



Standards for International Educational Travel Programs¹

Agent: Individual or organization authorized to represent or act on behalf of the organization in administering one or more aspects of the program, for example, an overseas partner.

Organization: Entity that sponsors international educational travel activities.

Program: Organized international educational travel activity that begins with participant recruitment and selection, includes the components outlined in the standards which follow, and terminates when the participant returns to his or her point of origin or otherwise severs the relationship with the program sponsor.

Volunteer: 1. a representative who is compensated for out-of-pocket expenses only. If a representative receives regular compensation, such as a per student placement fee, this individual cannot be considered a volunteer. 2. A host family that provides room and board gratis to a student.

STANDARD 1: EDUCATIONAL PERSPECTIVE

- A. Programs shall be designed to fulfill educational purposes related to an international experience.
- B. The organization sponsoring the program shall have clearly established goals and learning objectives to fulfill the educational purposes of its programs.

MATERIALS TO BE SUBMITTED:

- 1.1 Statement of the organization's overall mission.
- 1.2 List of programs to be evaluated.
- 1.3 Statement of the educational goals and learning objectives of each program being evaluated, including:
 - a. Activities which demonstrate how the goals and objectives are achieved.
 - b. Evaluative tool(s) used

STANDARD 2: ORGANIZATIONAL PROFILE

- A. The structure and administration of the organization shall be clearly defined.
- B. The organization shall have the personnel needed to administer its programs effectively.
 - 1. The organization is accountable for the full scope of the programs it administers, including actions taken and representations made by its agents, and maintains responsibility for its students both within the US and abroad.
 - 2. The organization shall maintain direct, hands-on control of the placement and supervision of inbound students and the hiring, firing and remuneration of local representatives. It may not enter into a relationship with another entity that appears to exercise such control.
- C. The organization shall be organized under the laws of one of the 50 states of the United States or the District of Columbia.
- D. The organization shall demonstrate success in international educational travel through at least one full year since its incorporation.

¹ These standards are intended for use in evaluating both inbound and outbound youth exchange programs of eight or more weeks' duration. For programs of shorter duration, please refer to CSJET Standards for Short-Term Programs.

STANDARD 2: ORGANIZATIONAL PROFILE (con't)

MATERIALS TO BE SUBMITTED:

- 2.1 Names and titles of all officers, directors, and staff members responsible for the organization's programs and an indication of those who are compensated.
- 2.2 Copy of all Articles and Certificates of Incorporation and/or Amendments, in every state in which the organization is incorporated.

Supplemental Guideline: Date of Incorporation

The CSJET Board of Directors has determined that the intent of this Standard is to ensure that programs have participants on exchange for the Evaluation Committee to review in the current cycle. Accordingly, compliance with Standard 2D could be demonstrated if the applying organization documents one year of incorporation by the final Evaluation Committee meeting of the current cycle.

- 2.3 Copy of the Constitution and/or By Laws
- 2.4 If the organization is not-for-profit, a copy of the 501(c)(3) or other federal authorization.
- 2.5 A listing of all agents with responsibility for one or more aspects of the program.
 - a. Names and addresses of organizations and/or individuals in the United States or other countries with which organizational and/or contractual relationships are maintained for purposes of administering the program(s) under review. (Local representatives who are U.S./independent contractors need not be included in this listing.)
 - b. Copy of the contract with each agent or an explanation of the relationship and description of the program-related responsibilities of each agent.
- 2.6 Explanation of relationships, specifically what is shared and what is separate, with other organizations that share:
 - a. Officers and/or directors
 - b. Facilities
 - c. Office staff
 - d. Expenses (i.e. equipment, utilities, insurance)
 - e. Field staff
- 2.7 An organizational chart including the number of persons at each level of responsibility.
- 2.8 A written summary of the organization's previous year's activities, or most recent annual report.

Supplemental Guideline: Organizational Profile

2.8 The CSJET Evaluation Committee requires the following information as part of the Annual Report:

- Total student numbers; inbound and outbound students in your short-term and long-term programs.
- Number of home and school moves made this year by student participants. If the number of moves exceeds 25% of your overall student numbers, an explanation of the reasons for the moves will be useful.
- Exciting events or high points in your programs for the year.
- Significant changes made in your programs or organization. For example, management changes, new countries served, different orientation or training materials, new or reorganized staff responsibilities, etc.

