

GLOBAL INTERNSHIP PROGRAM

# Parent, Family, & Guardian Resources

## Frequently Asked Questions



# Global Internship Program Parent, Family & Guardian Resources Frequently Asked Questions

*Please note that this resource focuses on our CEA CAPA standard internship program offerings. Some Institutions work closely with CEA CAPA to design and develop custom internship program offerings. In these cases, while most of the items in this resource will apply, there may be minor variations including but not limited to, the required number of contact hours or the number of weeks for the program. If you would like to confirm this, please ask your student to contact their Internship Specialist for clarification.*

*We have a version of this guide available in Spanish, please ask your student to contact their Internship Specialist via email for a copy.*

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## Career Development at CEA CAPA

In today's world, it's more important than ever for students to secure a job upon graduation that is personally meaningful and aligns to their professional objectives. CEA CAPA believes that Career Development is an integral part of every student's study abroad journey. To ensure this, we are embedding career development and support into all phases of the student experience, pre-, during, and post-program. As an organization, we are advocates for 'Career Development For All'. Our aim is to help your student grow their global professional experience and develop the top career readiness competencies that employers are seeking most in new hires today, so they will be competitive for the next step in their career journey, whether that be their next internship or experiential experience, applying to graduate school, getting a first job after graduation, or another experience.

Our Career and Internship Program portfolio includes four main strands:

- Global Internship Program
- Global Business Consulting
- Community-Engaged Global Learning
- Research Projects

This FAQ Resource will focus predominantly on covering key questions we receive regarding the Global Internship Program. Whilst this resource aims to create greater awareness and understanding of our Global Internship Programs, we encourage you to reach out to CEA CAPA staff if you have remaining or additional questions that aren't covered.

## Glossary of Terms

### *Career & Internship Programs (CIP)*

Career & Internship Programs (CIP) is the department that oversees and manages our global portfolio of career and internship programs. Internship programs are one strand of our experiential learning offerings.

### *Career Development & Internship Specialist (within this document abbreviated to 'Internship Specialist')*

Career Development & Internship Specialists are based in the US and are members of our larger organizational pre-departure support and advising teams. Each student who participates in an internship is assigned an Internship Specialist who specializes in working with students going to their location. Our Internship Specialists are NACE-certified career coaches. They help students identify and clarify their relevant skills, experience, interests, and goals for their internship experience, and guide them through the pre-departure placement process so they are best set up for success by the time their program starts in-country.

### *Career & Internship Coordinator (within this document abbreviated to 'Internship Coordinator')*

Career & Internship Coordinators are based on-site at our locations that offer internship programs. They are responsible for sourcing experiential placements for students, reviewing and matching students with the most suitable internship opportunity, and ensuring students have support throughout the interview process and on-site. To do this successfully they also work closely with the relevant Internship Specialist to guide and inform students throughout the pre-departure steps leading up to their arrival.

### *Global Internship Course (within this document abbreviated to 'GIC')*

All our Standard and most of our Custom semester and summer students participating in an internship are enrolled in a 'for-credit' academic course called the Global Internship Course (GIC) that is delivered in-person in our on-site locations. Students can opt for either a 3- or 6-credit option, depending on what their home institution approves.

For this document, we'll refer to the CEA CAPA GIC - but the academic component connected to an internship could be taught by the home institution for some custom programs.

### *Global Internship Course (GIC) Instructor (within this document abbreviated to 'GIC Instructor')*

The Global Internship Course (GIC) Instructors are based on-site at our locations that offer internship programs. They are highly experienced 'instructors' who have intimate knowledge of the host city and work culture. Through the class and assignments, our instructors support and enable students to unpack their internship experiences through a series of reflective exercises, discussions, and assignments designed to help them understand and make meaning of their internship experiences, and the career readiness skills they are gaining.

### *Host Organization*

The Host Organization refers to the company or organization where a student will be carrying out their experiential learning placement. Host Organizations are carefully selected and vetted by CEA CAPA CIP staff to ensure that the students are assigned meaningful, hands-on, skill-based projects and supporting students' personal and professional development throughout their experience.

### *Host Organization Supervisor (within this document abbreviated to 'Supervisor')*

The Host Organization Supervisors ('Supervisor') are based on-site at our locations that offer internship programs. Each student is assigned a supervisor who will train, mentor, and guide them throughout their placement. Supervisors are supported by CEA CAPA CIP staff, to ensure that they are assigning students meaningful, hands-on, skill-based projects and supporting students' personal and professional development throughout their experiential learning placement. Student's supervisors can be from a range of different roles in an organization and will be assigned depending on who the organization feels is the most relevant point person the role at that time.

