



Exchange Quality Standards 2022

WORK

EXPERIENCE

DISCOVER

STUDENTS

EMPLOYERS

IAESTE COMMITTEES

The IAESTE Exchange Quality Standards document was created in 2019. This document, which is the collection of good practices and the culture of exchange within the Association, refers to on-site and remote internships. In this version you will see the perspective from the point of view of students and employers.

Mission

The IAESTE's mission is to promote international understanding, cooperation and trust among students, academic institutions, employers and the wider community; to operate a high quality practical training exchange programme between Members in order to enhance technical and professional development and to operate irrespective of race, colour, gender, culture, religious or political beliefs, disability, sexual orientation, gender identity, or expression.

Aims

The IAESTE aims are : to offer employers well-qualified and motivated trainees, to be a source of cultural enrichment for trainees and their host communities and to provide students with technical experience relevant to their studies

Introduction

The standards are reported from the perspective of the involved parties and each of those perspectives is divided into three areas: Work, Experience, Discover which describe the different aspects of the process

IAESTE internships are officially administered through the IAESTE Exchange Platform, an online tool to support the exchange process from start to finish including the student's and employer's perspective.

IAESTE specific terms used in this document are explained in the glossary you will find in the Appendix

The purpose of this Exchange Quality Standards is to ensure the:

- Quality of processing IAESTE internships.
- Quality of IAESTE internships: students, employers and IAESTE Committees.
- Mechanisms to properly assess risks and reviewed on a periodic basis
- That academic standards and quality requirements are met

Standards Overview

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1. STUDENT Perspective

In this document, a student is defined as an individual looking for, applying for or undertaking an IAESTE internship abroad and an IAESTE internship can be a very important milestone in a student's career. During an IAESTE internship, students' skills and knowledge are put to the test and into practice. Students have the chance to gain valuable experience by discovering how to work with other colleagues and by learning how to follow and understand the work protocols of the institution where they are undertaking their internship. Additionally, they can develop transversal skills such as language skills, communication, intercultural cooperation, teamwork, time management, etc. In general, an IAESTE internship helps students to reflect on their values, motivation and direction in their future career.

1.1 WORK

1.1.1 PROFESSIONAL EXPERIENCE

- IAESTE internships are managed by IAESTE Committees that secure paid, interesting, and challenging internships that will provide students with significant work experience. The work offered is planned in advance and students are informed about their tasks and duties through the Work Description in the internship offer form (O-Form).
- The employer provides basic infrastructure to the students (desk, computer and any other necessary tools), if not it should be stated in the internship offer form (O-Form). For remote work, any needed access to specific software or material should be provided.
- The employer utilizes the internship offer form as a tool to specify the requirements including fields of study, completed years of study, language skills, other required skills, along with a description of competences in particular areas, such as knowledge or experience with software packages, specific lab techniques, etc. Students are expected to review these requirements carefully before applying for the position to ensure the employer's requirements are met.
- The working hours are in line with each country-specific law. An average working hours per day is 8h for an on-site internship, this information is also stated in the offer document. In the case of remote internships, the working hours per day should be adapted to the agreed remuneration and compensation and not exceed 8 hours per day. The O-form should indicate the time zone expected the intern to work

1.1.2 SUPERVISION

- A supervisor is assigned to each internship and is obliged to provide technical support to the student
- A supervisor is in charge of guiding the work performed by the student. This is a person who can assess the work done by the student and provides a report in case students need it for their university.
- There is a contact person assigned to the student to provide administrative support if needed e.g. HR manager. (The contact person can be the same as the supervisor.)
- For remote work, supervision will be agreed on a clear communication based on regular meetings to monitor the work carried out by the intern. The tools used and official communication channels will be informed in advance to the student.