STANDARD 3: FINANCIAL RESPONSIBILITY

- A. The organization shall be capable of discharging its financial responsibilities to all participants.
- B. The organization shall have sufficient financial backing to protect all monies paid by participants and to ensure fulfillment of all responsibilities to participants.
- C. The organization shall have an independent Certified Public Accountant annually prepare an audited or review financial statement.

MATERIALS TO BE SUBMITTED:

- 3.1 Copy of an audited or review financial statement for the most recently completed fiscal year (i.e. FY-2003), issued by an independent Certified Public Accountant, including the CPA's signed opinion letter, balance sheet, statement of income and expenses, statement of cash flows, and notes to financial statements. **A compilation is not acceptable.**

STANDARD 3: FINANCIAL RESPONSIBILITY (con't)

Supplemental Guideline: Financials

If the most recent audit or review (either of which must be conducted by a CPA) will not be completed in time for the February deadline, the organization may submit the audit or review for the previous fiscal year with a current balance sheet, income statement, and any explanatory notes or adjustments. The most recent audit or review must then be submitted to the CSJET office upon its completion, no later than August 15th.

3.2 The evaluation committee may require a copy of the most recent balance sheet or quarterly financial statements, a letter of credit, or other evidence of financial strength.

STANDARD 4: PROMOTION

- A. The organization's promotional materials shall professionally, ethically and accurately reflect its purposes, activities and sponsorship.
- B. The organization shall not publicize the need for host families via any public media with announcements, notices, advertisements, etc, that:
 - a. are not sufficiently in advance of the student's arrival
 - b. appeal to public pity or guilt
 - c. imply in any way that a student will be denied participation if a host family is not found immediately
 - d. identify photos of individual students and include an appeal for an immediate family.

Following are guidelines for public media advertisements:

CSJET has found the following words or phrases to be unacceptable: Urgently Needed, Don't let me be homeless, This is an emergency...

CSJET has found the following words or phrases to be acceptable: Open your hearts and homes, Host a Foreign Exchange Student...

It is permissible to use a picture of a student, a first name, age, country of origin and a composite or generic listing of interests in an advertisement in order to demonstrate the personal nature of the program and the types of interests that students have. It is not permissible to identify that specific student as needing a home, nor is it permissible to refer to a student's athletic ability or accomplishments. Written waivers must be obtained for the use of any student photographs.

- C. The organization shall not promote or recruit for its programs in any way that compromises the privacy, safety or security of participants, families or schools.
- D. All promotional materials/activities shall distinguish the program and the sponsoring organization from others operating under:
 - a. affiliated or related corporate structures
 - b. the same or similar names or symbols.
- E. The organization shall fully disclose all fees, including school tuition, host family reimbursements, and other required or optional costs to prospective students and their natural families before enrollment. *(If host families provide room and board gratis to the students, publicity should state that fees cover "selection and placement in host families" and not imply in any way that the fees paid by the students cover "room and board.")*
- F. Neither the organization nor its agents shall promote its programs as providing opportunities for school athletic participation, high school graduation, driver's education instruction, household domestic service, child care, employment, or other activities that might compromise the student, program, or school. *(Standard 4F specifically prohibits the organization and its agents (this includes foreign partners) from promoting its programs as providing any of the aforementioned activities. The word "promote" as it is used in Standard 4F includes any specific focus on or prominence of pictures and/or text depicting these activities. No prominent pictures and/or text will be considered to be in compliance.)*
- G. The organization shall not state or imply in its promotional materials/activities that persons who are compensated other than out-of-pocket expenses are volunteers.

STANDARD 4: PROMOTION (con't)

MATERIALS TO BE SUBMITTED:

- 4.1 Sample copies of U.S. and foreign promotional brochures, fliers, newspaper and magazine advertisements, radio and television commercial scripts, posters and other promotional materials.
- 4.2 Sample copies of U.S. and foreign materials provided to prospective students and their natural families regarding program costs, including a description of available scholarship and financial aid programs.

Supplemental Guideline: Promotion

International visitors must have a clear understanding of the program in which they are participating, including issues of host family reimbursement, school costs, and student participation in sports, driver education, and graduation. The materials to be submitted for this standard should clearly confirm that each organization is responsible for the actions of its agents in the U.S. and abroad.

