








# Busuu handbook

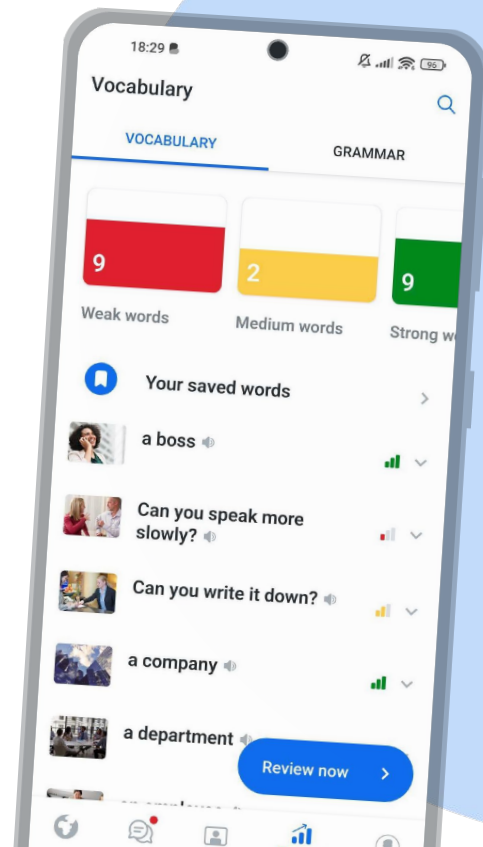
Self-paced learning and 1:1 and group Live Lessons

# Welcome to Busuu

Congratulations! It's great to have you on board. Busuu is a fast and effective way to learn languages online, whatever your existing knowledge and experience.

## With Busuu, you'll:

-  **Learn in your own time** with short, self-paced lessons that fit around your day, available on and offline
-  **Get smarter** with your own Study Plan to keep your learning on track, and AI-enabled revision tools that help you master trickier vocab and grammar
-  **Find support** from the Busuu community of learners around the world, giving friendly feedback
-  **Practise pronunciation** sharing voice recording exercises with our community of native speakers
-  **Speak like a local** with real-life phrases to help you talk to colleagues and friends with confidence




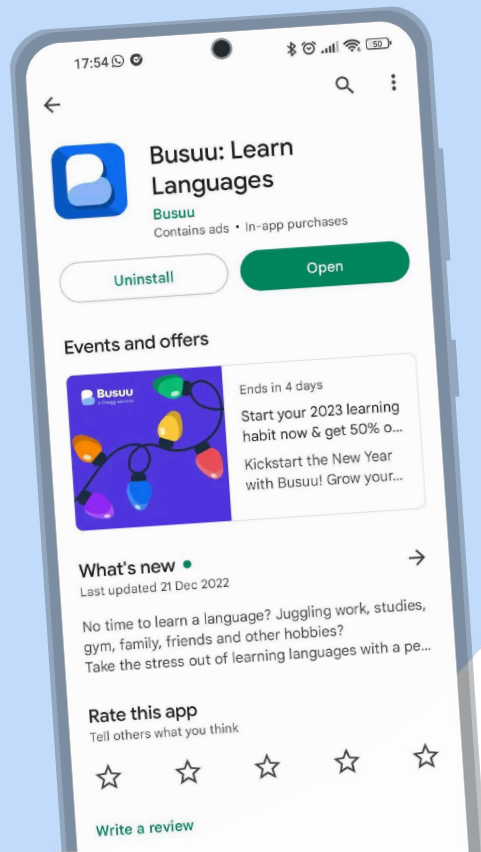


## Busuu app

You can use Busuu via the web browser on your computer, or via the Busuu App on your smartphone.

We suggest using the Busuu App. That way you can study whenever and wherever you are, achieving learning outcomes more flexible and faster.


 You can download the Busuu App via the **Google Play Store** or **App Store**.





# Registration process

1



Hello there,

has invited you to learn a language with a Busuu Premium subscription.

With Busuu's award-winning app, home to the world's largest language-learning community, you can:

- learn up to 12 new languages, including English, German and Spanish
- receive feedback from native speakers on writing and speaking exercises
- practise anywhere, anytime with Offline Mode on your mobile
- strengthen your skills with your personalised Vocabulary Trainer
- take the stress out of learning by creating a Study Plan with weekly targets
- receive official certificates from McGraw-Hill Education

To get started, register with  
 on our Android, iOS apps or our website.


Register now

2

I want to learn...

