



Welcome to

AlphaBEST

EDUCATION

About AlphaBEST

AlphaBEST is a company driven by the belief in the power of wonder to connect individuals to a world of endless possibilities. We are a wholly owned subsidiary of Kaplan Early Learning, a leading international provider of products and services aimed at enhancing children's learning. At AlphaBEST, we pride ourselves on our innovative, discovery-based curriculum that taps into children's innate sense of wonder, helping to foster a love for learning that transcends traditional educational approaches.

Mission:

To engage children's minds and expand their horizons in safe and discovery-filled environments.

Vision:

To shape the future generations of thoughtful, curious problem-solvers and collaborators by showing them that learning can be fun, engaging, and can happen anywhere.

Who We Are

AlphaBEST operates in over 600 schools across 20 states, providing engaging programs that reach over 30,000 students daily. Our core mission is to engage children's minds and expand their horizons in safe, discovery-filled environments. By shaping future generations of thoughtful, curious problem-solvers and collaborators, we aim to show that learning can be fun and engaging and take place anywhere.

Our Core Beliefs

- ***We believe in the power of wonder to connect us to a world of endless possibilities.***
- ***We believe that the world is a better place when we feel connected to it.***

Core Values

AlphaBEST's core values define the fundamental principles and beliefs that guide our decisions and actions. These values serve as a compass for our employees, providing a clear sense of direction and purpose that aligns with our overall mission and vision.



BEST AT WHAT WE DO

Striving for excellence in all of our programs and services.

- Looking for ways to make the ordinary, extraordinary!
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CHILDREN FIRST

Always putting the needs and growth of children at the heart of everything we do.

- Prioritizing the safety of our students.
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VALUE CONNECTION

Building meaningful connections between children, educators, and families.

- Be present, positive and patient.
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MAKE IT RIGHT

Ensuring everything we do is done with integrity and quality.

- Addressing challenges with curiosity and openness.
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HAVE FUN

Encouraging joy and excitement in learning, every day.

- Looking to create memorable moments for those we serve.
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YES MINDSET

Maintaining a positive, open-minded approach to challenges and opportunities.

- Looking at challenges in a positive light.



Job Descriptions

Team members serve as role models and mentors, teaching students valuable skills, life lessons, and helping them build friendships. AlphaBEST provides job descriptions to outline expectations and responsibilities, with further details available in the employee handbook and in the reference section of this guide.

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SITE DIRECTOR

Site Directors lead and coordinate the Extended Day Program at their location, ensuring its success through effective supervision and collaboration. They build strong connections with families, students, staff, and school partners. Site Director responsibilities include:

- ☑ **Manages the overall condition of the program spaces and administrative tasks.**
- ☑ **Oversees daily activities including attendance, snack, and programming.**
- ☑ **Provides oversight in emergency situations and schedule regular drills.**
- ☑ **Ensures Expeditions and Community Circle are being performed with fidelity.**
- ☑ **First point of contact for parents and families.**
- ☑ **Manages, mentors, and coaches Group Leaders.**
- ☑ **Build relationships with the school's administrators.**
- ☑ **Ensuring that the site meets or exceeds labor goals through accurate time recorded by all team members at the site.**

GROUP LEADER

Group Leaders ensure a safe environment, guiding children through lessons and creative, social activities. Group Leader responsibilities include:

- ☑ **Provides constant supervision, especially in high risk areas, of children by staying within sight and sound of assigned group.**
 - ☑ **Knows how many children are in their group at all times and through name-to-face counts every 30 minutes.**
 - ☑ **Leads groups of children and facilitates learning and participation.**
 - ☑ **Manages student behavior to ensure all students are fully engaged.**
 - ☑ **Prepares Expeditions materials, equipment, and demonstrations.**
 - ☑ **Keeps conversations appropriate and professional.**
 - ☑ **Accurately record time worked each shift, using the AlphaBEST approved method of punching in/out in ADP.**
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AREA MANAGER

Area Managers oversee multiple schools, managing Site Directors and supporting programs by monitoring sites, mentoring staff, and building relationships with students and parents. Some of their responsibilities include:

- ☑ **Supports Site Directors and Group Leaders to meet program goals and ensure satisfaction.**
 - ☑ **Ensures program quality, licensing compliance, and safety.**
 - ☑ **Manages staffing, including hiring, onboarding, and support.**
 - ☑ **Maintains budget compliance and accurate labor records.**
 - ☑ **Builds relationships with parents, students, school staff, and community members.**
 - ☑ **Ensuring each site is operating within the assigned budgeted labor hours and/or dollars provided by the organization.**
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ACCOMMODATIONS: accommodations@alphabest.org

- *For questions about the accommodation plan process or student behaviors.*
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CURRICULUM: curriculum@alphabest.org

- *Provides assistance with Expeditions-based questions.*
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CUSTOMER CARE: customercare@alphabest.org | 866-300-7750

- *Assists families with registration, billing, schedule changes, account support and help with KangarooTime.*
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HUMAN RESOURCES: humanresources@alphabest.org

- *Supports staff by managing hiring, benefits, compliance, and workplace well-being.*
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IT:

- *Fill out a Support Ticket on any staff iPad for issues with iPads, site phones, email or Chromebooks.*
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LEARNING OPERATIONS: learningops@alphabest.org

- *Assists with the scheduling of training, LearningHUB, training certificates and badges.*
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LICENSING: licensing@alphabest.org

- *Provides assistance for license-specific questions.*
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PAYROLL: payroll@alphabest.org

- *Supports staff by managing hiring, benefits, compliance, and workplace well-being.*
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RISK MANAGEMENT: safety@alphabest.org

- *Provides assistance on Student and Team Member injuries, Student incidents, and Worker's Comp.*
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SUBSIDY: subsidy@alphabest.org

- *Supports families needing subsidies or voucher assistance.*
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COPY YOUR AM!

Any time you reach out for assistance, ensure that you CC your Area Manager on the email to keep them in the know!