

Mondly by Pearson

Digital Language Tutor

Learner Guide

June 2025



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Dear Learner,

Welcome to Digital Language Tutor!

Digital Language Tutor is an AI-driven language tool that provides real-world speaking practice for typical interactions in the workplace and beyond, and personalized feedback. Each scenario has a corresponding Workplace English topic, strengthening self-paced learning. It's an ideal solution if you're looking for speaking practice in a safe, non-judgmental environment, available 24/7 like a real-life tutor.

Key benefits:

- ✓ **Dedicated business role-plays:** Build confidence in English speaking skills while developing essential, in-demand workplace skills. Engage in a dynamic, relevant and interactive learning experience with over 2000 role-play variations using different scenarios, difficulty levels and accents.
- ✓ **Scenarios:** There are 62 open-ended workplace scenarios for levels B1-C1, and 60+ scenarios for level A2 exclusively (over 120 scenarios total).
The B1-C1 scenarios are offered at all the different proficiency levels.
- ✓ Learners can engage in role-plays with a selection of 10 Conversation Partners, as well as a choice of 10 English accents. Each Conversation Partner features a distinct personality, making the learning experience relatable and authentic.
- ✓ 10 available accents: English (Canada), English (United Kingdom), English (Ireland), English (India), English (Kenya), English (Nigeria), English (New Zealand), English (Philippines), English (Singapore), English (United States)
- ✓ The interface for beginners is translated into 10 languages for easier understanding.
- ✓ **Adaptive, authentic conversations:** AI-powered Conversation Partners simulate real-world workplace conversations, providing realistic, relevant language practice that adapts to each learner.
- ✓ **Tailored feedback:** Patented technology evaluates speech, delivering personalized analysis, actionable feedback, and future lesson recommendations based on performance.

2. Get Started with Digital Language Tutor

You have received an email from Mondly by Pearson with access to your account. You can log in either on the **website**, or in the mobile app.

iOS

[Mondly](#)

Android

[Mondly](#)

Note:

- The application may look different depending on your OS.

“Enhanced” package provides you access to Digital Language Tutor.

Digital Language Tutor is only available if you have the appropriate license, and if your target language is English.

This **Guide** will brief you in the Digital Language Tutor navigation for both the browser version and for the mobile application version.

3. Digital Language Tutor – web app

1. To access **Digital Language Tutor**, find its icon.

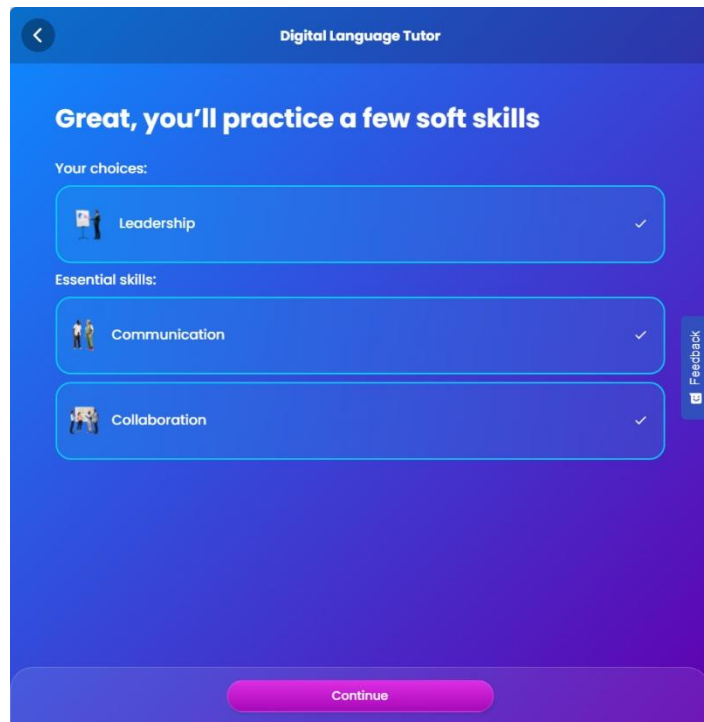
On the web browser version of Mondly, you can find it under **Categories**.



