FAQ - LANGUAGE ACADEMY PLATFORM

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PLATFORM

What's new on the platform?

LANGUAGE ACADEMY offers an immersive and dynamic approach to language learning. The platform offers a wide range of content, including authentic videos, interactive exercises and personalized courses tailored to your level and objectives.
Its AI module, specially designed for oral and written production, analyzes your performance in real time, corrects your errors and provides you with precise, personalized feedback.

What kind of activities and tools are offered?

- **Video Boosters**: Interactive exercises based on authentic videos (over 1,500) to improve listening comprehension, with the aid of transcriptions and practice quizzes.
- **Photo Vocabs**: Thematic vocabulary cards with pictures and exercises to help you memorize new words and expressions.
- **Starter Labs**: Modules dedicated to beginners and revision of essential language basics.
- **Skill Boosters**: Specific activities to reinforce key language skills such as grammar, pronunciation and written expression.
- **Immersive scenarios**: interactive exercises that place you in real-life communication situations.
- **Memorization games**: Fun tools to help you memorize vocabulary and essential grammatical concepts.
- **Career Track**: Courses adapted to specific professional situations, to develop **professional and intercultural** skills.
- **Level tests**: Initial and ongoing assessments to adjust your learning path according to progress made.
- **Dashboards**: Detailed tracking tools displaying progress, time spent on the platform, and skills acquired.

Why use authentic videos to learn a language?

Authentic videos make learning easier by immersing you in a real-life context. They improve pronunciation, enrich vocabulary and expose you to different accents and registers.

How to use the artificial intelligence module?

The platform features an advanced AI module that optimizes your language learning thanks to the latest innovations in artificial intelligence.
The AI Module is integrated into the following activities:

- Video Booster: Pronunciation and Discussion steps.
- Photo Vocab: Pronunciation and Discussion steps.

AI module features:
Pronunciation improvement→ AI analyzes your pronunciation and gives you instant feedback.
Real-time conversation → Chat with an interactive chatbot designed to practice realistic dialogue according to your level. You interact with the AI by using a voice recognition system or by entering text.

REGISTRATION

How do I register?

- I click on SSO CONNECT and I'm taken to the registration page where I fill in my self-assessment levels and indicate my interests. This page will appear if I belong to OneAD SAFRAN.

- If the SSO connection doesn't work (I'm not part of OneAD SAFRAN), I can register and connect by clicking on "connect".

I haven't received my login details after registering via the form. What should I do?

Check your spam and make sure you've used the e-mail address provided by your company. If you have any problems, please contact Language Academy support plateformelangueadminsu@safrangroup.com

Is it possible to register for several learning languages?

Yes, 7 learning languages are available: English, French as a Foreign Language, German, Spanish, Italian, Portuguese and Mandarin Chinese. You can choose and change languages at any time from your personal space.

GETTING STARTED

How do I get started?

LANGUAGE ACADEMY offers tutorials and an integrated FAQ to help you navigate and use all the platform's features.

What is the platform's methodology?

LANGUAGE ACADEMY is based on an immersive approach with:

1. **Oral and written comprehension**: interactive videos, articles.
2. **Vocabulary enrichment**: Photo Vocabs, integrated dictionary.
3. **Mastering grammar**: Practical exercises and interactive scenarios.
4. **Active memorization**: Quizzes and games to reinforce what you've learned.

How can I track my progress?

A dashboard displays your progress, activities and learning statistics in real time.

ACCESSIBILITY

When is the platform available?

The platform is available **24/7** from any connected device (computer, tablet and smartphone).

Is the platform available on mobile?

The LANGUAGE ACADEMY platform can be accessed anywhere, anytime, thanks to its mobile application. Follow these steps to download it and start learning on your smartphone or tablet.

1. Download application
   - On Android (Google Play Store SAFRAN):
     1. Open the SAFRAN Google Play Store on your Android device.
     2. Search LANGUAGE ACADEMY
     3. Click on "Install" and wait for the download to complete.
   - On iOS (App Store - iPhone/iPad):
     1. Open the SAFRAN App Store on your iOS device.
     2. Search LANGUAGE ACADEMY
     3. Click on "Get" and confirm the installation with Face ID, Touch ID or your Apple password.
2. Connect to the application
   1. Launch the application.

2. Log in with your username and password used on the web platform.
3. Access your personalized dashboard, where you can track your progress and exercises.

3. Application features

The mobile application allows you to:

- Follow your video courses and interactive exercises on the move.
- Access your progress statistics in real time.
- Download certain content for offline use (if available).
- Receive notifications so you don't forget your daily session.

