

## ***Operational Requirements***

### **Conditions of placement/general business terms**

The general terms and conditions of the agency's/organisation's business are made available to the public and are part of the contract.

### **Data protection**

The agency/organisation secures data protection under the appropriate legal provisions. The agency/organisation must have a self-contained office for its placement activities.

### **Office hours of the agency/organisation**

The au pair and the host family will be advised of the regular office hours during which the agency/organisation may be contacted personally or by telephone. The agency/organisation must be available for at least 10 hours on at least five days per week.

### **Availability of the agency/organisation in an emergency**

The agency/organisation shall communicate a hotline which may be used by the au pair for 24 hours per day and seven days per week.

### **Agency's/organisation's business data**

The complete business data of the agency/organisation must be made known, especially on the home page and in brochures (imprint).

### **Services assured by the agency/organisation**

Services promised in public relation materials must correspond to reality.

### **Legal bases of placement**

The legal bases and framework laid down for the placement of au pairs are generally known and will be adhered to.

### ***Cooperation of organisations sending au pairs and of those receiving them***

### **Information on basic conditions concerning au pair home stays and the aims of *Gütegemeinschaft***

Applicants for a home stay under an au pair scheme must be advised of the legal framework laid down for such a stay and of the aims and objectives of *Gütegemeinschaft Au pair*.

## ***Selection of au pairs/qualification requirements for au pairs***

### **Au pair's experience in child care**

The au pair must furnish proof of his/her practical experience in looking after children.

### **Minimum age of the au pair**

At the time of applying for a visa the au pair must be at least 18 years old but no older than 24 years of age.

### **Command of languages for au pairs in Germany**

The au pair must furnish evidence of the required basic command of colloquial German. The minimum requirement is Level A1 of the Common European Framework of Reference for Languages.

### **Presentation of a health certificate**

The au pair shall submit a health certificate in which his/her physical and emotional fitness is confirmed by a physician.

### **Completion of an application form**

The au pair completes a detailed application form giving the following information:

- name, address , telephone
- education and training
- family background
- experience
- interests
- preferences, motivation, objectives (plans for the future)

## ***Briefing of au pairs***

### **Counselling of au pairs**

Information material, counselling and placement are free of charge for incoming au pairs.

### **Contacts/availability of the agency/organisation**

The agency/organisation is, on principle, the contact address for all matters regarding placement and the home stay. It shall be at the au pair's and the host family's disposal for the entire duration of the placement.

## **Host family's telephone contact with the au pair**

The agency/organisation suggests that host families – if possible - establish telephone contact with their future au pair in order to facilitate decisions. This will provide an opportunity to ascertain the au pair's language ability as well as his/her motivation, and to settle open questions.

## ***Support of au pairs during the home stay***

### **Information for au pairs**

The agency/organisation shall advise the au pair on necessary contacts with the public authorities, insurance coverage, language schools (general information) and give practical help in case of conflict.

**Provision accompanying** the home stay comprises e.g. au pair meetings and access to addresses of other au pairs within the limits of data protection.

### **Crisis management**

The agency/organisation shall accompany the au pair and the host family for the entire duration of the home stay, act as contact partner for questions and problems and, moreover, provide the opportunity of a new placement.

## ***Debriefing of au pairs***

### **Feed-back by au pairs to the agency/organisation**

Before the au pair's home stay comes to a close the agency/organisation shall send a questionnaire in which he/she may give a written account of his/her experience.

## ***Selection of host families***

### **Testing the suitability of host families**

The suitability of host families shall be ascertained by means of

- detailed written documents showing the host family's attitude towards an au pair
- contact by telephone, but preferably by personal contact
- a personal interview with the au pair on the basis of a check-list, held within one month after his/her arrival at the home of the host family

## ***Briefing of host families***

### **Provision of information material to the host family**

Information material shall include

- the au pair concept
- requirements to be met by the host family and guaranteed by signing the au pair contract
- basic conditions of a home stay under an au pair scheme
- aims and objectives of *Gütegemeinschaft*
- qualification of the au pair(s)
- rights and obligations of all partners specified in the contract
- the agency's/organisation's placement conditions (including the gross overall placement fee)
- recommendation to establish telephone contact with the au pair
- practical information

## **Requirements for host families**

### **Duration of an au pair home stay**

The minimum duration of an au pair home stay is 12 months.

### **Working hours**

Home help including baby sitting shall not exceed 6 hours per day and 30 hours per week.

### **Pocket money**

The au pair's monthly pocket money is 260,- € If "working hours" are reduced for reasons for which the host family is answerable, this amount may not be cut back. On principle, an au pair arrangement is not subject to social security.

### **Leisure time**

The host family must allow a day and a half of uninterrupted free time per week covering a weekend at least once a month, and at least four free evenings per week. The au pair must be given an opportunity to practice his/her religion.

### **Paid holidays**

Two days of paid leave per month of actual presence (during paid leave Sundays are not considered as days of leave)

### **Public holidays**

Public holidays in the host country are free on principle or shall be compensated for by giving time off.

## **Payment of pocket money in the event of illness**

In the event of illness pocket money shall be paid until termination of the contract but payment will not be made for more than six weeks.

## **Scope of work**

Duties will comprise child care and light housework.

## **Health, accident and liability insurance – expenses covered by the host family**

The expenses for health, accident and liability insurance shall be borne by the host family, who must file the registration. Should the host family fail to do so, they shall have to take over all the costs accruing to the au pair. Insurance coverage begins on the day of entry to the host country. The host family will be bound by the agency to take out an insurance policy for the au pair and to furnish proof of such insurance by submitting documentary evidence to the agency within the first four weeks.

## **Period of notice**

The period of notice is 14 days. Termination of the contract must be in writing. The notice period begins when the written notice has been delivered to the au pair's host family. It is desirable to inform the placement agency/organisation at the same time. In especially serious cases the contract of service may be terminated without prior notice (in which case the agency/organisation must be informed).

## **Accommodation of au pair(s)**

Family contact must be guaranteed. The au pair must be provided a separate, heatable and sufficiently furnished room (door fitted with a lock, window with daylight, minimum size 8 qm) in the family's house or flat. The au pair is entitled to share adequate sanitary facilities with the host family.

## **Travelling expenses in connection with a language course**

The host family shall take over the travelling expenses required to attend a language course in the closest possible vicinity of the family's residence.

## **Furtherance of participation in events**

The host family shall encourage the au pair(s) to attend cultural and social events and ensure the mobility required to this end.

## **Assumption of the costs of the medical examination**

The host family shall take over the costs of the medical examination if the latter is required by the public authorities or requested by the host family.



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(the au pair placement agency/the au pair organisation)

the  
Au Pair Quality Seal

in connection with the service-related inscription “Incoming”.

(Place Seal here)

This Seal is recognised by the RAL German Institute for Assured Standards and Labelling and protected as a collective trademark through registration with the German Patent and Trademark Office.

The Quality Seal of *Gütegemeinschaft* may only be used with the appropriate service-related inscription.

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(date)

*Gütegemeinschaft Au pair e.V.*

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Chairman

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Executive Secretary