

How your Courses are booked

the complete booking process is handled online

Once you have registered one or several Courses with Limu, they will automatically appear in Limu's database of offered Courses. Students will then browse and search Limu's database and, if interested in one of your Courses, will send you a booking request (all steps of the booking process are carried out online using easy to use booking forms).

Before sending a booking request, a Student will have reviewed the Course structure and additional Course information such as your proposed Course fee and minimum class size.

content, schedule, and price of a Course can be amended

With his or her initial booking request a Student will be able to:

- send you a message specifying general preferences as to the schedule of the Course sessions or asking for further clarification on the content of the Course,
- propose the dates and times when the live sessions of the Course should take place,
- propose an alternative Course structure that better suits the Student's learning requirements,
- propose a different Course fee and time of payment (such as changing the time of payment from "pay at booking" to "pay at satisfaction").

aggregate bookings to teach a Course to several Students

If you had decided not to teach this Course on a one-on-one basis, but rather teach a larger group of Students (and therefore setting the minimum class size to a number greater than one), you might already have a pending Course where you are still waiting for more Course bookings before starting the Course. In this case the Student will choose to either join a pending Course (where the schedule, structure and content of the Course has already been set) or request a new Course booking which, if accepted by you, will create a new pending Course.

Agreeing on content and Course structure

Course details must be agreed by both Teacher and Student

In most cases, the Student will simply book your Course on the basis of the Course structure you have entered. In this case, it is a good idea to double check with the Student the suitability of the structure and the content covered in the Course for his or her specific learning requirements. You can do this during the booking process by sending a message when replying to a booking request, or person-to-person once you meet the Student in the Virtual Classroom for the first



time. This is possible as you will still be able to change the structure of the Course and schedule additional Course sessions once the Course has started.

The Student, through his or her booking request, might also propose a different Course structure and content from that which you had entered when originally registering the Course. The Student might want to focus only on certain aspects or might be interested in expanding on others. In either case, you will receive a booking request with the new, amended Course structure as entered by the Student. You can then either accept the proposed new structure, or in turn propose an amended structure. Both you and the Student change the Course structure by way of a Course structure wizard that you open directly from the booking form. Remember that changes to the Course structure made during the booking process apply only to that particular booking and do not change the original structure of your Course.

Agreeing the Course schedule

*schedule dates
and times of live
sessions*

For every live session of a Course, you and the Student will need to agree on a date and time when you will meet and hold such live sessions in the Virtual Classroom.

The Student might decide to send you a message with his or her first booking request, outlining his or her overall availability on certain days, but will leave it up to you to propose concrete dates and times. Alternatively, the Student might send you proposed dates and times for all live sessions, in which case you can either agree or propose alternative dates and times should you be unavailable on the dates proposed.

*timezone
differences are
handled
automatically*

All Course schedule dates and times entered at Limu are always calculated and displayed correctly in the users' own timezone. Consider the following example: You live in London, UK, which is Greenwich Mean Time (GMT). The Student sending you the booking requests lives in New York, which is Eastern Standard Time (EST) or 5 hours behind London. When the Student proposes to hold a live session on Saturday at 16:00 hours, this will be displayed as 22:00 on your screen as you are 5 hours ahead of East Standard Time.

There are however two important exceptions. First, if the Student sends a message containing general date and time information with the booking request, then this message will reach you as it was entered by the Student. Second, when you are talking to your Students in the Virtual Classroom you



might need to agree on the date and time for an additional live session. In this case you can use our Internet Time calculator, which will translate any time to Internet Time (a new time standard that defines the world as one time zone) and then translate that back to your local time. This will allow you to easily agree on a date and time, even if you and your Students are located in any number of different time zones.

Agreeing on payment terms

agree on Course fees and time of payment with the Student

When you registered your Course, you will also have set your proposed Course fee as well as your preferred time of payment.

The Student might want to propose a different Course fee as well as change the time of payment from “pay at booking” to “pay at satisfaction”. It will be up to you whether to accept, send a revised proposal or reject the Student’s proposal outright.

Remember that when you accept a Student’s booking where the time of payment is set to “pay at booking”, you in effect agree with the Student to deliver your Course as and how agreed. This is binding on your side and you should only change aspects of the Course, such as the Course schedule, with the full agreement of the Student.

What to do next

If you have not yet entered your Course, now is a good time to do so. Otherwise simply check your email for notification for any new booking requests that may arrive. You can then enter your account and respond to new booking requests.

You can also read the third document in this series entitled “Teaching your Course at Limu”, which is a step-by-step guide that explains how to teach a Course online and make the most of the Limu Virtual Classroom.

For more extensive help on any aspect of using Limu, please consult our online help section.

We hope that you will enjoy teaching at Limu, and encourage you to send any feedback and any questions you may have to us at info@limu.com.

Your Limu Team