Thanks to the app, you can continue learning wherever you are, taking advantage of an interface optimized for a fluid and engaging experience.

CHANGE OF PLATFORM

Can I continue a course started on 7Speaking?

No, 7Speaking courses are not transferable. You'll have to start a new one on LANGUAGE ACADEMY.

Are the elements worked on on 7Speaking included?

No, the history of your activities on the 7Speaking e-learning platform is not included on LANGUAGE ACADEMY.

Will my level be taken over automatically?

No, the level achieved on 7Speaking will not be carried over to LANGUAGE ACADEMY.
When you register on the new platform, you'll be able to position yourself: "I'm a beginner", "I've studied", "I can communicate", "I have a good level". You'll be given a detailed assessment as soon as you start learning, during the first challenge proposed by your virtual coach.
For employees who have already enrolled on a language course via SAFRAN, your level on the be-able® platform is transferred to LANGUAGE ACADEMY.

Am I automatically registered on the new platform?

No, you must follow the registration process defined by your company.

LEVEL

How is my level determined?

When you register on the new platform, you are automatically placed **one of the four levels available**: "I'm a beginner", "I've studied", "I can communicate", "I have a good level".
For employees who have already enrolled on a language course via SAFRAN, your level on the be-able® platform is transferred to LANGUAGE ACADEMY.
If you have self-assessed, you will be invited to take an **assessment**, to confirm or adjust your level.

How can I assess my level more thoroughly?

A detailed assessment is available to test grammar, vocabulary, written and oral comprehension. Results are based on the CEFR (Common European Framework of Reference for Languages).

How do I know my level?

Upon registration, a **placement test** is offered to determine your initial level.
For employees who have already enrolled in a language course via SAFRAN, your level on the be-able® platform is transferred to LANGUAGE ACADEMY.
A level test will be offered every 10,000 points accumulated on the platform.

I don't agree with my language level. How can I change it?

If you feel that your level does not reflect your actual skills, contact Language Academy support directly to request a reassessment or adjustment of your level.

Learning Tracks

What is a Learning Track?

A Learning Track is a structured learning program comprising several thematic modules adapted to your level and needs. It enables you to make guided progress by developing specific skills.

How is a Learning Track structured?

A Learning Track is made up of several modules grouping the following activities:

- **Interactive videos** to improve listening comprehension.
- **Practical activities** (quizzes, grammar exercises, vocabulary).
- **Professional scenarios** for immersive learning.
- **Progress tracking** to assess learning along the way.

How long does a course on LANGUAGE ACADEMY last?

When you register, you'll receive **a 6-month course** to help you size up your learning. On request, this course can be **renewed** for a further 6 months.

How are my routes generated?

When you log on to LANGUAGE ACADEMY for the first time, you will be prompted to :

1. **Specify your level**: Self-positioning (Beginner, Lower Intermediate, Upper Intermediate, Advanced)
2. **Defining your commitment**: Selecting your learning pace.
3. **Choose professional skills**: Select up to 3 skills from among: Negotiation, Professional communication, Informal communication, Telephone assistance, Social interaction in a professional context

Based on these choices, the platform offers you professional situations adapted to your level (**CEFR A1 to C2**) and targeted activities (**Video Boosters, Skill Boosters, PhotoVocabs**).
You can also select **special interests and sectors** to further personalize your learning experience.

Which activities are best suited to general needs?

The platform offers activities tailored to general needs:

- **Photo Vocabs**: Enrich your vocabulary with illustrated theme cards and interactive exercises.
- **Video Boosters**: Work on listening comprehension using authentic videos with subtitles and quizzes.
- **Starter Labs**: Introductory modules and review of essential basics.

- **Memorization games**: Fix vocabulary and grammatical concepts with fun activities.

Which activities are best suited to your professional needs?

The platform offers activities tailored to professional needs

- **Skill Boosters**: Develop your language skills specific to the professional world (negotiation, meetings, presentations, etc.).
- **Career Track**: Follow thematic paths adapted to real-life professional situations.
- **Immersive scenarios**: Put yourself in a situation with interactive dialogues and practical exercises.

How to obtain a certificate

A certificate is issued upon successful completion of a course.

To obtain your certificate for a course, you need to achieve a minimum score for each exercise. There are two types of certificate: if you score a minimum of 750 points for each exercise, you'll receive a standard certificate.
If you achieve a minimum of 900 points for each exercise, you'll be awarded the certificate with honors.

