



OUR SERVICE PROMISE

USA, Canada *, UK & Ireland SELECT High Schools



*for Canada high schools produced by Educatus Group



Educatus Group
GET AHEAD – STUDY ABROAD!

Taking the utmost care
of the international
students entrusted to us.
From start to finish.



EDUCATIUS GROUP STAFF WILL PROVIDE:

- A fast, clear admissions process for applying to schools.
- A carefully screened host family where English is the main language spoken presented to each student:
 - Four weeks before school starts on SELECT USA, Canada*, UK, and Ireland Programs.
 - Two weeks before school starts on USA, UK, and Ireland Academic Exchange Programs.
- The host family will provide a supportive and safe living environment, three balanced meals a day, and arrange transportation to and from school and extracurricular activities.
- Intensive support during the first 30 days, including airport pick up, practical details (setting up mobile phone account), and interview, meeting or orientation with international coordinator within 48 hours of arrival.
- Clear and prompt communication before and after student arrival.

**for SELECT Canada programs produced by Educatius Group.*

- 1.1 To enroll, submit the student application online into Zapp.
 - If you would like training on using Zapp, contact us.
 - If the application is incomplete, you will be notified immediately about any missing documents that prevent the application from being submitted.
 - If the application has all completed documents, it will be submitted to the requested school(s) immediately. An admission decision will be reached within 10 business days, except for schools that require host family placement before the issuance of an acceptance letter.
- 1.2 We will provide you, in advance, a list of schools which will not meet the 10 business day time frame for admission decision and issuance of acceptance letter, so you know which schools might have a delay.
- 1.3 We will provide you, in advance, a list of schools which require host family placement before the issuance of visa documents, so you know which schools might have a delay in acceptance.
- 1.4 Our Admissions Program Advisors will contact every school before the start of each new intake to confirm the admission requirements we have on record and that the school will meet the 10 business day time frame for admission decisions. For newly recruited SELECT schools, this information will be confirmed before the school can be added to our price list, availability list and online published materials. Academic Exchange schools will not be available before this information is confirmed.

1 Admissions

While each school has their own admissions criteria, we make the process fast and predictable.

MANAGED BY THE ADMISSIONS TEAM:

USA and Canada: client.experience@educatius.org
UK and Ireland: uk.client.experience@educatius.org



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www.educatius.org

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Host Family Services **2**

- 2.1** Our Host family team will begin the placement process when they receive an application containing sufficient information to adhere to the placement guidelines. Information required on the application for host family placement:
- *Student information (pages 1, 2 and 3)*
 - *Personal statement (page 4)*
 - *Photo album (page 5)*
 - *Student's questionnaire (page 9)*
 - *Student health review, if a health issue is indicated (page 14)*
- 2.2** We will place students in host families that have been screened through a process that includes a detailed application, an in-home visit, reference checks, criminal background checks for all members of the household 18 years of age or older,



and a review of publicly accessible social media accounts. Applications will present the family, with pictures showing a neat and clean home.

- 2.3** On a best effort basis, we will place students with host families that match their profiles as exhibited in their student applications.
- 2.4** We will always place students in host homes where English is the main spoken language.
- 2.5** The Host family will provide:
- *A bedroom with adequate space for a bed, dresser and desk.*
 - *Three balanced meals a day including the option to pack a lunch on school days.*
 - *Timely scheduling and meeting of needed medical appointments.*
 - *Arrangement of round-trip transportation for student to get to school for classes and for after-school extra-curricular activities. Transportation mode can be private car, school bus or public bus/subway if school is located in the city where easy car access is limited. The mode of transportation that can be provided and additional transportation cost (if applicable) will be detailed in the host family profile.*
- 2.6** For SELECT programs produced by Educatius, students will receive their host family placements four weeks prior to school start. For Academic Exchange programs, students will receive their host family placements two weeks prior to school start.

