

APPENDIX for NAFSA publication, *Internships, Service Learning, and Volunteering Abroad: Successful Models and Best Practices*

Best Practices on Vetting Partners and Developing Opportunities for Work, Internships and Volunteering Abroad (WIVA)

The “Best Practices on Vetting Partners and Developing WIVA Opportunities” document is a resource for international educators who are interested in learning more, expanding on or developing Work, Internship, and/or Volunteer Abroad (WIVA) opportunities.

This document was created in 2010-11 and updated in 2012 by a task force of NAFSA’s Education Abroad Knowledge Community WIVA Subcommittee. The task force, chaired by Jill Burya, was comprised of university practitioners and third party representatives who had expertise and represented diverse perspectives in the field of international education. We anticipate that the resource will serve as a workbook and guide for further expansion or development of WIVA programs in the field of international education. For further information or questions, please do not hesitate to contact the task force members listed at the end of the resource.

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Stakeholders

Who are the stakeholders in international internship programs?

1. Students
2. Study Abroad Office
3. Work Abroad Program Office
4. Career Services Office
5. University Leadership
6. Registrar (regarding credit/audit options)
7. Departments requiring internships
8. Department faculty
9. Employers
10. If applicable, third party provider

Information provided by: Kristy Beavers, Chapman University; Jill Burya, then with Georgia Institute of Technology

Institutional Approaches to Developing Internships and Vetting Partners (Examples)

Type of Institution: Public institution

Size: 20,000+ students

Work Abroad Model: Internal development of internships. Staff members contact companies directly to create internship opportunities. Students prepare for internship experiences through language classes, courses on the culture, business etiquette and history of the host country, and extensive pre-departure sessions organized before departure.

Resources: High-amount of resources

Credits: Students do not receive credit for internships. Instead, they are placed in an audit course so that they are considered a full-time student throughout the duration of the 14-16 week, 40 hour/week internship. On the transcript, it is noted that the student has completed an international work experience.

De-centralized or Centralized: Centralized

Example: Georgia Institute of Technology (<http://www.workabroad.gatech.edu/>)

Type of Institution: Private Liberal Arts institution

Size: 4,000 undergraduates, 3000 graduate and 300 in School of Law

Work Abroad Model: Work exclusively with 3rd party providers and host universities for international internship programs. All employer placements are vetted by the program

providers and host institutions. Housing, on ground support, cultural and academic orientation programs are provided as part of the program services.

Resources: High-amount of resources

Credits: Students always receive academic credit for international internships managed by home institution. Students do not receive academic credit for international internships they set up themselves. Internships run during the summer receive 3-6 units and are stand alone, full time internship programs with course designation of INTI. Internships taken as part of a semester-long study abroad/internship combo typically receive 3 units and internships are set up and managed by the host institution faculty. If students are completing “work experiences” without registering for credit, they are not considered interns by the university.

De-centralized or Centralized: Centralized (for the most part)

Example: Chapman University (<http://www.chapman.edu/cge/>)

Type of Institution: Private institution

Size: 10,000 students

Work Abroad Model: International Science and Technology Initiatives (MISTI) is primary international education program. The host institution organizes all-expenses paid internships and research in companies, research institutions and universities in ten countries. Staff members contact hosts directly to create internship opportunities. Students prepare for their internships through language classes, courses on the culture and history of the host country, and intensive preparation sessions organized by staff.

Resources: High-amount of resources

Credits: Students do not receive credit for internships.

De-Centralized or Centralized: De-centralized

Example: MIT (<http://mit.edu/misti/>)

Type of Institution: Public institution

Size: 50,000+ students

Work Abroad Model: Some study abroad programs offer internships for academic credit. We do not administer our own work, intern, volunteer programs. Instead, we advise and provide resources to students on these options and cosponsor programs through various sending organizations.

Resources: High-amount of resources

Credits: Students receive credit for internships that are part of a study abroad program. Students can apply to do a directed study with a professor in order to get academic credit for a work, intern or volunteer abroad activity. Most students participate in these types of activities for the experience rather than the credit.

De-Centralized or Centralized: University of Minnesota - Twin Cities is a mostly centralized institution

Example: University of Minnesota - Twin Cities

(<http://www.umabroad.umn.edu/programs/wiv/index.html>)

Type of Institution: Public institution

Size: 40,000+ students

Work Abroad Model: Decentralized. Schools, Colleges, academic departments, institutes all have offices or individuals that are involved in sending students abroad through administered programs or funding students' proposals. Offices such as the International Center advise and provide resources to students on these options and cosponsor programs through various sending organizations. Around 2,000 students study or do internships abroad for academic credit, whereas 1,300 participate in co-curricular (not-for-credit) research, internships, and volunteering. Students go individually as well as in groups; many of the group projects are by student-run organizations.

Resources: Individual units vary from low to high amount of resources; centrally, support for health and safety, tracking students and health insurance is high-resource.

Credits: Students receive credit for internships that are part of a study abroad program. Students can apply to do a directed study with a professor in order to get academic credit for a work, intern or volunteer abroad activity. Most students participate in these types of activities for the experience rather than the credit.

De-Centralized or Centralized: University of Michigan-Ann Arbor is a decentralized institution with centralized coordination and support regarding health and safety matters for students and employees who go abroad.

