Au Pair.com

AU PAIR GUIDEBOOK

LET'S START!

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ABOUT AUPAIR.COM

Are you interested in the Au Pair Program? Of course you are! That's why you are here, reading our guidebook and wondering how to start. Let us help!

The Au Pair program is one of the best ways to discover another culture, a different language and live abroad in a very affordable way. But what's the most important, it's the best way to make new friends and establish life-long relationships with people from all over the world!

Let's and have a look at how we can help you in this once-a-lifetime adventure!

Au Pair.com

YOUR ACCOUNT AT AUPAIR.COM

You've just created your account at AuPair.com – one of the biggest online matching Au Pair agencies! More than 500 new members register daily on our platform, all of them with just one purpose: to find their perfect match for the Au Pair program! Sounds great, but how to find the perfect Host Family and, what's not less important, how to be the perfect Au Pair?

To drag attention of our Host Families, your profile needs to be really outstanding. Pay attention to all the details and make sure that your profile is as attractive as possible!

2.1 Pictures

First impressions really matter! Usually, the picture is the very first detail noticed by your profile's visitors.

Upload a few pictures (4 – 6 would be great) and make sure that they are relevant to the Au Pair position. Try to imagine how the perfect Au Pair looks like, be positive and keep smiling! Choose pictures that will convince the family that you are the right person to take care of their children – no duck-faces, no party photos here!

2.2 Additional details

In the "additional details section" you need to fill in 3 text boxes:

- Letter to your future Host Family
- Your experience in childcare
- Your interests, hobbies and plans for your future

Take your time and think about all the things you would like to share with your future Host Family. Be honest and be real – try to write in an easy-going, relaxed way. Remember, it's a cultural exchange program and people who read your text now may soon become your second family!

2.3 Letter to your future Host Family

In the letter to your Host Family try to describe your view on family life in general: What do you expect from your Host Family? Why do you like to take care of children? Why you are into cultural exchange? In short: tell them why the Au Pair program is perfect for you!

2.4 Your experience in childcare

Do you have any experience in childcare? Did you take care of younger siblings? Cousins? Neighbours' kids? Did you teach children in some kindergarten or schools, did you babysit some little fella during long winter evenings?

The second text box is for all of the above!

Still, if you don't have any experience in this matter, don't worry. You still have chances! Just write honestly that you are brand new here, but you learn quickly and you *do* love children – it will be fair enough!

2.5   Your interests, hobbies and plans for your future

The last text box is for your interests, hobbies and plans for the future. What do you like to do? What do you do in your free time? What would you like to do in the future? Is childcare related to your future plans? Let your Host Family get to know you!

2.6   Contact details

For security reasons, AuPair.com can't display your email address. Although it is the easiest way to communicate through the Internet, it is also the best way to spread false cooperation offers, known as scams. You can learn more about this felonious practice in the 7th point, but don't worry: we keep an eye on everything.

But let's get back to the case! Contact details are a very important point on your "to do" list. You need to provide every possible way of communication with you: phone number, Skype username, social media accounts' details, and many others, like Snapchat, Whatsapp, and so on.

You need to remember, that our users are not allowed to provide these details in 'additional details' section: this way the profile would be hidden. There is special place for this information.

Also remember, that your contact details are – by default – displayed to your favourite Host Families (Host Families added to your Hotlist), but you can always change the settings to hide them.

2.7   Registration Form

You can always change data in your registration form. Whenever it's needed, you modify your information, if there is any need to do so. To be precise, the only detail in your profile that can't be changed on your own is your email address. If you want to change your address, don't hesitate to contact us! We will do it for you.

YOUR PROSPECTIVE HOST FAMILY

As you are a member of AuPair.com, you can use all search tools provided by our service. Let's have a look at how these work:

3.1 Recommended Host Families

Every time we find some Host Families fulfilling your searching criteria, we will send you an email with a list of recommended Host Families. Feel free to visit their profiles and get in touch! These families for sure would be perfect for you.

3.2 Search filters

AuPair.com will suggest you matching profiles. But how do we assess if the family is the right one for you? Really easy: based on your job profile. Any change provided here will change set of families recommended to you! As above, feel totally free to experiment with it a little bit.

Be honest in your statements! Still, try to choose the least strict requirements: this will allow you to choose from the widest range of opportunities. Remember that you can always ask them your doubts in a video call, so there is no point in skipping promising Host Families before preliminary negotiations.

