

Handbook for Partner Agencies



AuPair Study
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THE Au Pair AND INTERN STUDY AGENCY (APSA)

With just over **20 years of experience**, APSA has successfully grown into one of the largest Au Pair agencies in Ireland and we are committed to bringing you the very best service possible. We are **founding members** of the **Irish National Au Pair Association** and recognized as industry leaders in Ireland and throughout Europe. The programmes we offer are renowned for their superior quality and value and it is for this reason that we will only work with reliable, reputable and quality driven agencies who screen and vet their Au Pairs to the required standards.

What we provide for our Au Pairs:

- 24/7 emergency phone number.
- Ongoing support and advice for our Aupairs&Interns.
- Contact list for Au pairs/Interns in their area.
- Orientation meeting.
- Social programme with social co-ordinator.
- State of the art boutique English School, the only one in Ireland!
- Members of IAPA and Founding members of Irish National Au Pair Association (INAPA)
- English classes (organised before the Au pair's arrival) at subsidised rate.

PLACEMENT PROCEDURE

1. APSA will search for an appropriate match for your Au pair. We will then send the family information to you, the agency.
2. The Au pair must arrange arrival times and dates with the family directly.
3. It is the Au pair's responsibility to confirm with the family, details of her flight and what time the family will pick her up at the airport.



APSA will send family information to the agency to pass onto the Au Pair. If the Au Pair is unhappy with the family she will be provided with another family until she is happy and comfortable with her choice.

We must be notified of the final date of arrival agreed by the family and the Au Pair. The Au Pair must send our agency proof of her payment transfer. Placements will not be confirmed until payment has been received.

Upon arrival, the Au Pair will receive a **welcome pack** with lots of helpful information including a list of other Au Pairs in her area, local information and exclusive benefits.

On her first day the Au Pair comes to our office to complete an **agreement form**, she is also introduced to the placement manager and given a tour of the school (where the tea and coffee is, the information board, the activity board and emergency number).

WHAT WE EXPECT FROM OUR PARTNER AGENCIES

- Providing information about the various Au pair programmes to prospective Au pairs and ensuring the Au pair is fully aware of terms and conditions of each programme.
- Sending the validated documents (list provided below) by email. Candidates who have incomplete files cannot be placed by the Au pair Study Agency.
- **Vetting and interviewing** the au pair before sending their paper work to APSA. If you would like us to provide your agency with tips and advice on choosing the right candidates please email us for more information.
- Au pairs should be **informed of their duties before arriving**. They should be prepared for what is expected of them and should have realistic expectations of their role as an au pair.
- Ensuring all au pair and interns are flexible with their placement (location, programme, age of children etc)
- We have carefully designed the Au pair programme so that **Au pairs are close to each other and the school**; this coupled with the social activities helps the au pair feel less isolated and homesick. Please encourage the au pairs, before they arrive, to make the most of the social opportunities we offer them!
- **Au pairs MUST attend classes**. It is the agency's responsibility to explain to Au pairs that if they choose the Au pair programme they must attend classes for the duration of their stay with the host family. If an Au pair is not attending classes APSC will cancel their agreement with their family and they will be **expelled from the programme**.

- An important element of our Au pair agency is providing the girls with any guidance or help they may need. **Please inform the Au pair before they arrive** of the contact name and office hours should they feel they need more information or help with any aspect of their Au pair experience. This will avoid Au pairs contacting your office unnecessarily.

- In the unlikely event that an au pair is unhappy in her family and the family is indeed unsuitable, we will make arrangements to place the au pair in a new family as soon as possible -- usually within 2 weeks. We can only provide one change of family placement and we **do not cover** the au pairs accommodation costs.

- **Tuition fees are non-refundable; please ensure the Au pair understands this before arriving in Dublin.**

- Au pairs must bring proof of transfer when attending their first classes.

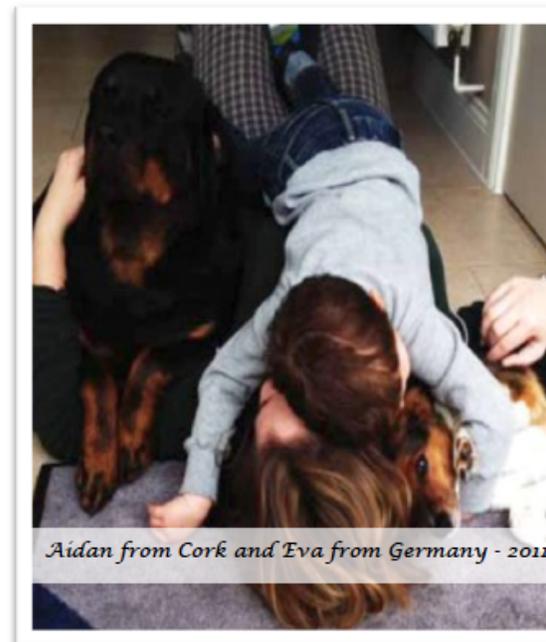
- Au pairs must complete their placement test and payment **before** arriving in Ireland.