- 4.1 For full applications, please send samples of the different promotional materials used by your organization and by your agents overseas as well as in this country. While the Committee does not expect to see all materials, we do expect to receive a cross-section representative of materials from a variety of the countries you serve. Interim applications need only contain new promotional materials or materials that were revised due to CSIET requests.
- 4.2 Please send samples of the financial information that is distributed to individuals interested in your programs. This should include information on all costs as well as scholarships and financial aid. Again, please include materials from a variety of agents and countries.

Pictures of students in cap and gown, taking driver's education, or wearing sports uniforms may not be displayed prominently in brochures. CSIET particularly discourages large photographs, or the placement of such photographs on the inside or outside front and back covers of brochures. There is not a set policy about the number of such pictures, and the Evaluation Committee uses its discretion in judging whether such photographs are too prominent. If there are questions regarding the use of such promotional pictures, contact the CSIET office and your questions will be referred for feedback to the Committee chair.

STANDARD 5: STUDENT SELECTION AND ORIENTATION

- A. The organization shall screen and select student participants on the basis of criteria appropriate to the program.
- B. Screening procedures for homestay programs shall include personal interviews with student applicants.
- C. Selection shall be completed sufficiently in advance of the student's departure to ensure adequate time for preparation and orientation.
- D. Students shall be given a suitable orientation before departure and after arrival in the host country.
- E. All inbound students enrolled in a U.S. high school must have adequate English language proficiency to function successfully.
- F. All inbound and outbound students enrolled in school must have adequate academic preparation to function successfully.

MATERIALS TO BE SUBMITTED:

- 5.1 Selection criteria used to evaluate student applicants, both inbound and outbound.
- 5.2 All applicable forms pertinent to student selection of both inbound and outbound students, including:
 - a. Application packet
 - b. Reference forms
 - c. Personal interview forms
 - d. Medical history form
 - e. Medical release form
- 5.3 Copies of all student orientation materials, for both inbound and outbound students, including a description of topics covered during orientation sessions.

STANDARD 5: STUDENT SELECTION AND ORIENTATION (con't)

Supplemental Guideline: Student Selection and Orientation

5.3 Orientation: The Committee prefers to use the term "introduction" to foreign exchange for meetings, explanations, and interviews that are given initially to prospective students or host families who may be considering a program. The term "orientation" is reserved for a thorough process of preparation and familiarization given to committed participants.

MATERIALS TO BE SUBMITTED:

- 5.4 Copies of student rules, regulations and participant agreement forms for both inbound and outbound students.
- 5.5 For students who will be enrolled in a U.S. high school, a description of the process and/or copies of materials used to evaluate an applicant's proficiency in English, including test scores or other measures deemed acceptable.
- 5.6 For all inbound and outbound students who will be enrolled in school, a description of the process and/or copies of materials used to evaluate an applicant's academic history, including standards of acceptance (e.g. grade transcripts.)

STANDARD 6: STUDENT PLACEMENT

- A. For programs that include a homestay, the organization shall:
 - 1. select host families on the basis of criteria appropriate to the program.
 - 2. personally interview all prospective host families in their home.
 - 3. match students and host families on the basis of criteria appropriate to the program
 - 4. complete placement arrangements sufficiently in advance of the student's departure from home to ensure adequate time for preparation and orientation of the host family (*Whenever possible, a student should be placed with a host family who has made a long-term commitment to host the student prior to the student's departure from his/her home country. In cases where this is not possible, a student may be placed with a short-term host family until long-term arrangements can be made. All short-term families must be selected and oriented according to the same criteria as are long-term families. The short-term nature of the host family placement must be fully disclosed in advance to the student, his/her natural parents, and the school principal, and be acceptable to them. Short-term families may, of course, also be utilized when a host family placement has not worked out and a new family must be found.*)
 - 5. provide suitable orientation and training to the host family. (*When a family expresses an interest in hosting a student and a representative makes the initial home visit to explain the program, this is not to be considered the "host family orientation." CSJET suggests that host family orientation include information on the student's expectations about family and school life, customs, religion and mores of the student's native country, the academic program in which the student will be enrolled, potential problems in hosting exchange students and suggestions on how to cope with such problems.*)
- B. Organizations shall not knowingly be party to a placement (inclusive of direct placements) based on athletic abilities, whether initiated by a student, a natural or host family, a school or any other interested party. A direct placement is one in which either the student or the sending organization in the foreign country is party to an arrangement with any other party, including school personnel, for the student to attend a particular school or live with a particular host family. Such direct placement must be reported to the particular school and the National Federation of State High School Associations prior to the first day of classes.
- C. For programs that include accommodations other than a homestay, the organization shall:
 - 1. arrange accommodations on the basis of criteria appropriate to the program
 - 2. ensure the adequacy of the accommodations with respect to location, cleanliness, safety, nutrition, and supervision
 - 3. confirm the accommodations sufficiently in advance of the student's departure from home.
- D. For programs that include enrollment in US high schools, the organization shall:
 - a. secure written acceptance from the school principal or other designated responsible school administrator prior to the exchange student's departure from his or her home country.
 - b. provide the school with the following information about the student:
 - 1) academic history, including
 - a) academic records, translated into English or other language as appropriate
 - b) number of years of school completed prior to arrival, and number of years required in home country for the completion of secondary school
 - 2) level of English language proficiency (for inbound students only)
 - 3) appropriate background information
 - 4) expectations regarding school experience.

