

Exchange Programme Policies (XPP)

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Any stakeholder involved in the AIESEC Exchange Programme is required to

- a) Observe all aspects of the XPP, inform themselves of its content and respond in a timely and constructive manner to any grievances which may arise at any stage.
- b) Follow all the responsibility stated in the XPP Appendix G_Global Safety Management Guideline.
- c) Fulfil any and all private, written mutual agreements with EPs and TNs relating to responsibilities of one party to another;

Liabilities of the AIESEC Entities

The AIESEC International, AIESEC sending and hosting entities may only be held liable for their personal respective responsibilities as described in these policies. In particular, the aforementioned entities shall never be held liable:

- a) In case of refusal from the authorities to provide a visa, work permit or any other legal document or authorization needed by the individual to participate in the exchange;
- b) In case of false, inaccurate or incorrect information provided by the EP or the TN resulting in the match/exchange, when they were not aware of the information on being false;
- c) In case of accident incurred by the EP during the exchange;
- d) In case of damages caused by the EP to the organisation or to any third party during the exchange;
- e) In case of damages or loss of any working material (as laptop, camera, cell phone, etc) provided to the EP by the TN for work purposes;
- f) For any consequential or indirect damages, including loss of income or profits;
- g) Where the failure to fulfil their obligations has been caused by circumstances beyond their control.

- h) AIESEC shall not be liable for any failure to perform its obligations where such failure is as a result of Acts of Nature (including fire, flood, earthquake, storm, hurricane, or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity.

1. Exchange Programme Definition

1.1. The Aim of the Exchange Programme

An AIESEC Exchange Programme is a practical working and learning experience for the EP to develop their competencies of Global Mind-set, Entrepreneurial Outlook, Social Responsibility, Emotional Intelligence and Proactive Learning in a foreign cultural environment.

1.2. The Main Deliverables of the Exchange Programme

1.2.1. Exchange Programme must aim to provide the EP:

- A positive learning experience;
- Interaction with a different social and cultural environment with a view to gaining intercultural competencies;
- Development of theoretical and practical leadership skills;
- Opportunity to apply personal and professional skills, knowledge, attitudes and values to work for the organisation as well as the host communities;
- Develop awareness and knowledge of social issues and different practices of the sending and hosting country;
- Opportunity to contribute to personal and professional life goals.

1.2.2. Exchange Programme Must NOT aim to provide the EP:

- Solely an opportunity for the EP to earn money;
- A holiday;
- Acting as a permanent career placement or recruitment opportunity. If the organisation decides to extend the programme on a permanent basis, AIESEC will have no role in facilitating this;
- Permanent residence in the hosting country;
- Being an internal AIESEC leadership position (such as MC/AI/CEED).

1.3. Exchange Programme Descriptions

TNs should be classified as Global Internship Programme (GIP) or Global Community Development Programme (GCDP) based on the criteria defined in the below descriptions. EPs should be classified as GIP or GCDP based on the programme they have the highest interest in as outlined in this below descriptions.

Programme:	Global Internship Programme	Global Community Development Programme
Definition	An opportunity for an EP to develop entrepreneurial and responsible leadership by living a cross-cultural professional development experience.	An opportunity for EP to develop entrepreneurial and responsible leadership by creating direct positive impact through an international volunteer experience.
EP can gain:	Access to AIESEC's value-based platform where he/she experience a cross-cultural living and working experience. A professional development experience.	Access to AIESEC's value-based platform where he/she experience a cross-cultural living and working experience. Opportunity for creating positive social impact and personal development.

2. Exchange Programme Criteria

2.1. Exchange Programme Criteria

2.1.1. Global Community Development Programme

Hosting Entity to provide an international volunteer experience through which EPs develop themselves while empowering individuals, communities or organisations. Be focused on areas and issues with the needs for direct social impact and sustainable solutions. GCDP EPs may have different type of volunteer experiences, including using professional skills, to contribute to their personal development and positive impact on the society.

2.1.2. Global Internship Programme

Hosting Entity to provide an internship in a hosting organisation, through which an EP contributes to the goals of the organisation, completes a job description requiring special expertise or skills. This includes the development of practical skills and knowledge in a foreign environment to complement the EP's higher educational background or field of career aspirations. The EP is supervised and evaluated by one or more full-time employee of the host TN.

2.1.3. Extension must not be accepted for over a total 78 weeks with the same hosting organisation. If the hosting organisation and the intern agree to extend the programme, AIESEC will have no responsibility or role in facilitating this;

2.1.4 Meet the national and local legality in the both hosting and sending country. In case of any difference or contradiction between the referred rules, it shall prevail the regulation which offers more benefits to the EP;

2.1.4 Have a hosting organisation, that provides clear legal status for visa invitation and other conditions in the hosting country as the TN taker, fulfilling all its responsibilities as described in the XPP;

2.2 Exchange Participants (EP)

2.2.1 To qualify as an EP a person must:

2.2.1.1 Be at the latest within two (2) years after obtaining his/her last tertiary degree AND at the age of 30 or under; OR

2.2.1.2 Be at the latest within three (3) years after completing a full time AIESEC position AND at the age of 30 or under;

2.2.1.3 Demonstrate the following:

- Understanding of the purpose of the Exchange Programme the applicant is applying for;
- Language proficiency in English and/or any other language necessary for an exchange;
- Capability of living and working in a foreign culture;
- Academic and/or working qualifications and skills suitable to his desired type of exchange;
- Understanding of his role as an ambassador of his home country;

2.2.2. An EP may

- a) take up a maximum period of 36 months of Exchange Programme in total. These 36 months can be allocated whenever and in whichever order, so long as they follow the minimum and maximum duration of AIESEC exchanges as outlined in section 1 of this document, and respect all of the policies outlined in the XPP;
- b) apply for an Exchange with any country or territory in which he/she has lived for a minimum period of six (6) weeks;
- c) have an Exchange in any country/territory with the exception of countries/territories in which they have lived for more than two (2) years in the last ten (10) years. The starting date of the last ten (10) years should be considered from the date that the EP applies to the Exchange selection process. CEED/MC/AI experiences may be excluded from this two-year period.