1.1.3 DURATION

- IAESTE on-site and remote internships have a minimum duration of 4 weeks and a maximum of 52.
- The duration of the internship is defined by the employer and stated on the internship offer form.
- Changes to the duration: in case of a request for any changes of the internship period, all parties (employer, student, IAESTE Committees) are contacted in writing prior to making any commitment to the student/employer as there may be restrictions to consider (e.g. finances, housing, sponsored visa or work permit restrictions).

1.1.4 REMUNERATION

- IAESTE offers are paid internships. The students receive financial support that allows them to afford to pay for their basic living expenses: accommodation, food, local transportation, etc. The information regarding payment is stated in the internship offer form. And the first payment is made no longer than 6 weeks after the start of the internship. The student should follow any instructions given by the IAESTE Committee/Employer promptly regarding any administrative processes to get paid (e.g. opening a bank account, application for a tax identification number, etc.).
- In the case of remote internships, IAESTE Committees aim to raise paid internships. When this is not possible due to the legal restrictions linked to payment for remote work, the internship placements are compensated. The compensation is mandatory and should be informed in the O-form. Some examples of compensation are: payment of training courses, participation in the publication of scientific articles, payment of conferences fees, vouchers, etc.
- The method and frequency of remuneration to the student is defined individually and stated on the internship offer form

1.1.5 CAREER DEVELOPMENT

- Students are expected to be committed to their assigned work in order to gain as much knowledge and experience as possible.
- Students are expected to be open to other work approaches.

1.2 EXPERIENCE

1.2.1 APPLICATION PROCESS

- Students must apply for IAESTE internships through IAESTE Committees in their country of study. In the case there is no IAESTE Committee in their country, students can apply through the IAESTE international office
- Further information regarding the Open Internships are stated [here](#).
- The application and selection process of each IAESTE Committee is transparent and easily accessible by any interested students.
- Students can register to IAESTE internship programme at any time during the year.
- When nominated, students are obliged to prepare and submit their nomination documents within the deadlines defined by their respective IAESTE Committee.
- Students are not allowed to contact prospective employers directly before being accepted, with the exception of when an employer contacts the nominated student directly e.g. to arrange an interview.
- IAESTE programme fees and payment deadlines are defined by the IAESTE Committees. Students have accurate information about what fees are required to be paid, when they need to be paid and under which conditions the fee or part of the fee can be refunded. Fees must be in line with the IAESTE non-for-profit character.
- The students are responsible to pay the expenses related to their internship (e.g. visa/work permit fees, insurance, flight tickets, accommodation) unless agreed otherwise.
- Student receives a response of nomination status max. 2 weeks after the nomination is sent to the receiving country and a final decision max. 5 weeks after the nomination is sent to the receiving country. The information about acceptance is shared early enough to arrange visa/work permit. If students do not receive the update on time (as defined above) they can withdraw their nomination or apply for another internship offer.
- Once a student is accepted by the employer, the student is expected to confirm if he/she will undertake the internship within 2 weeks. The process of confirmation will be informed by IAESTE Committees.

1.2.2 PRE-DEPARTURE PREPARATION

- Students interested in an IAESTE internship are expected to familiarize with [IAESTE values and mission](#) and what being part of IAESTE means. Please visit <https://iaeste.org/> to get more information about IAESTE.
- Students are expected to cover any necessary expenses from their own budget until they receive their first payment. Students are encouraged to check with their bank to ensure their ATM/Credit cards will work abroad.
- When accepted, students should inform themselves about the culture and the laws in the receiving country and they should be respectful towards that culture. The receiving IAESTE Committee may provide a welcome booklet.

1.2.3 VISA/WORK PERMIT

- Students will receive support to arrange a work permit/visa for their IAESTE internship if necessary. The receiving and sending IAESTE Committees' guide the accepted student and provide information and all necessary documents in order to assist the accepted student to apply for a visa. IAESTE Committees are not able to guarantee that applications for visa/work permits will be approved.
- To help expedite the visa process (if applicable), upon submitting their nomination students should ensure their passport is valid for at least six months after the completion of their intended traineeship. If not, the student is encouraged to renew their passport.
- Students are responsible for any fees required to obtain their work permit, visa and/or transit visa. For further information regarding visa, check [Appendix 3](#).