Example: University of Michigan – Ann Arbor (<http://globalportal.umich.edu>)

Managing Expectations of WIVA Opportunities

How do university practitioners or third-party providers manage student expectations of WIVA opportunities?

1. Meet with all students before they are given access to apply for international internships. Assess their expectations in person.
2. Provide a 3 ½ hour health, safety and cross-cultural orientation that includes expectations that a student should have as an intern. A component of orientation can also include bringing former interns to discuss what their expectations were of the internship.
3. If possible, put the intern in touch with previous interns the company has had in the past. If the company is new to interns, put the student in touch with students that have interned in that country/region in the past.
4. It is recommended that students have previous co-op or internship experiences in the United States before they are able to apply. This helps with their expectations of a working environment.
5. It is recommended that students have previous language or in-country experience. This helps with their cultural adaptation when working abroad.
6. Recommend that the student writes a cover letter that discusses their interests in working with the company. Also, it is recommended that the student completes a Skype/phone/in-person interview with the employer.

7. Emphasize to students that all in all, it's all about the attitude and they should be flexible with their program

Information provided by: Jill Burya, then with Georgia Institute of Technology

How do university practitioners or third-party providers manage employer expectations of WIVA opportunities?

1. Recommend that the employer completes a phone/Skype interview or if possible, have a representative from the local branch come to interview the students on campus
2. Provide examples of projects students have completed in the past
3. Have the employer and student complete a "goals setting" document at the beginning of the internship so that expectations from both employer and student are understood
4. Have the employer complete an evaluation at the completion of the internship so that advisors can advise more appropriately in the future
5. Provide the employer with student and employer testimonials from other internships that have been completed in the past
6. Ask the employer if they have worked with an intern in the past when establishing the internship program
7. A clear placement description should be written by the employer and the third party provider or student, whichever applies.

Information provided by: Jill Burya, formally with Georgia Institute of Technology

Developing Internships: *Building Direct Institutional Relationships*

As a university practitioner, how do you identify internship leads?

1. Locally-based employers with an international presence
2. Faculty with international research or professional relationships
3. Alumni of that citizenship or expats currently living in the country of the international internship
4. Chamber of Commerce relationships
5. Consulate relationships
6. Department of Economic Development recommendations
7. Third party provider opportunities

From the perspective of a university, what questions do you ask an employer/organization when developing a WIVA opportunity?

1. What meaningful projects is the student intern able to complete?
2. What are the estimated costs of living? We recommend that hosts provide a stipend to cover cost of living (local food, local housing, local transportation).
3. Supervisor available for intern?

4. Duration of internship? What time of year or seasons is the internship available/not available?
5. Full-time internship or part-time internship?
6. Is company housing available? If not, is there a stipend available for housing the student? Can the employer arrange a home-stay?
7. Will you have the student working independently or on group projects?
8. Have you worked with other interns in the past?
9. What language level is required of the student?
10. If not in the country of the internship, can you please explain the environment that the student will be working in (to make sure that it is a safe working/living environment).
 - Location and contact details for nearest clinic/hospital
 - Emergency contact details for supervisor or other contact at employer
 - Organizational culture, dress code, etc
11. What arrangements are necessary for the appropriate immigration paperwork? Is the employer able to provide support in this process?
12. What skills, qualification and/or academic background is the employer seeking in interns?

Information provided by: April Perez, MIT; Jill Burya, then with Georgia Institute of Technology; Chris Bennett, IE3 Global Internship

Vetting 3rd Party Providers

How Different Organizations (3rd Party Providers) Operate to Develop Internships and Vet Partners

Type of Organization: Third party (commercial) provider of customized experiential education (internship) programs and TEFL courses.

Size: 20 employees worldwide with approximately 600 placements annually (TEFL and internships).

Work Abroad Model: All internship programs include a comprehensive consultation with each applicant to identify academic background, career goals, requested program length, and location of interest. We match applicants with businesses and organizations that best meet academic and professional objectives. Each program is consistent in quality and design in all locations worldwide. English speaking international destinations include London, Dublin, and Sydney. Some language proficiency is required for internships in Spain, France, and Italy. Acceptance requirements include 19 years of age, a 2.6 minimum GPA and relevant coursework and/or work history.

Our program fee includes customized internship placement and on-site oversight by an in-country company employee who acts as the 24/7 “safety net” and as a social coordinator. Our representative is typically a long time local with hundreds of city business relationships. That person sources the placement for an acceptable work environment and professional business culture. S/he monitors the internship throughout

the placement and administers the necessary assessment protocols. Students find us via Internet searches or through institutional referrals .

Also included in the “bundle of services” are accommodations near the internship site, travel/medical insurance, visa assistance, airport pickup/on-ground support, program orientation and social activities/excursions. Summer internships are eight weeks in length in English speaking countries and ten weeks in countries where language training is required. Fall and spring semester programs are twelve weeks in length.

Credits: Typically, half of our students are enrolled for college credit (either through their home school or via online courses with our educational partner, Eastern Washington University). The other half receive transcript notation only or are recent graduates. Internships are unpaid and full time. Part time internships are available for those on student visas. Benefits such as public transportation passes and lunch money vary greatly and cannot be guaranteed in advance.