2.2.3. An individual does not have the right to apply for the AIESEC Exchange Programme:

- a) If he/she has not yet/ever been enrolled with a tertiary education provider.

- b) If he/she does not have the capacity to enter into legal agreements in its sending country, cannot legally travel abroad independently, with or without parent/legal guardians formal authorisation and without requiring the Hosting AIESEC Entity to have legal power of attorney over the individual;
- c) If he/she previously violated the XPP.

2.3. Traineeship Nominee (TN) Taker

2.3.1. To qualify as a TN Taker a company/organisation must:

- a) Be legally registered company/organisation in the territory of operations
- b) For GIP: Organisations that support AIESEC's values and aim to enhance their organisation through involving global top talent, improving their processes or growing their organisational performance.
- c) For GCDP: Organisations which aim to create or support direct positive impact in communities through their activities, initiatives, or projects. With these organisations, AIESEC co-creates opportunities for EPs to develop themselves while providing direct positive impact. Can be from public, private, or social sector, or a project (which must involve one or more organisations as an AIESEC entity cannot solely deliver a GCDP experience without any external involvement).
- d) Be able to provide an adequate working environment to ensure the EP is not being discriminated by race, colour, gender, sexual orientation, creed, and religion, national, ethnic and social origin, age, their life put at risk or where they would be harassed.

2.3.2. An organisation does not have the right to apply for the AIESEC Exchange Programme:

- a) If it cannot meet the XPP due to whatever reasons;
- b) It has been recognized by an authoritative AIESEC entity and/or the ICB as having previously broken the XPP.
- c) If they do not align with the Code of Ethics and the Global ER Principles.

3. Exchange Programme Standards

Standard	GCDP	GIP
3.1. Preparation	EP Attends Outgoing Preparation	
3.2 TN Form	<ul style="list-style-type: none"> a) The amount and form of salary provided to the EP (if applicable); b) Accommodation, and its exact condition (such as single room, host family); c) Accommodation, transportation, insurance and visa cost payment responsibility; d) Other living conditions, if any, (such as providing food) and necessary costs for both hosting organisation and the EP. e) Exact and detailed Job Description f) Agreement between AIESEC and TN Taker uploaded 	
3.3 EP Form	<ul style="list-style-type: none"> a) All personal information provided must be accurate and up to date b) CV including reference details 	
3.4 Job Description	Job activities and Job Description must be the same as when matched and accepted through the AN forms. Any changes need to be in written form and agreed upon by TN, EP and AIESEC.	
3.5 Duration	6-78 Weeks	
3.6 Working hours	25 hours per week minimum	35 hours per week minimum
3.7 Insurance	Comprehensive Travel Insurance for EP (including medical cover)	
3.8 Visa	Compliant with National Labour Laws	
	AIESEC assistance in visa application process	
3.9 Basic Needs	Accommodation ready upon arrival of EP	

	Accommodation meets minimum standards for entity as stated in Reception Wiki	
	Accommodation is covered. Unless the entity is unable to implement this; in which case a full and detailed cost break-down for accommodation is to be included in the TN Form and agreed upon by the EP. Costs for accommodation may not exceed standard living costs for entity.	The TN Taker is to provide a salary that will allow the EP to live in the country and cover the basic expenses including accommodation, food, transportation for working and basic reception for duration of the Exchange. This may be provided in non-monetary format (offering food and lodging in place of salary), as clearly indicated in the TN Form. Any additional costs to the EP must be communicated in writing to the EP and agreed upon by all parties prior to match. The salary is not intended to cover non work related activities or sustain a lifestyle over that of an average graduate.
3.10 Arrival Pick Up	Pick up from point of entry is MANDATORY. In case the point of entry into country/territory is not the same as the destination of the TN, detailed travel/transport directions MUST be provided to EP at time of Match	
3.11 Reception	<p>Ensure that a reception wiki for the country exists and is regularly maintained according to global standards. A reception wiki on myaiesec.net will include:</p> <ul style="list-style-type: none"> a) visa application information, b) minimum accommodation standards for country/territory as set by Member Committee c) travel and safety information key contact information and addresses, d) estimate of monthly EP budget, e) a summary of laws and cultural standards, f) history of the LC and country, g) any other key information. <p>Reception Wikis must be named "ENTITY-NAME Reception Wiki", and should be updated every year.</p>	
	Link to Reception Wiki included in TN AN	
3.12 First Day of Work	EP must be taken to work on their first day	

4. Exchange Programme Policies and Procedures

4.1 Policies and Procedures Applicable at any stage of the exchange programme

4.1.1 Relating to the Exchange Participant

4.1.1.1. To follow the privacy policy on MyAIESEC.net and refrain from exporting information about EPs/organisations to other platforms.

