

# Coach Recruitment FAQ

## 1. What is EPiC Online?

EPiC stands for "English Proficiency in Conversation". This is a live, one-on-one, face-to-face, English language coaching service. For more details, visit our website: [www.epiclanguage.com](http://www.epiclanguage.com).

## 2. Who are the clients and students of EPiC Online?

We have multinational companies and academic institutions as our clients. Our students are from more than 10 countries.

## 3. What are the programs being offered by EPiC Online?

We offer various programs covering different industries and academic needs. Our coaches may need to be additionally certified to handle some of the programs.

## 4. What Qualifications should I have to become a coach?

You should have a neutral English accent, can speak fluently and have a pleasant personality.

We are not requiring formal qualifications as we have our own training and certification requirements, and we require our coaches to follow strictly our processes which are designed to achieve best results in the shortest possible time for our students.

## 5. How much is the pay rate of a coach?

Depending on the qualifications of a coach, the type of English program, and the evaluation ratings from the students, the pay rate can range from US\$ 5.60 to US\$ 8.80 per 50-minute session. There is also preparation work to be done in addition, which should take an extra 10 minutes

## 6. How often and how do coaches get paid?

Coaches get paid once a month in US\$, via electronic means like PayPal.

## 7. How does a coach book for a session?

Coaches plot their availability on our eScheduler. A student on the other hand can book time slots where there are available coaches. Students will not be able to know which coach he/she booked. Coaches have complete time flexibility when plotting their availability. Should a coach wish to

unbook a schedule, he/she is given 4 hours before a scheduled session. Beyond this, the system will deny any attempt of unbooking.

## 8. What process do I have to go through to be certified as a coach?

- A. Within 48 hours of your online application, you will be informed if you will proceed to the next stage. Once your application is approved, you will receive an email containing series of coach training videos.
- B. If you feel you are already familiar with the information provided in the training videos, you will then be required to take a short test.
- C. Should you have queries or need assistance regarding your coach training, please contact our QA helpdesk. Their Skype ID is **qa.epiconline** and they are available from 7am to 11pm 8+GMT.
- D. After passing the test, our IT team will schedule a call with you. They will conduct technical assessments such as your location to do the session, PC specifications, etc. They will also install tools needed for the trial session such as Skype recorder, VOIP software etc.
- E. Once the IT team releases a clearance, you will be provided with an eScheduler account. You will book two trial sessions. Our staff will serve as your students for these trials.
- F. If you successfully pass the trial sessions, you will undergo the final step which is the assessment training for coaches. This assessment training will teach you how to assess the English level of every new EPiC Online student.
- G. If all is well, you will be provided with an independent contractor agreement which you need to sign and send back to the company. You will then receive an email officially welcoming you to Genashtim EPiC Online. Including in this email, is your official eScheduler account and you can already begin plotting your schedules.
- H. This whole process should be done no longer than two weeks.

## 9. What equipment or tools should I have as a coach?

- A. Internet speed of at least 1 mbps download, 0.5 mbps upload and ping of less than 60 ms.
- B. Working desktop or laptop computer.
- C. Headset with noise cancellation feature.
- D. Built-in webcam or external camera, at least 0.3 megapixel.