

Dear Madam/Sir,

I hope everything is going well in this challenging period. My name is Xiaorong Yang and my English name is Jessica. I have been studying English for about a year at Acknowledge Education. I have been so lucky to have a wonderful study journey here, especially in the context of the COVID-19 pandemic where almost every education organization met a big challenge to provide good quality services for their students. From my perspective, Acknowledge Education did a good job in this aspect. The teachers in the organization continued to make the classes relevant and interesting when we moved to remote learning classes. At this exciting moment, I would like to say thank you to everyone who gave me lots of help to improve my English level in the centre, especially my first English teacher, Dan. He is really a good educator with responsibility, enthusiasm, patience and friendliness. I will indicate these in detail as follows:

Firstly, Dan is a responsible teacher from my perspective. He always prepares well for his classes. For example, he is really familiar with his teaching materials which facilitates students' learning in class. For instance, he uses PowerPoint to explain his lessons clearly to students. In addition, he prepares the hard-copy materials for students before the class to improve the efficiency of teaching.

Secondly, he is enthusiastic while teaching and gives us as many opportunities as possible to seek help from him when we need. Also, his enthusiasm helps us to concentrate on our studies. So, I felt so interested in learning English. I have enjoyed studying English and managed to make great progress compared to before. Additionally, he tries his best to apply different teaching methods that help us to achieve our goals. For example, when we need to read a long article from the textbook, he would print them out and cut them into a piece of paper according to the paragraph, then stick them on the wall. By doing this, we can read them one by one easily and it is easy to remember and understand because of our interest and concentration.

Finally, he shows his patience and friendliness when he communicates with us all the time. Take me as an example. I am not confident in English because I think it is really difficult for me to learn it well as a second language. Dan encouraged and helped me step by step. Furthermore, he shows his smile and respect to every student no matter where we are from.

As I mentioned before, I am really lucky to study at Acknowledge Education, which creates a comfortable environment for us, and I have had good luck to have Dan as my English teacher. That is one of the reasons why I have chosen to enrol in Diploma of Community Services here.

Many thanks again.

Best regards,

Jessica Yang

Date: 13 July 2020