 English	 Spanish	 French	 German	 Japanese	 Italian
 Russian	 Chinese	 Arabic	 Turkish	 Portuguese	 Polish

3

 **Hallo**

**Sign up and start learning German**

Your email

Use your mobile number

Your name

Create a password

☐ Sign me up for Busuu updates, exclusive offers and learning tips!

Sign up

1. Receive a company invitation to Busuu Premium content and click on "Register now"

2. Select the language you would like to start learning

3. Sign up & create your Busuu account password

**NOTE:** Register using the email address you were invited with only!

# Self-paced learning



# Languages on Busuu

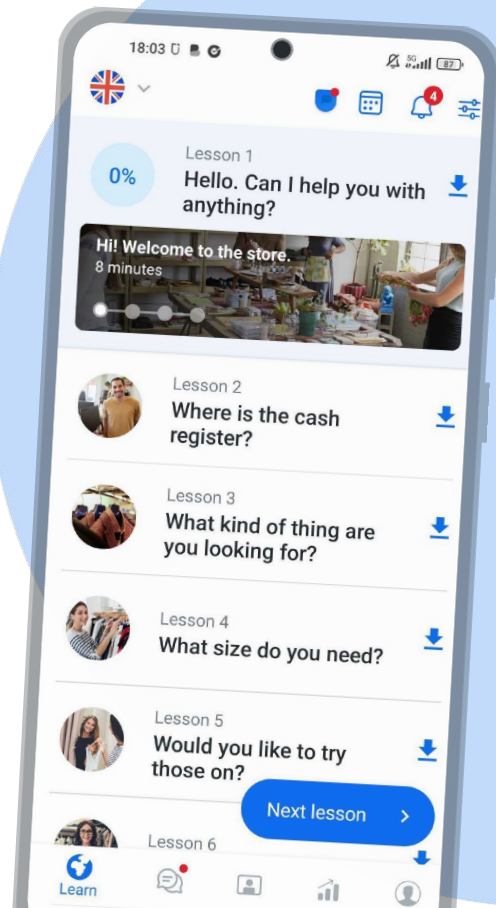
## 14 languages

All languages are accessible 24/7 and can be studied simultaneously

- English
- Spanish
- French
- German
- Italian
- Dutch
- Portuguese (Brazilian)
- Polish
- Turkish
- Japanese
- Chinese
- Russian
- Arabic
- Korean

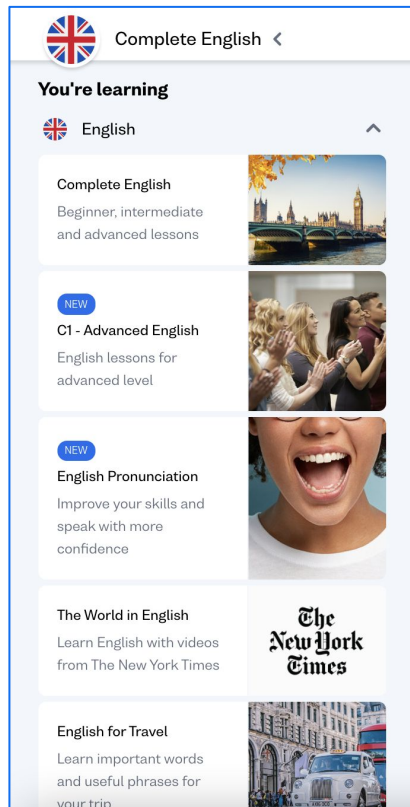
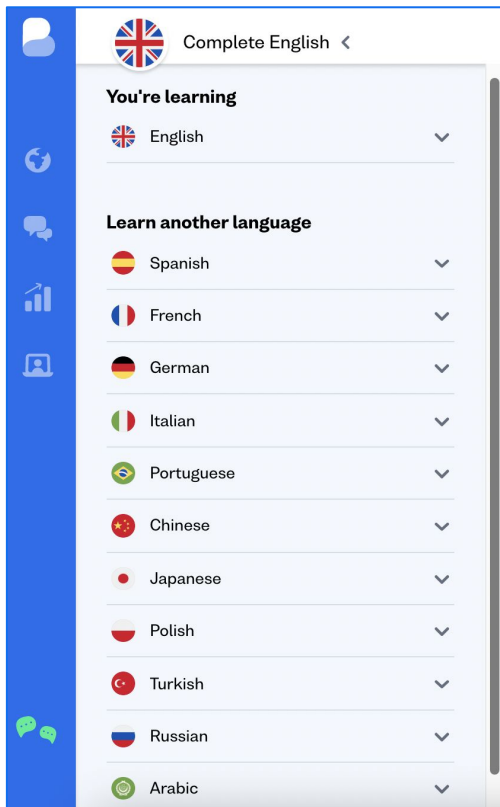
## 15 interface languages