3.3 Manual search

At AuPair.com you can find a manual searching tool. Feel free to experiment a little here: change settings and check, if the results match what you are looking for! By

clicking on the 'refine search' button, you can find an additional form which also lets you search through families using their member ID. Now it may seem a bit complicated for you, but a little practice you will master the art of looking for a host family.

PREMIUM ACCOUNT- IS IT HELPFUL?

Once you register with us you will get a Basic account – you are free to search through Host Families, add them to your Hotlist and write messages to them.

Still, you can upgrade your account to Premium. How will it help you in your searching process? It will spare your time:

- As a Premium Member you don't need to wait until Premium Host Family gets in touch with you or accept your invitation.
- You will get an access to full profiles of Host Families – Basic Members can see letters to Au Pairs, but the rest of texts remain hidden. Premium Members can see everything and browse through all uploaded photos and video

HOW TO CONTACT A HOST FAMILY?

Our main aim is to make the Au Pair program as easy, affordable and smooth as possible. In order to do that we give our members the possibility to browse through prospective matches with no limitations and contact the most promising ones.

In this caption we are going to explain you how to contact Host Families.

5.1   Messaging system

AuPair.com, as an online matching agency, gives you access to all Host Families registered here. But how to get in touch with them? It's easy!

First, you need to decide if you wish to proceed with your search process as a Basic Member or you would like to purchase a Premium Account. You can also start as Basic, and then, when you find out how helpful we are, you can upgrade your account!

In every Host Family's profile you can notice a box with different buttons. How those buttons work? Here we go:

- **Favorite –** Click on the star to add a Host Family to your list of Favorites. Then you will be always able to find them! Moreover: the Host Family will immediately get a notification with a reference to your profile and suitable information.
- **New message -** This button lets you write a message to the Host Family; here you are encouraged to write a private message to the Host Family. No limits here: you can write whatever you wish! It's the quickest way to exchange contact details and arrange the whole Au Pair stay.
- **Report abuse –** Clicking on the three points you can file a complaint against the Host Family. Your message will be sent to our Customer Service and our Team will contact you in case of any doubt.

- **Block –** By clicking on the cross you will be able to block a Host Family; it will be unable to contact you and you will most likely never see it again.
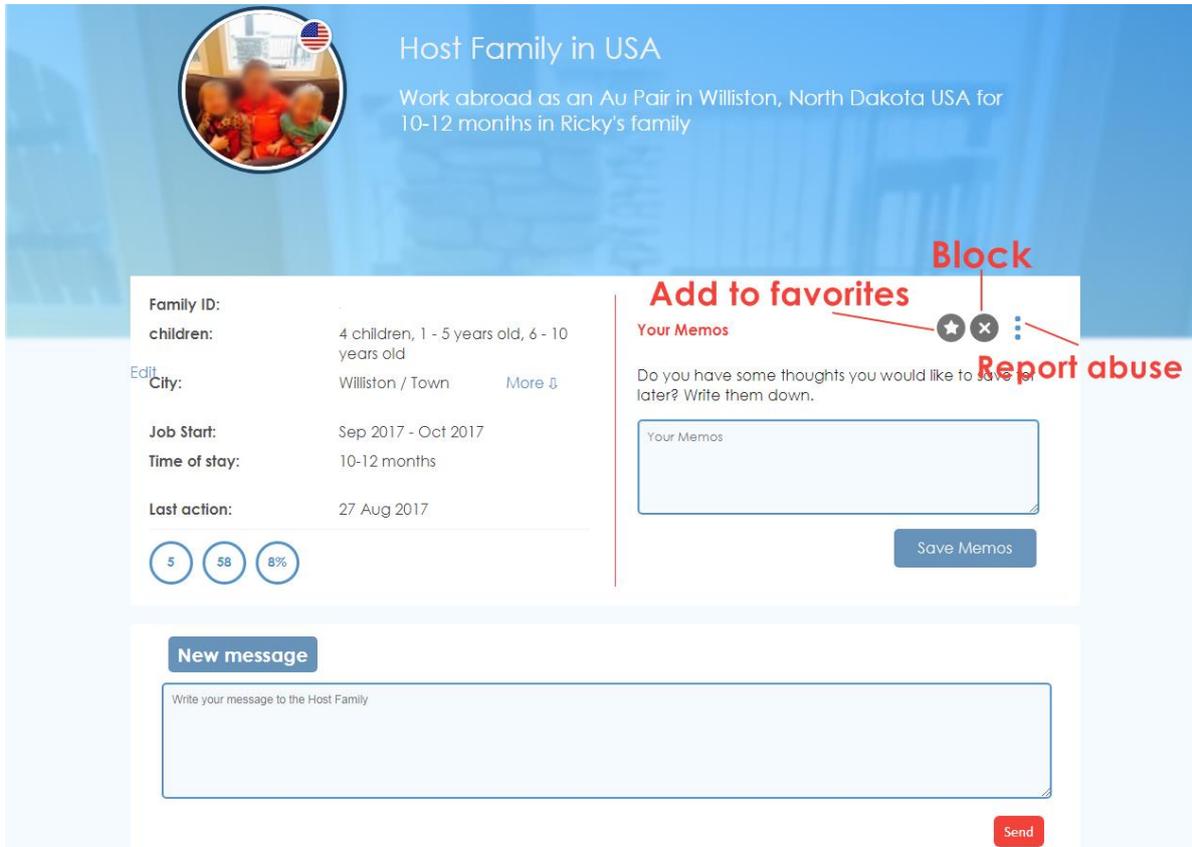
What's also important: if you cannot see the message box even after clicking "New Message" and are unable to contact some particular Host Family, it means that they have blocked requests from your, or you don't fulfil the Family's requirements for other reason.