STANDARD 6: STUDENT PLACEMENT (con't)

MATERIALS TO BE SUBMITTED:

- 6.1 For programs which include a homestay:
 - a. Selection criteria used to evaluate the host family's qualifications.
 - b. Copies of all forms related to host family selection
 - 1) host family application form
 - 2) host family interview form
 - 3) host family reference form
 - c. Criteria used for matching students with host families
 - d. Copy of all host family orientation materials, and schedule of orientation sessions.

Supplemental Guideline: Student Placement
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The use of the term "orientation" is distinguished from an "introduction" to foreign exchange, as explained above.
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- e. Copy of forms and letters used to notify the student and the natural parents of the host family placement.
 - f. Copy of letters and forms used to notify the host family of the placement.
- 6.2 For programs which include accommodations other than a homestay:
 - a. Criteria used to evaluate the adequacy of the accommodations
 - b. Copy of forms and letters used to notify the student and the natural parents of the accommodations
 - c. Copy of other forms, letters, etc. related to the selection and confirmation of accommodations
 - 6.3 For programs which include enrollment in school:
 - a. Copy of the form used to secure school attendance approval
 - b. Copy of forms and documents regarding the student provided to the school

STANDARD 7: OPERATIONS

- A. The organization shall ensure adequate care and supervision of students.
- B. Local representatives of the organization shall maintain regular personal contact with students and host families. (*Contact should be initiated by the organization's representative at least once a month be it by telephone, a visit to the home, personal contact at a gathering or other means. E-mail alone is not considered sufficient personal contact. Regular monthly contact is to include separate communication with the student and the host family in order to provide each with the opportunity to discuss issues they might not raise in the presence of the other. CSIET expects that there be formal documentation of this contact such as a monthly form, written journal, written log, etc. This is not to imply that representatives have to record every interaction. Rather it is to provide a record for the organization's office of the pattern of student and host family adjustments, activities, and relationships through at least monthly contact with each student and host family.*)
- C. The organization shall notify the student, host family, and/or other supervisor of accommodations regarding the travel itinerary sufficiently in advance of the student's departure from the home country.
- D. The organization shall provide adequate support services at the local level to assist with program-related needs and problems, for example, counseling services, travel, medical care, language problems, changes in host family, emergencies.
- E. The organization shall maintain an effective system of screening, selecting, training, and supervising program representatives and group leaders.
- F. The organization shall provide all students with an identification card that includes the student's name; the host family's name, address, and telephone; the local representative's name, address, and telephone; the address and telephone of the organization's appropriate national office.
- G. For programs involving school enrollment, the organization shall maintain regular communication with school authorities.
- H. The organization shall provide an opportunity to the student, host family, and school to participate in a post-exchange evaluation.

STANDARD 7: OPERATIONS (con't)

- I. The organization shall have in place adequate plans and procedures for dealing with emergency situations that may arise during the program.
- J. The organization shall respond in a timely and appropriate fashion to complaints received from students, families, schools or others concerned with the program and its quality.