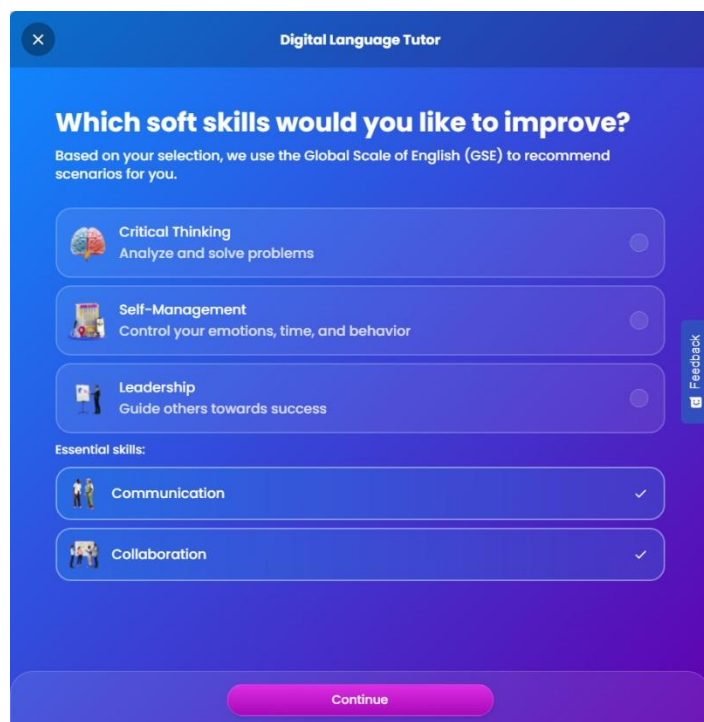
screen 1

3. Digital Language Tutor – web app

2. After selecting Digital Language Tutor, you will see a list of scenarios.
3. The first time you access the Digital Language Tutor you will be asked **which soft skills you would like to improve.**