4.1.1.2. Raise the issue with the relevant party (TN taker or AIESEC entity) according to the dispute resolution mechanism described in the section 7 of this policy and play a proactive role in resolving. The issue raised should be based on the AIESEC Exchange Programme Policies.

4.1.1.3. To make proactive steps to resolve any issues faced by contacting the hosting entity, sending entity and actively participating in negotiations with the TN the situation.

4.1.2. Relating to the TN Taker

4.1.2.1. To receive support from AIESEC in dispute resolution in cases where there are complaints against the EP for violation of any policy stated in the XPP, breaking any internal corporate code of conduct, or any other ethical/religious/cultural norms.

4.1.2.2. To receive a replacement EP under the conditions stated in the XPP; or if this proves to be unreasonable or impossible, to receive financial compensation.

4.1.2.3. To raise the issue with the relevant party (EP or AIESEC entity(ies)) according to the dispute resolution mechanism described in the section 4 of this policy and play a proactive role in resolving the situation. The issue raised should be based on the AIESEC Exchange Programme Policy when unsatisfied with the EP's performance or if the EP has violated any XPP.

4.1.2.4. To ensure that the EP is legally qualified to work in the offered exchange (legal residency requirements and labour law exigencies);

4.1.3 Relating to any AIESEC Entity

4.1.3.1. Remove and exclude an EP or TN taker from the Exchange Programme in cases where they have violated any Exchange Programme Policy;

4.1.3.2. Provide corresponding support and guidance to EPs and TNs at any stage of the AIESEC Exchange Programme (Selection, Accepting, Realisation of Exchange, Evaluation) and during any complaint procedure

4.1.3.3. Represent their stakeholders (EP or TN) at any stage of AIESEC Exchange Programme;

4.1.3.4. Ensure that their stakeholders follow these policies and fulfil their responsibilities. AIESEC Entities are also responsible to act in a way their stakeholders are able to follow these policies;

4.1.3.5. Follow the Privacy Policy of Myaiesec.net and refrain from exporting information about interns/organisations to other platforms.

4.1.3.6. To assume final responsibility in case an EP/TN has not fulfilled any responsibility to a TN/EP, or AIESEC entities. This shall extend to financial responsibility in all cases except those stated in policy 4.5.

4.1.3.7. Provide additional details pertaining to the job description and work environment of any prospective exchange.

4.2 Policies and Procedures Applicable from Engagement with AIESEC to the form(s) being Raised on myaiesec.net**4.2.1. Relating to the Exchange Participant**

4.2.1.2. The EP must be educated on: AIESEC Way; Myaiesec.net; and Opportunity Portal.

4.2.1.3. Meet the selection criteria as stated below:

- a) Participate in a Review Board organised by the sending AIESEC entity;
- b) Complete and sign all documentation necessary for participation in an AIESEC exchange. This includes, but is not limited to: the Student Contract, Resume, an agreement regarding the programme fee, and the EP form as will be uploaded on MyAIESEC.net;
- c) Have written proof of the academic background (transcripts) and working experience
- d) (references) as specified on the EP form;
- e) Pass the language test(s) for all proficiency levels in non-native languages or have written proof of the language level(s) as specified in the EP form;
- f) Pay the necessary application fees and/or deposits to their sending AIESEC entity;
- g) Attend preparation events and complete the preparation requirements of the country and territory;
- h) Provide true and accurate information relating to work experience, academic backgrounds or language proficiency levels of the EP;
- i) Provide the required legal information to the hosting AIESEC entity and organisation so that they may verify that the EP may legally travel abroad and work in the host country on an AIESEC exchange.

4.2.2. Relating to the Hosting Entity

4.2.2.1. To receive written consent from another AIESEC entity before raising exchanges within the geographic jurisdiction of said AIESEC Entity.

4.3. Policies and Procedures Applicable from the form(s) being Raised until being Matched on myaiesec.net

4.3.1. Relating to the Exchange Participant

4.3.1.1. To participate only in one selection process at a time if an Acceptance Note has been submitted. EP can start a new selection process once he/she is informed that the application was not successful, or if after 10 subsequent days the EP does not receive any reply or update regarding the selection process;

4.3.1.2. Inform the sending AIESEC entity if he/she becomes unavailable for an exchange, or if the EP is looking into other opportunities;

4.3.1.3. Communicate constantly about matching status with sending entity;

4.3.1.4. Keep all communication concerning the exchange only with the TN manager of the potential hosting country and not contact the organisation directly until an official match is made, at which time the organisation may communicate freely with the intern;

4.3.1.5. Provide complete information about the EP, including the candidate's EP form, letter of motivation and other information as requested by the organisation (telephone interview, detailed CV/resume, photos, academic transcripts or certificates, etc.) within reasonable limits. The information requested must also abide with the legal regulations of the host country.

4.3.2. Relating to the of the TN Taker

4.3.2.1. To select an EP according to procedure described in the XPP and its own selection criteria and procedure; provided they are mentioned in Job Questionnaire and the TN form;

4.3.2.2. Select an EP among the candidates who have accepted particular exchange (sent an official Acceptance Note). EP form of such candidates should be presented to this organisation by hosting AIESEC entity. An Acceptance Note of EP is valid for 10 days;

4.3.2.3. Receive complete information about the candidate including the candidate's EP form, letter of motivation and other information as requested within reasonable limits. The information requested must also abide with the legal regulations of the country where the organisation is located;

4.3.2.4. Contact the candidate directly for the interview or fulfilment of any other selection criteria

4.3.2.5. To designate one representative in the organisation as responsible for coordinating the selection process (interviewing and accepting/rejecting candidates), together with an AIESEC Representative and subsequently supporting the EP for the duration of the exchange.