Resources: High amount of resources. Revenue from program fees paid by participating students or through institutions directly (with whom we have developed customized programs). Fees range by program length and by location from approx. \$6000 to \$10,000 USD. Students are responsible for their food, flight, and personal expenses. A \$50 application fee is refundable at program completion.

Example: Global Experiences (<http://www.globalexperiences.com>)

Information provided by: Jon Peterson, then with Global Experiences

Type of Organization: Non-profit international volunteer organization providing short-term volunteer and intern abroad programs in 12 countries worldwide.

Size: 200 employees worldwide with hundreds of program opportunities

Intern Abroad Model: The Intern Abroad program provides an opportunity for students to do an international internship and gain work experience in the areas of Education, Health, or Social Services. The organization offers a supportive and academic framework to complement the volunteer experience, a highly-personalized experience built from dialogue on the learning objectives defined by the participant. Intern Abroad participants are supported by organizational staff—experts in cultural exchange and community development—to effectively serve and collaborate with dynamic and inspiring community-led initiatives (e.g. orphanages and childcare centers, schools, health clinics and hospitals, homes for the elderly, centers for people with disabilities, etc.). Students work side-by-side with local people on a defined and structured project that directly contributes to the community’s objectives, and in the process gain a deeper understanding of the culture, challenges, and customs.

Once in-country, interns are assigned to a dedicated Intern Supervisor who is from the local community and knowledgeable in their chosen field. Students are asked to keep a log of their experience, and complete a summary project to receive a Record of Completion. To ensure a balanced experience, and provide additional outlets for structured learning, the program design includes Cultural & Learning Activities and Free Time for independent exploration.

Lodging in a Home-Base allows for structured reflection with peers and local staff, assures the overall safety of participants, and avoids unintentional burden on the community. Program opportunities are varied and flexible – students choose *where* (from 10 countries), *when* (start dates year-round), and *how long* (from 3-12 weeks).

This intentional, highly-structured program design of pre-departure goal assessment and expectation-setting, guided reflection and learning, dedicated in-country staff support, and partnership with community members ensures a rich learning experience for the student, a culturally appropriate and respectful relationship with the community, and an overall positive impact on the population served.

Credits: Students interested in receiving credit for a Volunteer or Intern abroad experience may be able to receive academic credit through their home institution. Upon completion of the program, a Record of Service is provided.

Resources: High amount of resources, including fundraising support. The program fee varies from US\$3520 to \$8170 (based on program selections), which is 100% U.S. tax-deductible. The program fee includes: personalized intern placement, Cultural & Learning Activities, lodging, all meals and safe drinking water, in-country ground transportation, experienced and professional full-time staff, pre-departure materials and support, all incoming local and international phone calls, a 24-hour emergency hotline, comprehensive travel medical insurance, and more. Participants are responsible for airfare, visa and passport fees, vaccinations, and other personal expenses.

Example: Cross-Cultural Solutions (<http://www.crossculturalsolutions.org>)

Information provided by: Lesley Robinson, then with Cross-Cultural Solutions

Type of Organization: Third party provider of standard and customized Paid and Non-Paid Internship Placements and Volunteer Placements.

Size: 105 employees worldwide with approximately 1000 placements annually (Internships and Volunteer programs).

Work Abroad Model: Participants apply to the internship program just like if they would at a local company in the US. Once we receive all their paperwork it gets processed and presented to different companies that might fit the student's profile within the city they have selected. In our case we have Internships in Cordoba, Buenos Aires (Argentina), Santiago de Chile, Antigua (Guatemala), San Jose (Costa Rica), Barcelona (Spain). We finalize details with only one of these companies and sign an agreement with the details of each particular student.

The student receives a placement description (responsibilities, company description, etc). Once student arrives, they will be guided by our on-site mentor and a mentor within the company.

To guarantee a successful internship experience, it is VERY important for a student to fulfill the language level requirement and the placement length requirement. Our program fee includes: customized internship placement, local mentor guide, placement change in the case there was a problem, 24/7 emergency phone and weekly cultural activities.

Other program components also available through us are essential for the internship program: travel insurance, accommodation, airport pick up, excursions

Credits: Most of our students are not enrolled for college credit. Internships are 4 – 6 hours/day and paid internship participants receive a stipend.

Resources: High amount of resources. Revenue from program fees paid by participating students or through institutions directly (with whom we have affiliate

agreements). Fees range by program length and by location from approx. \$450 to \$3000 USD.

Example: COINED International (<http://www.intercoined.org>)

Information provided by: Connie Marianacci, then with COINED International

From the perspective of a university practitioner, what questions do you ask a third party provider?