- English
- Spanish
- French
- German
- Italian
- Portuguese (Brazilian)
- Polish
- Turkish
- Japanese
- Chinese
- Russian
- Arabic
- Bahasa Indonesian
- Vietnamese
- Korean





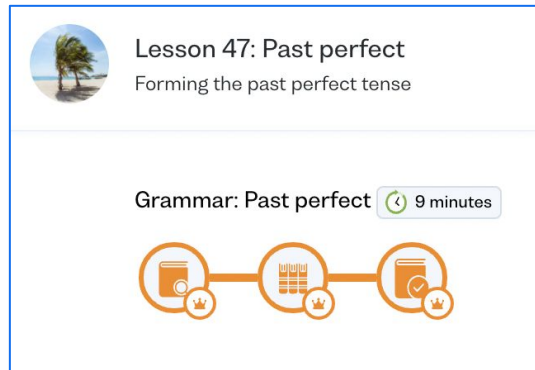
# Course structure



1. Navigate the main menu to select the language you want to learn

2. There are different topics: the complete course (A1-B2 CEFR), pronunciation, business, etc.

3. Complete the different single activities to finish a lesson



# Level test



Hey Kirstin, let's get started

1

**I am new to English**

Start at the beginning



**Find my level**

Take a quick placement test



**We know you're unique. Let's find the right place for you to start your language learning journey!**

It takes around 5 minutes depending on your answers.

Start the test

A simple placement test helps us make sure your learning is exactly where you need it.

- Level test covers grammar, vocabulary and listening.
- Set aside time to complete your level test, this typically takes a few minutes.
- **Want to retake your test?** You can do so anytime in your Busuu profile settings.





# Study Plan

Which days of the week would you like to learn?



Mon



Tue



Wed



Thu



Fri



Sat



Sun

What time of the day would you like to learn?

08



30



Notifications

Receive reminders of when you should study



Continue

How long would you like to study?

We recommend 10 minutes a day.



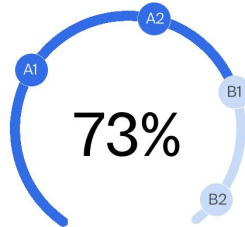
15



minutes / day

Continue

Fluency



Fluent in  English

Setting up a Study Plan makes students **5x more likely to stick with their learning**. You will also be able to track your fluency.

**That equals progress!**



# Official certificates



Presented to

Learner's Name

Who has successfully completed

Level B1 in English on Busuu

Grade awarded

A- (92%)

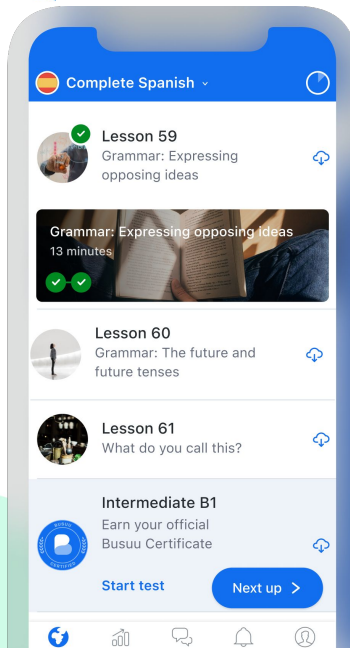
Awarded on May 8, 2020 by Busuu

The learner has demonstrated that they can:

- Understand the main points of clear spoken or written language related to familiar matters
- Deal with most situations likely to arise while travelling in an area where the language is spoken
- Produce simple connected text on familiar topics
- Describe experiences and events
- Give reasons, opinions, explanations and plans

*K Campbell-Howes*

Kirsten Campbell-Howes  
Chief Learning Officer



All Busuu content is aligned with the Common European Framework of Reference (CEFR), an internationally recognised standard that assesses you as you progress.

