

Au Pair Program

GUIDELINES



Dear
Candidate,

Thank you for your
interest for
Work Overseas.
It's time for a new
adventure abroad !

Hello,

Thank you very much for your interest and congratulations for your initiative. Living abroad is an amazing experience and we hope we can help you reaching your goal!

So you can apply to this program, and we can place you more easily, we'll kindly ask you to carefully read and follow these guidelines. You will also find on our website, all the program details. If in doubt, please feel free to contact us.

We will come back to you as soon as we'll have received your application file.

Thanks in advance for your trust,

And speak to you soon :-).

1st step

Prepare your au pair application file

If you wish to check your eligibility beforehand, please don't hesitate to contact us.

Please note that complete applications are processed more quickly. To do so, we invite you to gather all the necessary documents:

COMPULSORY ELEMENTS:

Please scan or take a picture of all the elements needed.

Copy (both sides) of your ID or passport. This should be valid at least 6 months after the end of your stay. To be scanned.

Print our medical report template here: <https://www.workoverseas.fr/wp-content/uploads/2023/05/Questionnaire-Medical-Au-Pair-2023-FR-EN.pdf>

To be filled in and stamped by your doctor.

Ask for a police check / criminal record in your country. It should be recent (less than 3 months).

2 childcare references, to be filled in by non family members. Please use this template:

https://forms.zohopublic.com/virtualoffice1679/form/Reference/formperma/CG4HjE020F9mG1403_6aK_193

A dear family letter, written in english (french, spanish or italian depending on the country you are interested in) to families, explaining your motivation to become an au pair, why a family should hire you, and giving details of your childcare experience. (Word format).

Some pictures of you, with your family, your friends - a presentation of your life, your personality (1 or 2 pages - Power Point or Pdf), with legends.

Please carefully read the conditions attached. We will consider you have read, understood and accepted these conditions when receiving your file.

OPTIONAL ELEMENTS:

First Aid Certificate (Compulsory for Australia, can be sent later).

Copy of your driving license.

Copy of your BAFA childcare certificate or any childcare diploma.

2nd step

Upload your documents and register online

Please check your file is complete.

Fill in the online form below:

<https://forms.zohopublic.com/virtualoffice1679/form/AuPairApplicationForm/formperma/Bh404449G4912bG4h1bej40m1>

We will then come back to you for next step. Thank you for your trust :-).

Conditions Au Pair Program: Payment methods and Program fees

- Agency fees to be paid by direct debit authorization (by card - secure system).
- Deposit of €150 to be paid before the interview. Refunded in case of rejected application (excluding €75 admin. fees).
- Remaining fees collected as below:
 - 50% at the start of the search.
 - Remaining 50% on placement confirmation (on receipt of an offer from a family, after the 3rd interview offered or organised, or in case of cancellation by the candidate after receiving an offer for an au pair position or at least 3 interview proposals).
- Agency fees are non-refundable, except if no interview proposal has been made (excluding administrative fees - see deadlines and conditions details below).

Europe

390€

Australie

495 €

Express Placement Option :

150€

Placement to be confirmed within 6 weeks (excluding file processing time and depending on eligibility).

Other available options

125 €

Simulation of a skype interview with a host family in English, French, Spanish or Italian to maximize your chances to be quickly accepted. Provision of a report with advice.

45 €

PREMIUM SERVICE

On-site monthly support: for au pairs requiring regular and personalized follow-up service, in addition to the standard assistance included in the initial service.

Including:

- ▷ News from the agency by email every month.
- ▷ Illimited assistance during the whole duration of your au pair stay.
- ▷ 1 monthly skype with the agency to get tips on how to manage children, communicate with the family, make friends,
- ▷ 1 monthly newsletter.

What's next ?

1. We will come back to you within 2 days.
2. We will ask you to answer a few questions.
3. Skype interview, processing your file and final decision.
4. Search of your host family: 2 to 16 weeks necessary (except fo registrations made in advance).
5. Placement confirmation: signature of the au pair agreement, forwarding all the necessary information to become an au pair and answering last questions.
6. Departure for your new host country!
7. Assistance available on request during the whole duration of your stay.