4.3.2.6. To give a response regarding the suitability of any candidate or next selection stages in the period not exceed 10 subsequent days from the date the EP has accepted particular exchange, unless the candidate agrees to continue this period. If a selection process takes place, the rules and deadlines of each stage must be communicated to the candidate in advance;

4.3.2.7. To consider a candidate can refuse to participate in selection process without any consequences after Acceptance Note is no longer valid and if the candidate has not agreed to continue its validity period.

4.3.2.8. To provide feedback to AIESEC about all the candidates if the TN rejects more than three candidates that fulfil all the criteria set as requested in the TN form

4.3.2.9. To review its criteria for selection with the AIESEC representative if the TN rejects more than three candidates that fulfil all the criteria set as requested in the TN form and does not provide a sufficient feedback on those candidates. At this point, AIESEC can determine whether the organisation should continue to participate in the programme.

4.3.3 Relating to the Sending Entity

4.3.3.1. To deliver selection process criteria as stated below:

- a) Pre-screen application (The pre-screen application is an online or paper based application used to determine the EP's matchability).
- b) Review Board interview
 - a. Review Board must consist of at least two individuals.
 - b. Review Board Validity: the Review Board will be valid for 18 consecutive months, from the moment the results are sent to the EP.
- c) Final review of matchability with respect to qualifications and the types of exchanges available.

4.3.4. Relating to the Hosting Entity

4.3.4.1. To have a login created for the TN Taker and access to Partnership Menu in myaiesec.net.

4.3.4.2. To have the whole process of pre-screening candidates conducted for the TN Taker.

4.3.4.3. To put TN form on "On Hold" status if the exchange programme has become temporary unavailable, or if the particular organisation cannot participate in an AIESEC Exchange programme due to reasons explained in section 2.3.2.

4.4. Policies and Procedures Applicable from Matched on myaiesec.net until arrival in host country

4.4.1. Matching Policies

4.4.1.1. Match between an EP and organisation is only considered official when both the EP and organisation has fulfilled at least one of the requirements below:

- a) Have accepted each other through myaiesec.net and uploaded their official Acceptance Notes (please refer to the XPP Appendixes B and C).
- b) Have been assigned a manual match and both have signed and sent their official Acceptance Notes (please refer to the XPP Appendixes B and C).

4.4.1.2. An EP may officially accept any TN form either by accepting the TN form on myaiesec.net and sending the link of an uploaded official signed Acceptance Note (XPP Appendix B – EP Acceptance Note) to TN Manager, or alternatively by directly sending an official signed Acceptance Note to TN manager;

4.4.1.3. Acceptance of TN form automatically means the EP is accepting the particular exchange with all its conditions, as described in the TN form available in myaiesec.net unless otherwise stated in the Acceptance Note;

4.4.1.4. Acceptance of TN form automatically means that the EP is guaranteed as available for the exchange while Acceptance Note is valid;

4.4.1.5. Acceptance is valid for ten (10) subsequent days after official acceptance of TN in accordance to point 4.4.1.1.;

4.4.1.6. Acceptances may be extended (e.g. for additional selection procedure) using myaiesec.net through uploading a new Acceptance Note or after mutual agreement between parties. Both parties must agree to the extension;

4.4.2. Relating to the Exchange Participant

4.4.2.1. The EP must follow all selection requirements of a TN form while acceptance is valid, within reasonable limits.

4.4.2.2. The EP review and understand the conditions under which he/she can withdraw from exchange without financial penalties;

4.4.2.3. The EP must send an acceptance note to TNs with „Available" status on myaiesec.net considering the points below:

- a) An EP may officially accept any TN form either by accepting the TN form on myaiesec.net and sending the link of an uploaded official signed Acceptance Note (Appendix B – EP Acceptance Note) it is completed in full (including passport details block);
- b) signed validly by the authorizing party and signed by a representative of the sending entity to TN Manager, or alternatively by directly sending an official signed Acceptance Note to TN manager;

4.4.2.4 Acceptance of TN form automatically means the EP is accepting the particular exchange with all its conditions, as described in the TN form available in myaiesec.net unless otherwise stated in the Acceptance

4.4.2.5. Acceptance of TN form automatically means that the EP is guaranteed as available for the exchange while Acceptance Note is valid;

4.4.2.6. Acceptance is valid for ten (10) subsequent days after official acceptance of TN in accordance to point 2.3.6.1.;

4.4.2.7. Acceptances may be extended (e.g. for additional selection procedure) using myaiesec.net through uploading a new Acceptance Note or after mutual agreement between parties. Both parties must agree to the extension;

4.4.2.8. If the EP rejects the TN form after he/she has officially accepted the TN in accordance to point 4.4.1.1. and the TN has accepted the EP, he/she will no longer be allowed to take part in the exchange programme through AIESEC;

4.4.2.9. A match between an EP and organisation is only considered official when both the EP and organisation has fulfilled at least one of the requirements below:

- a) Have accepted each other through myaiesec.net and uploaded their official Acceptance Notes (please refer to Appendixes B and C).
- b) Have been assigned a manual match and both have signed and sent their official Acceptance Notes (please refer to Appendixes B and C).

