



PAGODA PROJECTS

BEYOND WORK EXPERIENCE

HEALTH & SAFETY WORKFLOW



BOOKING

- BOOKING FORM COMPLETED -
- MEDICAL & PHYSICAL HEALTH FORM -

SUPPORTING DOCUMENTS

- * BOOKING FORM, TERMS & CONDITIONS *
- * MEDICAL & PHYSICAL HEALTH FORM *

APPLICATION

- APPLICATION FORM -
- INITIAL PROGRAM SUPPORT ASSESSMENT -
- PHONE INTERVIEW -

SUPPORTING DOCUMENTS

- * APPLICATION FORM *
- * MENTAL & PHYSICAL HEALTH DISCLOSURE POLICY *
- * PHONE INTERVIEW GUIDELINES *

PRE-DEPARTURE

- SKYPE WITH BRANCH MANAGER -
- PAGODA PROJECTS DIGITAL RESOURCES -
- INSURANCE CONFIRMATION -
- ACCOMMODATION BOOKING -
- QUESTION ASKED -
- 'DO WE NEED TO KNOW ABOUT ANYTHING THAT MIGHT AFFECT YOUR PROGRAM?'
- INTERNSHIP CONFIRMED -
- WEBINARS / PRE-DEPARTURE SESSIONS -

SUPPORTING DOCUMENTS

- * SELF-CARE PLAN *
- * URLS TO DIGITAL RESOURCES *
- * INSURANCE COVER SUMMARY *
- * ACCOMMODATION QUALITY POLICY *
- * CONFIDENTIAL INFORMATION DISCLOSURE FORM *
- * INTERNSHIP QUALITY POLICY *

ARRIVAL

- EXTENSIVE ORIENTATION -
- WECHAT GROUPS - ACCOMMODATION, OFFICIAL ACCOUNT - (WITH DIGITAL RESOURCES), SOCIAL GROUP
- WELCOME PACK, SIM CARD, TRAVEL CARD & EMERGENCY CARD -
- INTRODUCTION TO INTERNSHIP & ACCOMMODATION -

SUPPORTING DOCUMENTS

- * ORIENTATION CHECKLIST *

ON PROGRAM

- WELLBEING CHECK-IN WITHIN 7 DAYS -
- CRM "FLAGS" TO MONITOR ATTENDANCE & HAPPINESS -
- WEEKLY SOCIAL ACTIVITIES -
- IMMEDIATE EMERGENCY SUPPORT FROM GLOBAL TEAM -
- EXTERNAL SERVICES - LIFELINE SHANGHAI - AVAILABLE FOR ALL PARTICIPANTS
- REFERRAL PROCEDURE FOR PARTICIPANT SUPPORT - MALE & FEMALE CONFIDENTIAL CONTACT PERSONS INTRODUCED
- REGULAR CHECK-INS WITH BOTH MANAGEMENT AND STAFF - (INTERNAL) AND FOR PARTICIPANTS (EXTERNAL)
- ONGOING MENTAL HEALTH SUPPORT -

SUPPORTING DOCUMENTS

- * CHECK-IN FORM *
- * SELF-CARE PLAN *
- * RISK-ASSESSMENT & EMERGENCY PROCEDURES *

DEBRIEF

- DEBRIEF SESSION TO REFLECT ON PROGRAM -

SUPPORTING DOCUMENTS

- * FEEDBACK FORM *

"I am responsible for participant welfare and confidential information for all individuals planning to embark on an InternChina/InternVietnam program! I managed our office in Qingdao for three years so I have had lots of experience at dealing with difficult situations in a foreign environment. Based in the Manchester office, I'm here to answer any concerns people might have before they set off on their adventures."



CLARE HARDING, EUROPEAN PARTNERSHIPS MANAGER



"I work on screening applications, selection and pre-departure support. I communicate extensively with our university & government partners regarding participants' well-being before and during their programme."

ALI HASHEMI, BOOKINGS MANAGER