Program Conditions

AU PAIR

Services included

Time spent

Skype Interview and checking documents: prepreparing application file, proofreading your dear family letter, checking references ...



2 hours

Looking for a family: sourcing family profiles (interviewed and carefully selected by our international accredited agents), suggesting your profile to them, organizing skype interviews and giving tips to increase your chances to quickly find the right family.



6 to 15 hours

Placement confirmation: assistance with flight booking, insurance and all pre-departure questions.



1 hour

Assistance during your stay: we will remain at your disposal to support you during the whole duration of your au pair stay, when needed.



1 hour on request

Additional services:

Estim. work time & Fees (based on a 85€ taxes incl. hourly rate)

Mock Interview: Mock interview: simulated Skype interview with a host family. Role-playing and written report including personalized feedback and advice for a better presentation.



1,5 hours
125 €

Personalized consultation or additional response beyond the services included in the standard package (e.g. online visa application assistance with you).



On request
85 € / hour

Our guarantee

Work Overseas works closely with families and agents carefully selected all over the world to offer you the best possible service. Here below what we can offer you as an au pair agency:

- All the services detailed above.
- The guarantee that the host family exists (unlike a website that directly connects host families and au pairs), after checking their identity by a local correspondent.
- A stronger involvement of host families in their search for an au pair (families registered with an agency and financially committed), with very little chances that they will cancel your stay once the trip has been booked.
- Therefore, cancellation from one of our families is very unlikely. However should this happen, we will launch a new search for you very quickly.
- Our families have to respect our agency guidelines (minimum pocket money, maximum working hours, single bedroom ...) to offer good conditions to our au pairs.
- Connecting with other au pairs when possible, or giving tips to meet friends.
- Presentation of several host families and presentation of the au pair's profile to a minimum of 20 families, offering one to three Skype interviews with different host families, allowing for additional questions to be asked in order to re-evaluate their potential family (possibility to refuse a family).
- Practical advice before and during the stay, answering all questions and providing advice in case of disagreement with the host family once on site.
- Despite all of our good intentions, this program involving people, some factors are outside of our control and cannot be guaranteed. See the paragraph below.
- Support **on request**, during the whole duration of your stay.

Our limits

Here below what we can't unfortunately control:

- A 100% perfect family.
- Perfect children listening all your guidelines.
- Behaviours of either au pairs, children or parents. We do our best to select well families and candidates. However we can't control behaviours of other people. In case of non respect of one of our conditions, we will kindly ask you to contact us for support.
- That all families have been visited. Agencies can only check families thanks to pictures, internet search, telephone interview and recommendation(s).
- A change of family. However we are always willing to try our best and support.

Payment Conditions

- Pre online registration.
- Program fees will be collected in 3 steps (interview, start of search, placement confirmation), by debit via credit card (secure payment system). A debit authorization will be requested from you before the interview:
- Deposit of €150 to be paid before the interview. Refunded in case of rejected application (excluding €75 processing fees).
- Remaining fees collected as follows:
 - 50% at the start of the search.
 - Remaining 50% upon placement confirmation (au pair contract offered by a family, after the 3rd interview offered or organized, or in case of cancellation by the candidate after receiving an au pair job offer or at least 3 interview proposals). In case of offer refusal, the balance of program fees will be collected but the search will continue until another family placement

offer is proposed. The delays could then be extended and the fees paid will not be refunded at this stage. However, Work Overseas will make every effort to present other interviews until a second offer will be obtained in the best possible time. If a second offer is refused by the candidate, Work Overseas will evaluate the possibility of initiating new searches before making a decision and will explain the conditions to the candidate.