4.4.2.10. The EP must:

- a) Receive acceptance note within ten (10) subsequent days after having sent official acceptance of a TN in accordance with point 4.4.1.1.;
- b) Officially accept the TN Acceptance Note as the final agreement of all conditions of the particular exchange;
- c) Withdraw his/her application without consequence after acceptance expires if no mutual extension agreement has been made between the EP and the TN, after the condition in policy 4.4.2.7.
- d) To hold a valid passport, if not apply for a passport so that the validation date covers the entire duration of the exchange;
- e) After providing the passport details, receive, within two (2) weeks, all the necessary documentation from the hosting AIESEC entity (including the written acceptance note/invitation) required for application for a visa/work permit;
- f) To update the hosting entity about his/her passport application within one (1) weeks of a match in cases where an application for a passport has been initiated with the government officials upon acceptance, unless otherwise agreed-upon with the hosting AIESEC entity or organisation. An EP Acceptance Note may be deemed invalid if this standard is not met;
- g) To review the visa/work permit regulations for the host country prior to the purchase of a ticket to travel to the country (air/sea/land transportation);
- h) To submit the visa application within a period up to two (2) weeks after getting all the documents mentioned in 4.4.3.5. of this policy unless an alternative timeline was agreed-upon with the hosting AIESEC entity or the TN. The EP has to keep in touch with hosting AIESEC entity and provide regular updates;
- i) To cover visa costs, unless otherwise agreed upon with the Hosting AIESEC entity or TN;
- j) To inform him/herself about all information related to specific legal policies, life conditions, safety, and cultural norms in the hosting country in order to be aware of any potential risk in the country or local area, both by asking the hosting entity as well as through independent research. The EP is the only responsible for assuming those risks, and shall not sue AIESEC or TN for any damage or prejudice caused by an event related to those risks, and shall not break its match or end an exchange without accrued financial penalties.

4.4.3. Relating to the TN Taker

4.4.3.1. The TN Taker must sign a TN Acceptance Note as a proof of final selection of particular candidate for the particular job description, within ten (10) days of selection.

4.4.3.2. The TN Taker can request a supplementary signed work contract from the EP which is in conformity with the labour laws of the hosting country, provided contract does not change the working conditions indicated on the TN form and the Acceptance Note;

4.4.3.3. The TN Taker can request another EP from the same AIESEC entity, if previous EP rejected the exchange after being accepted by the TN.

4.4.3.4. The TN Taker can get a copy of the EP's passport details within one (1) week of a match in cases where an application for a passport has been initiated with the government officials upon acceptance, unless otherwise agreed-upon with the hosting AIESEC entity or the TN;

4.4.3.5. The TN Taker must provide within two (2) weeks all the necessary documents to the EP directly or through the AIESEC hosting entity (including the written invitation) required for application for visa/work permit. If 2 weeks are insufficient, the EP should be informed and agree with the timeline for provision of any required documents.

4.4.3.6. The TN Taker can expect from the EP to submit the visa application in a period up to two (2) weeks after getting all the necessary documents and if the other timeline was not agreed with the hosting entity or the TN.

4.4.3.7. The TN Taker must make sure together with AIESEC entity that the EP for the exchange would be able to leave and return to the home country independently, and they also must verify the EP would be able to work in an AIESEC exchange legally in the country the organisation is located;

4.4.3.8. The TN Taker must set expectations with the EP regarding expectations of the exchange job role prior to the arrival of the EP.

4.4.4. Relating to the Sending Entity

4.4.4.1. The SE must put the EP form of an EP on "On Hold" status, if this EP becomes temporarily unavailable prior to or during the Exchange Programme. Furthermore, it shall place the EP on "Rejected Status", if the EP has not fulfilled the criteria explained in policy 2.1 or has not fulfilled local selection criteria.

4.4.4.2. The SE must provide training and support through an EP Buddy/Manager during the matching stage to ensure that the EP is familiar with the functions of myaiesec.net such as browsing for exchange opportunities, viewing wikis/files section, and searching for contacts.

Provide Outgoing Preparation which includes:

- a) Exchange Programme Policies
- b) EP Expectation Setting
- c) EP Goal-Setting
- d) EP Cultural Preparation

4.4.4.3. The SE must research on destination safety status together with the EP. The EP is responsible for the decision on going to the destination country/territory as his/her own choice.

4.4.4.4. The SE must provide access to a platform (e.g. forum, mail group, phone number etc.) for the EP to be able to communicate with sending LC during the whole period of exchange for feedback, evaluation, information sharing and general support.

4.4.5 Relating to the Hosting Entity

4.4.5.1. The HE must send Link to Reception Wiki to the EP

4.4.5.2. The HE must provide the EP Visa Assistance in accordance with policy 4.4.3.5

4.4.5.3. The HE must provide the EP relevant visa and labour law information

4.4.5.4. The HE must send the EP key contact information including:

- b) The TN manager/EP responsible/buddy person's contact number,
- c) LCP contact number
- d) LCVPICX contact number,

- e) TN taker's responsible person's number,
- f) LC and MC office address and accommodation address.

4.4.5.5. The HE must send the EP key information on TN's expectations

4.4.5.6. The HE must provide information on local specific safety for the areas of TN and accommodation location referring to the local authorities' official statements.