1. Look the company up on the internet
 - A. number of employees
 - B. date established
 - C. locations around the world
 - D. products and services rendered
 - E. types of programs
2. Email NAFSA & WIVA for comments regarding the third party provider
3. Email the company to request the following information
 - A. Annual Report
 - B. Information on the existing internship program
 - i. How many students per year do they send on their internship program?
 - ii. From what universities? How do they recruit?
 - iii. Academic credit? If so, how many credits?
 - iv. Required or optional coursework?
 - v. Any prerequisites that the students need to complete an internship?
 - vi. Paid or unpaid?
 - vii. Full-time or part-time?
 - viii. What majors are their programs for?
 - ix. What level in school?
 - x. Average length of internships/timeframe?
 - xi. Application process? Application fee? Program fee?
 - xii. Language needed? What is the language of instruction?
 - xiii. In-country support?
 - xiv. Ability to handle work permits/visas
 - xv. Health insurance
 - xvi. Are scholarships available?
 - xvii. What costs are students responsible for?
 - xviii. Other included benefits (i.e. housing, meals)of the program?
 - xix. What is the program model?
4. Why are they recruiting at your university/How did you hear about the XXX university program?
5. Ask for testimonials from other interns, preferably (your university) interns
6. What other similar options do we have in that city or country?
7. How do you vet your employers? What qualifications or requirements do you have in place that employers need to fulfill?
8. How are interns placed? Are there pre-set placements to which students apply or is the internship “customized” for the student?

9. What training or assistance do you provide to the employers who may be new to internships? Or internships are not that common in their country.
10. If they arise, how do you facilitate or resolve conflict or difficult situations between the employer and the student?
11. What methods or protocols do you have in place to evaluate both student performance and student satisfaction with the internship experience?
12. What happens if the internship and the participant are not a good fit?
13. How early in advance, before they travel, does the student know what their placement is going to be?
14. If going through a third party provider, is a placement guaranteed?
15. About how long does it take to get a confirmation of a placement?

Information provided by: Jill Burya, then with GT Work Abroad Program; Sarah Tschida, University of Minnesota; Kristy Beavers, Chapman University; Connie Marianacci, then with COINED International

How do university practitioners or third party providers develop WIVA opportunities in regions of the world that are less accustomed to WIVA?

1. Create a relationship with the company (i.e. set up phone calls and possibly visit the company location several times before the internship is developed)
2. Provide examples of projects students have completed in the past
3. Provide an in-depth overview of your institution as well as the goals the institution has in increasing global competency or international experiences
4. Contact the consulate or local chamber of commerce of that country and ask them to provide reasons why it would be beneficial for the company to have an intern from the United States
5. When meeting or discussing with the company, note how important recruiting international interns is for the following reasons:
 - A. Ability to assess a potential employee in a low-cost and low risk scenario
 - B. Get highly motivated students with strong problem-solving skills from one of the top universities in the United States
 - C. Establish an important linkage and mutually beneficial relationship between your company and XXX institution
 - D. Recruit international interns as part of your long-term employment strategy
 - E. Gain students with a global perspective, language proficiency and expertise in the field
 - F. Obtain human resources for a short-term project or during your peak season
 - G. Remain competitive in the market through hiring student interns that bring innovative approaches and a fresh perspective
 - H. Invest in future leaders
6. Provide a 1-page overview of the WIVA program/organization as well as supplemental detailed information that is available in paper and electronic form

7. Highly recommend that the employer complete a phone/Skype or if possible, have a representative from the local branch come to interview the students on campus

Information provided by: Jill Burya, then with Georgia Institute of Technology

What is an example of an affiliation agreement between a university practitioner and third party provider?

The document in [SECTION A](#) is an example of an internship agreement between a university practitioner and a company that hosts a WIVA opportunity. See [SECTION A](#) for more information. [TOOLS](#)

Information provided by: Chris Bennett, IE3 Global Internships, Oregon University System

Assessments

From a university practitioner or third party provider, what is an example of how to develop an internship program and assessment protocol?

The document in [SECTION B](#) is a survey that can be used internally when an internship is not taken for academic credit. It is based on the Leonardo Di Vinci protocol that is commonly used by EU (European Union) students who receive government support to do extended internships (their term is “work experiences.”) See [TOOLS Section B](#) for more information.

Information provided by: Jon Peterson, then with Global Experiences

Health & Safety

How do university practitioners and third party providers address health & safety concerns?

Due to the similarities of the health and safety of participants on study abroad and WIVA opportunities, it is important to review and adhere to the NAFSA resource, “Responsible Study Abroad: Good Practices for Health & Safety” provided by the Interassociational Advisory Committee on Safety and Responsibility in Study Abroad (http://www.nafsa.org/uploadedFiles/responsible_study_abroad.pdf).

Additional information that applies solely to WIVA opportunities are provided below:

1. Pre-departure orientation with local or campus police department addressing health and safety concerns
2. Pre-departure orientation (group and individual) with university practitioners discussing specific health and safety concerns
3. Recommend medical evaluation before departure at the university travel clinic for required immunizations and health evaluation