- Agency fees are non-refundable, except if no interview proposal is made within the necessary timeframe, which is up to 16 weeks of search time (from the completed and processed file). For people registering in advance, a place will be reserved for the requested departure month. Most families start their search a few weeks or even days before the desired departure date

Therefore, proposals could start shortly before departure and the fees paid will not be refunded in case of cancellation within this timeframe.

- In case of non-transmission of missing documents, lack of availability on the candidate's part, Work Overseas may decide to stop the process without refunding the fees paid. Thus, if the candidate takes too long to finalize their application, their departure opportunities will be jeopardized.

- Work Overseas reserves the right to refuse to schedule an interview for a candidate, particularly in case of doubts about the placement possibilities.

- The agency will:

- Provide one to three interviews with different host families for positions that match the criteria validated with the agency. Candidates are usually placed after the first or second interview, or third in some cases. The candidate must confirm their availability for an interview within 24 hours and make themselves available within 48 hours to attend the interview. Failure to do so may result in the cancellation of the interview offer.

- If there is a failure on the third interview arranged with a host family (or no response/response outside the deadline leading to cancellation), the search will continue but may be conducted outside the usual placement

period and without any guarantee of being able to offer a fourth interview. In this case, the program fees will not be refunded.

- In case of refusal of an au pair stay offer following an interview, the agency fees will be due and non-refundable, but a second search will be initiated. In case of a second offer not being provided within the desired timeframe, the agency fees will not be refunded. The candidate will then need to consider a departure outside the initially requested timeframe

- Work Overseas will do its best to offer another interview quickly.

Payment Methods

- Agency fees to be paid by automatic debit from the account (via secure payment system and credit card). In case of additional services to be paid abroad (e.g. English courses), payments can be made directly to the partner's account, by credit card or international bank transfer (transfer fees charged to the candidate).

Placement time & Cancellation conditions

The placement timeframe ranges from 2 to 16 weeks, excluding the processing time for the complete file and visa processing time if required.

In case of registration made several months before the desired departure date, a place will be reserved for the au pair program and the start desired start date.

However, a family may not be found several months in advance. Most families begin their search shortly before their au pair's arrival, especially outside of the back-to-school period. Therefore, even if the application has been submitted a year in advance, a stay may only be confirmed a few days before departure (+/- 1 month). A departure on specific desired dates cannot be guaranteed. Families will be sought according to the availability of the candidate. Thus, the departure date may vary by a few days/weeks depending on the progress of the search and the offers made by host families.

In case of cancellation by the candidate:

Agency fees remain due, because of the work involved and the fact that a place will have been reserved at the expense of another candidate. Work Overseas reserves the right to collect the amounts due in case of cancellation by the candidate on their debit card.

In case of failure to pass the 3 interviews (or refusal to take them / no response within the deadlines), the search will continue but may take place outside the placement period. The candidate will be advised as best as possible to succeed in the interviews with host families.

The following cases will be considered as a cancellation by the candidate and will result in an automatic termination of the search, without refund of agency fees:

- low or no availability for interviews with host families, or a delay of several days before being able to speak to a host family.
- no response to family proposals or response after 24 hours.
- difficulties in contacting the candidate: does not contact the agency quickly after an email or voicemail.
- several messages or emails left unanswered for more than 48 hours.
- changes of the initial criteria (e.g. no longer wanting to go outside of London or Sydney, refusal of certain families matching the initially given criteria, change of dates) compromising the search. The search may continue without a guarantee of placement.

- failure to follow Work Overseas' advice: preparation for interviews, advice for emails to host families, follow-up on deadlines to respond to families.

- intervention of a third party in the registration or search process (parents, teacher...) or arrival at the host family accompanied by their parents or any other third party, which may raise doubts about the candidate's maturity, their ability to manage their request alone as an adult and thus to manage children abroad.

In case of doubt about this from a host family resulting in the cancellation of the placement following confirmation and booking of the trip, for the above reasons, Work Overseas will not be responsible for the costs related to the stay and will not provide any refunds.