4.5.6. Break Match Policy

4.5.6.1. The EP has the right to break match if one of the following situations applies:

- a) The EP has not received all necessary documents required for application for visa/work permit from the hosting LC (including invitation) within two (2) weeks, which has resulted in the EP not being able to commence with the exchange; or the EP was not informed of the timeline for provision of any required documents;
- b) In the case where the standard under policy 4.4.2.10 g) is met by the EP but a delay was caused by third party and this delay fundamentally changes the conditions of the exchange (Proof required).;
- c) The EP has an emergency in his/her family (Proof required). After breaking a match due to family emergency the EP is not allowed to put an EP form on "Available" or raise new EP form on myaiesec.net for the next 6 weeks;
- d) The EP becomes ill and the situation can be dangerous for his/her health (Proof required);
- e) The EP may be put in danger due to the area where he/she works being formally declared in emergency due to war, natural disasters, people revolution, and terrorism attacks;

4.5.6.2. The TN Taker has the right to break match if one of the following situations applies:

- a) The organisation is within the labour laws of the host country to end the exchange early.

4.5. Policies and Procedures Applicable from arrival in host country until completion of internship

4.5.1. Realisation Policy

4.5.1.1. Exchange is considered realised when the EP starts working at the TN office on the first working day. The TN manager is responsible to change the status of TN form on Realised.

4.5.1.2. Once a Realisation is assigned on MyAIESEC.net by the TN Manager or by any other qualified AIESEC member from the hosting Member Committee it can only be broken (i.e., the status of the EP and TN form can only be changed) with mutual agreement of the two relevant Member Committees.

4.5.1.3. The break of realisations between merged entities can be authorized by its Member Committee representatives standing for both, EP and TN form.

4.5.1.4. The realisation broken will be discounted from both countries' official results for the matter of the Membership Criteria.

4.5.1.5. If there is any suspicion of falsely assigned realisations by any AIESEC entity, these entities in questions are responsible for investigating the true state of such realisations, and provide an official response to the reporting entity within two (2) days after receiving notification according to the procedure below:

- a) If this entity admits a false realisation out of genuine error, AIESEC International should be informed immediately and this realisation should be broken without any penalties for the entity.
- b) If the claim of falsified realisations is denied, and the reporting entity still insists that realisations are false, this case may be directed to Internal Control Board that will release an official case solution after investigation. (refer to section 6)
- c) If the claim of false realisations is proven to be true, the entity that knowingly assigned this realisation will automatically be excluded from AIESEC entities for 1 year. The MyAIESEC.net profile of such entity should be removed from the system by the relevant party.

4.5.2. Relating to the Exchange Participant

4.5.2.1. The EP must have sufficient funds to incur all expenses related to transportation to and from the host country and territory.

4.5.2.2. The EP must have sufficient funds to cover

- a) For GIP: all living expenses for the first four weeks of the exchange. This period can be prolonged in case first salary is received after more than four weeks of exchange provided this information is outlined in the TN form.
- b) For GCDP: all living expenses for the entire period of the exchange if he/she is not receiving any monetary compensation from the TN Taker as outlined on the TN form.

4.5.2.3. The EP must officially register with the home embassy in the host country if their home country requires.

4.5.2.4. The EP must behave in accordance to cultural, religious, ethical norms, national or local law and other policies that exist in the country of exchange.

4.5.2.5. The EP must take a proactive role in informing hosting entity about any situations or requirements.

4.5.2.6. The EP must inform sending entity and take a proactive role if he/she intends to be involved in AIESEC activities during the exchange.

4.5.3 Relating to the TN Taker

4.5.3.1. The TN Taker can demand that the EP perform the full extent of requirements and duties stated in the Job Questionnaire, TN form, and the XPP;

4.5.3.2. The TN Taker must provide a job description that corresponds to the signed job questionnaire and corresponds to the AIESEC exchange definitions outlined in section 1;

4.5.3.3. The TN Taker must provide guidance, training and adequate working conditions according to signed Job Questionnaire and the TN form, for the EP to achieve the objectives agreed-upon. In all cases, the organisation is the sole responsible for any damage or loss of any working material (as laptop, camera, cell phone, etc) unless otherwise agreed-upon with the intern;

4.5.3.4. The TN Taker must assign one representative in the TN taker as responsible for the EP's workplace integration, so he/she may integrate as best as possible into the new working environment;

4.5.3.5. The TN Taker must provide any additional information that the EP will need to know during the whole period of the exchange in terms of working and fulfilling the Job Description;

4.5.3.6. The TN Taker must provide performance-related feedback on EP's performance on a regular basis throughout the exchange.

4.5.3.7. If the TN fee mentioned on the TN form is (0) zero, there can be no TN fee reimbursement through complaint procedures. However, if the hosting entity can provide evidence of expenses incurred on the EP by organisation, the amount can be scrutinized or considered for reimbursement during complaint procedures.

4.5.4 Relating to the Sending Entity

4.5.4.1. Constantly communicating with the EP including his/her location and the safety at least once a week during the Exchange Programme. If the SE cannot reach the EP any longer than 10 (ten) days without any notification from the EP and/or the HE, the SE is responsible to coordinate with the HE to research and be updated about the EP location and his/her safety, and on SE's own judgment, contact the family/guardian of the EP in the SE.

4.5.5 Relating to the Hosting Entity

4.5.5.1. Check the EP's safety status at least once in a week until he/she departs from the country/territory with the same visa status provided by the HE, even after the Exchange Programme duration has ended. If the EP decides to stay in the country/territory longer with his/her own coordination of the visa or residential status, AIESEC is no longer responsible for his/her safety status.