1.2.4 ACCOMMODATION

- Students receive support in arranging accommodation for the period of their IAESTE internship. The internship offer form outlines general information about the accommodation. Upon acceptance, the receiving IAESTE Committee provides the student with more detailed information about the accommodation (dormitory, private apartment, location etc.) and how to book the accommodation.

1.2.5 ARRIVAL PICK-UP

- Students are obliged to share their travel details considering the time frame to avoid any last minute delays or confusion. They will share the information with their respective IAESTE Committee who will then forward it to the receiving IAESTE Committee. A student is obliged to follow any deadlines provided by the receiving IAESTE Committee regarding his/her arrival.
- In most cases, student(s) will be met on arrival by IAESTE members, who may also take the student to their accommodation and show them around the local area. If the receiving IAESTE Committee does

not have the resources to do this, they may send the student detailed pre-arrival information and assist the student in any way they can. This information is provided to help the student plan their arrival in the safest and most convenient way. In addition, students have the contact number of the receiving IAESTE committee in case of any emergency occurs during their stay.

1.2.6 FIRST DAY AT WORK

- In advance, the receiving IAESTE Committee or Employer will communicate the start time of the first day of the internship to the student including details of where to go on arrival and the initial contact point. Students receive the information related to the company and the supervisor e.g. the address of the company and a contact number, in the case of on-site internships.
- Students are expected to dress in accordance with the Employer's dress code that will be confirmed prior to arrival. When in doubt, business casual is advisable.
- For remote internships the first day at work is agreed with the employer and is materialised as a welcome meeting where the onboarding process starts.

1.2.7 ASSISTANCE

- Receiving IAESTE Committees provide students with useful information about the administrative details of the internship (for instance, how to open a bank account, how to register at the immigration office, etc).
- Students are encouraged to network with locals and other international students to help gain a positive experience in this new country.
- Students are provided information about what to do in case of any emergency. IAESTE Committees provide instructions on what to do and whom they have to contact when an incident occurs. There must be a protocol to follow and someone to contact in case of an emergency: this person is part of the IAESTE network in the IAESTE Committee.

1.2.8 SAFETY

- **INSURANCE:** Every student is obliged to arrange appropriate insurance for the whole period of their IAESTE internship. This insurance must cover travel, health, leisure time, accident and liabilities during the period of the IAESTE internship. More details can be found in [Appendix 2](#). The student is obliged to deliver the proof of insurance to the IAESTE Committee.
- **MEDICAL MATTERS:** Students are expected to arrange any necessary immunizations required. Also, if a student has any medical conditions which may affect his/her ability to perform certain tasks, these conditions are communicated together with their nomination

by email or through the EP (nominations documents are processed in the EP) to the receiving IAESTE committee and the employer.

- **EMERGENCY CONTACT:** Every student provides emergency contact information to their respective IAESTE Committees. An ideal emergency contact is located in their respective country and is a trusted individual who is fluent in English and is familiar with the student's medical history and can easily contact the student's family/friends in the case of an emergency.
- **Safety Issues :**
Safety is the **sole** responsibility of the individual students, IAESTE doesn't take any responsibility if the students, for example, fail in complying with the prevailing law of the land, driving licenses, safety issues, consumption of alcohol and psychotropic substances, involving antisocial /political /restricted religious activities. A disclaimer of the same will be obtained by the concerned trainees.

