



## Instructions and Policies

The Knowledge Company provides thorough and authoritative education credential evaluations of foreign secondary, undergraduate and graduate programs, consistently accepted by the INS. We rely on the norms of the American university community, informed by country expert and original research.

### Materials Required for Evaluation:

- ◆ Copies of secondary school certificates with transcripts (if applicable);
- ◆ Copies of degrees/diplomas with transcripts or mark sheets for undergraduate degree and graduate degrees. For Ph.D. evaluations, we require a copy of Ph.D. thesis cover page with thesis title for determination of specialization. We may request a copy of the abstract in some cases.
- ◆ Copies of professional license or examination certificate (bar, medicine, accounting, nursing, or other professional examinations).

**Name Change Documentation:** The Knowledge Company uses the student's name as it appears on the educational credentials. Clients wishing us to use a different name must provide official documentation, such as a marriage certificate or name-change certificate from local government office confirming that the different names designate the same person.

**Original Documentation:** The Knowledge Company does not require the original documentation; copies of originals are usually sufficient. However, we reserve the right to request and review original documents mailed directly from foreign universities. We cannot return documents to the client. The Knowledge Company keeps individual files for three years. If any revisions are requested after three years, the client will need to submit all the documents as a new case.

**Terms of Evaluation:** Our standard service is 7-working day turn-around. We also offer 3 working-day rush service and 24-hour express service. Any revision requested by the client after The Knowledge Company has completed and mailed the educational credential report will cost \$45.

**Certified Translations:** The Knowledge Company requires certified translations of all documents not issued by the school in English, as well as copies of the original-language documents. Translations should be certified as follows: "I certify that I am fluent in both English and [foreign language] and that the attached English translation of [applicant's name]'s [document's name] is a true and accurate translation of the original documents(s) in [foreign language]." The translator needs to sign this statement and initial any attached pages. We will not accept translations by the client. When there are time constraints, The Knowledge Company will evaluate documents in the original language for the following: Chinese, French, German, Italian, Portuguese, Russian, and Spanish. For this service we charge an additional \$22 per degree. Documents in languages other than those listed above must be accompanied by certified translations.

**Refund Policy:** The Knowledge Company will not refund payment for an educational credential evaluation that the applicant cancels after submitting the request. The Knowledge Company also will not complete a credential evaluation nor will it refund payment if a request includes forged, altered, or falsified documents.

**Limited Warranty:** The Knowledge Company warrants that qualified evaluators will complete all evaluations and that each evaluation will be based on these evaluators' best judgment and current knowledge. Each evaluation conforms to standards set by in-house counsel. The Knowledge Company renders its evaluation substantially on the basis of the copies of documents submitted and the representations made by the applicant. Any factual inaccuracy in documents, forgery or misrepresentation is solely the responsibility of the applicant. The applicant must recognize that the evaluations of The Knowledge Company are strictly advisory and that each institution, agency (federal or state), company, or individual decides whether to accept this advice. There are no explicit or implied warranties beyond those outlined in this section.

### Certification

I certify that I have read all of the information appearing on the Application, Instructions and Policies, and that I accept the terms and conditions stated therein.

This application creates a contract between the Knowledge Company and the person who signed the application. If the signer is not the person whose educational credentials are being evaluated, the act of signing certifies that the signer is acting on behalf of the person whose education credentials are involved, and has the authority to do so.

Today's date \_\_\_\_\_ Signature \_\_\_\_\_ Printed name \_\_\_\_\_

**Signature is required.**