4. Provide student with CDC information (<http://wwwnc.cdc.gov/travel/destinations/list.aspx>)
5. Provide student with Department of State country overview regarding health and safety concerns of the country (<http://travel.state.gov/>)
6. Mandate that student registers with the US Embassy (http://travel.state.gov/travel/tips/registration/registration_4789.html)
7. Mandate that student reads and signs the university or third party provider risk and release form
8. Mandate that students are connected to university practitioners via facebook group (in case of an emergency, university practitioners are able to verify student safety if students update status)
9. Recommend that student creates a “communication plan” with family so that family and student are in contact regularly
10. Provide student with laminated card that lists emergency phone numbers for university police or practitioners
11. Mandate that student completes weekly cross-cultural documentation so that regular communication occurs between student and university practitioner or third party provider
12. Create various committees such as “Travel Warning Committee”, “International Travel Oversight Committee” or “Global Engagement Technical Solutions Committee” on university campus to address student interest in traveling to countries that have a travel warning, as well as to address overseas policies and response to crises. If possible, include the following representatives: director of WIVA office, director of study abroad, lawyer, dean of students, additional representatives on campus that have international linkage
13. Establish a university-contracted Travel Abroad Health Insurance Policy which is required for all students going abroad under university sponsorship (regardless of whether academic credit is involved); the plan provides for emergency and routine health care. For an example of a university-contracted travel abroad health insurance policy in place, please see: University of Michigan (<http://www.uhs.umich.edu/tai/>)
14. Establish an Online Travel Registry integrated into the University’s databases, in which students, staff & faculty enter detailed itineraries. See one university example here: <http://globalportal.umich.edu/register-travel.php>
15. Include all university health & safety policy information on the university’s homepage. See one example here: <http://globalportal.umich.edu/>
16. Hire a specialist in charge of international health & safety issues
17. If an incident occurs, complete an incident report. Review an example of an Incident Report Form located in [SECTION C](#)
18. Create an international travel emergency protocol in case an emergency occurs. Review an example of an international travel emergency protocol located in [SECTION D](#)
19. Before a student departs, mandate that they complete a trip itinerary form.

Information provided by: Bill Nolting, University of Michigan International Center; Jon Peterson, then with Global Experiences; Jill Burya, then with Georgia Institute of Technology

(APPENDIX) TOOLS

SECTION A. From a university practitioner or third party provider, what is an example of an internship agreement?

The document in [SECTION A](#) is an example of an internship agreement between a university practitioner and a company that hosts a WIVA opportunity. See [SECTION A](#) for more information. [TOOLS](#)

XX(University Practitioner) and XX(Organization/Company) Internship Agreement

About the Organization: XX (brief overview of organization)

Typical internship tasks include the following (assignments will vary depending on host organization's current needs): XX(general internship description)

Number of Positions to be available per term: XX (number of students org can take at one time)

Start Dates: Any US academic term (approx. Sept-Dec/ Jan-Mar/ Apr-Jun/ Jun-Aug)*

*XX (University) cannot ensure that available positions will always be filled.

Minimum Duration of Internship: XX (10 weeks minimum - preferred length of internship)

Host Organization: XX (Name of Organization) agrees to the following responsibilities:

- Ensuring a minimum of 30-40 hours of accountable, on-the-job involvement per week.
- Reviewing intern files recommended by IE₃ and notifying IE₃ Regional Director of organization's decision to accept or decline the intern in a timely manner. Host organization is never required to accept an intern recommended to them by XX.
- Ensuring intern is provided with a supervisor. This person will monitor the intern's performance and document it through the required Employer's Evaluation at the conclusion of the internship.

- Providing an orientation for incoming interns to include: a tour of the organization, introductions to co-workers and the job, identifying how assignments and delegation of responsibilities will be handled and to whom the intern will report.
- Providing a workstation adequately equipped for the job to be performed.
- Ensuring that the position offers diverse and challenging assignment.
- Keeping XX (University) apprised of changes in internship available or organizations needs.
- XX (Add additional individual arrangements with host organizations: housing stipends, flight stipends, home stay options, meal ticket options, salary and or stipends, etc.)

XX (University) agrees to the following responsibilities:

- Reviewing and assessing applications to ensure candidates are carefully screened and interviewed to match student backgrounds and goals to the skills and qualifications necessary to complete internship assignments.
- Forwarding qualified candidates' files to host organization for review and final approval.
- Ensuring internship candidates have signed a learning contract with XX (University) that accepts accountability both to the host organization and to a professor on their home campus for their performance.
- Orienting accepted interns to the assignment and made aware of the expectations and culture of the host organization.
- Assessing intern performance periodically by the corresponding Regional Director of the program.
- Being available for advice and insight related to your use of the intern and will assist in dealing with any problems or concerns you have before, during or after completion of the internship as appropriate.

Student Interns have signed documents agreeing to the following responsibilities:

- To uphold the conduct standards set forth in the Learning Agreement signed as a condition of participation in the XX (University).
- To obtain necessary visas and permits to participate in internship abroad
- To communicate with host organization to ensure housing (when applicable) and arrival arrangements are adequately addressed prior to arrival.
- To actively contribute to the host organization in a full time capacity for the duration of internship as outlined in their Letter of Acceptance.

This internship agreement does not constitute a contractual obligation by either XX (University) or the XX (organization/company). Internships may be cancelled at any time by either party although 6 months notice is preferred.

Information provided by: Chris Bennett, IE3 Global Internships, Oregon University System

SECTION B. From a university practitioner or third party provider, what is an example of how to develop an internship program and assessment protocol?

The document in [SECTION B](#) is a survey that can be used internally when an internship is not taken for academic credit. It is based on the Leonardo Di Vinci protocol that is commonly used by EU (European Union) students who receive government support to do extended internships (their term is “work experiences.”) See [TOOLS](#) Section for more information.