It's nothing personal – if you happen to encounter such a profile, just move on and keep searching, there is nothing to worry about. The Au Pair program is all about cultural exchange and such things sometimes happen.

5.2   Add a family to your Favorites – important!

The list of "Favorites" is a very important tool – it will let you show interest and display your contact details to your favourite Host Families.

By default your account's settings only let your Favourite Premium Families see your contact details. So you can either change your account settings or add as many families as you wish to your favorites!

You can also remove Host Families from your favorites, when you are no longer interested. You can easily search through the list using keywords or filtering by country of residence.

Remember you can also write notes about the family. Those are private and won't be sent to the Host Family. You can write your first impression, questions to Host Family or all the things you would like to discuss during the video call.

YOUR AUPAIR.COM MESSAGE BOX

At AuPair.com you have two message boxes:

- **Inbox** – where all the mails received by you are stored
- **Outbox** – where mails sent by you are stored

Have also a look at the tips below:

- You can send about 30 messages daily – use this possibility! Being active at AuPair.com is the first requirement to be successful.
- In your outbox you can find messages with red and green titles. Red title means that the message still waits to be read, while green title means that the message has been already read.
- Answer all the messages! Remember that Host Families can notice your activity factor, which is calculated on the basis of messages received and answered by you. If you receive messages, but you happen to forget to answer, the factor decreases. To keep it near 100% you need to answer all invitations and messages sent to you!
- We will send a notification to your mailbox when you get a new message. Keep in mind that to read and answer to any message you need to log in and check your mails on Aupair.com.

My account

Form Captions

🔍 Matching Families	★ Favorites	✉ Mails	👤 My profile
169 Recommended Families.	**14** Added by me	**7** Total	**80%** Completed
Edit Search Criteria	**2** Who added me	**0** New	**72%** Answer Rate

ACTIVITY INDEX

While browsing through Host Families, you will surely notice 3 circles just below the picture – these are our activity factors. The circles represent the following:

- First circle: How many Au Pairs have added the Host Family to their favorites during last 3 weeks
- Second circle: How many times the Host Family's profile has been visited during last 3 weeks.
- Third circle: The percentage of messages answered by the Host Family during last 6 weeks

Those circles, along with the last login date, make great activity index! Contact all families with high answer rate and the most recent last login date first. Keep an eye on your own activity index – Host Families can see it on your profile, so if you wish your profile to be attractive, keep all of them high and updated.

HOW TO BE SUCCESSFUL?

Fine! We are almost through our guide. Let us share the most important tips once again.

- Upload Au Pair relevant pictures – first impression is really important
- Consider the Premium Membership – this way every Host Family will be able to read and reply to your message. This way, your chances will be much higher!

Au Pair.com

- Pay attention to your letter – The "Dear Host Family" letter is, right after pictures, the most important point in your profile.
- Be very active –contact 20-30 Host Families per day and add families to your favorites.

That should be enough to find a Host Family – now time to arrange a video-interview, get to know each other well, pack a suitcase and book the ticket!

