



PARTICIPANT FAQ & HELP GUIDE

This guide is intended to help to answer some questions you may have if you're considering taking part in one of our programmes. It covers some common queries as well as advice on how best to handle certain situations. If something isn't listed here or you are unsure about any aspect of our programmes please get in touch with a member of our team directly, who will be happy to assist you.

PREDEPARTURE

Situation/ Question	Action/answer	What can I do to prepare?
How do I know if an internship abroad is right for me?	Work experience is important, and the benefits are numerous <u>because</u> of the challenges you will face. If you struggle in unfamiliar environments or find it difficult to be outside your comfort zone in general, speak to one of our team who will be able to support you with your decision.	Ensure you understand that you will be outside of your comfort zone and things will be done differently to how they are at home. Read this guide and if you have any concerns or questions, get in touch with one of the team.
What if I change my mind about doing an internship?	We are 100% transparent with no hidden fees or costs. You are welcome to apply, discuss the internship with our team and even speak to your potential host company supervisor. If you don't like the sound of the experience, you have no obligation to continue the application process up until you decide to sign our booking form.	Apply to find out more information and discuss the experience with our team.
How do I know my phone will work abroad?	Almost all phones will work abroad. We will provide you with a SIM card to fit any phone, provided you make sure you unlock your phone prior to arrival (if necessary), you shouldn't have any problems.	If you have a contract or you're not sure whether you do or not, be sure to get in touch with your phone network service provider before departure to make sure you will be able to use our SIM card in your phone.
Can I access my Facebook, Gmail etc whilst abroad?	Certain destinations, such as those in mainland China will block access to popular western social media website and apps. Some people choose to use a Virtual Private Network (VPN) in order to browse restricted sites.	Check with our team if unsure what you will and will not be able to access during your internship. If you must have access to restricted sights, consider purchasing a VPN and installing it <u>prior to your departure</u> .
How do I know what flight to book?	Once you have decided on your destination you will be put in touch with our team in that location. Our team will be able to inform you what options you have in terms of where to fly into/ out of.	Check with our team prior to booking your flights for information relating to your travel logistics.



PARTICIPANT FAQ & HELP GUIDE

What if I can't get a visa?	We support a lot of people from various countries with their applications, so we usually have a good idea about whether you will be successful or not. If you cannot get a visa after following our instructions <u>exactly</u> , we will be happy to refund your programme fee.	Follow the instructions we provide <u>carefully</u> , as there may be details which seem trivial that are very important!
What if I miss a flight or my flight gets delayed?	It's not uncommon for flights to be delayed or maybe you were unable to make the flight. The key is not to panic and get in touch with one of our team as soon as possible so we know whether to expect you. We will also check the flight for any potential delays before heading to meet you at the arrival point. We can also help you look for hotels and airline/insurance support for extended delays.	Check your flight itinerary carefully before departure. Sometimes, flights that are due to depart in the early hours of the morning can be confusing as you may think you have an extra day!
What money should I bring and how much?	You can decide whether you bring cash, bank cards, travel cards or a combination of these. We always recommend carrying enough cash to get you through the first week. If looking to change foreign currency, US Dollar is generally the most widely accepted currency.	If you're unsure about how much you may need, consult the frequently asked questions on our website for your destination or get in touch with one of our team.
Should I study the local language before departure?	We suggest doing some study prior to departure if you can, as anything you do learn will be appreciated by local people and will probably make your life easier. However, we exist to provide opportunities in countries where participants can't speak the local language, and every internship will have an English-speaking supervisor.	Try to download useful apps for translation and language learning, the earlier you start, the better!
What Vaccinations should I get?	We recommend getting up to date advice from your GP. Remember that you may need a number of weeks in order to get all recommended vaccinations (if any).	Arrange an appointment with your GP at least 8 weeks prior to departure.
What should I bring?	Check the weather for the city you'll be in at that time of year to decide what clothing you'll need. You should also bring a towel, laptop, smartphone, adapter plug and any medication you require. Toiletries, sun-cream, deodorant and cosmetic products may be limited and expensive in-country.	Check online for the correct type of adaptor and if you don't have a laptop, check with your internship host company or one of our team to see whether arrangements can be made.