- Official Busuu Certificates
- Levels A1-B2 CEFR
- Personalised certificates emailed to learner
- Available in English, Spanish, Italian, French, German & Portuguese

# 1:1 Live Lessons



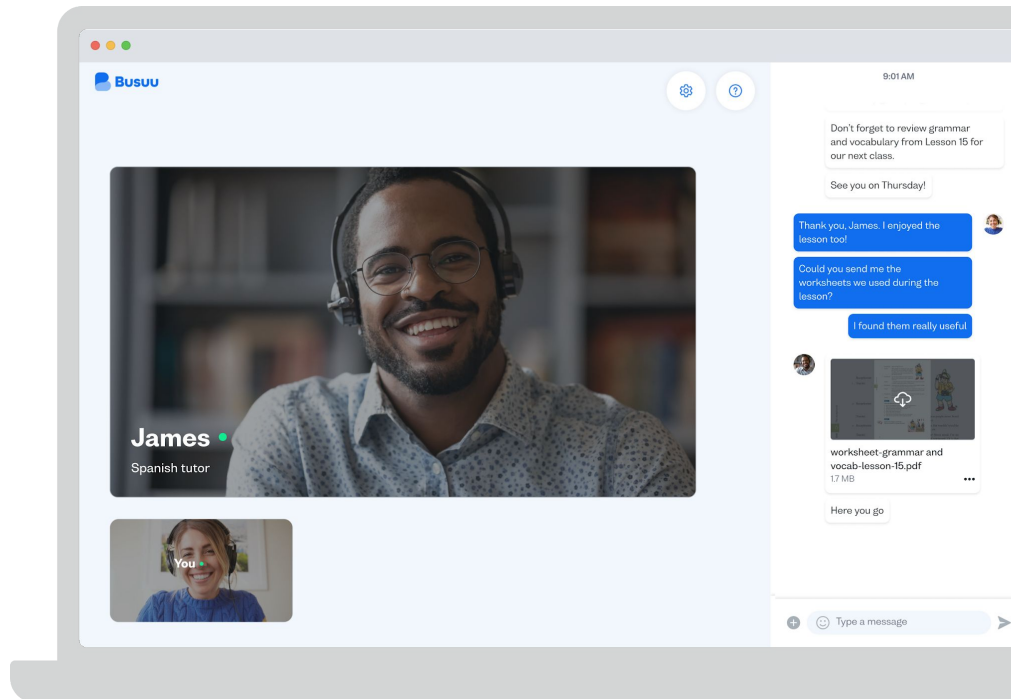
# Overview



**Accelerated learning** to help you achieve **higher proficiency** levels faster

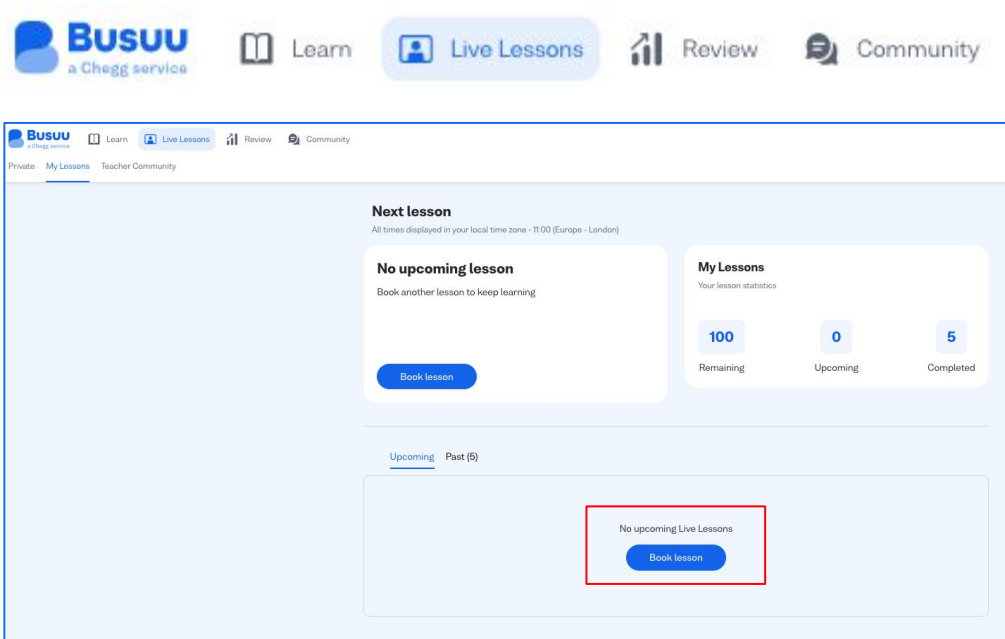
- Hundreds of professional language teachers
- Personalised lesson plans according to your learning needs
- 24/7 availability

💡 Please use the **web browser** to book and attend your private lessons





# Your Live Lesson dashboard



1. Look for the “Live Lesson” tab in the Busuu menu (desktop version)
2. On your “My Lessons” dashboard you can see how many lessons you have remaining, upcoming and completed.