4.5.5.2. Provide Minimum General Services:

- a) To have an individual responsible person (preferably TN manager) for providing overall services to the EP throughout the exchange duration. They must facilitate the EP's reception and orientation during the first month of the exchange, unless otherwise specifically assigned;
- b) To have an access to platform (e.g. forum, mail group, phone number etc.) for the EP to be able to communicate with the hosting entity members during the whole period of exchange.

4.5.5.3. Provide Minimum Logistical Services:

- a) Provide support on registration with relevant local authorities within the timelines mentioned by the country's law. The hosting LC shall communicate (including information on country wiki) the registration timelines and requirement to the sending LC and the EP as soon as the EP is selected.
- b) Assistance to open a bank account if necessary and assistance in converting money to the local currency on EP's request.
- c) Provide information about location and guidance for use of general services such as medical systems, use of emergency services, public transport, groceries and any other information that would be necessary to allow the EP to successfully complete their exchange.
- d) Provide assistance in obtaining essential service as electricity, water, gas, heating if required and provide a communication platform (stated in policy 4.4.15.b) in case any inconveniences with these services take place.
- e) Provide assistance in dealing with housing agreements and landlords if required by EP

4.5.5.4. Provide Minimum Work Related Services:

- a) Setting expectations with the EP's supervisor regarding expectations of the exchange job role, unless it is stated in TN form already.
- b) Inform all the stakeholders involved regarding the complaint and termination procedures (Section 4), integration plans for EP and frequency of communication/evaluation between the TN taker and the AIESEC.
- c) Ensure the EP receives performance-related feedback from the organisation on a regular basis throughout the exchange.

4.5.5.5. Provide Cultural Integration Assistance:

- a) Provide information about places of interest for the EP to visit (at least through country wiki in form of website links)
- b) Provide information about local cultural norms, including those related to dressing, greeting, traditions and law policies (at least through country wiki in form of website links)

4.5.5.6. Provide Minimum AIESEC Integration Services:

- a) Introduction to the local AIESEC members, the LC reality and culture.
- b) Provide communication platform for the EP to connect with other members of the LC.
- c) Provide opportunities for the EP to become involved in AIESEC activities related to their interests and goals if EP is interested.

4.6. Break Realisation Policy

4.6.1. The EP has the right to Break realisation if one of the following situations applies:

- a) The EP has not received all necessary documents required for application for visa/work permit from the hosting LC (including invitation) within two (2) weeks, which has resulted in the EP not being able to commence with the exchange; or the EP was not informed of the timeline for provision of any required documents;
- b) In the case where the standard under policy 4.4.3.g. is met by the EP but a delay was caused by third party and this delay fundamentally changes the conditions of the exchange (Proof required).;
- c) The EP has an emergency in his/her family (Proof required). After breaking a match due to family emergency the EP is not allowed to put an EP form on "Available" or raise new EP form on myaiesec.net for the next 6 weeks;
- d) The EP becomes ill and the situation can be dangerous for his/her health (Proof required);

- e) The EP is in danger due to the area where he/she works being formally declared in emergency due to war, natural disasters, people revolution, and terrorism attacks;
- f) The EP does not have an official working/living permit in the country of exchange upon arrival unless other legal options have been agreed upon;
- g) The exchange job is different to the description the AN form refers to and was not agreed upon by the EP, where the change affects the nature/purpose of the job, or puts the EP in financially or physically disadvantaged state. The EP is expected to try to resolve the issue first with the TN taker and hosting entity;
- h) The EP is discriminated against race, colour, gender, sexual orientation, creed, religion, national, ethnic or social origin, or age at his/her work place;
- i) The EP is sexually harassed at their work place;
- j) The organisation does not provide the basic work conditions or any main benefit offered to the EP that the AN form refers to and the EP did not agree to the abolition. The basic work conditions or benefits referred above must be of a nature that their abolition reasonably makes impossible or too difficult the EP's job or living conditions in order for a broken match to be validated. The EP is expected to make certain preliminary steps to resolve the issue, including contacting the hosting entity and actively participating in negotiations with the organisation to resolve any issues;
- k) The TN taker does not pay corresponding salary to the EP for two consecutive months. The EP may still claim accrued salary from the TN taker and hosting entity in case of a broken realization.

4.6.2. The TN Taker has the right to Break realisation if one of the following situations applies:

- a) The EP has falsified information related to his work experience, academic background or language proficiency, and is unable to fulfil his exchange job role as specified in the TN form.
- b) The EP is breaking a law of the hosting country or is continuously breaking internal regulations of the organisation despite being warned or aware of them.
- c) The organisation is within the labour laws of the host country to end the exchange early.

4.7 Policies and Procedures Applicable After Completion of Internship

4.7.1 Relating to the Exchange Participant

4.7.1.1. The EP has the right to participate in re-integration activities including:

- a) The opportunity to debrief the experience with AIESEC in the sending entity;
- b) The opportunity to evaluate and review the EP's goal and re-integrate into LC activities (if applicable);
- c) The opportunity to share the exchange experience with other members of the LC, including outgoing EPs;
- d) Information about reverse culture shock and how to cope with it;
- e) Information on how to utilize and position the international exchange experience in a professional resume and in the local job market in general.

