

## Student Support

**Airport Pickup & Transfers:** SMART can arrange either a chauffer service or taxi collection from the airport to take you or your staff to your end destination. This is particularly helpful for large families, candidates who are new to a country or those who are worried about language skills.

**Hotel Booking:**

Let SMART save you time by using our knowledge and experience to get you booked into the Hotel of your choice, anywhere worldwide.

**Accommodation Search, References/Guarantees:** SMART has a network of accommodation specialists in all parts of the world, but principally the UK and Canada. We locate accommodation for students and employees in accordance with their requirements and budget. This can range from an apartment in central London for a week in the summer to 4 bedroom houses in any region in the UK for 6 months or more. We can provide references, recommendations and guarantees on behalf of students and employees who have recently arrived overseas and have no other means of obtaining a reference.

**Trainee Induction or personal greeting service:** SMART can provide a personal reception at the airport for new student/employee arrivals or provide a written induction guide outlining the critical issues related to life overseas. This can incorporate any of your own company policies you may wish to include.

**Emergency Repatriation:** Sadly we regularly have to deal with cases where one of our students has to return home urgently following a death in the family. SMART will deal with all arrangements and minimise the stress and worry.

**English tuition for dependants:** SMART can place the husband/wife of your student or employees onto Registered English language courses anywhere in the world.

**Enrolment of children in schools & provision of transport:**

We will be pleased to enrol our Students' children into local schools, where possible, and also into any specialist school as required i.e. International schools, Islamic schools, or English language classes.

**Medical treatment and Health insurance:** SMART personnel has been providing case and assistance in finding appropriate medical treatment for more than 20 years. Private treatment with top specialists, emergencies, alternative therapy, dental care, ante natal care, addiction and rehabilitation centres advice on NHS eligibility, provision of medicine for local use or shipment to your home country. We also have arrangements with all main insurance companies and can arrange medical insurance for your students and employees which will match your requirements and budget. We can act as local intermediary between the insurers and your staff help settle any disputes or communication problems.

**Transit visa assistance:** SMART will arrange a transit visa for you as required, i.e. if your route changes or you wish to travel via a country where you need a transit visa

**Travel tickets:** New tickets issued for any route worldwide. SMART will quickly obtain air tickets for new babies born overseas. All ticket changes can be made through SMART i.e. changes of route (if available), upgrade of child and infant tickets.

**Excess baggage vouchers:** SMART can handle any problems with the return of personal effects to the home country, this can be done by providing excess baggage vouchers for flights, or their cash equivalents. Alternatively, SMART can arrange shipment of goods by air/sea freight or obtain a container for a group of employees to share. Full insurance for all shipments

**Emergency support:** SMART offers 3 levels of Emergency support. At its most basic, we will respond to a one off request, but our silver package provides this service during office hours to solve any type of problem for your employee e.g. no accommodation, lost passport, stolen money, return to home country because of bereavement, or any issue domestic or academic, which causes distress to your employee. The SMART gold package offers this service 24 hours per day, 7 days per week.

**Full support for legal cases:** From time to time a minority of overseas students/visitors become involved with legal cases or have problems with the police. SMART has local experience and can do a great deal to help from advising on the candidates rights, finding a solicitor, acting as a Character Witness, assisting the employee to cope with all aspects of a legal trial, and even support for prisoners. SMART has extensive experience and an excellent track record in this work.

**Departure travel, hotel bookings, transit visas & transfer:** We will make all arrangements for your students/employees to get the flights they want when they return home. We will arrange for Hotel accommodation prior to departure and transportation to the airport. We will even arrange a transit visa if you need this.