If you would like us to provide your agency with tips and advice on choosing the right candidates, please email us for more information.

REQUIRED DOCUMENTS

APSA requires the following documents from all Au Pairs:

- An application form filled out in English
- An Interview report (see template)
- A Reference check report
- A "Dear family" letter in English
- 2 child care references
- A medical certificate (not older than 2 months)
- A police certificate
- A copy of their passport or identity card
- A copy of their international driving licence (If available)
- Several pictures of the Au Pair with children/seniors
- Copies of their school certificates
- A copy of the declaration form (If the Au Pair is taking classes)
- A completed placement test (If the Au Pair is taking classes)



AU PAIR & STUDY PROGRAMME

TYPES OF STANDARD AU PAIRS AND SALARY

We have three different types of au pairs:

Au Pair Companion	Au Pair Minder	Demi – Au Pair
30 hours/week 2 nights babysitting/week €120/week	35 hours/week 1 nights babysitting/week €130/week	15-25 hours/week 1-2 nights €80--90/week

CLASSES

Classes are organised by the Au Pair Study Agency Team for the Au Pairs placed in South Dublin (within walking or bus distance of the school) and take place two evenings per week. The time of the classes depends on the family schedule and the level of the student.



Cambridge exam classes run over two evenings per week for a total of **six classes per week** and include free classes. We do encourage our students, once they achieve an intermediate level of English, to do a Cambridge Certificate examination. This gives the Au Pair a challenging educational objective while also allowing the opportunity to acquire an internationally recognised English language qualification. **General English courses** are available for students of a lower level and run for **4 classes per week over two evenings**. All Au Pairs should do a pre-course assessment before arriving in Ireland and need to advise us if they wish to attend a Cambridge exam course or General English course. Our classes are recognised and regulated by the Irish department of Education.

CLASSES FEEDS

Au Pair Companion	Registration fee	General English Class (4 hours per week)	Exam Classes (6 hours per week)	25 weeks Tuition (full-time classes)
Six months and over	€85	€115 Per month	€165 per month	TBC
Less than six months and summer placements	€150	€115 Per month	€165 per month	TBC
Demi - Au Pair	€85	TBC	TBC	TBC

The Au Pair must pay for **three months of classes** before arriving and this is NON-REFUNDABLE. Au Pairs must attend class for the duration of their programme. Au Pairs must bring proof of transfer when attending their first classes.

Please contact us if you would like further information.

NOTES

Au Pairs are responsible for all expenses incurred during their programme (travel expenses, classes, air fares etc.)

Au Pairs will have a weekly activity programme and should be encouraged before they arrive to take part in the activities. This will help the Au Pairs practice their oral English, get to know Irish culture and meet new people

Au Pair FOR SENIORS

WHAT IS AN Au Pair FOR A SENIOR?

One of our most popular programmes is the Au Pair for senior programme. Since its launch 2 years ago, it has attracted international media attention (Aftenposten Norway, Irish Times, TV3, RTE Radio...). It is perfect for an Au Pair that is seeking to improve her language skill with adult conversation and who is compassionate and caring.

The Au Pair for a senior would have much the same duties as an Au Pair for children. However, they would provide companionship for an elderly person. It is a non-medical, live-in care option for seniors who need assistance with daily living.

This is the perfect option for an Au Pair who does not have much childcare experience or who has a low level of English. It is also available to much older applicants as long as they are fit and healthy. We have placed applications who are 60+!

Most families would like an Au Pair for a senior to supervise and report if there is a problem particularly at night time.

The Au Pair for seniors receive a slightly higher amount of pocket money than traditional Au Pairs.

The role of the Au Pair for a senior is mostly easier than the standard Au Pair because the emphasis is on the Au Pair providing company to the senior person. There are duties that the Au Pair will be expected to do to help the senior such as shopping, dusting, preparing meals etc.



In return Au Pairs will receive:

- A place to sleep and three meals a day (prepared by the Au Pair);
- Time off for a part-time or full-time English language course;
- An opportunity to improve their English by speaking with a native speaker

WHAT QUALIFICATIONS DO AU PAIRS REQUIRE

Any experience in a 'care' capacity will help. Au Pairs must have some relevant experience and/or knowledge of how to treat and care for an elderly person. The most important element to this programme is the personality so although an Au Pair might not have a lot of experience, she will still be considered on the basis of her personality. In order to avoid unsuccessful placements, we require that your agency screen and interview candidates as thoroughly as possible before sending their file. This will avoid problems in the future. A driver's licence is very helpful but not essential.