**To book a new lesson simply click:  
“Book lesson”**

# Schedule the lesson: language & calendar



 English

 Spanish

 French

 German

 Italian

 Japanese

 Polish

 Portuguese

 Russian

 Turkish

 Arabic

 Mandarin

 Dutch

 Indonesian

I'm learning

 English

English


▼

←

Choose a time that works for you

→

I'm learning

 English

English

▼

May 16 - May 22 2022

Mon 16	Tue 17	Wed 18	Thu 19	Fri 20	Sat 21	Sun 22
		Show 06:00 - 11:30 ▲				
12:00	12:00	12:00	12:00	12:00	12:00	12:00
13:00	12:30	12:30	12:30	12:30	12:30	12:30
13:00	13:00	13:00	13:00	13:00	13:00	13:00
13:00	13:30	13:30	13:30	13:30	13:30	13:30
14:00	14:00	14:00	14:00	14:00	14:00	14:00
14:00	14:30	14:30	14:30	14:30	14:30	14:30
15:00	15:00	15:00	15:00	15:00	15:00	15:00
15:00	15:30	15:30	15:30	15:30	15:30	15:30
16:00	16:00	16:00	16:00	16:00	16:00	16:00
16:00	16:30	16:30	16:30	16:30	16:30	16:30
17:00	17:00	17:00	17:00	17:00	17:00	17:00
17:00	17:30	17:30	17:30	17:30	17:30	17:30
		Show 18:00 - 23:30 ▼				

All times displayed in your local time zone  
Europe - London




3. Choose the language that you are learning.

4. Lessons are available 24/7 and are always displayed in your timezone. Simply select the desired day and time in which you wish to schedule your lesson.

# Schedule the lesson: teacher selection



**Book your lesson**



13:00, Wed, May 18, 2022  
45-minute Live Lesson

What type of lesson would you like? \*  
Custom lesson

What is your language level? \*  
B1 Intermediate

What do you want to work on? \*

Please include any other information you want your teacher to know so they can plan your Lesson perfectly!


[Book now](#)

To receive your refund (if needed), you must cancel your Live Lesson with at least 24 hours notice.


**5.** Different teachers are available for each time slot. You can freely select the teacher you want to learn with.

You can send your teacher details regarding your level, your objectives for the upcoming lesson and add a personal note.

**I'm learning**

 Englisch

**Your previous teachers**

 Gustav

**6.** If you have had a lesson with a teacher before, you can select the same teacher when scheduling future lessons.



# Lesson scheduled: My lessons overview

### Next lesson

All times displayed in your local time zone • 11:19 (Europe - London)

13:00 • Wednesday 18 May • 45 minutes

**Private Lesson with Michael**

Teacher - Michael

Starts in 2 days

### My Lessons

Your lesson statistics

100	1	5
Remaining	Upcoming	Completed

Upcoming (1) Past (5)

Private Lesson with Michael  
13:00 - Wednesday May 18, 2022

Michael

...