4.7.2. Relating to the Sending Entity

4.7.3. Inform the EP about existing re-integration opportunities in AIESEC.

5. Responsibility of Member Committees

- 5.1. To develop EP and TN exchange contracts in agreement to the XPP and local/national labour regulations;
- 5.2. To implement a mechanism which ensures that all forms on 'New' status are reviewed for matchability and quality standards as referred to in Section 3 of this document, prior to putting the form on 'Available'. Ensure that this is completed within one (1) week.
- 5.3. (Hosting Entity MC) To provide Visa Assistance in accordance with policy 4.4.3.g.
- 5.4. To provide assistance on complaint procedures to its LCs, EPs and organisations when quality issues or deviations from the present policies arise. Member Committees should attempt to resolve complaints with

sending/hosting Member Committees privately and file claim with the Internal Control Board according to section 4 when such attempts cannot be resolved independently.

5.5. To cover financial compensations in accordance with the law and these Exchange Programme Policies, and remain the final responsible for any Exchange Programme Policies violation made by its LCs.

5.6. To ensure all exchanges facilitated by AIESEC should fulfil the conditions set in the national and local labour regulations that are in force in the hosting country/territory and in the local area where the exchange has taken place. All exchanges must also fulfil the conditions set in the present Exchange Programme Policies. In case of any difference or contradiction between the referred rules, the regulation which offers more benefits to the EP shall prevail;

5.7. To ensure that all Local Committees are running exchanges and to provide all the necessary systems and tools for LCs to operate any exchange programmes;

5.8. To ensure that all Local Committees are adhering to the Exchange Programme Policies, and any other relevant supporting documents of the International Compendium as well as policies that the Member Committee has developed specifically for their country/territory;

5.9. To follow all relevant policies if any MC plays the role of sending or hosting AIESEC entity;

5.10. To participate in a national audit if directed by AIESEC International or the Internal Control Board.

5.11. In case of natural, social or any other disaster and/or crisis occurring within the area of the HE, the HE MC is responsible to check the safety status of all the ICX EPs in the country/territory and report the status to the Global MCPs, AI, and the ICB within 24 hours. The report must be continuously shared to the MCPs, AI, and the ICB until the HE MC ensures the status of all the EPs' safety. The communication in case of such situation must be aligned to the Global Communication Protocol.

6. Complaint Procedure

6.1. To raise an issue regarding AIESEC Exchange Programme, any party must follow the dispute resolution process in the order outlined below:

- a) Step 1. (Internal Level): The complaint party should inform the Hosting AIESEC Entity and the response party and try to solve an issue privately with them.
- b) Step 2. (Local Level): If Step 1 has been tried and failed, the complaint party should inform and involve the Sending Entity, while this entity will inform and communicate with the hosting entity to solve the problem in accordance with the Exchange Programme Policies.
- c) Step 3. (National Level): If Step 2 has been tried and failed, the both sending and hosting entity should inform their MC that will work together to solve the issue. In addition, they may share the issue over the Global Network.
- d) Step 4. If the parties involved cannot reach a mutual agreement within a two-week period, it is advised that the situation be brought forth to the Internal Control Board for arbitration. Please refer to Supporting Document G1 of the International Compendium - Internal Control Board for details.

6.2. Compensation for EPs

6.2.1. No financial penalties can be claimed by any party under the circumstances stated in policies 4.6.1 b), c), d) and e) and 4.5.6.1 b), c), d) and e). (The EP is responsible for their own travel expenses.

6.2.2. Under the circumstance stated in policy 4.6.1. a), f), and 4.5.6.1. a), a compensatory act can be claimed by a party depending on which party has fulfilled the responsibilities stated in section 4.4.2.10 e) to h)

6.2.3. Under the circumstances stated in policies 4.6.1. g), h), i), j), and k), and 4.5.6.2 a) the hosting entity must provide a new exchange in the same country.

a) for GIP within the period that corresponds to 20% of the total exchange duration but not longer than 1 month. This period may be extended upon written mutual consent.

b) for GCDP: within 1 week. This period may be extended upon written mutual consent.

6.2.3. If either a suitable exchange cannot be found, or if the immigration/labour law of the hosting country/territory does not allow the EP to stay in the country or to change work place, then the EP has the right to have compensated by the TN taker or the hosting entity the full travel expenses to and from the hosting entity and

other expenses caused by the violation of the relevant policies. Hosting entity can charge the compensation from the TN taker.

6.2.4. EP and hosting entity should consider that if a minimum of three exchanges corresponding to the specifications of the EP form are presented within the period stated in policy 6.2.3 and the EP rejects all of these, then the hosting entity is under no further obligation to the EP.

6.3. Compensation for TN Takers

6.3.1. No financial penalties can be claimed by any party under the circumstances stated in policies 4.6.1 b), c), d), and e) and 4.5.6.1. b), c), d), and e).

6.3.2. In all circumstances stated in 4.6.1 a) and b), request a new EP to replace the original EP. The Sending AIESEC entity is then responsible to find a suitable EP within 2 months. This period may be extended upon mutual written agreement between the TN taker and the sending AIESEC entity. The sending AIESEC entity must submit a minimum of 3 suitable candidates that reasonably fulfil the criteria of the TN form. If the TN taker rejects the candidates, the sending AIESEC entity is under no further obligation to the organisation. If no suitable EPs can be found within the timeframe, the EP or the sending entity may be asked to pay up to full amount of the Exchange programme fee (TN fee) paid by the TN taker or other expenses incurred on the EP by the TN taker. The amount can be scrutinized or considered for reimbursement during complaint procedures. Compensation shall only be paid upon the request of the organisation.