1.2.9 SAFEGUARDING

- During the period of internship, students will be in contact with IAESTE staff (representatives of the association in the country, volunteers, etc.). These representatives are people who will help and support you during the internship and they will also be your point of communication with the association.
- Upon arrival you will receive information regarding emergency contact numbers (e.g. ambulance, firefighters, etc.) and also an emergency contact number in case you need to reach someone from IAESTE.
- Within IAESTE exists the figure of the Ombudsperson. You may contact the Ombudsperson if you have any issues/feedback or complaints, but only if you have not been able to resolve these with your hosting or sending committee. Complaints to the Ombudsperson must be received in writing via the form provided on the iaeste.org website, with a full explanation of the situation, and the actions that have already been taken to reach a solution. The Ombudsperson receives, investigates and handles complaints from trainees and applicants to the programme, and acts as a mediator in disputes. The Ombudsperson offers complete discretion and will never do anything without the permission of the complainant, and will seek a solution that is in the interest of all the parties involved
- Code of conduct. Interns should get familiar with and follow IAESTE code of conduct (check [Appendix 6](#)).

1.3 DISCOVER

1.3.1 CULTURAL & SOCIAL PROGRAMME

- Aside from the IAESTE work experience, students are encouraged to discover the culture of the host country. The receiving IAESTE Committee may provide information in order to help incoming students to discover the local culture. For instance, the receiving IAESTE Committee may organise reception activities, share the cultural agenda, share tourist information about the city (what to visit, trekkings activities, ...), share valuable tips such as where or how to buy the cheapest transportation tickets, entrance fees, student discounts, etc.
- Students are encouraged to participate in the social activities organised by the receiving IAESTE Committee, for example, incoming student meetings, cooking evenings, etc. Students are informed about activities that their receiving or neighbouring IAESTE Committee organize, or receive general information.
- Social and cultural activities can also be organised in a virtual format by either national committees or at the international level in any case all students are highly encouraged to participate in the activities proposed

1.3.2 NETWORKING

- Students extend their professional network at international level
- Students are expected to follow the IAESTE values, such as commitment, diversity, friendship, growth and trust.

1.3.3 DEBRIEFING AFTER INTERNSHIP

- After the end of the internship, students are expected to complete a feedback report (referred to as Trainee Report). This report will complete the process of the internship. Students also receive feedback from the employer, if provided.
- Students may be asked to provide testimonials on their IAESTE experience with the aim of promoting their hosting countries as attractive destinations. Those testimonials might be in written or audiovisual form.
- Students receive a certificate of the internship after completing a report from the internship. The certificate is provided by the sending IAESTE Committee.

2. Employer's perspective:

Employers are essential stakeholders in the IAESTE Internship program. IAESTE Employers provide internship placements to students in order to help fulfil IAESTE Vision of promotion of international understanding through internships. Employers participating in IAESTE can benefit from the promotion of their institution worldwide and from IAESTE worldwide Network.

2.1 WORK

2.1.1 JOB DESCRIPTION

- Employers are expected to provide internship offers and the requirements they expect from students should be clear and precise, in order to help IAESTE Committees to make an accurate assessment when selecting the candidates.
- Through the internship offer form, it can be specified the requirements of the internship placement, including fields of study, completed years of study, language skills, other required skills, along with a description of competences in particular areas, such as knowledge or experience with software packages, specific lab techniques, etc.
- Particularly for remote internships, the employer provides specific information about the tasks the student will undertake and the tools that are going to be used to carry out the internship. As well as the communication setting.

2.1.2 SUPERVISION

- Employers assign a supervisor to each internship, someone obliged to provide technical support to the student
- The supervisor is in charge of guiding the work performed by the student. This is a person who can assess the work done by the student and provides a report in case students need it for their university.
- Employers should assign a contact person to each student /group of students to assist for any support required (the contact person can be the same as the supervisor.)
- For remote work, supervision will be agreed on a clear communication based on regular meetings to monitor the work carried out by the intern. The tools used and official communication channels will be informed in advance to the student.

2.1.3 DURATION

- IAESTE on-site and remote internships have a minimum duration of 4 weeks and a maximum of 52.
- The duration of the internship is defined by the employer and stated on the internship offer form.
- Changes to the duration: in case of a request for any changes of the internship period, all parties (employer, student, IAESTE Committees) are contacted in writing prior to making any commitment to the student/employer as there may be restrictions to consider (e.g. finances, housing, sponsored visa or work permit restrictions).