- 2.7** In the event a permanent host family cannot be confirmed prior to a student's arrival, a welcome host family will host the student for a maximum of eight weeks. Students will not be placed in welcome families until we are approaching the placement deadline.
- 2.8** After arrival, any request for change of host family initiated by the agent/natural parents/student will be subject to a move fee of \$500 if the request is to move right away and the move takes place within two weeks. If this time frame is not met, the move fee will be waived.
- 2.9** If the request for change of host family initiated by the agent/natural parents/student does not require an immediate move and they are willing to make a good will effort to work out the situation, a decision on whether to make the move will be made within five business days. Upon approval of a change of host family, the move will be made within two weeks. The move fee will not be charged.
- 2.10** In all situations where the student's safety is at risk, the student will be moved to another host family immediately. In these instances, the move fee will not be charged.
- 2.11** We will first share the new host family profile and confirmed move date with the agent before moving the student.

MANAGED BY THE HOST FAMILY TEAM:

*USA and Canada: client.experience@educatius.org
UK and Ireland: uk.client.experience@educatius.org*



3 First 30 days student experience



- 3.1 The host family, the local coordinator, or occasionally a courier (in the UK and Ireland) will pick up the student from the airport. **It is important for agent to provide flight information no later than 10 business days prior to arrival!** Airport pick-up information will be shared with the student at least five business days before the student arrives.
- 3.2 The host family will orient their student on house rules, guidelines, chores, family activities, etc. to ensure a smooth transition into life in their new country.
- 3.3 The host family will help student to open a bank account if needed and allowed for minors by the bank (*not applicable in the UK or Ireland*).



- 3.4 The host family will help the student with mobile phone plan subscription if needed.
- 3.5 The Local Coordinator will meet or make contact with the student within 48 hours of arrival.
- 3.6 The Host Family, Local Coordinator or Regional Manager will confirm student's meeting with school guidance counselor for course selection.
- 3.7 The Local Coordinator will check in weekly with student to provide necessary guidance and support.
- 3.8 The Local Coordinator will prepare the student progress report around the 15th and 30th day from arrival and have them sent to the agent.

MANAGED BY THE STUDENT EXPERIENCE TEAM:

USA and Canada: studentexperience@educatius.org

UK: studentexperienceuk@educatius.org

Ireland: studentexperienceireland@educatius.org

4 Local Coordinator support

- 4.1 24/7 emergency support is provided via a toll-free number:
US/Canada: +1 800 301 6014
UK/Ireland: +44 161 428 4867
- 4.2 The Local Coordinator will check in with students every month, and document a monthly report on academic performance, host family, social and cultural adjustment and overall student progress.
- 4.3 The Local Coordinator will mediate should significant conflicts arise between student and host family.
- 4.4 Throughout the program we will provide on-going support to each student on school, host family or other social life related issues.
- 4.5 The Local Coordinator will assist with contacting school's guidance counselor on course selection matters.
- 4.6 Student achievements and awards will be recognized via social media.
- 4.7 The Local Coordinator will assist the student with re-enrollment for the following academic year.

MANAGED BY THE STUDENT EXPERIENCE TEAM:

USA and Canada: studentexperience@educatius.org

UK: studentexperienceuk@educatius.org

Ireland: studentexperienceireland@educatius.org



5 Communication

- 5.1 Prior to student's arrival, contact Client Experience with any inquiry. Client Experience staff will respond within 24 hours on business days.
US/Canada: client.experience@educatius.org
UK/Ireland: uk.client.experience@educatius.org
- 5.2 After student's arrival, contact the Student Experience Team for any student-related inquiry. Student Experience staff will respond within 24 hours on business days.
US/Canada: studentexperience@educatius.org
UK: studentexperienceuk@educatius.org
Ireland: studentexperienceireland@educatius.org
- 5.3 For emergencies, contact a 24/7 emergency number:
US/Canada: +1 800 301 6014
UK/Ireland: +44 161 428 4867



Educatius Group

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