PARTICIPANT FAQ & HELP GUIDE

ARRIVAL

Airline lost bags	Sometimes (especially if you have one or more flight connections) the airline may not have loaded your bags onto the aircraft in time. Don't worry, it normally takes a few days and your bags will be delivered to your destination. We will support you in dealing with the airline and tracking your bags, as well as purchasing clothing and essential items, to the value of which you are entitled to claim back under our insurance policy. Make sure to contact the airline service helpdesk at your arrival airport to report the missing baggage as they will provide you with a case reference number and any forms you may need to follow up.	Always allow three or more hours between flight connections. Bring a small amount of clothing in your hand luggage just in case.
Can't find our team at arrival location	Firstly, don't panic! We always have a member of our team waiting at the agreed destination point with your name displayed. If for any reason you can't find us and you don't have roaming services, try to find a Wifi network to reach us via email or telephone on the numbers we would have provided via email prior to your departure. We will also be trying to contact you. If you are unable to reach us completely, stay calm and attempt to borrow someone's phone or computer to do so. As a last resort, find an <u>official</u> worker at the arrival destination to help you contact us or book a hotel.	Provide us with your travel itinerary (including any changes/updates) and ensure you read emails from our team so you know where to expect us and how to reach us if necessary.
What if I encounter issues at customs when entering the country?	Stay calm and get in touch with a member of our team. This is rare but can happen if there is a misunderstanding for your reason for visiting the country or if there are political tensions.	Ensure that you enter the country on the visa we recommend.
What if I find everything overwhelming (experience 'culture shock')	Remember we are here for your support and will be a friendly face there to greet you and help you settle in. It's normal to feel a little anxious and just remember that if you stay calm, you can stay in control of any situation.	Keep our contact numbers handy in case you find yourself in a difficult situation.



PARTICIPANT FAQ & HELP GUIDE

IN-COUNTRY GENERAL

Situation/ Question	Action/answer	What can I do to prepare?
I can't eat certain foods, will that be an issue?	Our team will provide anyone who declares dietary requirements with a special card, explaining this in the local language. This can be shown to staff in restaurants etc.	Declare any dietary requirements you have via our health and safety capture form prior to departure
What if I have a full-blown fist-fight with a Giant Panda?	Pandas tend to be quite lethargic animals; however, it is not unheard of for them to kick off if they feel you have given them a 'funny look'. We suggest keeping a quantity of bamboo on you at all times which you can throw as a distraction in the event of panda attack, giving you a brief opportunity to scarper	Buy a stick of bamboo on arrival and try not to wind up the local wildlife.
I have an ongoing medical condition. Can I still do an internship?	Provided that your doctor or a qualified practitioner has no issues with your intended travel plans, our team will do our best to support you based on the information you provide.	Bring enough medication to ensure that it covers the full duration of your time abroad. It would also be prudent to bring extra just in case. For painkillers or potentially sensitive medication, please check the laws of the country(ies) you will be travelling through/to ensure that the medication type and quantity is legal. Declare all medical information that may affect your time with us.
What if I lose my valuables/something gets stolen?	Contact a member of our team who will support you in reporting the loss to the local police (if significant) and any potential insurance claim. For lost passports we will support you with the process of obtaining a new/temporary passport.	Be responsible with your valuables and bring only what you need with you. Be wary of pickpockets in crowded environments such as on busy buses and in queues.
What if I get lost?	Don't worry, it normally takes time to get to know a new city and it's OK to get a little lost. If you get lost on the bus, you can usually take it back towards where you came and get your bearings. You can also contact a member of the team who will be on hand to help you. If you're in a taxi and unsure if the driver is going the correct route, you will already have the phone numbers of our team who you can call and ask to speak with the driver to verify the intended location. You can also get a receipt following your journey in case you wish to make a complaint.	We will help you install useful, local map apps as well as apps that are best-suited to communicate with our team in country. We will help you pin your accommodation and internship locations on the map app so you know where to go as well as providing transport information for your commute.



PARTICIPANT FAQ & HELP GUIDE

Will I get to meet other people doing an internship?	Absolutely! In all of our branches we have participants from different programmes and countries taking part in an internship. We organise regular, optional dinners and weekend activities which you can also join as a chance to meet people.	Opt to join any groups we invite you to and keep an eye out for regular meals, events and activities which we host!
What if I have an accident/ injury/ get sick?	Use your judgement as to whether the situation warrants a call to the local English-speaking emergency services, or whether to call your designated emergency contact(s) in our team. If in doubt, make sure that you call us to make sure that you are getting the appropriate care. If you get sick, please let one of our team know and we can assist you with arrangements to see a doctor.	Record the phone number of your Branch Manager prior to departure and ensure you record the numbers of all emergency contacts provided during orientation as well as the number for the local emergency services (usually 3 digits). You will also have an 'emergency' card detailing the numbers to call in emergencies which you should keep on you at all times.
What if I see something suspicious/ possible criminal activity	We recommend that for your own safety you do not get involved in any immediate situations. Get in touch with the Branch Manager who will be able to advise you on reporting/next steps.	N/A
Is China safe?	China is generally very safe, but the biggest risks relate to scams or opportunistic theft. If a stranger approaches you with a proposition of any kind, it is likely to be a scam. Beware of receiving counterfeit money and if something seems too good to be true, it probably is.	Look into common scams such as counterfeit money, overcharging taxis (typically not using meter), tea house (honey trap) and fake goods. Use common sense!