### *Pre-departure*

This phase of the student journey is from the moment a student applies for their chosen CEA CAPA program to the time they depart the US to start their program in-country. The Internship Specialist and Enrollment Team support students during this phase.

### *On-site*

This phase of the student journey is from the moment a student arrives on-site for their CEA CAPA program to the last day of their program onsite. This phase includes a student's in-country arrival, on-site orientation, and program in their said location. The Internship Coordinator, GIC Instructor, and additional on-site staff support the student during this phase.

## General

### What is an internship?

In alignment with the [National Association of Colleges and Employers \(NACE\)](#), CEA CAPA defines an internship as “a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional workplace setting (across in-person, remote, or hybrid modalities).”

Internships integrate knowledge and theory learned in the classroom with practical, hands-on experience gained in a professional setting. This integration is a fundamental aspect of internships, providing students with a valuable opportunity to bridge the gap between their academic learning and real-world application. This combination helps in:

1. **Reinforcing Academic Learning:** By applying classroom knowledge to real tasks, interns can better understand and retain academic concepts.
2. **Gaining Practical Skills:** Hands-on experience allows interns to develop practical skills that are often not taught in the classroom but are essential for their professional careers.
3. **Building Confidence:** Working in a professional environment helps interns build confidence in their abilities and prepares them for future job roles.
4. **Enhancing Career Readiness & Employability:** Experience gained during internships makes candidates more competitive in the job market and helps them develop the top career readiness skills employers most desire nowadays.

As an extension of your student’s educational experience, internships offer the opportunity to develop a variety of skills that can be applied to their career goals and that are directly aligned with the [NACE Career Readiness Competencies](#), through a combination of supervised field experience and related classroom-based experience.

### What do we not consider an internship?

Our priority is to source internships that will allow students to engage in meaningful, project-based work that will positively impact their host organization and enhance their development of the NACE Career Readiness Competencies throughout their internship, in alignment with NACE’s definition of an internship.

We do not consider activities like getting coffee or making photocopies an internship and work to ensure opportunities in our global locations are made up of a range of core tasks. Students may be invited to join their colleagues in getting coffee or required to undertake some support work, like making photocopies from time-to-time. It is important to note that as students begin their experience, they should expect to receive tasks that at the surface may not immediately seem meaningful but do indeed contribute to the overall learning in this professional experience.

## How can students make the most of their internship experience and contribute meaningfully to their host organization?

The internship experience offers students a chance to learn about various roles within a functioning host organization. Initially, tasks may not seem meaningful, but they contribute to overall learning and help supervisors identify students' strengths. We encourage students to embrace this adjustment period and share their prior skills with their supervisors. Along with completing assigned tasks, it's important for students to take initiative, practice self-advocacy, and ask thoughtful questions throughout their placement. This approach demonstrates a proactive mindset, helps students communicate their needs, and fosters deeper learning. To support students in doing this, we provide pre-departure training to ensure students are well-prepared to navigate professional environments and communicate with their supervisor with confidence.

## What is the goal of an internship?

The primary goal of an internship placement is to allow your student to observe, participate in the working environment, practice utilizing and refining their career readiness skills, and then apply what they learn as they transition into the workforce. Each internship is unique and depends on the alignment between a placement and your student's interests, academic background, prior experience, and skills.

Internship duties can be wide ranging. From day-to-day tasks that support the general running of a business, like clerical and administrative activities, through to playing a unique role in the execution of special projects. Our goal is that your student's work will provide value to their host organization and their résumé. Though some responsibilities may be simple, the networking connections, cross-cultural communication skills, knowledge, and exposure to the industry (known as soft skills, career competencies, transferable skills, etc.) that your student will gain are invaluable to helping them launch their career journey.

## How does a global internship differ from a domestic internship?

Both global and domestic internships offer valuable experiences and opportunities, however undertaking a global internship provides unique advantages in terms of cultural exposure, global networking, and personal and professional growth. Interning abroad will involve a different set of challenges and hence rewards than interning domestically.