screen 2



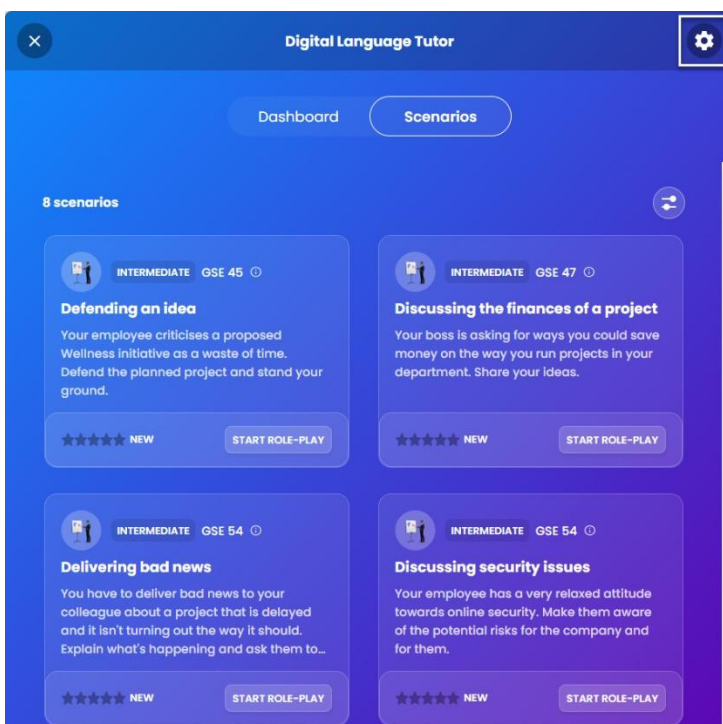
screen 3

3. Digital Language Tutor – web app

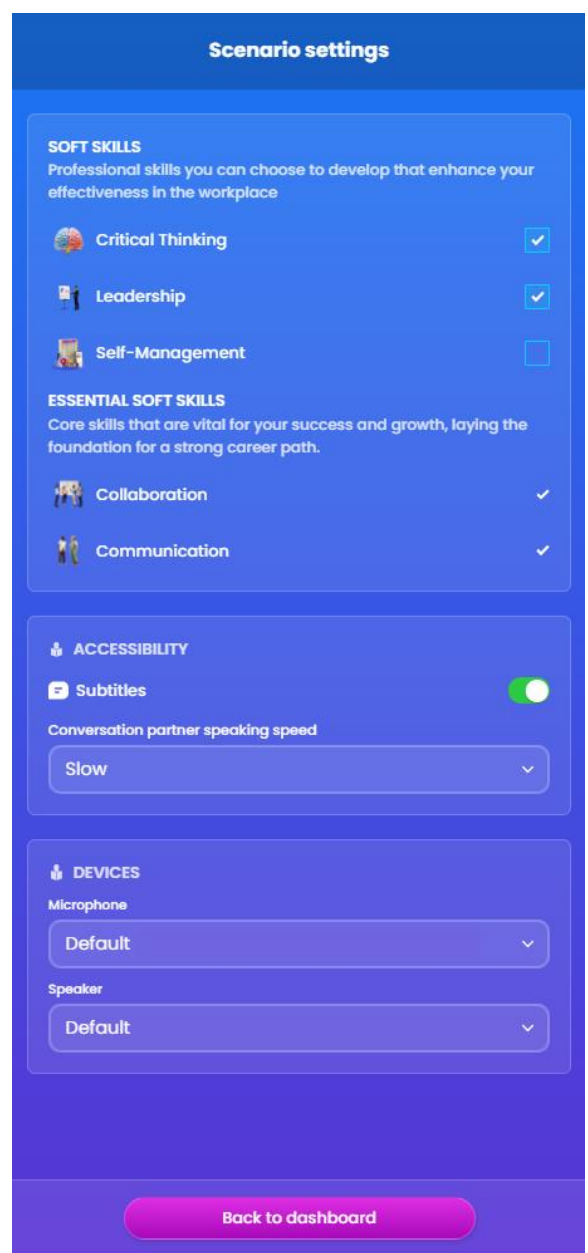
4. You can always change your preferences by changing **Scenario settings** (see the **cog** icon in screen 4), and/or **Filter** the scenarios.
5. In **Scenario settings** (see screen 5) you can tick the **Soft skills** you'd like to work on. You can also switch on some **Accessibility** features. You can turn on **Subtitles** and change **Conversation partner speaking speed**.

If needed, you can also change your **Devices** here – select a different **Microphone** and **Speaker**.

