

## Role of Country Coordinators - Outbound

### Pre Exchange

- After District interviews, phone students and advise them of their country allocation. Introduce yourself and give your contact details.
- Advise student that they need to complete 4 copies of the Application forms. All the Guarantee section must be original, not copies. Forms to be returned to Country Coordinators ASAP.
- Advise Country Coordinator in Host country how many students, (including gender) you are planning to send.
- If the applications are not received when promised, contact student/family to ascertain why. Impress on them the need for haste. Keep following up until the forms arrive.
- Check forms are filled correctly and completely.
- Keep one copy of the application and post three copies to the overseas District.
- Attach a covering letter impressing the need for the early return of Guarantee forms to travel organization (Terra Australis) for VISA and ticketing purposes. Provide them with the address for Terra Australia.

Terra Australis Tours Pty Ltd

PO Box 173

NEWCASTLE

N.S.W. 2300

- Follow up if slow. (Mid- year European school holidays usually cause delays.)
- Ask Host District for the Club and first Host family contact details.
- Pass on District and Host family contact details to students and ask them to make contact with the Club and first family.
- When flight details become available ensure student has a copy. (Usually Oct/Nov)
- If possible farewell the student from the airport (not essential but it shows that you care). If not possible contact the student and give them your best wishes for their exchange.

### During the Exchange

- Contact the student approximately one week after departure. Inquire to see how they are settling in.
- Contact student's family (in Australia) to see how they are and if they have had any contact with the student. (The student will at this stage contact their family if they have problems)
- Monthly reports are due at the end of each month. If not received by the end of the first week of the following month contact the student to ascertain why and to impress on them the importance of Monthly Reports.
- Maintain regular contact with the student and their family.
- Find out their return date.

## **Return from Exchange**

- Welcome the student home (email, facebook, phone or in person).
- Make time to catch-up one on one at Rebound weekend. If there are any problems provide some advice or if necessary try to resolve the issue.
- Ask the student if they are willing to attend Orientation weekends to help future students.