



TOEFL IBT ACADEMY

Sherlen & Steve

Confidence, Success, Freedom

I'm so thrilled that you decided to work with me to achieve your goals.

It's my intention that by the end of our time together, you will learn many new tools and resources to be successful in the TOEFL IBT exam. You will feel like you have practiced enough with constructive feedback from an experienced, professional and certified TOEFL IBT teacher. Many English teachers in the market are not educated in teaching TOEFL IBT exam and I received an intensive training in teaching TOEFL.



MY QUALIFICATIONS

- Graduate Certificate in Teaching English as a second language from Northern Illinois University
- Completed TOEFL exam training by English Success Academy and specialized as an exam coach.
- Worked as an English teacher at Elgin Community College (Chicagoland area), City Colleges of Chicago and University of North Carolina, English Language Training Institute.
- Extensive experience teaching TOEFL at the English Success Academy.
- Worked with many exam students from Brazil, Mexico, Japan, China, Jordan, Iran, Vietnam, Turkey, Cuba, and Russia and helped them get their desired scores.

It's no accident that I have satisfied many students all across the globe. A big reason for my success comes from the relationships I create with my students. I will tackle your exam preparation time with exactly the same care, enthusiasm & dedication that I always do.

Our time together will help ensure I understand your challenges for the exam and especially for the speaking section to achieve 26+ and find the right, personalized solutions for success.

To your growing success and I am looking forward to our lessons.

Sherlen Tanner

MY VISION FOR YOU

The goal is to teach you the tools that will help you get a high score in the TOEFL IBT exam.

With that in mind, you're going to:

- meet with me for the tutoring sessions.
- receive regular feedback on your HW.
- open Microsoft OneNote where we keep and organize all our work for the lessons. (Watch for the email with the instructions)

Milestones:

Task	Date
You submit your HW weekly after each lesson to Microsoft OneNote.	1 day before each lesson (if possible)
Transcribe your speaking audios.	
We meet on Zoom Video Conference system.	
<ul style="list-style-type: none">• You need to inform me about continuing the lessons one week before so that I can keep your time slot for you for the coming weeks. Payment for the continuation of the same hours for another package is due one week before the recent package ends.• If we need to have a make-up lesson for a cancellation, we must schedule the lesson before this date, if there is an availability or I can add only one rescheduled lesson to the end of the package. 8 lessons need to be completed in 4 weeks.• If the lesson is cancelled because of me, then I add the rescheduled lesson to the end of the package and extend the time.	

If you take the exam during the time we are studying together and you pass it with your required scores, there will be no refunds. Also, once you buy a package and your lessons are scheduled, there are no refunds.

YOUR COMMITMENT TO ME

It's your responsibility to:

- complete the assignments on time.
- use the self-study tools to score well in the TOEFL IBT exam.
- practice consistently every day for successful language acquisition.
- come to the lessons on time.
- notify me 24 hours before any class cancellation.

MY COMMITMENT TO YOU

You can expect that I will:

- always be on time.
- give you my full attention as you tell me about your exam challenges and as I diagnose your weaknesses and areas that need improvement.
- respond to your e-mails within 24 hours (except for weekends).
- honour your confidentiality-information about your exam scores, challenges and any other information.

LOGISTICS OF OUR PARTNERSHIP

Communication Logistics: I'm based in Rochester, MN (CST) so I may be contactable at different times to you through my:

Email> **Info@Toefl-academy.com** or
support@Toefl-academy.com

LENGTH OF OUR STUDIES

Our recommendations about the time that you need to study are estimates. Your success depends on many factors (your trust in me, your memory, your motivation, energy level, stamina, how much time you can study and even how you are feeling). I can't guarantee and promise you anything now because I don't know you well. Your progress depends not only on us but on your skills and current language level. An Advanced Speaking Score of 26 demands weeks (10-12-14 weeks sometimes) of consistent practice to make your brain feel comfortable with using new patterns of speaking.

CANCELLATION POLICY

If you cancel a lesson with at least 24 hours notice, you will receive a credit for a future lesson.

If you cancel a lesson with less than 24 hours notice, you will NOT receive a refund.

If you do not show up for your lesson, you will NOT receive a refund.

Rescheduling

If you provide at least 24 hours notice of your desire to reschedule your lesson, you can change the time of your lesson without penalty if I am available at another time. Last minute schedule changes are subject to availability. **All the missed lessons need to be rescheduled within the same month. I can add only one rescheduled lesson to the end of the package.**

Lateness Policy

I will continue to be available for 15 minutes after the scheduled start time of your lesson. When you arrive, we will continue the lesson for the remaining time of the lesson. If you arrive 10 minutes late for a 1 hour lesson, this means that you will have a 50-minute lesson.

Sick Days or Unexpected Circumstances

Very rarely, I may need to reschedule a class at the last minute due to illness.

I may also need to reschedule due to unexpected circumstances such as power outages, problems with the internet connection, or even natural disasters.

If this happens, you will receive credit for a future lesson.

DISCLAIMER

As a professional English teacher with nearly 15 years of experience, I truly believe that my suggestions and methods for improving your English to be successful at the TOEFL IBT exam will help you sound more natural in English and help you achieve your personal and professional goals as they relate to your language ability. However, you must also put in the time and effort into studying English to make significant changes in how you speak English, pronounce words, and express yourself.

On this website and during my online lessons and courses, I provide my expertise and guidance, but it is possible that these methods will not work for every student.

No refunds are given for the services because of the nature of the digital products.

We reserve the right to refuse service to any order, person or entity without the obligation to assign reason for doing so.

Your decision to start lessons with me, continue studying English using my website, materials and methods means that you accept these terms and conditions. Please email me back confirming that you've read this document.

Sherlen Tanner