6. Click **Start Role-play** next to the scenario you wish to play out.



screen 4

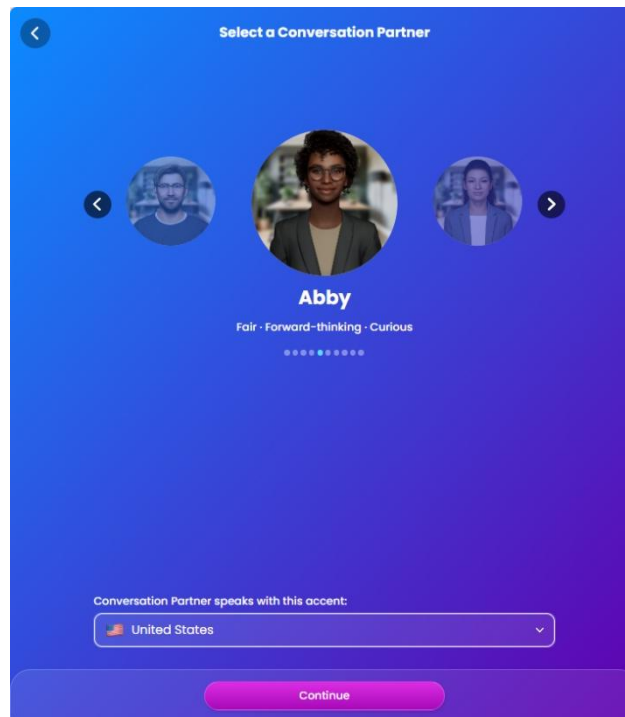


screen 5

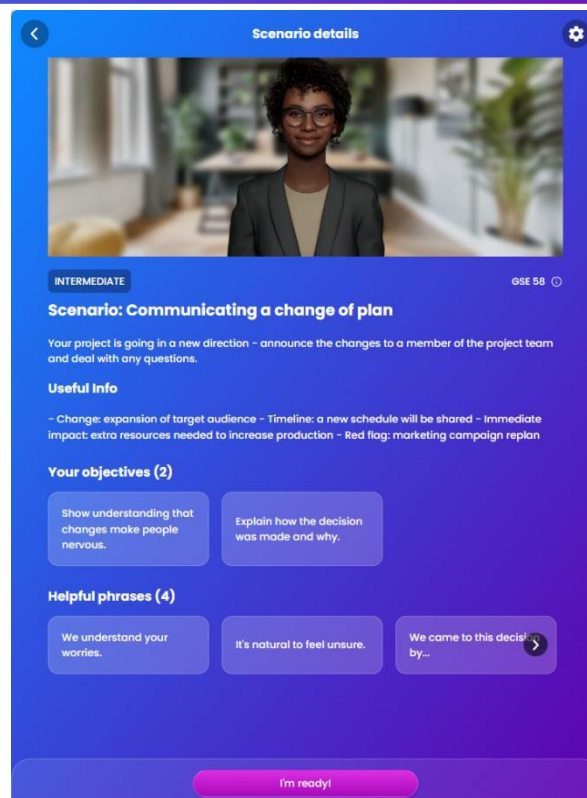
3. Digital Language Tutor – web app

7. You will be able to select a **Conversation Partner** and your preferred accent.
8. Click **I'm ready!** after you have familiarised yourself with Scenario details.

