



Client Registration Process Map

Process	Registration Online	Group or Business Client	Individual Clients	Program Request	Matching	Request Accepted	Certification Process	Online Resources
Responsibility	Clients	Clients	Clients	Clients	Client & Instructors	Client & Instructors	Clients/Instructors/EFL	EFL
Actions Red – Critical Activity Green – Webpages Purple – Legal and/or regulatory requirement QUALITY OBJECTIVES To meet our deadlines and have 0 errors upon Marketing Review	<ol style="list-style-type: none"> On homepage click on Register/Logon. This will take you to the Online registration. By default the page will Go to a disclaimer pop-up, click "I Agree" to Continue to register as a Client with English For Living. The first page to appear will be the General Tab. You can choose to register in your native language. The supported alternate languages are Japanese, Chinese and Spanish. Enter in information on the General Tab. Note that certain fields are mandatory such as name, alias, password, address and phone numbers. All the information you enter will be important as it will better assist in matching you with the best available Instructor. Click on the box that applies to you if you are an individual client or if you are registering as a group or through your employer to learn English. Once information is completed, continue by clicking "Next" at the bottom of the menus. Note that all general information is saved should you have to go back and update any of your information. 	<ol style="list-style-type: none"> You will come to a business registration page. Please enter the information. Enter in information about yourself and the company that you represent. All the questions will help us match the right instructor for you and your company. Enter in vital information such as location of your company and times and availability of instruction. Once information is completed, continue by clicking "Next" at the bottom of the menus. Note that all general information is saved should you have to go back and change any of your information. You can go to the program request tab directly using the top menus. 	<ol style="list-style-type: none"> Individual clients will go to this page automatically. Enter in information about yourself. All the questions will help us match the right instructor for you. Continue to fill in the information as stated in the questions. Continue by selecting "Next" or the program request tab at the top of the menus. 	<ol style="list-style-type: none"> Enter in your preference of where to get instruction and times of your availability for English training. This information is important for our matching the best instructor available for you. Click on which English instruction program you would like to take. Note that selection of anything higher than General English 1 will require that the instructor do a test to see if you qualify for the course before proceeding with instruction. This will involve a phone interview and/or written questionnaire. Client may also enter a list in priority order of up to 3 preferred EFL instructors + the referred instructor by listing their instructor IDs. We encourage clients to support EFL instructors who referred them to the service. Click "finished" for system to search for suitable Instructors. 	<ol style="list-style-type: none"> System will query and list up to 12 best Instructor matches less number of preferred instructors from best to least matched. These preferred instructors will be listed at the top of the page with their percentage of match then followed by the automated query search results from best down. You can review the profiles of all 12 customized instructor websites – these websites are in English. You can select to view the top instructors and their website. Click off one of the choices – A notification will be sent to notify the chosen Instructor. Instructions in one of the EFL supported languages will notify you that there will be a waiting period of up to 48 hours to allow the instructor to respond to the teaching request. If the time expires, the system will notify you by email that you have to select another choice because you chosen instructor is not available to teach the program when you need it. 	<ol style="list-style-type: none"> When an instructor accepts your request – you will be notified of fulfillment by email and teaching in progress tracking is engaged. The "teaching" tab now contains your program summary as the teaching in progress section for the course selected. Use the Teaching Progress page to update your progress of English and to review the number of IACET CEU to grant for each program. [note: each program is automated to grant CEU for successfully completed programs.] The teaching in progress will contain the high level sections of the curriculum, which the instructor must check for completion through each section. At 100% completion, an email will be sent out to both the instructor and you, the client reminding you to order the EFL certificate and/or start the certification process. If the course requires EFL involvement to complete certification, EFL will contact you directly to set up an appointment to complete a program assessment and confirm IACET CEU granted and the EFL certificate. EFL certificates can be your ticket to better opportunities using your English skills for employment. Your certificate is verifiable online by employers and agencies requiring proof of your English training. 	<ol style="list-style-type: none"> Upon Completion of one of EFL courses, you will be issued an English for Living certificate through your instructor. EFL Certification is recognized by IACET (The International Association for Continuing Education and Training) The certificate will have your Client ID number, your Instructors ID number and the certificate number. This is to verify that you have completed the course. Your employers or other educational institutions can verify that you have taken this course by using our Certificate search service which is free and available online. 	<ol style="list-style-type: none"> English for Living is available 24/7 to help you with any problems you may have as an client. You have access to our programs and curriculum, online support, Teaching progress and teaching summary pages. This is all in an effort to help you become informed of your progress in your English training needs by using EFL online services. We hope you enjoy and continue to use English for Living for you English Instruction. Your friends can benefit as much as you have using English For Living. The service is available to everyone; help your friends register and help them create opportunities as you have by learning with English For Living.