2.1.4 REMUNERATION

- IAESTE offers paid internships. Therefore, employers are expected to provide enough financial support so students can afford to pay for their basic living expenses: accommodation, food, local transportation, etc. The information regarding payment is stated in the internship offer form. And the first payment is made no longer than 6 weeks after the start of the internship. The employer should provide students prompt information regarding any administrative processes to get paid (e.g. opening a bank account, application for tax identification number, etc.).
- In the case of remote internships, IAESTE Committees aim to raise paid internships. When this is not possible due to the legal restrictions linked to payment for remote work, the internship placements are compensated. The compensation is mandatory and should be informed in the O-form. Some examples of compensation are: payment of training courses, participation in the publication of scientific articles, payment of conferences fees, vouchers, etc.
- In some countries the remuneration is agreed between IAESTE Committees and Employers differently. IAESTE Committees together with Employers will decide case by case the nature of the remuneration and will intimate to concerned students.
- The method and frequency of remuneration to the student is defined individually and stated on the internship offer form

2.2 EXPERIENCE

2.2.1 COMMUNICATION

- IAESTE Committees inform their employers about their internship offers whenever there is any update. IAESTE Committee replies to any emails within 2 working days no need of holidays
- Employers inform IAESTE Committee whenever there are any updates from their side e.g. internal selection process, an update of the requirements for the student, update of the internship dates, cancellation of the internship offer.
- IAESTE Committee provides contact details of one person in case of any problems or emergencies.
- Vacations: relevant information regarding vacation period should be informed in advance to students and IAESTE Committees, in that way communication and all processes can be arranged in advance.

2.2.2 SELECTION PROCESS

- Employers define which document they require to make a decision based on the standard list like CV, Motivational Letter, Reference Letter, ...
- Employers make the final decision about accepting the candidate presented by the IAESTE Committee. IAESTE Committees are expected to provide profiles of candidates which fit the requirements specified in the internship offer form and are committed and motivated to undertake the internship.
- Employers get accurate information about the process and status of the internship offers they provide. IAESTE Committees are expected to manage internship offers according to employers expectations related to time for promotion, quantity of candidate profiles they want to receive, the average time it will take from publishing an internship offer until the moment the selected student starts working.
- Employers can contact students directly or through their IAESTE committees to arrange interviews or tests with the students.
- Nomination deadline is defined and agreed with the employer depending on when the employer expects to receive a candidates' profiles intern. In that way, the employer knows when to expect an update from IAESTE
- Employers provide the basic infrastructure to the student during the internship (desk, computer and any other necessary tools). If not, it should be stated in the internship offer form. For remote work, any needed access to specific software or material should be provided.

2.2.3 VISA/WORK PERMIT

- IAESTE Committee is responsible for guiding the student through visa/work permit application but the employer is expected to be of assistance if needed (e.g. to provide necessary documents).

2.2.4 ARRIVAL PICK-UP

- Students inform IAESTE Committees about their travel details, so their arrival will be arranged and the details will be informed to employers.

2.2.5 FIRST DAY AT WORK

- The receiving IAESTE Committee or Employer communicates the start time of the first day of the internship to the student including details of where to go on arrival and the initial contact point. Students receive the information related to the company and the supervisor e.g. the address of the company and a contact number.
- For remote internships the first day at work is agreed with the employer and is materialised as a welcome meeting where the onboarding process starts.

2.2.6 ASSISTANCE

- IAESTE Committee is responsible for guiding the student through arranging accommodation and assisting with the arrival of the student, but the employer's engagement is always welcomed.
- Both the IAESTE Committee and employer are expected to put their efforts to make every internship offer a successful experience for all involved parties in terms of e.g. arrival assistance, orientation to place, communication, etc.