screen 6



screen 7

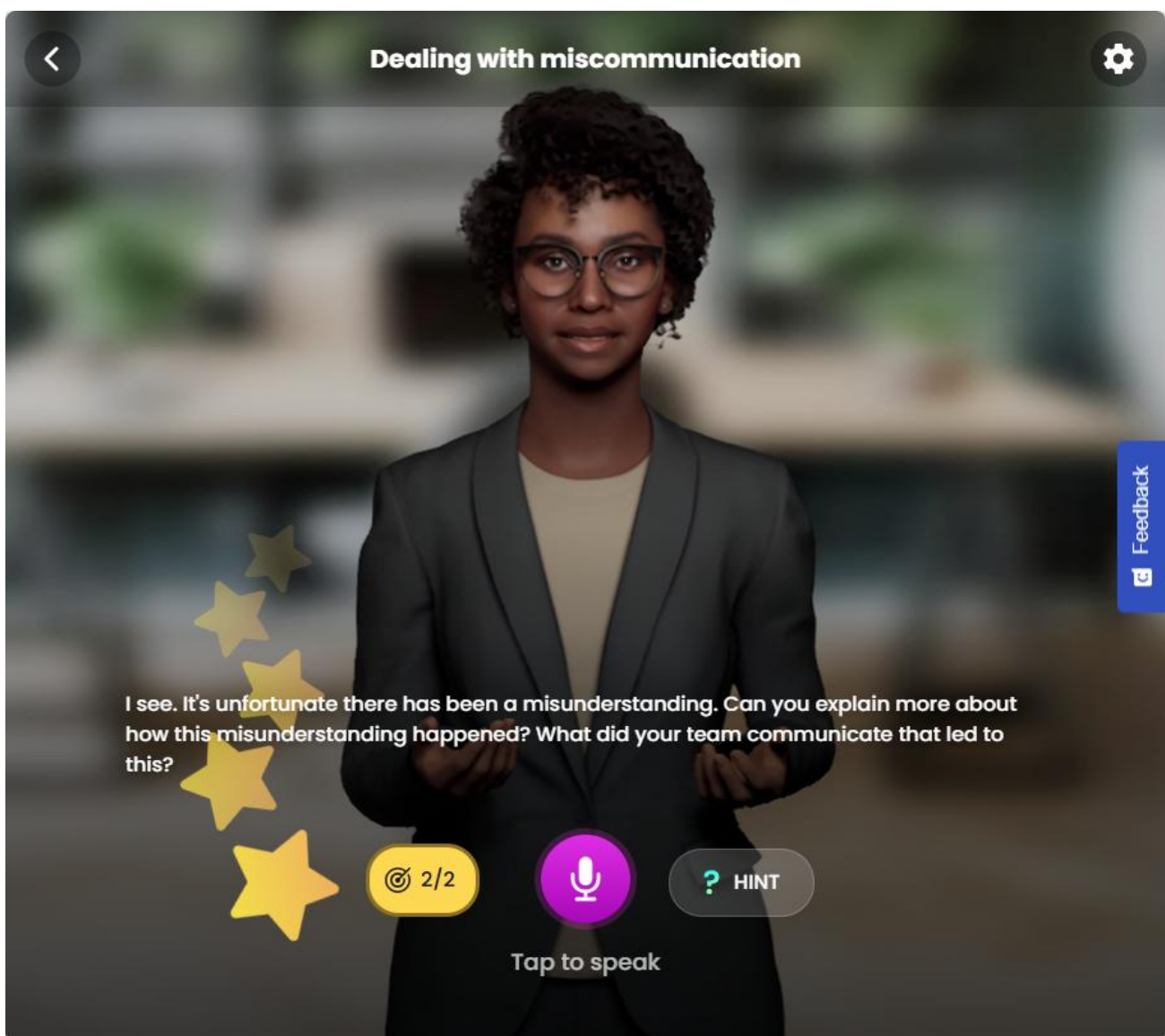


3. Digital Language Tutor – web app

9. To start speaking, click the **microphone icon**.

After you have finished speaking, click the button again.

You can also click the **? HINT** button to see a reminder of the topic you are supposed to be speaking about.



screen 8

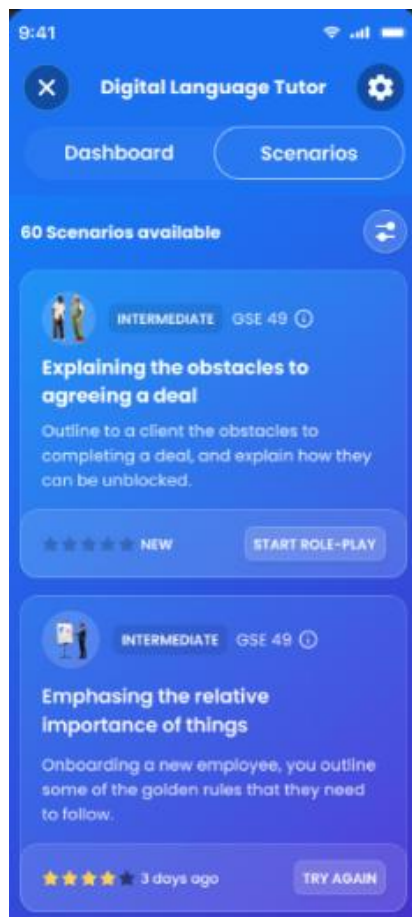
4. Digital Language Tutor – mobile app

Digital Language Tutor is only available in English. Make sure you've selected the English icon as the language you're learning to access it.

1. To get access to Digital Language Tutor, go to **Explore** and scroll to the card called Digital Language Tutor.
2. Click **Practice** (screen 9).
3. You're welcome to choose any scenario (screen 10).
4. Use filters if needed (screen 11).



screen 9



screen 10



screen 11

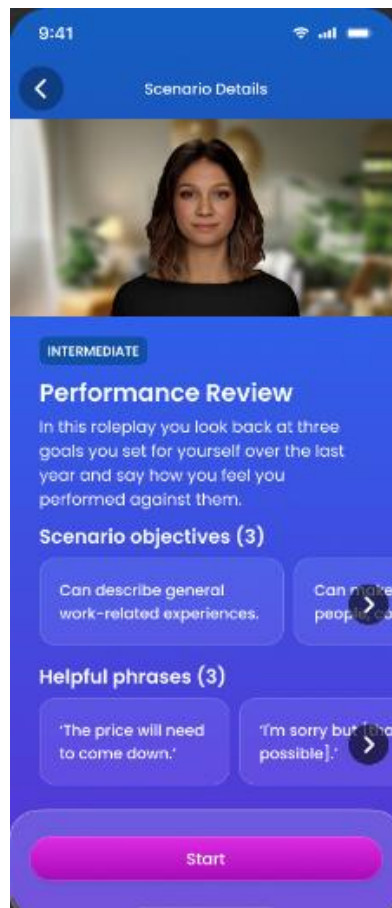
4. Digital Language Tutor – mobile app

5. Then pick one of our 10 Avatars. Each one has a different accent.
6. Before each role-play you'll get scenario details with helpful phrases to use and objectives you should gain (screen 12).
7. After each role-play you'll get comprehensive feedback and personalized self-study recommendations (screen 13).

