

AzubiTrack gUG (i.G.) Support Services Agreement

This draft is a practical redraft of the uploaded candidate agreement and is intended for review and adaptation before formal use. It preserves the core structure of the original form while shifting the language from a commercial consultancy model to a nonprofit support-services model.

Parties

This Support Services Agreement is entered into between:

AzubiTrack gUG (i.G.)

Industriestraße 92, 67433 Neustadt an der Weinstraße, Germany

Represented by: Dr. Muhammad Saeed

(hereinafter referred to as "AzubiTrack")

and

Candidate Name: _____, **Date of Birth:** _____ **Nationality:** _____,

Email: _____ **Address:** _____

(hereinafter referred to as "the Candidate")

Summary of Key Terms

- **Purpose:** Ethical support for pathways to Germany, including Ausbildung, Duale Studium, FSJ/BFD, Au Pair, and direct employment opportunities.
- **Nature of support:** AzubiTrack provides guidance, documentation support, application preparation, and post-arrival support. It does **not** guarantee contracts, placements, employment, or visa outcomes.
- **Support period:** 6 months from the date of signature, unless extended by mutual written agreement.
- **Fee model:** Milestone-based support contributions become payable only when the relevant milestone is reached.
- **Fee waiver:** Candidates from BISP-registered households may request a 100% fee waiver, subject to verification.
- **Data protection:** Personal data is handled in accordance with applicable GDPR requirements.
- **Termination:** Either party may terminate this Agreement in writing, subject to the payment rules set out below.

1. Purpose of the Agreement

The purpose of this Agreement is to define the support services offered by AzubiTrack to the Candidate in connection with the Candidate's pursuit of an educational, vocational, volunteer, or employment pathway in Germany.

AzubiTrack acts solely as a guidance and support organisation. It does not operate as a guarantor of employment, training contracts, placements, admissions, or visa approvals.

2. Scope of Support Services

AzubiTrack agrees to provide support services during the support period, which may include:

- Orientation on available pathways, including Ausbildung, Duale Studium, FSJ/BFD, Au Pair, and job options in Germany.
- General guidance regarding recognition of Pakistani educational qualifications.
- Support with application strategy, CV preparation, and motivation letter drafting.
- Interview preparation for employers, institutions, and visa-related processes.
- Support in identifying suitable vocational institutions, organisations, or employers.
- Guidance on German language learning resources and preparation pathways.
- Support with visa-related documentation and procedural preparation.
- Post-arrival orientation and early integration support in Germany.

AzubiTrack provides support services in good faith but does not guarantee that any opportunity, contract, interview, admission, or visa will be obtained.

3. Nature of the Support Contributions

The payments under this Agreement are **support contributions** for services rendered by AzubiTrack. They are not fees for the guaranteed procurement of a contract, placement, or visa outcome.

The Candidate acknowledges that the contributions are charged for support activities such as orientation, documentation support, application preparation, interview preparation, visa guidance, and post-arrival support.

Where VAT is legally applicable under German law, it shall be charged at the applicable statutory rate. Germany's standard VAT rate is generally 19% for taxable services, although legal treatment may depend on the service type and tax status.

4. Initial Screening Call

An initial screening call may be offered for **€5**, payable to the designated Pakistan account before the call takes place.

This amount is non-refundable, as it relates to a separate preliminary screening and orientation service.

5. Support Contributions and Milestone-Based Payment Structure

These fees are a temporary arrangement to cover operating costs during our founding phase. As government, institutional, and corporate funding partnerships are established, fees will be progressively reduced or abolished. Support contributions are payable only when the corresponding milestone is reached.

Milestone 1 – Start of Case

- **€125** becomes payable when the Candidate formally starts the support process with AzubiTrack. This milestone includes profile assessment, initial consultation, and commencement of the agreed support period.

Milestone 2 – Receipt of Contract or Comparable Formal Offer

FSJ/BFD: €125, Ausbildung: €250, Duale Studium: €375, Job: €500

This milestone becomes payable when the Candidate receives a formal contract or comparable formal offer from a German institution or employer.

Milestone 3 – Visa Approval

FSJ/BFD: €250, Ausbildung: €375, Duale Studium: €500, Job: €875

This milestone becomes payable upon official visa approval by the competent authority.

6. BISP Fee Waiver

Candidates from **BISP-registered households** may request a **100% fee waiver**. To request the waiver, the Candidate must provide verifiable supporting evidence, such as a BISP card, payment record, or other reliable proof of eligibility. False or misleading information may result in immediate refusal of the waiver request and permanent disqualification from AzubiTrack services.

7. Payment Method

All payments under this Agreement are payable in Euros (€), unless a different collection method is explicitly specified for the initial screening call.

Payments to AzubiTrack shall be made through lawful and traceable channels, such as bank transfer or Wise. Cash payments are not accepted.

8. Visa Rejection

If a visa application is rejected, no refund is automatically due for support contributions already earned in connection with completed support milestones, unless mandatory law requires otherwise.

Where appropriate, AzubiTrack may continue to provide reasonable follow-up support regarding documentary or procedural issues, including review of the refusal notice and assistance with revised documentation, without additional charge for that limited follow-up support.

9. Term and Termination

This Agreement begins on the date of signature and continues for **6 months**, unless extended by mutual written agreement.

Either party may terminate this Agreement in writing.

Termination does not affect support contributions that have already become due before termination, or amounts properly earned for services already rendered up to the date of termination, unless mandatory law provides otherwise.

10. No Guarantee and Legal Disclaimer

AzubiTrack is a nonprofit support organisation and not a guarantor of contracts, placements, admission decisions, or visa outcomes.

All outcomes depend on factors outside AzubiTrack's control, including the Candidate's qualifications, documentation, language ability, interview performance, employer or institutional decisions, and decisions by German authorities.

11. Data Protection and Confidentiality

Personal data shall be collected, stored, and processed only to the extent necessary for the purposes of providing support services and administering the Candidate's case, in accordance with applicable data protection law, including the GDPR.

Both parties agree to treat non-public personal and case-related information as confidential, unless disclosure is required by law or explicitly authorised by the Candidate.

12. Governing Law and Language

This Agreement is governed by the laws of the Federal Republic of Germany.

Signed on Place & Date: _____

AzubiTrack gUG (i.G.)

Name: Dr. Muhammad Saeed

Signature: _____

Candidate Name: _____

Signature: _____

Optional Annex: BISP Fee Waiver Declaration

Candidate Name: _____

Father's Name: _____

CNIC Number: _____

Mobile Number: _____

Address in Pakistan: _____

The undersigned declares that:

- the Candidate or the Candidate's immediate family is registered under BISP;
- the Candidate requests a full fee waiver on that basis;
- authentic proof of eligibility has been attached;
- false information may result in permanent disqualification from AzubiTrack services; and
- AzubiTrack may verify the submitted documents to assess eligibility.

Signature of Candidate: _____

Place & Date: _____