



The 14 points in these Guidelines are aimed at our students. By choosing professional agencies and schools, they will receive the best possible support from start to finish of their experience.

1. Written agreement

For Agents and Schools

Work with your partners under a written agreement.

This helps to clarify mutual understanding, protection and responsibility for maintaining quality services.

2. Partner selection

For Agents and Schools

Choose partners after meeting a key decisionmaker (in person or online); the partner should be reliable and accredited or affiliated with relevant institutions or authorities, for credibility and clarity in different markets. Agents should preferably collaborate with schools affiliated with a recognised national or international association of the GAELA alliance, while schools should preferably collaborate with agents affiliated with a national FELCA association.

This builds trust and reliability, preventing miscommunication and poor quality partnerships.

3. Student needs

For Agents

Choose the right school based on the student needs and profile.

This personalises the student's experience to maximize learning outcomes and satisfaction.

For Schools

Inform agents about the mix of nationalities, average age and availability of class level, before confirming a booking, or at least with regular updates.

This helps agents to advise students appropriately and choose the suitable course.

4. Inform and prepare students for the experience abroad

For Agents

Inform the students about the destination country, key cultural differences, expected behaviour, how to behave while living in the chosen accommodation, offer emotional support or refer them to support services if the student feels anxious or overwhelmed before or during the program.

For Schools

Provide in depth orientation upon arrival on school rules, support services, local customs and cultural norms. Provide clear guidance on how to behave while living in the chosen accommodation. Schools should also provide and maintain accessible welfare and counseling services for students who need extra emotional or social support.

This shared preparation and ongoing support are essential for the student's well-being, helping them to adapt more quickly, avoid misunderstandings, feel more confident in everyday life, and reap the maximum benefit from the academic, cultural, and personal growth opportunities offered by their international experience.

5. Student Information

For Agents

Sharing as soon as possible with the school essential personal information about students: passport or ID number, contact details such as mobile phone number and email address, parental consents, disabilities or medical conditions, prescribed medications (with copies of prescriptions), and travel insurance policy details.

Forms should also allow students to specify their gender and preferred name.

For Schools

Inform agents of all required information and documents needed to complete a student's application

This information enables schools and agents to communicate quickly, provide personalised support, maintain safety and meet legal requirements while the student is abroad.

6. Emergency contacts

For Schools

Provide agents with the 24/7 emergency phone numbers for the school and, when possible, also the emergency phone number of transfer service company. School emergency contact numbers should appear on all relevant documents.

For Agents

Pass to the student the 24/7 emergency phone numbers of the school and transfer service company - if the service has been booked if possible - along with the agency's 24/7 emergency number. The agent's emergency contact numbers should be listed on all relevant documents. Inform the school as soon as possible of any flight delays or cancellations.

This guarantees student safety and rapid response in case of emergency, creating trust and security.

7. Transport from and to airport

For Schools

Arrange transfers from and to the airport if required. Recommended for junior students. Provide agents and students the mobile phone number of the driver and transport company when possible. Provide directions on how to reach the accommodation, or the school if a student does not book the transfer.

This facilitates student arrival and departure logistics, reducing stress and improving the overall experience.

8. Travel Insurance

For Agents

Advise students to take out a travel insurance, encourage students to choose a policy that covers cancellation fees, and provide the school with the insurance policy and its number as soon as possible.

This protects students financially and medically in case of unforeseen events abroad.



9. Satisfaction checks

For Agents

Check that the student is satisfied with course and accommodation during the first week and, subsequently, at least monthly after and at the end of the course.

Report any problem to the school promptly.

For Schools

Schools should inform agencies if a student does not show up for school on the first day or if significant problems arise. Schools might send a brief monthly update to the agency, if necessary.

This proactively addresses issues early on, enhancing student well-being and preventing dissatisfaction.

10. Academic progress

For Schools

Monitor weekly progress in class and move students to appropriate levels as needed.

This ensures academic growth and appropriate challenges to optimize learning.

11. Teachers' qualification

For Schools

It is essential to hire accredited and qualified teachers, although qualification requirements may vary from country to country. Schools should align themselves with national regulations and recognised sector standards to maintain flexibility while upholding quality expectations. Institutions holding a quality label must also ensure that teachers have the appropriate qualification.

This maintains high teaching standards, supporting the consistent delivery of quality education.

12. Accommodation

For Agents

Assist students in choosing the accommodation that best suits their needs, from homestays (police-checked for minors), residences, shared/private flats, etc...

For Schools

Select good quality accommodation options, such as homestays (policechecked for minors), residences, shared/ private flats, etc., and assist students in the event of objective problems relating to accommodation.

This provides safe and comfortable living environments, which are essential for the well-being of the student.



13. After class activities

For Agents and Schools

Recognise that well-organized after-school activities are an integral of the learning experience.

This supports language practice and cultural immersion outside the classroom, enhancing the overall experience.

14. Feedback

For Agents and Schools

Send a feedback questionnaire at the end of the course and share the relevant responses with the partner school/agent.

For Schools

Have a complaints procedure and also a mediator, if mandatory in the country where the school is located.

This gathers valuable feedback for continuous improvement and measurement of student satisfaction, and helps students who encounter difficulties.

END

***These guidelines have been drawn up
for agents by and for schools by***

***FELCA, the Federation of Associations of Education and Language Consultants,
and***

GAELA, the Global Alliance of Education and Language Associations.