WHAT WILL BE EXPECTED FROM AN Au Pair LOOKING AFTER A SENIOR?

The Au Pair will have a list of duties and responsibilities. He or she will also be provided with a timetable at the beginning of the week. The primary function is to treat the senior with compassion, respect, and be a good companion. Housework can be difficult for seniors, so help with that is needed.

Most families will tailor a package to suit their specific needs. Below is a list of typical duties that would be expected of an Au Pair during working hours. It is important that the Au Pair is there most nights to help the senior feel safe and secure. The night time is one of the most important components of the Au Pair for senior programme so you, the agent, must make sure the Au Pair is a serious and calm and committed candidate.

Some examples of duties:

- Conversation and companionship
- Reading to or assisting with reading
- Organise outings to church, neighbours and shopping
- Writing letters, birthday cards etc.
- Assist with clothing selection and grooming
- Accompanying on hospital or doctor personal appointments
- Answering the phone; taking messages

- Assisting with entertaining
- Preparing and serving meals
- Putting out the bins
- Answering the phone; taking messages
- Washing, ironing of clothes and bed linen
- Assistance going to bed and assistance getting out of bed
- Care of household pets
- Grocery shopping

TYPES OF Au PairS FOR SENIORS AND SALARY

Demi - Au Pair	Companion	Minder
15 - 25 hours/week	30 hours/week	35 hours/week
1 -2 nights/week	2 nights/week	2 nights/week
€80-90/week	€120/week	€130/week

CLASSES

The Au Pair for senior programme is available as the Standard programme (with classes)or the Independent programme(without classes).

INDEPENDENT Au Pair STUDY PROGRAMME

With this programme the Au Pair decides to organise her own classes and social programme.

Cost: €85 registration fee or €150 for less than six months

CLASSES

Class costs will vary with each school and location. Classes are optional

IF A CHANGE A FAMILY IS NEEDED

Au Pairs need to be aware that there is a possibility that we will not have another family available in their location. We may require that the Au Pair leaves her current location to go to a different area (for example moves from Sligo to Cork.) Please note that if a situation arises where there has been gross misconduct, where the Au Pair has been in breach of her contract or the Au Pair is not suitable to work in an Au Pair situation, APSA cannot find a replacement family.

NOTES

- Au Pairs may not have access to classes or the social programme.
- Au Pairs will have full support from the agency head office and will receive the emergency number.



DEMI Au Pair PROGRAMME

WHAT IS ADEMI Au Pair?

This programme is for au pairs who require a full-time study visa. They are committed to language classes during the day and are available to work either in the afternoons or the mornings. They normally work 20 hours (maximum) a week and receive €55 per week. After 6 months au-pairs can work up to 40 hours per week.

The Demi-au pair programme is not as popular as our standard programme so please contact us directly for availability and prices.



TYPES OF DEMI Au PairS AND SALARY

Demi - Au Pair Companion	Demi - Au Pair Minder	Demi – Au Pair Plus
15 hours/week	20 hours/week	25 hours/week
2 nights babysitting/week	2 nights babysitting/week	1 night babysitting/week
€80/week	€85/week	€90/week

Demi-Au Pairs can agree to work extra hours whereby extra allowance is paid.

INTERN PLACEMENTS

Our Intern Programmes vary from 1 month to 12 months with an extensive database of employers willing to offer internships to practice their vocational skills in the work place we have placements in most sectors

- healthcare
- education
- hotel & catering
- hospitality
- administration finance
- personnel
- marketing
- secretarial
- manufacturing
- charity
- information
- technology
- sales and more...

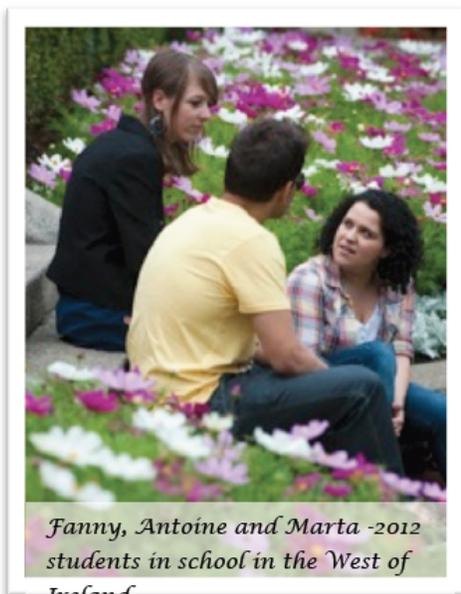
This programme includes an unpaid work experience, accommodation and language training.