SCAMMERS – TAKE CARE!

Although we check all Host Families daily, we are unable to interview all our users. Therefore, using online services, such as AuPair.com, you need to be careful and apply the same rules as to the whole Internet community.

That's why we advise you to arrange a video-interview. This way, you can make sure that you are contacting real, honest people, who are interested in the Au Pair program, and nothing more!

How to recognize a scammer? Pay attention to the following:

- Money: No one can ask you for any money! Money for rent, for a flight ticket, for the visa application or for anything similar. If you wish to pay for any service, you need to decide on your own, and you need to find the service provider on your own. No one can force you to use any agency, any travel agent or rent any particular flat. Scammers most love to use Western Union and Money Gramm so please be careful!
- Social Media: Do not contact Host Families via Facebook. It's the most commonly used intermediary between scammers and Au Pairs.
- Email address is posted on the picture – and the profile looks perfect! It's 100% scam attempt. It's the first thing done by scammers after registration: uploading a picture with their email address. Never contact people with this kind of pictures, and if you encounter any, let us know!
- Never validate your account: AuPair.com will never delete your account without your notice, will never ask you for any validation or confirmation of the account. Email address may be confirmed only once, right after registration, and never again.

At AuPair.com you can find more information about scam attempts. We would not like you experience this, be careful and contact us whenever you feel uneasy.

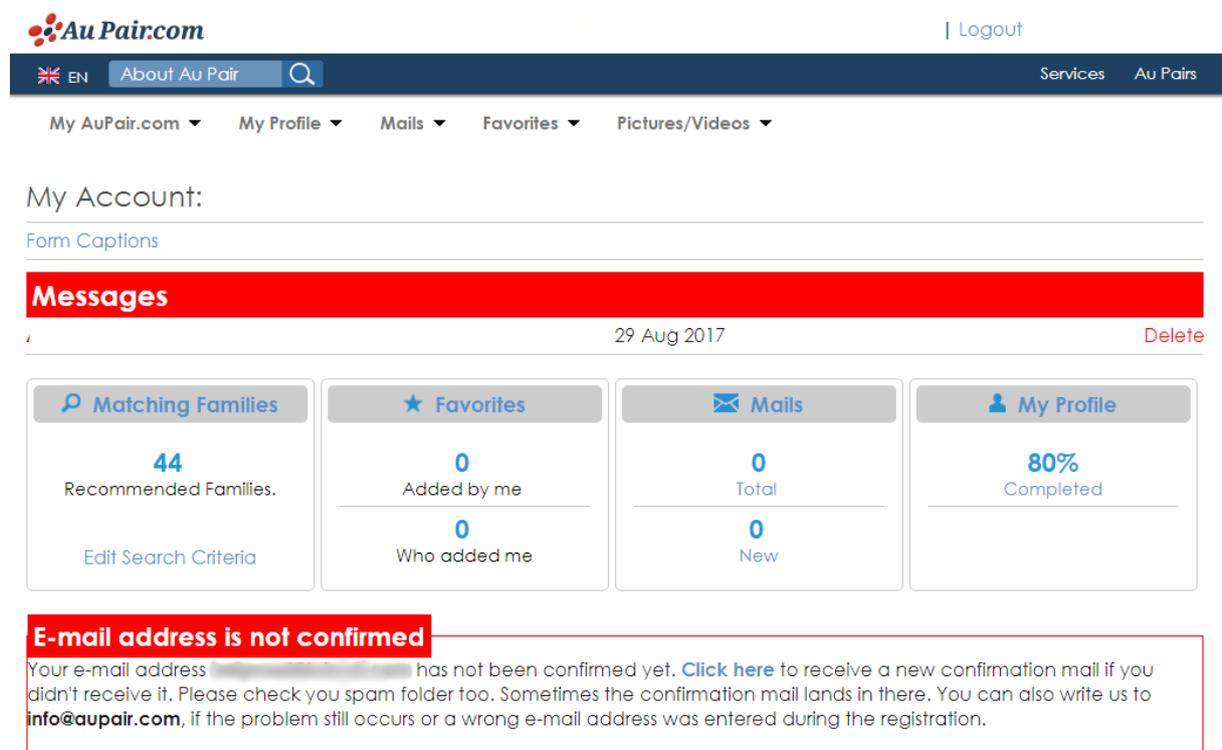# Appendix: Frequently   asked   questions

FREQUENTLY ASKED QUESTIONS

Below you can find a list of most commonly asked questions; have a look at them and let us know if we can provide you with any additional information!

