7901 4TH ST N – STE 300 – ST.
PETESTBURG, FL. US 33702
central@lacasitadeingles.com

Invoice No: #INV00001

Invoice Date: 01/10/21

Due Date: 12/10/21

2. Don't change anything in this section of the invoice.

DESCRIPTION	QTY	UNIT PRICE	TOTAL
ENGLISH CLASSES	1	6,25€	6,25€
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00

SUBTOTAL 6,25€

DISCOUNT 0.00

SUBTOTAL LESS
DISCOUNT 0.00

TAX RATE 0.00%

TOTAL TAX 0.00

Thank you for your business!

Balance Due 6,25€ -

3. In the "DESCRIPTION" column you will write down the type of classes you taught (15 min classes, 30 min classes or 1 hour classes).
4. In the "QTY" column you will specify the amount for each type of class.

5. In the "UNIT PRICE" column you will put the following:
 - a. For 15 min classes - 3.125 Euros
 - b. For 30 min classes - 6.25 Euros
 - c. For 1 hour classes - 12.5 Euros
6. In the "TOTAL" column you would multiply the QTY times the UNIT PRICE for each row.
7. To get the "SUBTOTAL" you will have to add all the numbers on the "TOTAL" column.
8. The Balance Due will be the same as the SUBTOTAL

How long are the online classes?

- Some classes are 15 minutes long, others are 30 and we also offer 1 hours classes, but the most common ones are the 30 minute ones. These classes ALWAYS have to be at least 25 min long. The only scenario where a class wouldn't get to be 25 min long is if the student forgets about the class and connects after the first 5 min of class. In that case you will teach the class for as long as you can, but still having one or two minutes to connect to your next class. If it helps, to keep track of the time you can set a timer for 25 min, and when the timer goes off you know it's time to end the class.
- The same applies to 15 min classes which have to be at least 13 minutes long and 1 hour classes which have to be at least 55 minutes long.