2. 3 DISCOVER

2.3.1 CULTURAL & SOCIAL PROGRAM

- IAESTE Committee is responsible for providing information about social and cultural activities in the place of the internship, but employer's engagement is always welcomed. Employers are expected to be open to other work approaches and introduce the student to their working culture.
- Employers are expected to be open to the multicultural environment within their company/institution, to exchange experiences, to develop language skills and to learn about other cultures. This way the employer and their employees can experience internationalization at home and contribute to the IAESTE vision of international understanding.
- Employers are expected to select the student irrespective of race, colour, gender, culture, religious or political beliefs, disability, sexual orientation, gender identity or expression and to promote non-discriminatory practices.

2.3.2 NETWORKING

- Employers are expected to follow the [IAESTE values](#), such as commitment, diversity, friendship, growth and trust.
- Employers can benefit from promotion of their companies/Institutions and from the IAESTE worldwide Network.

2.3.3 DEBRIEFING AFTER INTERNSHIP

- After the end of the internship, employers are expected to complete a feedback report (referred to as the Employer Report). This report will complete the process of the internship. Employers also receive feedback from students, if provided.
- Employers may be asked to provide testimonials on their IAESTE experience with the aim of promoting their hosting countries as attractive destinations. Those testimonials might be in written or audio-visual form.

Appendices

a) Appendix 1

o Glossary of Terms

IAESTE A.s.b.l.	Association sans but lucratif - Non profit making Association IAESTE is registered as a legal body in Luxembourg.
Exchange Platform (EP)	an online tool to support the exchange process from start to finish including the student's and employer's perspective
IAESTE Committees	Is the institution which represents IAESTE in the respective country or at the respective institution.
Receiving Committee IAESTE	IAESTE Committee that receives students to do an IAESTE Internship.
Sending Committee IAESTE	IAESTE Committee that sends students to do an IAESTE Internship
Nomination	Application for an IAESTE Internship which is forwarded together with the attached documents to the receiving country and employer
Nomination documents	Documents needed to submit an application which is forwarded to the receiving country and employer
Acceptance documents	Documents delivered by the hosting country when an employer accepts the nomination of a student to the internship offered.
Employer	Company/Institution offering an IAESTE Internship.
O-Form	Document in which the internship offer is described in details
Internship	Work position offered by an employer to students through IAESTE Committees
Accepted student	Student Accepted to do an IAESTE Internship
By-Laws	Set of rules created by IAESTE to outline the methods of working, rules of cooperation and members duties. Access through Members and Co-operating institutions.
Statutes	A statute is a founding act of the association. IAESTE A.s.b.l. is registered in Luxembourg, therefore it follows

	<p>that country's legislation. In the IAESTE Statutes, the mission, aims and core activity are defined.</p> <p>Article 2. of IAESTE Statutes: The Mission and Aims of the Association are: MISSION: a) To operate a high quality practical training exchange programme between Members in order to enhance technical and professional development; b) To promote international understanding, co-operation and trust amongst students, academic institutions, employers and the wider community; c) To operate irrespective of race, colour, gender, culture, religious or political beliefs, disability, sexual orientation, gender identity or expression. To promote non-discriminatory practices. AIMS: a) To provide students in higher education with technical experience relevant to their studies; b) To offer employers well-qualified and motivated trainees; c) To be a source of cultural enrichment for trainees and their host communities. OBJECT: The core activity of the Association is the exchange of trainees for technical experience on a bilateral or multilateral basis and the further development of these services. The Association is an independent, non-political and non-governmental body.</p> <p>The full version of the IAESTE statutes is available through Members & Co-operating Institutions.</p>
Exchange Practical Guide	https://sites.google.com/a/iaeste.org/exchange-practical-guide/home
Exchange Platform User Guide	https://sites.google.com/iaeste.org/ep-user-guide/home
Exchange Platform Employer's Guide	https://sites.google.com/iaeste.org/ep-employer-guide/home
Exchange Platform Student's Guide	https://sites.google.com/iaeste.org/ep-student-guide/home