How do I follow a course on the platform?

LANGUAGE ACADEMY offers several types of learning path adapted to your needs:

- Guided: A predefined route based on your level and objectives.
- Autonomous: Accessible content based on your interests.
- Personalized via be-able®: (for employees already enrolled in a language course via SAFRAN), needs identified by a diagnosis on the be-able® platform and included on LANGUAGE ACADEMY.
- Career Track: Specific courses based on professional situations to develop targeted skills. Each track comprises several modules with hands-on activities, videos and interactive exercises.

PERSONAL DATA

How can I change my personal data?

You can change your username, password and language preferences from your personal space, accessible in the account settings.

What happens to my personal information?

All personal data is protected in accordance with current regulations and used solely for the learning experience.

How do I change my password?

You can change your password in your account settings.

How do I change my username?

You can change your username in your profile settings.

How do I choose or change my learning language?

From your personal space, you can select or change your learning language.

How do I choose or change the interface language?
The interface language can be adjusted in your account settings.

How do I choose or change the translation language?
You can customize the translation language in your user preferences.

Can I see my own progress?
Yes, a dashboard lets you track your progress and performance.

How can I delete my account?
To delete your account, contact support via the help section.

TECHNICAL QUESTIONS AND COMMON PROBLEMS

I can't connect, what should I do?
Check that you are using the correct login details and that your Internet connection is working.
If the problem persists, try resetting your password using the option provided on the platform.
If the problem persists, contact support.

What should I do if the platform doesn't load or crashes?
Try clearing your browser's cache or switching browsers. Also check your Internet connection.
If the problem persists, contact support.

I can't connect. What can I do?
Make sure your browser is up to date and that cookies and JavaScript are enabled. Some content requires a good Internet connection.

My audio or video doesn't work. How can I solve the problem?
Check that your audio device is working properly and that the sound is not muted. Try testing the platform on another device or browser.

HOTLINE

How can I contact support?
If you encounter any difficulties, please contact LANGUAGE ACADEMY via the contact form available on the platform.
If you have any questions, please consult the online FAQ or contact your training consultant.

LEXICON

Methodology & Approach
- **Language immersion**: Learning based on exposure to authentic videos in the target language.
- **Adaptive learning**: Content tailored to the learner's level and objectives.

- **Gamification**: Integration of game mechanics to reinforce commitment and motivation.
- **Microlearning**: Learning in short sessions for efficient, step-by-step assimilation.
- **Active method**: The learner takes an active role in learning through interactive, contextualized activities.

Contents & Features

- **Video Boosters**: Interactive exercises based on authentic videos (films, series, reports, etc.).
- **Photo Vocabs**: Vocabulary learning modules illustrated with images and accompanied by memory exercises.
- **Starter Labs**: Linear module of activities designed to acquire the basics of a language, with progressive exercises adapted to beginners.
- **Skill Boosters:** Targeted exercises to perfect specific language skills.
- **Virtual Coach**: Challenges to test skills and measure progress.
- **Career Track:** Specific courses based on professional situations to develop targeted skills. Each track comprises several modules with hands-on activities, videos and interactive exercises.
- **Dashboards:** Monitoring tools for visualizing performance and trends.
- **Paths:** Structured, thematic learning sequences tailored to the user's level and objectives.
- **Certificate:** Attestation obtained after validation of a course, with distinction according to the score achieved (Standard: 750 points/exercise, Honors: 900 points/exercise).

Technologies & Innovations

- **Artificial intelligence (AI):** Integrated module for pronunciation analysis and error correction.
- **Speech recognition:** a tool for evaluating and improving pronunciation.
- **Cross-platform accessibility:** Available on computer, tablet and mobile.
- **Data synchronization:** online and offline progress tracking.
- **Conversational chatbot**: interactive assistant integrated into Video Boosters and Photo Vocabs activities for real-time practice.

Course

- Autonomous: Accessible content based on your interests.
- Guided: A predefined route based on your level and objectives.
- Customized: Course tailored to your be-able® diagnosis (if you are already enrolled in a Safran language course).
- Career Track: Specific courses based on professional situations

Language device

- **7Speaking:** Previous language e-learning provider.
- **Be Able®**: A language diagnostic solution to assess level, identify needs and generate a personalized program.
- **CEFR (Common European Framework of Reference for Languages)**: International scale for assessing language skills (A1 to C2).
- **Lingua Attack**: e-learning provider of the **Language Academy** solution.
- **LANGUAGE ACADEMY**: Name of the language platform provided by Linguaattack