**Lesson booked!**  
You've successfully booked your next lesson

**Michael**  
 Wednesday 18 May 2022  
 13:00 - 13:45 BST

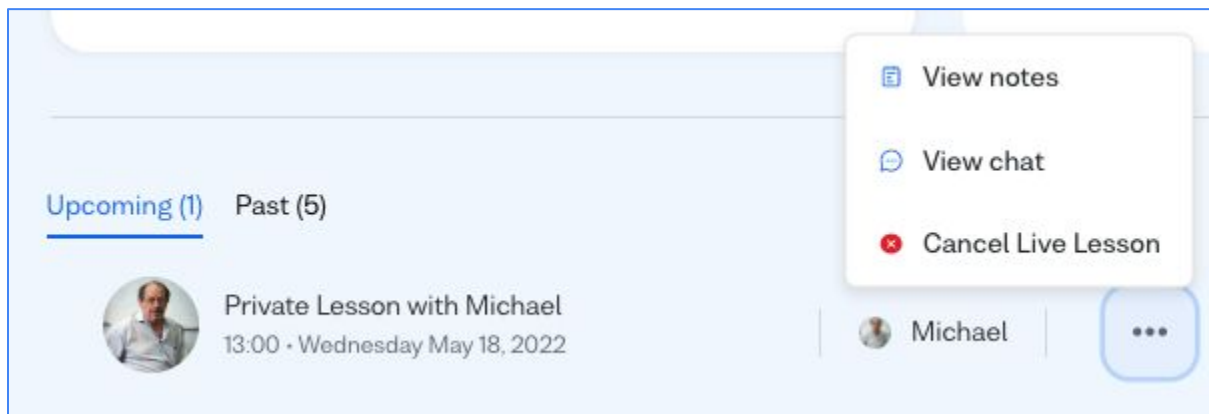
Add to calendar

Once you have booked your lesson it will show on your “My Lessons” dashboard.

💡 You can also add the lesson to your calendar so that you won't forget to join on the day.



## Prior to the lesson: chat & cancellations



The chat option will allow you to speak with your teacher even before the lesson is scheduled.  
Here you are also able to cancel your booked lessons.


💡 **Please cancel your lesson more than 24 hours before the lesson is scheduled to start.**


If you do so, the lesson credit will be automatically returned to your account.


If you cancel a lesson less than 24 hours before it is scheduled to start, you will lose that lesson credit.


# Join the lesson





 **Busuu**  
a Chaggl service

 Learn

 **Live Lessons**

 Review


 Community



Private **My Lessons** Teacher Community


### Next lesson

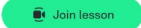
All times displayed in your local time zone • 11:39 (Europe - London)

 Lesson is now live

11:30 • Today • 45 minutes

**Private Lesson with Gustav**

 Teacher - Gustav



### My Lessons

Your lesson statistics

100

Remaining

1


Upcoming


5


Completed

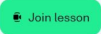
Upcoming (1)


Past (5)



 Private Lesson with Gustav  
11:30 • Tuesday May 17, 2022

 Gustav





To join a lesson, access your Busuu account from a Google Chrome or Firefox web browser and click “**Join Now**” from the Live Lesson dashboard.

# Group Live Lessons



# Overview



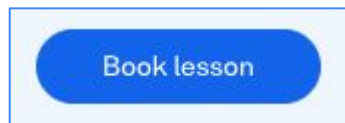
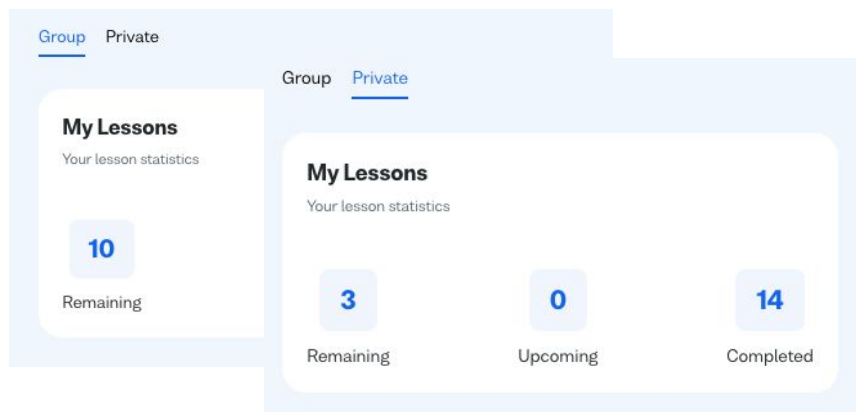
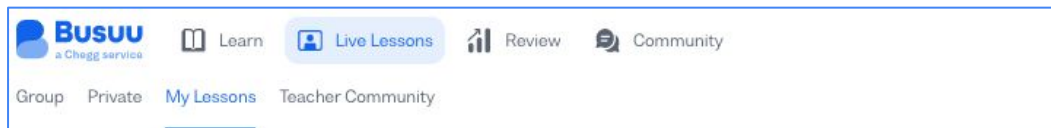
**Accelerated learning** to help you achieve **higher proficiency** levels faster

- Group lessons with qualified teachers
- Aligned with lesson progress on Busuu
- 24/7 availability; max. 5 learners per group

💡 Please use the **web browser** to book and attend your group lessons



# Your Live Lesson dashboard




1. Look for the "Live Lesson" tab in the Busuu menu (desktop version)
2. On your "My Lessons" dashboard switch between "Group" and "Private" to see how many lessons you have remaining, upcoming and completed for both types of lessons