ACCOMMODATION

Situation/ Question	Action/answer	What can I do to prepare?
What do I need to bring?	All of our apartments are fully furnished and come with cooking utensils as well as crockery and cutlery. A full list of items can be found on our website. If staying with a host family, what they will have will vary. Families will also provide meals though we recommend you help with cooking/washing up wherever possible.	Check to see if there are specialist items you would like to bring from home, or if unsure whether something is provided check with one of our team.



PARTICIPANT FAQ & HELP GUIDE

What bills should I pay?	There are no hidden fees and you will not be expected to pay any internet, utility or other bills when opting to use our accommodation. We will take a deposit which will be used in the event of damage or breakage. For any deductions from your deposit, a member of our team will clarify this with you in advance.	All bills are included in our accommodation price.
Can I choose where and with who I will live?	Because we have many participants doing internships in different areas, we are not able to offer participants the option to choose this. If you have any special requests, i.e. a same-sex apartment or vegetarian homestay family, please let us know and we will do our best to accommodate this.	Provide any special requests with as much notice as possible.
Who cleans the apartment?	We expect all of our participants to respect each other and cooperate to maintain a good level of cleanliness and hygiene in shared accommodation or in your own room if staying with a host family. We will ensure that apartments are cleaned professionally prior to new participants arriving.	N/A

INTERNSHIP

Situation/ Question	Action/answer?	What can I do to prepare?
What if I don't do a good job?	All of our companies understand that you are here to gain valuable experience and everyone has to start somewhere. Your supervisors should be patient with you, offer training and give you ample opportunity to ask questions.	Don't forget you are allowed to communicate with your host company prior to your departure. It is good to show interest, ask questions and look for opportunities to add value.
What if I don't like my internship?	It's important to remember that you are looking to gain experience, and this includes dealing with problems should they arise. 90% of problems can be solved via good communication, (i.e. your supervisor may not know if you're receiving too much/not enough work) so we always suggest you attempt to resolve any issues independently, just as you would in the working world. If you are unable to resolve an issue, get in touch with our team who can support via advice or intervention. As a last resort, we may look to change your host company.	Do as much as you can to be proactive, communicate with your supervisor/colleagues and look for opportunities to bring your knowledge into practise.



PARTICIPANT FAQ & HELP GUIDE

Is there a chance I could experience discrimination in my company?	We operate with a 0 tolerate approach towards discrimination and take any complaints of such activity very seriously. If you think you are being discriminated against you can report this to one of our team who will take immediate action.	N/A
Can I take time off during my internship?	First and foremost, you are accepted to do an internship by your host company, full time, for the full period agreed unless otherwise stated or for health reasons. We strongly recommend that you do not take time off, especially for durations of 12 weeks or less, and if you must take personal leave apply to your host company with as much notice as possible and inform our team. If your placement is funded, you may be penalized by the funding party or your university and have to repay costs or receive poor grades.	If you wish to travel, or are anticipating that you will need time off, request this from your host company as far in advance as possible.
Can I get paid?	You are only permitted to receive a stipend on the provision that you have the appropriate visa and have been explicitly informed that you are entitled to receive this in country. If payment has not been discussed with our team, you are most likely not entitled to receive payment in country and could be breaking the law by doing so.	Speak to our team if you are unsure as to whether the internship you are applying for can offer stipend prior to departure. Refuse any offers for part time work in country.
What if there is a significant event such as a terrorist attack or a natural disaster i.e. Earthquake Typhoon etc	Where possible a warning will be issued with as much notice as possible. Our team will be in touch to inform you of the appropriate action to take. If a significant event occurs without warning, we advise you to take no unnecessary risks and the general rule is to not move unless you are in immediate danger, in which case it is advised to seek shelter.	N/A



PARTICIPANT FAQ & HELP GUIDE

DEPARTURE

Situation/ Question	Action/answer	What can I do to prepare?
What if I overstay my visa?	Whilst we will keep a record of your visa details, you are responsible for ensuring that you don't overstay. There is a chance you will be detained for a short period or have to pay a fine (typically based on the number of days you overstay). If you're detained we advise you call one of our team for support.	Double-check the type of visa you have and when it expires (based on a number of days after entry), also make sure you are aware of the number of entries you have as you may not be permitted re-entry should you leave prior to your internship completing.
What do I have to do in order to receive my deposit back?	Our team will send you information detailing the actions we recommend you take in order to receive your deposit back. This typically includes ensuring you leave your keys and acknowledging any missing items/breakages before we discover them.	Carefully read the departure information our team will provide to you.
How long will it take to receive my deposit back?	Our team will ensure that your accommodation has been checked a maximum of one week following your departure and inform our finance team to make the payment. The process in full should take less than 2 weeks.	Make sure that you inform us of any damages/breakages in advance as it could delay the return of your deposit.
Can I stay in touch for up to date job opportunities and alumni events?	Absolutely! We love it when our participants keep in touch with us and because of the nature of what we do, you never know when a host company will be looking to fire someone who has experience doing an internship abroad.	Pay attention to emails and social media for opportunities to join our ever-growing alumni network.