Please contact us for further information.



Michela, Naima, Isabella, Luisa, Juliana and Camille - interns from Spain to Austria touring Ireland 2012

HIGH SCHOOL PROGRAMME



Fanny, Antoine and Marta -2012 students in school in the West of Ireland.

APSA coordinates both academic semesters and full year academic programmes with some of the best schools in Ireland.

We have a large network of people who understand the importance of providing a safe and caring environment to allow students to thrive whilst studying in Ireland. By limiting the total number of students/same national ties in each year and school we maximize the student's opportunity to improve their English, where possible we allow only one nationality per school.

Please contact us for further information.

FREQUENTLY ASKED QUESTIONS

What if it doesn't work out with the family?

What are the minimum and maximum ages? What level of English must candidates have?

Are the Au Pairs entitled to holiday pay?

Can you place male Au Pairs?

Will the family collect the Au Pair at the airport?

Will the Au Pair sign a contract?

Is there a social programme in place? Who pays for the social programme?

Can the Au Pair see a sample schedule of social activities?

Are the families screened?

Will the Au Pair receive a certificate?

Will the Au Pair need to buy a book for his/her classes?

Do Au Pairs have a contact in Ireland?

What free time will the Au Pair have?

Do you have an emergency phone number?

What if it doesn't work out with the family?

We will provide full support to Au Pairs requiring a change of family (if the family is indeed unsuitable). Change of family usually takes place within two weeks. Please note that if a situation arises where there has been gross misconduct, where the Au Pair has been in breach of her contract or the Au Pair is not suitable to work in an Au Pair situation APSA will not find a replacement family. We do not cover the cost of accommodation while we are finding a suitable family for the Au Pair.

What are the minimum and maximum ages?

Au Pairs must be 18 years or older for all of our programmes. For the standard programme the maximum age is 30 years of age; however with other programmes place up to 55. If you have a candidate older than 30 please contact us.

What level of English must candidates have?

Au Pairs must have at least pre-intermediate level.

Are the Au Pairs entitled to holiday pay?

Yes. For every 6 months the Au Pair works they receive 1 weeks' paid holiday.

Can you place male Au Pairs?

Male Au Pairs can be difficult to place in the standard Au Pair programme and it may take a little bit longer to place them with children. An alternative may be the 'Au Pair for seniors' programme.

Will the family collect the Au Pair at the airport?

Yes. This should be arranged between the Au Pair and the family.

Will the Au Pair sign a contract?

Yes. Once the Au Pair has arrived she will sign a contract with a representative from the agency and the family. This will outline and confirm what the family can expect of the Au Pair and what the Au Pair can expect of the family. It helps to avoid any future problems.

What free time will the Au Pair have?

This varies with the family's schedule however the Au Pair will have at least 2 full days off a week and at least one weekend off per month.

Is there a social programme in place?

An important part of our Au Pair programme is the social programme. While the classes are a vital part of the Au Pair's transition into her new experience and ensures that the Au Pair makes new friends, it is just as important that he/she takes part in the social programme. We have a Social Activity Co-ordinator who organises excursions and outings during the week and weekends. The agency pays for the guide and the structure of the programme however the activities themselves must be paid for by the Au Pair. We would ask that the programme be explained to the Au Pair before he/she arrives and that it will help him/her practice their oral English, get to know Irish culture and meet new people.

Who pays for the social programme?

Au Pairs are responsible for all expenses incurred during their programme (travel expenses, classes, air fares and social activities etc.).

Can the Au Pair see a sample schedule of social activities?

Yes they can! Please email us for the current programme.

Are the families screened?

All families are carefully considered and are visited before the agency will match them with an Au Pair.

Will the Au Pair receive a certificate?

Yes. Upon completion of her English course she will receive a certificate. If the Au Pair has poor attendance the director of studies may dispute her certificate.

Will the Au Pair need to buy a book for his/her classes?

If the Au Pair is taking part in the Standard Au Pair Programme then he/she should budget approx. €30 for books and course.

Do Au Pairs have a contact in Ireland?

Yes, we have carefully designed the Au Pair programme so that Au Pairs are close to each other and the school so if they feel they need more information or help with any aspect of their Au Pair experience we are on site. Please explain this to the Au Pair before they arrive; this will avoid Au Pairs contacting your office unnecessarily!

Do you have an emergency phone number?

Yes. Tel: +353 1 284 46 75 Mob: +353 83 1852207 (emergencies only!)