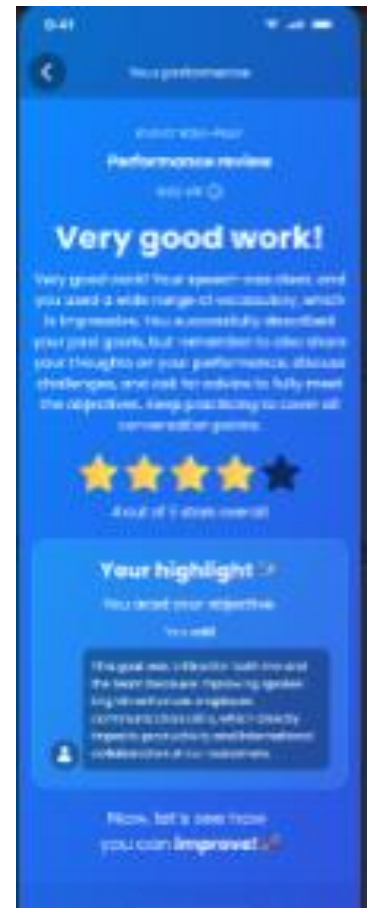
Useful tip! Each Digital Language Tutor scenario has 10 different Avatars, each with a different accent. The B1-C1 scenarios can all be role-played at the 3 different levels, but the new A2 scenarios can only be practiced at that level. We recommend role-playing a scenario with different Avatars as well as trying one at different levels for a more comprehensive experience. Each Digital Language Tutor scenario has a corresponding topic in Workplace English content. Take advantage of doing both.

After each role-play the system will provide comprehensive personalized feedback.

Try to follow the recommendations.



screen 12



screen 13

5. Frequently Asked Questions

1. How do I get access to Digital Language Tutor?

Digital Language Tutor is only available if you purchased an Enhanced Mondly package. Currently you can only access Digital Language Tutor in the **web browser**, or in the **iOS app**.

The availability of Digital Language Tutor also depends on your region.

The regions with Digital Language Tutor are as follows:

Algeria, Argentina, Brazil, Colombia, Egypt, Germany, Italy, Japan, Mexico, Saudi Arabia, South Korea, Turkey, UAE, US, Spain, France, Poland, Romania, Switzerland, India, Peru, Philippines, Sri Lanka.

Note: Mondly app uses the location set by your Administrator at Mondly Dashboard.

2. What level will I be assigned on Digital Language Tutor?

Currently, your Mondly level will be used to set your Digital Language Tutor level. Your level will be set at your first visit to the Digital Language Tutor, so if you were initially a Beginner, you won't be able to unlock the Advanced level immediately if you just change your Mondly level.

Beginner on Mondly – **Pre-Intermediate** on Digital Language Tutor

Intermediate on Mondly – **Intermediate** on Digital Language Tutor

Advanced on Mondly – **Advanced** on Digital Language Tutor

3. How can I move to the next difficulty level?

You can earn up to 5 stars for each scenario. Your best score is used to calculate your total stars.

To unlock scenarios at the next difficulty level, you need to earn at least 75% of the total possible stars.

Example: The maximum number of stars you can get at the Intermediate level is 300.

To unlock the Upper-intermediate level, you will need to earn 225 stars.

4. When I'm on a higher level, for example Advanced, how can I pick a scenario at a lower level?

From the scenario list screen, you can go to Filters and select another level to take a role-play at a lower level. Go through the scenario Filters, and you use the level radio button.

5. Frequently Asked Questions

5. What kind of scenarios are offered per Global Scale of English (GSE) Soft Skill?

Collaboration, communication, leadership, self-management, and critical thinking.

6. Tell me more about the scenarios I can practice.

There are 120+ business-relevant scenarios that span a variety of GSE Soft Skills, such as communication, leadership, collaboration, critical thinking, self-management, and social responsibility.

Employees can engage in role-plays focused on negotiation, overcoming teamwork challenges, resolving miscommunication, and persuading clients, allowing them to practice both their language skills and essential workplace soft skills.

7. What level of English should I have to use Digital Language Tutor?

Digital Language Tutor is relevant for learners with a Pre-Intermediate level of English and can take them as far as Advanced level (Global Scale of English: 76-90 for Advanced).

8. Could my Conversation Partner teach me or correct me during the conversation?

We prefer to keep the conversation immersive, with feedback following the conversation so the learner can process it without any distraction. In real life, nobody would correct the learner's English during a business conversation, and we would risk breaking the conversational flow. Next year, the team will work on a more tutorial-style experience where the Conversation Partner will correct the Learner.

9. Will Digital Language Tutor be available in other languages?

Currently, it is only available in English. Based on demand, we will plan to explore options for additional languages in 2026.