b) Appendix 2

○ Insurance and Liability

- **Compliance with the host company/ institution directives.**
Students will comply with the relevant rules and regulations of the receiving company/institution while doing the internship there.
- **Responsibility for property loss and damage:** Students will be responsible for loss of, or damage to the property of their receiving company/institution caused by them (malicious intent).
- **Intellectual property rights and confidential information:** the Employer is expected to maintain any intellectual property rights which may result from a particular programme involving the student.
- **Waiver of liability:** IAESTE (International Association with its executive bodies, the Members and Co-operating Institutions of the sending and receiving countries) assumes no responsibility or liability for any injury, accident damage, financial losses (for housing reservations....) additional delay or other irregularities suffered by the student, the receiving company/institution or any other party, other than those which may be caused by willful or negligent acts or omissions on the part of IAESTE, in which case the respective involved party of IAESTE as listed will be solely responsible. IAESTE shall not be responsible or liable for consequences or natural calamities, labour strikes, Acts of God, war and other factors beyond IAESTE's reasonable control.
- **Insurance:** In the light of IAESTE's limitation of liability and responsibility set forth above, students are obliged to have the necessary arrangements for health and accident coverage for the duration of their internship, including the time spent travelling and leisure activities. Further coverage must be taken out by students in relation to their property loss and damage.

c) Appendix 3

○ Visa Process

- **Transit Visa (for Airport Travel):** Prior to booking an airline ticket, students should check the entry and travel regulations for their destination countries to determine if a transit visa is required to make a connection in a foreign airport or cross through a foreign country. This may depend on the student's nationality and destination country. Not all foreign travelers are subject to this regulation.

Nowadays, some countries require that travellers have a transit visa **even if they are not going out of the airport**. An airport transit visa allows a traveler to pass through the international zone of an airport, without entering the country's territory. The student should contact the embassy of their connection country for precise information. It is the student's responsibility to research if a transit visa is required. Otherwise, the fees charged by the authorities and/or airline will be borne by the student.

d) Appendix 4

○ How to deal with difficulties

- Although the vast majority of Internships pass without any major incident, the unexpected can always happen and difficulties do occur. Whether the problem is big or small, the most important thing to remember is that IAESTE has been in existence for over 75 years and has long-established and well-developed support structures in place.
- **Problems with arrival** - If someone is scheduled to meet you on arrival and you can't find them, call the host IAESTE Committee. In the unlikely event that you cannot contact them, try to find your way to your accommodation (ie. taxi, bus) or to a nearby hostel/hotel.
- **Problems with accommodation** - In case of minor difficulties contact the receiving IAESTE Committee which arranged the accommodation. If there are more serious issues which could affect your health and safety, contact your host and the IAESTE Committee.
- **Problems at the workplace** - occasionally interpersonal difficulties may arise at the workplace, or a student may find that their work duties are unclear. The best approach is to tackle the problem early and inform the IAESTE Committee immediately, as they are likely to have worked with the employer before and will also be best placed to negotiate any potential language or cultural barriers. In the case of a more serious problem, such as a late payment of wages or difficulties in the working environment, inform the receiving IAESTE Committee.
- **Breaking your internship** - Occasionally, emergencies occur which require a student to return home and cut their internship short. Should this happen, it is vital to inform the employer and the IAESTE Committee of the situation immediately. Cutting an internship should not be done lightly, as it can adversely affect the relationship between the employer and IAESTE Committee, and jeopardize future internships. It may also have financial implications (e.g. rent was paid in advance). The student should consider whether the need to end the internship completed, or if a short break would suffice (e.g. resit an exam). Employers understand that interns have ties and

responsibilities in other countries, and will do their best to accommodate situations if possible.