To book a new lesson simply click:  
"Book lesson"



# Schedule the lesson: language & calendar

**Choose your lesson**

 English ▼ B1 Intermediate ▼

☐ 0% **Chapter 1**  
**Planning a trip** ▼

☐ 0% **Chapter 2**  
**Living abroad** ▲

☐ 1. He's renting an apartment in Moscow

☐ 2. My experience with English

☐ 3. Shanghai is known as "The Pearl of Asia"

☐ 4. Tell me about your strengths and weaknesses

☐ 5. This is all part of our heritage

0% **Chapter 2**  
**Living abroad** ▲

☐ 1. He's renting an apartment in Moscow

☐ 2. My experience with English



☐ 3. Shanghai is known as "The Pearl of Asia"

☒ 4. Tell me about your strengths and weaknesses



☐ 5. This is all part of our heritage

Availability Time of day  
Mon Tue Wed Thu Fri Sat Sun All times 6-24 Clear all



**Today's Lessons**

 **20:00** Today Chapter 2  
**Tell me about your strengths and weaknesses**  
Talking about job hunting  
 Teacher coming soon Book now View details


**Monday 23 May**

 **20:00** Monday 23 May Chapter 2  
**Tell me about your strengths and weaknesses**  
Talking about job hunting  
 Teacher coming soon Book now View details

**Monday 30 May**

 **20:00** Monday 30 May Chapter 2  
**Tell me about your strengths and weaknesses**  
Talking about job hunting  
 Teacher coming soon Book now View details

**Monday 6 June**

 **20:00** Monday 6 June Chapter 2

**3.** Choose the language that you are learning and your current proficiency level. This is the level the placement test has placed you into in your registration process.

**4.** Click on the arrow on the right to see the breakdown of the lesson for each chapter and the times of the week the lessons are available.



# Schedule the lesson: language & calendar

**Choose your lesson**


English B1 Intermediate

- ☐ Chapter 1 Planning a trip
- ☐ Chapter 2 Living abroad
- ☐ Chapter 3 Friendship
- ☐ Chapter 4 Health
- ☐ Chapter 5 Interesting jobs
- ☐ Chapter 6 Cultural events
- ☐ Chapter 7 Passions
- ☐ Chapter 8 8. The future and conditionals
- ☐ Chapter 9 People and places

Availability Time of day


Mon Tue Wed Thu Fri Sat Sun All times 6-24 Clear all

### Today's Lessons



15:00 - Today - Chapter 2  
**My experience with English**  
Talking about English  
Teacher - Nicka


Book now  
View details



20:00 - Today - Chapter 2  
**Tell me about your strengths and weaknesses**  
Talking about job hunting  
Teacher - Demery


Book now  
View details

### Tuesday 17 May



09:00 - Tuesday 17 May - Chapter 2  
**This is all part of our heritage**  
Talking about aspects of cultural heritage  
Teacher - Frankie

Book now  
View details



10:00 - Tuesday 17 May - Chapter 3  
**We take good care of each other**  
Talking about caring for others  
Teacher - James

Book now  
View details

5. Or you can simply browse for lessons by selecting the desired day and time in which you wish to schedule your lesson clicking, or scroll through all lessons available on Busuu to find the one that works for you.



# Schedule the lesson: See lesson details



12:00 · Tuesday 17 May · Chapter 3

## I'm ready to make a change

Talking about big life events



Teacher - Heinrich

Book now

View details

[←](#)

**B2 Upper Intermediate**

### I'm ready to make a change

Talking about big life events

**What will I do in this lesson?**

- Discuss how to approach life changes
- Listen to an expert talk about change
- Practise talking about changes you have made and goals you have accomplished


**Self study**

- Practice content from self-led lesson 10

**Lesson materials**

[Download material \(PDF\)](#)

**Your teacher**

**Heinrich**

From: South Africa

Languages spoken: English


Qualifications: Verified by Busuu

**5 seats left**

17 May 2022

12:00 - 12:45 BST

45 minutes

 Attending

Book now

6. Click on “View details” of each lesson to see more details on what will be covered in the lesson, information about your teacher and who else will be attending.

You can also download the lesson material before and after your lesson.