5. Frequently Asked Questions

10. Will I receive any feedback based on my interaction with the DLT?

DLT offers corrective, formative and summative feedback. This occurs after each DLT roleplay. At the moment we offer corrective feedback on:

- pronunciation issues
- illogical responses

We are adding grammar correction in the near future.

In terms of formative feedback, we indicate to the learner the kind of language they can use to improve their performance next time and achieve more of the roleplay objectives. We also recommend follow-on remediation study to the learner and encourage learners to retake roleplays to improve their scores to improve their performance.

Finally, we offer summative feedback, where we offer an overall score for the roleplay (out of 5 stars) as well as scores for individual areas of performance – task objectives (referred to as ‘Professional skills’), the ease with which we can understand the learner (‘Clarity’), and the complexity of their speech (‘Range of expression’). This feedback offers a more evaluative form of feedback, and learners are encouraged to keep improving their scores on roleplays so they can perceive their improvement.

10. What is the recommended usage frequency for the Digital Language Tutor?

The best edict for mobile learning is little and often, a five-minute habit a day is better than 2 hours once and never again kind of thing – the key thing is that Digital Language Tutor is not a sole learning solution and should be used in conjunction with other learning materials to see improvement.

11. What are the system requirements for Digital Language Tutor?

You can check all the Mondly system requirements at our help website:

<https://support.pearson.com/languages/s/article/Mondly-System-Requirements>

12. On which internet browser can I set my microphone and speakers?

You can set your microphone and speakers in Chrome, Firefox, Edge (for Windows), and Safari (Mac). Settings are available through the “cog” symbol during the role-play and on most DLT screens.

5. Frequently Asked Questions

14. How do you use my data and session recordings, and how long do you store them for?

Please refer to the [Privacy Policy](#) on Mondly's website. Data is kept for two years.

Before each session, you will be reminded that the session is recorded. These recordings are for future improvement purposes only. They are kept for two years.

Note: You will not have access to your recordings for the time being, but this feature will be enabled in the future.

15. Where is AI used and how?

Conversation AI

During role-plays, learners engage with Conversation Partners through an AI-driven conversation flow that adapts to their inputs. This system, powered by our Scenario Design Tool, enables immersive practice in professional language and communication skills by orchestrating realistic, context-specific interactions.

Feedback AI

Comprehensive Skill Evaluation: after each role-play, learners receive an AI-based assessment that evaluates their professional skills, clarity, and range of expression. Our AmbientORA tool monitors these conversations, analyzing clarity, vocabulary diversity, and professionalism, and provides tailored, expert-guided feedback on strengths and improvement areas post-conversation.

6. Troubleshooting Steps

1. Microphone or speaker issues.

Issue: Audio is not being detected or played.

Solution:

✓ **For web users (Chrome, Firefox, Edge):** Check microphone and speaker settings in DLT settings.

✓ **For Safari users:** Microphone settings can be adjusted, but speaker settings must be managed in system preferences.

✓ **For iOS app users:** Adjust settings in iOS device settings, not in the app.

2. Feedback doesn't show up.

Issue: There is no feedback after a role-play session.

Solution:

✓ Ensure the session was properly completed.

✓ Check if the role-play completion is visible from Dashboard.

If yes, enter it and check if there is feedback.

If no, try the role-play again.

✓ If feedback doesn't display again, contact support.

3. I'm unable to progress to the next difficulty level.

Issue: User is stuck at the same level.

Solution:

✓ Check your stars in the Dashboard barometer.

It will say how many stars you have got out of the total number you can earn.

To check how many stars you need to unlock a higher level, click the right arrow.

✓ Retry role-plays to improve your score.

4. I'm unable to choose a lower-level scenario.

Solution:

✓ Use the Filters option on the scenario list screen to select another level.

6. Troubleshooting Steps

5. Speech recognition issues.

Issue: The Conversation Partner doesn't understand me / doesn't respond correctly.

Solution:

- ✓ Ensure your microphone is enabled and working properly.
- ✓ Speak clearly and at a moderate pace.
- ✓ Try a different device or browser.

6. Scenarios don't load, or scenarios freeze.

Issue: Role-play scenario is not starting or keeps freezing.

Solution:

- ✓ Check your internet connection.
- ✓ Clear browser cache and restart the app.
- ✓ If you're using a mobile app, restart your device.