MATERIALS TO BE SUBMITTED:

- 7.1 Criteria used to select program representatives and group leaders, in the U.S. and abroad.
- 7.2 Copy of materials used to train program representatives and group leaders both in the U.S. and abroad, including the schedule of training sessions.
- 7.3 Description of procedures for supervision of program representatives and group leaders in the U.S. and abroad.
- 7.4 Copy of policy regarding commissions, travel benefits, expense reimbursements, and other emoluments provided to program representatives and group leaders, in the U.S. and abroad, including any contract and agreement forms.
- 7.5 Rules and/or guidelines for maintaining communication with the student, host family, and school.
- 7.6 Rules and/or guidelines for handling emergency situations.
- 7.7 Copy of student identification card.
- 7.8 Copy of final evaluation forms provided to students, host families, and schools, including a description of how the results are used.
- 7.9 Projects time line for completion or execution of each step of the program arrangements. (For example: student selection, student orientation, host family selection, host family and school placement, host family orientation, travel itinerary.)

Supplemental Guideline: Operations

President as Area Representative: It is not appropriate for the president of an organization to serve as an area representative because this leaves no person within the organization to whom a student, host family, or school can turn to for recourse, should a conflict develop.

7.9 When establishing a timeline for each of your programs, it may be useful to think in terms of an individual student and the timing of the many different steps of the program relating to his/her participation with you.

STANDARD 8: STUDENT INSURANCE

- A. The organization shall guarantee that every student is covered with adequate health and accident insurance. Such insurance shall:
 - a. Protect students for the duration of their program
 - b. Provide for the return of the student to his/her home in the event of serious illness, accident, or death during the program.
- B. The organization shall provide students, host families, and appropriate supervisor(s) with detailed printed information regarding the terms and limits of insurance coverage and procedures for filing a claim.
- C. Compensated officials and employees of the organization shall not receive compensation from the sale of insurance to its participants.

MATERIALS TO BE SUBMITTED:

- 8.1 If participants are covered with health and accident insurance through a policy provided by the organization, a copy of the health and accident insurance policy covering program participants.
- 8.2 If participants are covered with health and accident insurance through a policy held by the participant or the participant's natural family, a copy of the coverage specifications required and the insurance certificate/verification form required of program participants.
- 8.3 Detailed information regarding any self insured coverage or any coverage provided above and beyond those specified in 8.1 or 8.2.
- 8.4 Copy of all materials furnished to students, host families, and/or other supervisors regarding insurance coverage and procedures for filing a claim.
- 8.5 Letter from insurance agent stating current policy limits and scope of coverage provided. Such letter shall also state the expiration date of such policy and that the agent agrees to give the Council timely notice of cancellation or non-renewal of such policy.

STANDARD 8: STUDENT INSURANCE (con't)

Supplemental Guideline: Student Insurance

8.5 The letter from your insurance company must include the following information:

- current policy limits
- scope of coverage provided
- expiration date of the policy
- that the agent agrees to give the Council timely notice of cancellation or non-renewal of such policy.

NOTE: CSIET recommends that the "Certification of Insurance" form be completed and submitted by the insurance carrier in lieu of a letter. If the insurance carrier is submitting the form to CSIET directly, please indicate this in Section 8 of the Standards Compliance Binder(s).

STANDARD 9: ADHERENCE TO GOVERNMENT REGULATIONS

- A. The organization shall comply with all appropriate government regulations regarding international exchange or any other activity under its auspices.
- B. It shall be the responsibility of the organization to notify the Council of any change in status with respect to government designation, acknowledgment, acceptance, endorsement and/or sanction.

MATERIALS TO BE SUBMITTED:

- 9.1 Copies of letters of authorization, designation, or other documents which demonstrate government designation, acknowledgment, acceptance and/or endorsement.
- 9.2 Copies of appropriate reviews, reports, or evaluations submitted to government agencies.

Supplemental Guideline: Adherence to Government Regulations

9.2 For U.S. Department of State-designated organizations, please submit a copy of your annual report as required by the U.S. Department of State.

- 9.3 Copies of appropriate reviews, reports, or other evaluations conducted by government agencies.

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CSIET
212 South Henry Street, First Floor
Alexandria, Virginia 22314
Telephone: (703) 739-9050
Fax: (703) 739-9035
E-mail: Exchanges@csiet.org
Web address: <http://www.csiet.org>