# Lesson scheduled: My lessons overview

### Next lesson

All times displayed in your local time zone - 14:29 (Europe - London)

22:00 · Thursday 19 May · 45 minutes

**It's the worst book I've ever read**

Using the present perfect to describe good and bad experiences

Teacher - Jonathan

Starts in 3 days

### My Lessons

Your lesson statistics

9	1	1
Remaining	Upcoming	Completed

Upcoming (1) Past (15)

It's the worst book I've ever read

22:00 · Thursday May 19, 2022

Jonathan

Information

Download

**Lesson booked!**  
You've successfully booked your next lesson

B2 UPPER INTERMEDIATE

**It's the worst book I've ever read**

Using the present perfect to describe good and bad experiences

Thursday 19 May 2022

22:00 - 22:45 BST

Teacher: Jonathan

Add to calendar

Once you have booked your lesson it will show in your “My Lessons” dashboard.


💡 You can also add the lesson to your calendar so that you won't forget to join on the day.

## Prior to the lesson: chat & cancellations





Upcoming (1)


Past (15)





It's the worst book I've ever read  
22:00 · Thursday May 19, 2022


Jonathan

Information

Download



View chat

Cancel Live Lesson

The chat option will allow you to speak with your teacher even before the lesson is scheduled.  
Here you are also able to cancel your booked lessons.



**Please cancel your lesson more than 24 hours before the lesson is scheduled to start.**

If you do so, the lesson credit will be automatically returned to your account.

If you cancel a lesson less than 24 hours before it is scheduled to start, you will lose that lesson credit.

# Join the lesson



The screenshot shows the Busuu Live Lessons dashboard. At the top, a green banner reads "Your lesson is now live. Join lesson". Below this is a navigation bar with "Busuu a Chugg service", "Learn", "Live Lessons", "Review", and "Community". The "Live Lessons" tab is active. Below the navigation bar, there are tabs for "Private", "My Lessons", and "Teacher Community". The main content area is titled "Next lesson" and includes a sub-header "All times displayed in your local time zone • 11:39 (Europe - London)". It features a "Lesson is now live" notification, a lesson card for "It's the worst book I've ever read" by Teacher Jonathan, and a "Join lesson" button. To the right, a "My Lessons" section shows lesson statistics: 10 Remaining, 1 Upcoming, and 1 Completed. At the bottom, there is a list of lessons with tabs for "Upcoming (1)" and "Past (15)". The upcoming lesson is "It's the worst book I've ever read" by Jonathan, with a "Join lesson" button and a three-dot menu.

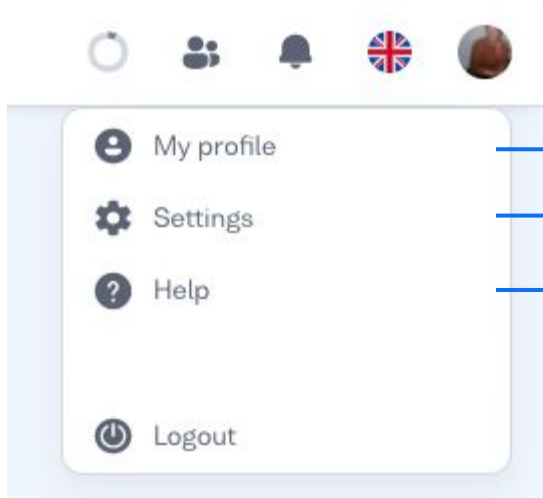
To join a lesson, access your Busuu account from a Google Chrome or Firefox web browser and click **“Join Now”** from the Live Lesson dashboard.

# FAQ

**BUSUU**  
a Chegg service



# Questions? Easily find your answers



This is where you find an overview of your learning progress, your community conversations and feedback from other learners.

More about settings on the next slide.

This will take you to our FAQ page on all questions and areas of technology, profile settings and much more.



# Your personal settings

## Settings

[Account](#) [Photos](#) [Languages](#) [Personal settings](#) [Subscription](#) [Study Plan](#)

### Account

Account information

Username

Alina Booge

Email

alina.booge@busuu.com

Phone number

Current password

[Forgot your password?](#)

New password

Confirm password

Interface language

English

Save

Find out where to start your English course by taking our Placement Test.

Take Placement Test

This is where you can change your study plan and adapt it to your needs.

You want to study directly in your target language, or rather in a different e.g. your native language? Change your interface language here.

You forgot to do your placement test or you'd like to repeat it? No problem.



Please always remember, to always click into your "Complete Course" first, and only afterwards go to this settings page.



**Contact Busuu Support**  
[team@busuu.com](mailto:team@busuu.com)