- negative attitude or inflexibility once the search has begun, bad faith, lying on the application or any other element that has been hidden and that would be revealed during the search process.

- booking of the trip, obtaining a visa, booking accommodation, or any other steps taken on their own initiative, without written approval from the agency.

- contact with a family directly without authorization.

- transmission of information about one or more host families to any third party, publication on the internet or similar.

- failure to provide travel details once the placement has been found within 3 days, even if departure is planned several weeks later. This may result in the cancellation of the placement, without resuming the search or providing a refund.

Cancellation by family, End of stay & Insurance

Cancellations by host families once the placement has been confirmed are very rare and result from exceptional situations of force majeure. In such cases, the agency undertakes to start the search for a new host family and, even if it cannot guarantee the outcome, it will do its utmost to prioritize the candidate's request and offer them other interviews as soon as possible.

However, a departure on the initially planned day cannot be guaranteed and Work Overseas cannot be held responsible for any loss of air/train ticket. If the candidate wishes to do so, they are responsible for taking out travel insurance and the agency cannot be held responsible for a cancellation by the host family. It can only assist the candidate by actively resuming the search.

An au pair stay is a moral agreement that can be terminated at any time without justification or financial compensation (with a notice period of 5 to 14 days). In the event of the candidate being dismissed by the host family, Work Overseas cannot be held responsible and will not provide any financial compensation to the candidate. In some cases only and depending on available families and periods of the year, Work Overseas may decide to launch a search for a new family if the candidate has not committed any fault and acted in good faith. Work Overseas cannot guarantee to offer new families within a period of 14 days and the candidate will have to consider an early return to their home country or stay in a youth hostel for the necessary time at their own expense. Work Overseas cannot be held responsible for commitments made by the candidate (e.g. pre-paid language lessons not refunded, various registrations, etc.). In the event of dismissal, the family will also not be financially responsible for expenses incurred by the au pair.

In the event of difficulties within a host family,

the candidate must notify the local au pair agency and Work Overseas within a maximum of 3 days so that a solution can be found. The au pair must call the local agent provided in their host country, leave a voicemail, and send an email to the local agent and to Work Overseas to inform them of this call.

Clauses for dismissal with no resumption of the search

The following situations (but not limited to - non-exhaustive list) may lead to the dismissal of the au pair with a notice period of 5 to 14 days without replacement by the agency (immediate dismissal in case of gross misconduct):

- Invite people at home without authorization.
- Borrow family things without authorization.
- Use internet or telephone several times without authorization.
- Give information on the family to a third party or on social networks.
- Traffic violations received by the host family due to the au pair's actions (parking, speeding tickets, etc.).
- Failure to follow the parents' instructions regarding the children's education.
- Bringing the children to school or activities late.
- Withholding information from the host family, particularly regarding their children...

The following actions (but not limited to - non-exhaustive list) are considered serious misconduct that can lead to the immediate dismissal of the au pair:

- Surfing the internet or sending repeated text messages while the children are under the supervision of the au pair.

- Lying, revealing a hidden fact to the agency or host family.
- Raising a hand to a child, insulting them or raising one's voice loudly, punishing them without the parents' permission, pulling them by the arm or any other inappropriate gesture. The au pair must check with the host family at the beginning of the stay the methods they can use with their children.
- Forgetting to bring or pick up a child from school or any other activity.
- Leaving a child alone or unsupervised, even for a few seconds.
- Smoking during the au pair stay when the au pair has declared themselves a non-smoker.
- Accessing prohibited websites at the host family's home... (non-exhaustive list).

Resumption conditions for a new family.

In case of difficulties within the host family, the au pair must inform their local agent and Work Overseas. A solution will be sought to solve the situation. In the event of a major incompatibility between the host family and the au pair, a new search may start without any guarantee of finding a new host family, and subject to a review of the request for replacement by the au pair. The au pair must have proven that they have made every effort to resolve the situation within their current host family and that no additional solution can be found.