Information provided by: Jon Peterson, then with Global Experiences

Summary of Surveys and Assessments

<p>Employer Component</p> <ol style="list-style-type: none">1. Employer registration form2. Employer host agreement3. Site visit check list4. End of placement survey
<p>Internship Component</p> <ol style="list-style-type: none">1. Professional training agreement, between company and student outlining expectations2. Intern skills assessment- completed by the intern placement company about the intern3. Intern questionnaire- end of first month of internship students complete form about internship placement4. Internship completion certificate5. Company reference and recommendation
<p>Language Component</p> <ol style="list-style-type: none">1. Teacher evaluation form2. Language course evaluation3. Language completion certificate
<p>Accommodation</p> <ol style="list-style-type: none">1. Accommodation exit survey
<p>Overall Program Exit Survey</p> <ol style="list-style-type: none">1. Overall program questionnaire

Professional Internship Agreement

The following agreement establishes the relation between the following parties.

Internship Host Company

Name of the Company:	Telephone
Address	Fax
Company Director	
Represented by	

The agency/ university/ coordinator

Placement coordinator	
University	
Program Coordinator	

Article 1: Aim

This agreement aims to provide experience for the participant in their field of study and to facilitate their easier integration into the business world and adult life. For the purposes of this agreement the relationship between the "Intern" and the "Company" will not be a working relation but a formative one.

Article 2: Undertaking

Company:

Agrees to take the intern:

From (Country):

Article 3: Duration of Internship

The internship should take place on the following agreed upon dates

FROM:	TO:
-------	-----

Work Hours	
------------	--

Any change of dates or times should be agreed to by both parties.

Article 4: Internship Description

This intern period must be an introduction to the professional life and must provide the intern a better knowledge of the professional field requested as well as the opportunity to improve his or her language level (where applicable).

The professional field to be undertaken by the intern is.

--

Article 5: Conditions

Within the company, the follow up and supervision of the intern's activities will be managed by

--

XX, staff or partners reserve the right to visit the company and the intern. The company agrees to ensure that during the internship period that the intern progresses well and will inform XX of any problem which may arise (sickness; absences, accidents at work etc)

The intern must respect the rules and regulations of the company where he or she is placed, particularly as they relate to office hours and safety rules.

In the case of failing to respect these rules the company may, after a warning the intern and XX, may put an end to the internship placement.

Article 6: Remuneration

The training is non-remunerated. The company decides at its discretion whether or not to reimburse expenses incurred.

Article 7: Insurance

Every trainee is covered by travel and medical insurance prepaid for by XXXXX. In addition to this insurance country specific work place insurance may also be in place for each participant. This insurance is in addition to the company's own operational insurance policy.

Article 8: Confidentiality

The intern must respect the professional and confidential information and undertakes not to divulge information about the company to a third party.

Article 9: Evaluation

During the internship placement the company agrees to complete a intern skills

Host Placement Company to complete: Mid point

Skills Assessment of Intern

Name of Intern:	
Company Name:	

assessment report as well as provide an end of placement recommendation concerning the internship to XX for distribution to the intern.

Date:

Note to supervisor: This is an intern's overall assessment of the intern's skills and performance in their work placement. We ask that you complete the questionnaire assessment after the midway point of the internship placement and return it to third party provider.

1. Please give a list of the interns tasks:

Please tick one box for each question.	Poor (1)	Satisfactory (2)	Fine (3)	Good (4)	Very Good (5)
Adaptation to working					
Integration into workplace					
Use of initiative					
Organization of workload					
Quality of speed and work					
Ability to take responsibility					
Commitment and enthusiasm					
Attendance and Punctuality					
Personal skills: self confidence and presentation					

Overall performance and experience.					
Would you take another intern in the future		Yes	No	Maybe	

Date

Supervisor and Title:

Sign and Stamp

Internship Placement Questionnaire
Completed by the Intern after first month

Intern's Name:

Company

Field

Type of Company:

1. Thinking about your first month, how would you describe your:

	Poor	Satisfactory	Good	Excellent
Work Placement				
Welcome to the company				

2. Are you learning new things at work? Please give examples such as new machinery, computer software, customer service, marketing techniques, etc?
3. Do you have any problems? If so please indicate.
4. Could you propose a solution for solving the problem?
5. For any general comments please include below.

Final Evaluation

Participant's Name:

Company Name:

XXXXXXX representative:

- Thinking about your stay overall, please answer the following questions.

<i>Tick one box for each questions</i>	Poor	Satisfactory	Good	Excellent
Rate the quality of your work placement?				
Rate your progress in the work placement?				
Assess the skills you have gained?				
Rate the initiative you took in the placement				
Rate the working atmosphere				
Rate the supervisor and colleagues help				
Rate the use of language skills (where applicable)				
Rate your opinion of the accommodation				
Rate the on the ground support staff				
Did the program fulfill your expectations				
Rate the overall program.				
<ul style="list-style-type: none"> Would you repeat the program 	YES		NO	
<ul style="list-style-type: none"> Would you recommend the program 	YES		NO	

2. Please give a brief description of the tasks you have undertaken in your workplace.
3. What have you most enjoyed most about your placement?
4. What have you least enjoyed about your placement?
5. Do you think the skills you gained will be useful in the future?
6. If you could, would you choose to stay longer in your work placement?
7. Would you recommend your work placement to other participants? If not Why?
8. Have you made any changes in your career goals as a result of your experiences in the internship program?
9. What have you gained personally from your experience?