1.1. Is my email address confirmed?

Email confirmation link is in the first mail you receive from AuPair.com. Sometimes something may go wrong and the confirmation is unsuccessful – in such cases you will be able to notice a frame with suitable information on the first page of your profile:

If you can't see the last frame in your profile – that's great! Your email address has been successfully confirmed.

1.2. Can you help me in the searching process?

Yes and no – yes, we will give you access to all our searching tools and our matching system, we will let you browse through all registered Host Families at AuPair.com, but no, we can't take any part in the process itself.

Our Customer Service can't interfere personally in your search and therefore we are usually helpless when requested for assistance in the search.

We are always glad helping you in operating our service and all its features, though!

1.3.   Can you send my contact details to some Host Family?

No, we can't send our member's contact details to any third party, as stated in our Terms and Conditions. You are always free to use our messaging system and send your contact details on your own to whoever you wish. We, as the service, protect your contact data from leaking.

1.4.   Why can't my contact details be provided within letters and other additional details?

For two main reasons – first is your security. Your data, contact details in particular, are sensitive, and must be protected. If you provide your contact details within the letters, you details are available for everyone through AuPair.com and thus are not protected. This way they may be stolen or misused, and we can't do anything to stop it.

The second reason is more trivial - it is our payment policy; as AuPair.com accepts fees for the possibility to exchange contact details, it's unfortunate for us when contact details are exchanged without our knowledge or notice.

1.5.   What's the right answer for "Are you clear of criminal record?" question?

If you have never happened to have any troubles with law, the answer is "YES" – "Yes, I am clear of a criminal record". This question seems to be extremely confusing - well, asking about criminal record is never courteous. Still, it's important, because the question will be most likely asked during visa application, too.

1.6.   Age requirements – what does it mean?

Au Pair programs are intended for young people between 18 and 30 years old. Most host countries put a limitation on the age of the Au Pairs. You can find the detailed information on our Au Pair programs' description at AuPair.com.

When will your age become crucial? During the visa application (you can't receive an Au Pair visa if you don't fulfil the Au Pair program requirements) and when signing Au Pair contract (you are not considered as Au Pair if you don't fulfil Au Pair program requirements and you shouldn't sign this kind of contract).

1.7.   What background checks do you provide?

Every possible – we check the new profiles daily and pay attention to every detail. For security reasons, we should not reveal our methods, but one fact must be pointed out: we can't interview our users.

For that reason, we ask you to arrange a video-interview with every prospective Host Family. Make sure that they are reliable people. From our side, we will always do our best to keep you safe from scammers, but we can never be 100% sure.

1.8. Is my profile visible in Google search results?

Yes, it is. Every profile at AuPair.com is also visible in Google's search results. Still, you will never see your last name/surname there. Only your name and some details about your whereabouts are shown.

This setting increases your chances to find a Host Family and let people know, who we are and what the Au Pair program is about!

1.9. How to remove my data from Google search results?

Unfortunately, to do so your account must be deleted from AuPair.com. We can do it for you, you can also do it on your own (in the second menu in your profile: My profile).

After your account's deletion, all your data connecting you with AuPair.com should disappear from Google search results within a couple of days.

1.10. How to upload a picture?

You need to log in and make sure that the picture is not too big. Make sure that the size is suitable - pictures shouldn't be neither higher nor wider than 1200px. Also, the picture should not be bigger than 1, 5 MB.

You can manage your pictures from your account. You are free to delete some of them, to upload new ones, etc. - if you wish to change your profile picture set up a numeration of your pictures and give your profile pic the lowest number of them all. Other pictures would be set in the order of numeration provided. For example:

(0) - profile picture

(1) - 2nd picture

(2) - 3rd picture

and so on

1.11. How to be sure that I am contacting a real, reliable Host Family?

The best way to make sure that you are in touch with real people is to arrange a video-interview. Ask for the family's Skype user name or email address, find them and set a date and time of the appointment. Do not forget to ask about the working hours, the children and about all the things you find doubtful.

If you still feel uneasy, ask the Host Dad or Mum to show you the ID card, driving license or ask them to show you your future Au Pair room.

No scammer can provide you with such detailed information. If the Host Family understands your doubts and is willing to cooperate, you can surely trust it!