An adaptation period is necessary. A request to launch a search for a new host family cannot be made until 6 weeks after arrival in the host family. If the candidate quickly realizes that the stay is not for them, they can give notice to the host family and return to their home country.

Launching a search for a new family cannot be considered:

- In case of fault made by the candidate,
- In case of typical difficulties of an au pair stay that may be encountered in another family: children throwing tantrums, for example, small everyday disagreements...
- In case of dissatisfaction with the geographical situation, boredom, criteria known before departure that no longer correspond to the au pair (e.g. children's age). The candidate is responsible for verifying all criteria regarding the host family before accepting a confirmation of the position.

Insurance

The au pair will be responsible for ensuring coverage for health, civil liability, travel (cancellation or postponement), luggage, days in a youth hostel in case of replacement, repatriation, and reimbursement of objects accidentally damaged at the host family's home. Work Overseas will advise the candidate on this matter. Valid civil liability insurance for the entire duration of the stay is mandatory. Health insurance is also mandatory outside of Europe.

Au Pair Commitment (please read it carefully)

As a future au pair, I confirm I:

- have read, understood and accepted the above conditions. I will ask for advice in case of doubt.
- have checked my profile is matching with the au pair program conditions explained on Work Overseas' website, including for payment.
- have enough experience to take care of children abroad and I feel able to commit until the end of my au pair stay.

- will not change my availabilities once the search has started. If so, I am aware that the agency will keep looking for a family but might not be able to place me anymore. The agency fees will not be refunded.
- have provided only true documents and information when submitting my application.
- will not give any information about the family to anyone without a written authorization.
- am aware that the au pair program is not always easy and au pairs should have a high motivation, be responsible and be ready to respect their commitment.
- am aware that children can be sometimes difficult to manage. I will be patient and ask for advice to the family and/or the agency.
- understand that the agency will not be able to help me if I do not quickly notify them of any potential problem by email and phone.
- I will not be replaced in case of misconduct.
- I must never smoke during the stay if I have declared myself a non-smoker, and not smoke in the family's home or in front of the children if I am placed in a host family accepting smoking au pairs.
- I must never leave the children unsupervised or use inappropriate words or gestures towards them.
- understand that Work Overseas will not assist me in any way with any third party (parents, teachers, etc.) regarding payment of agency fees, family search, problem resolution, or any other matter.
- understand that my placement, even if already confirmed, may be cancelled without refund in the following cases: failure to provide the agency with travel details or any other information requested within the specified deadlines, arrival at the host family accompanied by parents or any other third party, or intervention by a third party after the placement has been confirmed.
- understand that the au pair stay is a cultural exchange and not a salaried employment, and that therefore, no rights will be granted (contributions, unemployment, etc.). The signed contract has no legal value.
- agree to take care of the children to the best of my ability and to respect guidelines.
- will inform the parents as soon as possible in case of an incident/accident that occurs with the children and the appropriate emergency services depending on the severity of the situation.
- will not invite anyone to the host family's home without permission.
- will not borrow the host family's personal belongings without permission.
- will be responsible for all expenses incurred (language lessons, various registrations, etc.) and cannot hold the family or agency responsible in case of early termination of the stay.
- will be responsible for payment of courses, visa, travel and insurance, or any other expenses related to the stay.
- agree to be sufficiently insured abroad throughout my stay and to provide the agency with proof of my insurance coverage. Otherwise, I will be liable for all damages or expenses incurred.
- must participate in household chores for up to 10 hours per week.
- will inform the host family in case of delay or if I am not sleeping at their home, even if I am on leave, so that they do not worry.
- agree to follow the instructions of the family and agency and not to book my trip before receiving written approval from the au pair agency.
- will respect the rules of good behavior in the community. I will seek to understand the house rules from the beginning of the stay.
- understand that Work Overseas acts only as an intermediary and does its best to verify the host families and au pair candidates. However, the agency cannot be held responsible in any way for the actions of third parties, in case of lying, concealing information from the au pair or host family. Only support can be provided.