Participant signature:

Date:

SECTION C: Incident Report Form

INCIDENT REPORT FORM

(Incidents involving employees, and interns)

***** PLEASE PRINT LEGIBLY *****

Full Name:		
Program Address:		Gender: M F
Date of Birth:	Home phone:	Program Phone:

INFORMATION ABOUT THE INCIDENT:		
Date of Incident:	Time:	Police notified: Yes No Case #:
Location of Incident: Describe what happened, how it happened, factors leading to the event, substances or objects involved. Be as specific as possible (attach separate sheet if necessary):		
Were there any witnesses to the incident? Yes No If yes, attach separate sheet with names, addresses and phone numbers..		
Was the individual injured? If so, describe the injury (laceration, sprain, etc.), the part of body injured and any other information known about the resulting injury(s):		
Was medical treatment provided? Yes No Refused If so, where (circle) : Emerg. Rm. The Workplace Walk In Clinic Other:		
Will the intern miss time from work as a result of this incident? Yes No Unknown		

REPORTER INFORMATION	
Print Name of Reporter:	
Reporter Signature	Title:
Date Report Completed:	

Adapted by Jessica Burns, Global Experiences, adapted from ADP Business Service Company <https://www.adpselect.com>

SECTION D: International Travel Emergency Protocol

The International Travel Emergency Protocol has been designed to prepare for and facilitate rapid response to emergencies which may arise during travel abroad. Although no single plan or protocol can address all contingencies, XX recognizes the importance of establishing, in advance, policies and procedures to safeguard the welfare of members of the community traveling internationally. The procedures set forth below are to be followed by the all participants in international travel sponsored by XX, including, but not limited to, staff and interns. It is the responsibility of the Location Representative to follow the procedures outlined below and educate all participants in their travel group about these procedures during their orientations.

What should university practitioner or third party provider do to prepare for emergencies?

1. XX will obtain from each participant, prior to departure, (a) emergency contact information for the participant; (b) the Internship Contract and (c) encourage all participants to enroll in the STEP, Smart Traveler Enrollment Program (STEP) program, <https://travelregistration.state.gov/ibrs/ui/> The Smart Traveler Enrollment Program (STEP) is a free service provided by the U.S. Government to U.S. citizens who are traveling to, or living in, a foreign country. STEP allows you to enter information about your upcoming trip abroad so that the Department of State can better assist you in an emergency. STEP also allows Americans residing abroad to get routine information from the nearest U.S. embassy or consulate. (d) any other required forms.
2. At a minimum, the following information should be provided to all participants during the pre-departure and on-site orientation. (Please note that pre-departure orientation may consist of written materials.)
 - A. Consular Information Sheets and U.S. State Department Travel Warnings or Travel Alerts (if applicable).
 - B. Copies of any Travel Warning or Travel Alert issued by the U.S. State Department for the destination countries will be provided to the participants. If there is a Travel Warning or a Travel Alert issued for a destination country during a program, XX will notify the Location Representative who will then notify the participants of the newly issued Travel Warning or Travel Alert.
 - C. Emergency contact numbers for participants to provide to their families and other concerned parties. Location Representatives should prepare the emergency contact card to each participant.

This emergency contact card will contain the following names and numbers:

- US Embassy at travel destination(s)
 - Location Representative(s)
 - Country wide Emergency number
- D. Information regarding safety and security issues specific to the country. Participants should be advised to avoid travel to or through any location where tensions exist and travel may be dangerous.
 - E. Procedures for a medical emergency: Participants should be informed that they are required to notify the Location Representative about any medical emergency, and that the Location Representative in turn is required to contact XX. This information will be treated with the strictest confidentiality, and will be shared by the Location Representative and the XX on a "need to know" basis only. If the crisis involving the

participant is grave enough to seriously jeopardize his or her safety or well being, the emergency contact he/she has provided at the time of registration will be informed.

3. In the case of programs or extracurricular field trips which entail overnight absence from the home base, the Location Representative will leave a detailed written program itinerary with the head office with written instructions on how they can be contacted in an emergency. An itinerary form will be distributed to Location Representatives during pre-departure orientation.
4. Location Representatives will be required to attend a pre-departure training session in which they will receive various materials including the itinerary form and incident reporting form. Location Representatives will be asked to sign a Statement of Understanding after the training session acknowledging that they
 - (1) have received, reviewed, and understand this protocol,
 - (2) have received and understand how and when to use the provided forms,
 - (3) fully understand their duties and responsibilities as representatives of XXXXX and leaders of the group.

What is an emergency?