7. General troubleshooting steps:

✓ Check your internet connection

Ensure you have a stable internet connection. Try loading a website or streaming a video to confirm connectivity.

If you are using Wi-Fi, switch to a wired connection for better stability.

✓ Only use compatible devices and browsers

Supported browsers: Chrome, Firefox, Edge (Microphone & Speaker settings available), Safari (Microphone settings can be adjusted)

✓ Ensure your app and/or browser is up to date

✓ Clear cache and cookies

Cached data can cause issues. Clear your browser/app cache and restart the app.

On mobile: Settings > Apps > Digital Language Tutor > Storage > Clear Cache.

For the web version, check how to clear cache in your browser:

[Chrome](#)

[Firefox](#)

[Edge](#)

[Safari](#)

✓ Restart your device

6. Troubleshooting Steps

8. Digital Language Tutor doesn't show up.

Digital Language Tutor will be available only if your Administrator grants you DLT access on Mondly Dashboard.

If you know you were given access to Digital Language Tutor, but it still doesn't show up, follow the steps below.

- ✓ Uninstall your Mondly app and install it again.
- ✓ Clear data from the Mondly app:

- Long tap the Mondly app.
- Tap on **App info**.
- Tap on **Clear data**.

- ✓ Log in again.

If the Digital Language Tutor icon still doesn't show up, contact Technical Support.

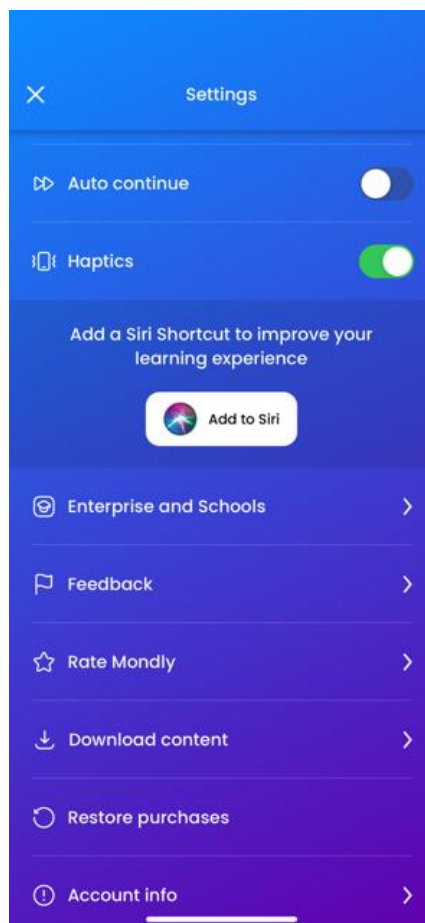
7. How to request Help, and other Settings

To get help and write to Tech Support, please go to:

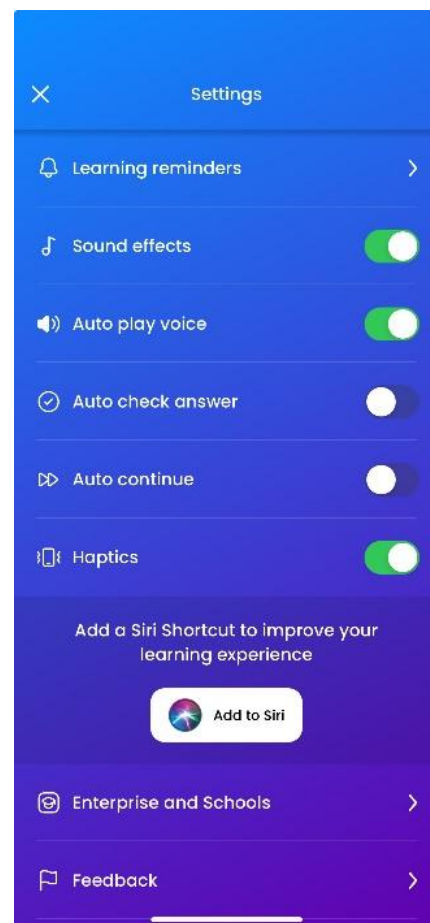
- **Profile Account**
- **Feedback** (see screen 14).

There in your Profile Account you can switch on or off the following settings:

Learning reminders, Auto check answer, Sound effects and many more. Take your time to set them up to your needs (screen 15).



screen 14



screen 15