- **Problems with an IAESTE Committee** - If a student feels they are being treated unfairly by an IAESTE Committee, they should contact your IAESTE sending country in writing so that the problem can be resolved with the committee concerned. If the student is still not satisfied, they may contact the IAESTE ombudsperson.

e) Appendix 5

- IAESTE Alumni Network & Seeking for Future Employment
 - IAESTE is a great way to build an international network of professional contacts. With over 300,000 IAESTE alumni, students may be surprised at the places in which they will encounter former trainees and IAESTE Committees. IAESTE students are encouraged to make use of their connection with IAESTE by checking up regularly with the IAESTE Alumni Network, looking at the job postings there, and stating that they were an IAESTE trainee on their CV. A student can also reference their participation in IAESTE to demonstrate their independence, flexibility and intercultural knowledge when submitting applications or cover letters – these are all attractive qualities for potential employers.

■ Appendix 6

- IAESTE Code of Conduct

This document contains the Code of Conduct for persons acting within the sphere of IAESTE A.s.b.l., hereafter the association. This means any person acting, or who can reasonably be perceived to be acting, as a volunteer, employee, elected person or in any other way on behalf of the association. It also means any person acting on behalf of any of IAESTE's co-operating and member institutions, if their activity is taking place at any of the association's events or meetings, or between persons from two different co-operating or member institutions.

Conduct between persons both associated with the same co-operating or member institution should be handled in their own committee. Complaints from participants of the IAESTE exchange programme should be directed to the Ombudsperson, at <https://iaeste.org/complaints>

Part of IAESTE's mission, as stated in our Statutes, article 2, mission, (c), is:

- "To operate irrespective of race, colour, gender, culture, religious or political beliefs, disability, sexual orientation, gender identity, or expression. To promote non-discriminatory practices."

- All behaviour in the association should be in line with our mission and our values, which are Commitment, Diversity, Friendship, Growth and Trust.

All persons acting within the association have the right to be treated with dignity and respect, and to work in an environment free from discrimination, harassment and abuse. Consequently, any form of discrimination, harassment, and abuse of authority is prohibited. In their interactions with others, all persons related to the association are expected to act with tolerance, sensitivity and respect for differences, as well as for local customs and for personal property. This includes activities in social settings. Actions contrary to the above, will be referred to hereafter as misconduct.

Individuals who believe they are victims of misconduct are encouraged to deal with the problem as early as possible after it has occurred. Any person or organisation may contact the Board of the association, or any one of its members, to make a complaint about misconduct, or to ask for clarification. The Board has the obligation to ensure that complaints of misconduct are promptly addressed in a fair and impartial manner, guaranteeing due process. All reports and allegations of misconduct shall be handled with sensitivity, in order to protect the privacy of the individuals concerned and ensure confidentiality to the maximum extent possible. Any complainant may choose to involve another person within IAESTE to support them in the process, such as their National Secretary or a national ombudsperson, if relevant.

The Board must investigate any complaint received, although such an investigation should only begin with the permission of the complainant. The Board will contact all relevant involved persons, and all information gathered must be considered confidential unless weighty reasons necessitate otherwise. The Board must in any case inform the national committee of any person deemed to have seriously violated this code of conduct. In cases where misconduct is found to have taken place, the Board must make it clear to the offending person or persons how this code of conduct has been breached and must take action as appropriate.

In severe cases, misconduct may be considered “a major breach of the IAESTE Statutes and Bylaws”, and systematic misconduct may be considered “Gross misconduct in the running of the exchange”, according to article 8 (d) and 8 (a), respectively, of the statutes. Accordingly, the Board may ask national committees to take appropriate actions against persons associated with their respective institutions.

Definitions:

- Discrimination is any unfair treatment or arbitrary distinction based on a person’s race, sex, religion, nationality, ethnic origin, sexual orientation, disability, age, language, social origin or other status.
- Harassment is any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person. Harassment may take the form of

words, gestures or actions which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive work environment.

- Sexual harassment is any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another person.
- Abuse of authority is the improper use of a position of influence, power or authority against another person. Discrimination and harassment, including sexual harassment, are particularly serious when accompanied by abuse of authority.