An emergency is any circumstance that poses a serious risk to, or that has already disturbed the safety and/or wellbeing of participants in the travel group. Emergencies will include, though not be confined to, the following types of events and incidents:

- Serious illness, physical or emotional trauma, injury or death
- Hospitalization for any reason
- Disappearance or kidnapping of a participant
- Criminal assaults against program participants
- Sexual assault or rape
- Arrest, incarceration, or deportation
- Automobile accidents involving program participants
- Terrorist threat or attack
- Local political crisis disruptive of civil obedience
- Natural disaster

What to do in the case of an emergency- For the Location Representative

1. In an emergency, the Location Representative's first responsibility is to safeguard the immediate wellbeing of program participants. The Location Representative should take appropriate steps to assure the immediate safety and wellbeing of the participants, including, as appropriate, obtaining prompt and appropriate medical attention, embassy intervention or police protection.
2. As necessary, the Location Representative should notify the local U.S. Embassy or Consulate about the emergency, and follow whatever procedures they may suggest or require. If there is a continuing risk to the immediate safety or welfare of the participants (during a terrorist threat, for example), the Location Representative should ask the appropriate embassy or consular official to advise him/her on a regular basis about the evolution of the crisis, and about how the travel group should respond.

3. When all has been done to assure the participant's immediate well-being, the location representative should gather all critical information, using the incident reporting form as a guide. They should then contact the head office and brief them in detail about the situation. The head office manager should be contacted first by phone, with communication by e-mail and fax used as a last resort. If the manager is not available, then the enrollment specialist should be contacted. Emergency contact information is available and should be obtained from the head office.
4. In an emergency, the Location Representative should urge participants to contact family members or other concerned parties as soon as possible to advise them of their personal situation. Wherever necessary, the Location Representative should attempt to facilitate such contact. Methods of communication may include -email, phone calls, faxes, and posts to social networking websites.
5. In a medical emergency, the Location Representative or appropriate designee should accompany the participant to an appropriate health care provider for medical attention. The head office should be contacted and made aware of the situation. No details of a participant's medical condition should be shared unless the participant grants permission. If a medical emergency is critical and a participant's family or other emergency contact should be informed, the location representative should consult with the manager in the head office to coordinate the contact with the participant's emergency contact.
6. During an on-going crisis, the Location Representative should keep the manager updated on a regular basis. While there may not be time to complete the incident reporting form initially, the Location Representative should use it as a guide and understand that it will need to be filled out and submitted to the manager when possible to facilitate management of the situation.
7. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, the Location Representative should advise the participants to keep a low profile and avoid demonstrations, confrontations or situations where they could be in danger. The group should avoid locales where foreigners or Americans are known to congregate and attempt to be as inconspicuous as possible. The participants should be advised to follow the recommendations set forth in any Travel Alerts issued by the U.S. State Department.
8. Location Representatives and all participants will be evacuated or sent home if a situation deteriorates to the point where the degree of risk to participants is deemed unacceptable. In this unlikely event, the Threat Assessment Committee, in consultation with the Location Representative, the U.S. Embassy and State Department, and appropriate individuals at the head office, would develop an evacuation plan in as much detail as possible.

What to do in the case of an emergency—for management at the head office

Upon receiving a call from the Location Representative involving a serious injury, death, or emergency, the manager will:

1. Start a log of all calls and activities.
2. Complete an Incident Report form, making sure to gather the following important information:
 - A. Name of caller and of victim(s), if any
 - B. Brief description of accident, injuries, and/or emergency, the steps that have been

taken and the status.

- C. Location of caller- street, city, country
- D. Location of event, accident or emergency, proximity to travel group
- E. Phone, cell phone, fax, or beeper number where caller is
- F. If any calls have been made to local law enforcement, U.S. Embassy or Consulate
- G. If any information has been released to the media
- H. If any specific plan of action is in place or anticipated

If an emergency – real or perceived – occurred, ask for answers to these questions:

1. What impact, if any, did any emergency have on availability of food, water, and medical supplies?
2. What was the target of unrest, if the event was political?
3. What is the intensity of the emergency or of the political unrest?
4. Are there military or emergency personnel at the site of the emergency?
5. Is the continuation of the travel program (and classes if involved) feasible?
6. How able are participants to travel in the country?
7. What is the advice of the nearest U.S. Embassy or Consulate?

For personal emergencies:

1. Has injured party been in contact with his/her family?
2. Do we have his/her permission to contact family or other concerned parties?
3. Has the injured party been hospitalized or received medical attention?
4. What is the contact information of the facility where the injured party is being kept?
3. Communicate with the necessary location personnel to develop a tailored response plan. Communication will be ongoing until the situation is resolved
4. Do not make any statement directly to the media. Refer inquires to the manager at the head office and follow recommendations regarding a consistent communication plan.
5. 5. If an emergency has occurred, call the U.S. Department of State Citizen Emergency Center at 1-202-647-5225 for suggestions or assistance. For health emergencies, contact the Center for Disease Control at 1-800-232-4636.

Statement of Understanding

Please sign below to indicate that you agree with the following statement:

“I certify that I have read and understood the above International Travel Emergency Protocol. I understand that the Protocol is designed to improve the management of emergency situations that arise during international travel and agree follow procedures as outlined within to the best of my ability.”

Signature: _____ **Date:** _____

Adapted by Jessica Burns, Global Experiences, adapted from St. Edwards University Emergency Protocol
[http://think.stedwards.edu/risk/sites/think.stedwards.edu.risk/files/files/risk/SEU%20International%20Travel%20Emergency%20Protocol%20\(Final\).pdf](http://think.stedwards.edu/risk/sites/think.stedwards.edu.risk/files/files/risk/SEU%20International%20Travel%20Emergency%20Protocol%20(Final).pdf)

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