

Appendix – A

(Go Extra Mile Services (GEMs) - Scope of Work)

Stage	S. No.	Interaction Mode	Activity by Univariety	Activity by Student
Service Activation			Introduction to the services and Q&A	Payment by Cheque / Direct transfer / Online Payment towards the initiation of the Extra Mile Services
			We send the link to the student to create his profile on our portal	
			Welcome E-Mail by Univariety	
Shortlisting - Country, Course and Colleges	1	Personal Meeting / Video Chat	Expectations Setting Discussion - Answer immediate queries and check the information points on which clarity is required - Course interest, Country or Colleges. Understand the key criteria for the student and parent to be met and suggest the action plan.	
	2	Phone Session	Provide suitable information & help in finalizing the course and country options	
	3	E-mail	Provide a list of colleges under three categories - Aspiration Colleges, Best Fit Colleges and Safe Colleges.	
	4	E-mail	Provide a comparison sheet with relevant parameters like course structure, duration, tuition fees, cutoffs etc. for all shortlisted colleges	
	5	Personal Meeting / Video Chat	College Options Discussion - Discussion on the best options for the student basis all the information provided	Student and parent finalize the shortlist along with Univariety
	6	E-mail	Freeze the college list and take final sign off from the parents	
Admission Preparation	7	E-mail	Send the list of supporting documents to be prepared for each College shortlisted	
	8	Phone Session or Email	Guide on which all certificates to collect and the procedure	Begins collecting the certificates
	9	E-mail / Others	Help in procuring hard copy form in case there is an option of applying only through paper application for certain colleges	
	10	E-mail	Guide regarding the application process, application fee and application deadlines	
	11	E-mail	Guidance regarding entrance tests required , which test is preferred by the respective country, preferred scores , preparation required.	
	12	Phone Session or Email	Guidance on the best experts for the entrance tests preparation . In case of self preparation , we provide tips for success in the entrance tests.	Discussions within the family and clarifications from Univariety
	13	Phone Session	After a few days, finalization of the test preparation expert, package and study method for the entrance exam	
	14	E-mail	Guidance and assistance on how to register for the tests , payment modes etc. and facilitate the registration	
	15	Phone Session	Provide guidelines on how to write the SOP/Essay. Guidance from the expert on how to write and what to write in SOP / Personal Statement and essays. Which aspect to be highlighted etc.	Student writes the SOP/Essay as per the guidelines
	16	Phone Session	Provide guidelines on how to create a portfolio (In courses where applicable)	
	17	Phone Session	Guidance on how to write LOR's including suggestions on who will be the best referee to write the recommendation. What all to be included in the LOR etc.	Student puts in requisition to his school for the recommendations



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Admission Preparation	18	E-Mail	Univariety to ask for the scores from the tests taken by the student	Student sends all scores of tests to Univariety
	19	Phone Session or Email	Guidance on how to build your profile, prepare your CV and how to put all the academic and extra- curricular achievements (if applicable).	Student to prepare CV according to the guidelines
	20	Personal Meeting / Video Chat	College List Revisit - Revisit the college list depending on the scores obtained in the tests (if required). Take parental confirmation for any revision in the list.	
	21	Email	Quality check for the supporting documents and guide on the areas to improve	Student to send all the supporting documents to Univariety to check
	22	Email	Final editing & proof reading of the personal statement, essays and recommendation letters	
	23	Email	Soft Copy Binder of complete sets of support documents	
	24	Email	Signoff from the parent for the Binder	
Application Processing and Submission	25	E-mail	Forward links for the online application	
	26	E-mail	Create a new student e-mail account for communication with the universities. The password for this account is shared between Univariety and the student to be able to access the account.	
	27	Live Online Monitoring and Quality Control Check Point 1	Guidance on filling in the application and preventing errors by providing real-time online support while filling application.	Students fills the information while counselor watches the process online. Student sends the completed application over to Univariety
	28	Quality Control Check Point 2	Application check by the Experts to rectify the errors (if any)	
	29	Quality Control Check Point 3	Final application check by the Head of the Team. Rectify the errors (if any)	Student/Parent gives the final go ahead
	30	Email	Signoff from the parent about the applications pre-submission	
	31	E-mail	Uploading of Documents where submissions are online	
	32	E-mail	Where submissions are to be made offline (by post); guide in preparing application packets with the covering letter to be sent to the Universities. Provide correct addresses to send to	All couriers are sent to the Universities by the student
	33	E-mail	Document the details of the application reference numbers, acknowledgement number and send to the student and the parent	
	34	Email	Signoff from the parent about the applications post-submission	
Post Application Followup	35	Online / Email	Forward the entrance tests results to the University as and when the results are out (if applicable)	
	36	E-mail	Research on the scholarships available and Guide on the entry criteria for available scholarships	
	37	Online / Email	Keep track of the communications. Alternate day check on the communication from the Universities with prompt reply after consultation with student	
	38	Online / Email	Alternate day check of the University portal for updates on the application status	



Stage	S. No.	Interaction Mode	Activity by Univariety	Activity by Student
Post Application Followup	35	Online / Email	Forward the entrance tests results to the University as and when the results are out (if applicable)	
	36	E-mail	Research on the scholarships available and Guide on the entry criteria for available scholarships	
	37	Online / Email	Keep track of the communications. Alternate day check on the communication from the Universities with prompt reply after consultation with student	
	38	Online / Email	Alternate day check of the University portal for updates on the application status	
Admission Finalization	39	E-mail	Guidance on how to accept the offers & help facilitate the same	Student to send the copy of the offer letters / emails to Univariety
	40	Personal Meeting / Video Chat	Assessment of offers received on a regular basis	
	41	Personal Meeting / Video Chat	Apply to more colleges to create more options (if required)	
	42	E-mail	Finalized choice on the offer accepted	Student / Parent takes the decision
	43	E-mail	Guide on the different kind of accommodations available and the procedure	
	44	E-mail	Guide & help in applying for accommodation.	Student / Parent takes the decision
	46	Personal Meeting / Video Chat	Guidelines on the visa requirement for the college finalized, list of documents required	Parents to prepare the visa documents
	47	Quality Control Check Point 1	Documents check by the Visa expert- 1st review	
	48	Quality Control Check Point 2	Documents check by the Visa expert-final review	

	Personal meeting / Video chat / Phone session
	Suggested phone session or email if desired by the student
	Signoff from student / parent