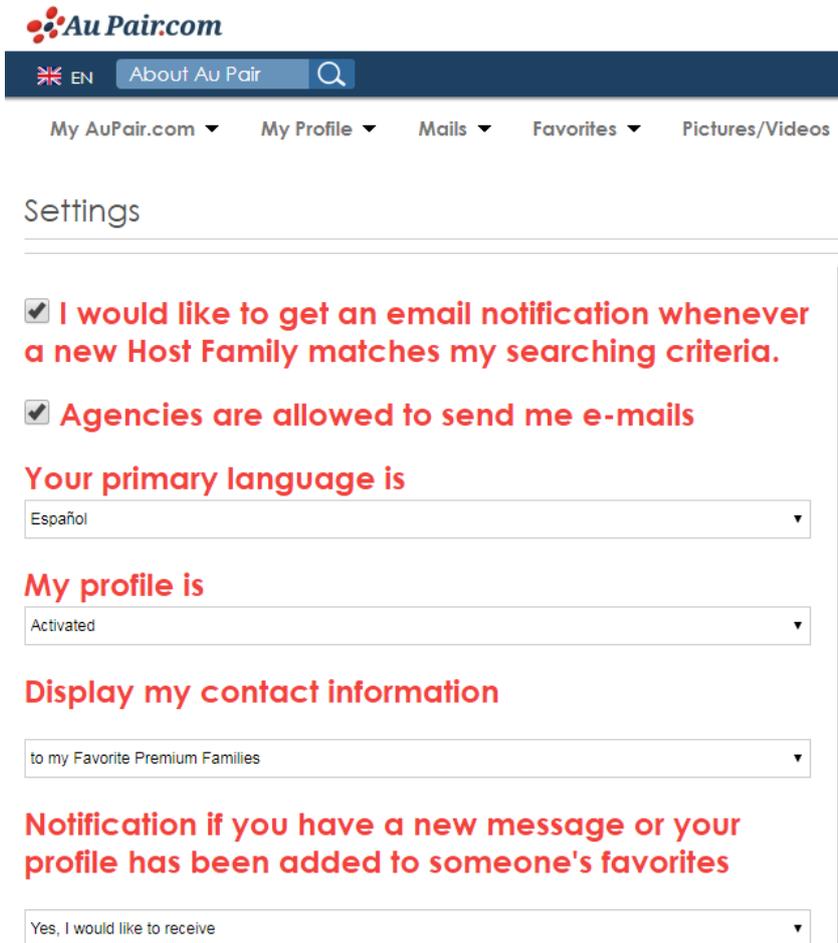### 1.12. Can you help me with all the paperwork?

We can provide you with model Au Pair contract and advice you whenever you have any questions. However, since we are an online matching platform we can't

take a part in Au Pair program arrangement. We do not have any office outside Germany and sometimes we are not aware of particular requirements of some host country. That's why it's better to ask very specific questions in local full-service Au Pair agencies or the embassy of the host country.

1.13. I found a Host Family. Can I deactivate the account?

Of course! You can deactivate and activate the account whenever you wish. To deactivate your account you need to log in to your account and click on 'My AuPair.com' menu. There, under the 'settings' you can change your account's settings from 'activated' to 'deactivated':

You can reactivate your account later! In this section of your profile you can also find additional settings – feel free to change them! Changes are automatically saved.

1.14. I paid for a Premium Membership and my account hasn't been upgraded, yet. Why?

Here we have 2 main reasons:

1. Your payment has been already processed, but you need to log out and log in to upgrade the account and use all the Premium features.

2. We encountered some trouble with your payment or the payment has not arrived at all. In such case, feel free to write us at info@aupair.com – we will check every case!

1.15. I need a visa – how can I apply for it?

In such cases the best option is to contact the host country's embassy in your homeland and ask about all the details. The visa process is different depending on the host country, still: the embassy is always the best source of information!

You can also contact a full service local Au Pair agency and ask for assistance, if needed.

1.16. How long does it take, to find a Host Family and arrange the program?

This is a very complicated question. The search process may vary from days to months – it depends on your luck and involvement. Then, the start date of Au Pair program depends mainly on the Host Family and its plans; you need to discuss the case with the family. The length of the stay is also arranged by the Au Pair and the Host Family.

If you need a visa you can normally stay up to 12 months. In that case, you also need to consider how much time it will take to collect all documents, submit application and wait for the embassy's decision.