

## **Impact of Emergency Remote Teaching (ERT) Business English during the COVID-19**

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**Abstract** - Emergency Remote Teaching (ERT) becomes inevitable due to the COVID-19 outbreak. In Sri Lanka, all the academic institutions have canceled all in person classes. Thus, many institutions have initiated virtual classes by using the existing technological gadgets and online applications. The aim of the study is to analyze the impact of teaching Business English virtually during the outbreak of COVID-19. Having undertaken of mixed research methodology, virtual classroom observation, interviews and closed questionnaire responses of the participants were encountered and the statistical data were analyzed by MS. Excel. The data were built from the responses of twenty intermediate level adult participants of Business English short course at American Corner, Jaffna. The duration of this research was six months including the intervention program for three months. The findings of the study were discussed with reference to the technological, pedagogical and social challenges of the learners. Interruption of network and electricity, unawareness of multiple online teaching framework, lack of learners' experience on virtual classroom, difficulties in transformation of physical classroom curriculum to virtual classroom curriculum, poor interaction and motivation were identified as major challenges. Further, the study concluded that Emergency Remote Teaching (ERT) provided an uninterrupted learning process with many challenges. Moreover, the analysis of this study assisted other instructors and learners as the gateway for the future strategies, policies and curriculum designing and to improve the interactive teaching and learning process during similar circumstances.

**Keywords:** Emergency Remote Teaching (ERT), Business English, Virtual Class