Some of the key take ways in which a global internship can differ from a domestic internship include:

1. **Cultural Exposure:**  
Provides exposure to different cultures, languages, and ways of doing business, which can broaden an intern's global perspective, cultural awareness, and ability to thrive and participate in multicultural environments.
2. **Networking Opportunities:**  
Allows interns to build a global network of professional contacts, which can be valuable for future international career opportunities.
3. **Skill Development:**  
Offers the chance to develop cross-cultural communication skills, adaptability, and potentially language proficiency, which are highly valued in the global job market.
4. **Global Perspective:**



May expose interns to different workplace norms, management styles, and regulatory environments, providing a broader understanding of global business operations.

**5. Personal Growth:**

Living and working in a foreign country can enhance personal growth, independence, problem-solving skills, and resilience. It often involves adjusting to a new lifestyle, overcoming language barriers, and managing homesickness.

**6. Career Opportunities:**

Can open doors to international career opportunities and make a resume stand out to employers who value global experience.

## What happens if I want to raise a concern I have, either pre-departure or during the program, regarding my student’s internship?

We understand that when your student studies and interns abroad it is often a huge undertaking for parents, families and guardians. It’s important to us that you have as much information as possible to feel aware of the process and able to support your student with helpful resources and information when required.

If you reach out to us regarding a specific element of your student’s program, to align with [the Family Educational Rights and Privacy Act \(FERPA\)](#) regulations, we will request written confirmation from your student that we can discuss certain aspects of their program with you. We encourage students to be empowered to advocate for their professional goals and for that reason it is important that the student is in the driver's seat of conversations, with their guardians and families there to give support on their journey when needed. The professional development that this program aims to achieve doesn't start when the actual placement begins, but instead when the student submits their application to participate in an internship. It is important for our colleagues to hear as much as possible directly from your student on questions, concerns or uncertainties that they might have. For this reason, we strongly encourage parents, families, and guardians to empower their students to address concerns directly with CEA CAPA first before having others intercede on their behalf.

Depending on what is being raised, your students’ home institution may also be informed so we can provide the best wraparound support to your student.

## Program Considerations

### How will my student know which CEA CAPA program is a good fit for them?

There are several components to consider when your student wants to undertake an internship as part of their study abroad program. There are differences across our programs and it’s good to understand what might make a certain program more suitable:

- **Study Only Programs:**
  - Have a clearly defined overall program structure
  - Students are provided detailed syllabi that outline tasks, projects and performance expectations.
  - Classroom environment provides a familiar structure within an unfamiliar setting
  - Familiar teacher/student relationship
  - Friends and peers that are going through common, shared experiences

- Flexibility to choose how they spend their time outside of class to explore their local city, country and wider geographic region
- **Study + Internship Programs:**
  - Students will be involved in developing their internship schedule in collaboration with their internship Host Organization, alongside their class schedule. There are a lot of components to consider alongside additional excursions and a desire to plan travel. It is important to note:
    - Internships are for 20-hours per week, in a semester. Or 20-30 hours per week, in the summer, dependent on the program & location
    - The internship hours are an addition to the number of classes your student chooses
    - One class will be the Global Internship Course (GIC) to gain credit for the internship
    - Students will need to plan in adequate time for studying and completing assignments for both their regular academic courses and their internship seminar
    - Host Organizations are sensitive to the fact that students are studying alongside their internship hours, and many will allow for flexibility during exam periods, however students should make sure they are prepared maintain a balance across responsibilities
    - Students must factor in time for potential commutes. Students can expect a commute of up to one hour one way in nearly all our locations
  - The Host Organization your student is interning with may provide varying levels of orientation, supervision, and assistance, alongside expecting your student to take initiative and ask questions when direction is needed.
  - Work tasks may be vaguely defined or unfamiliar; performance expectations may be less clear than those outlined on a course syllabus.
  - Students must take both coursework and internship hours into account when making travel plans
    - *Their program will take place across the whole week, Monday-Friday*
  - Every placement experience is different. Students may be the only intern at their host organization at that time, and there may not have been previous interns to serve as a point of reference. For some students though, they may be part of a group of interns that are matched with an organization. Or even meet and work with interns from other universities, organizations and countries.
  - Students may not have a professional fluency in the host language, increasing social challenges in the workplace
    - We offer placements in English, plus in some cities in the local host language
    - Placement opportunities in certain locations may be limited by your student's language level
- **Internship Only Programs:**
  - *NOTE: OFFERED SUMMER ONLY, SET LOCATIONS*
  - Students will be involved in developing their internship schedule in collaboration with their internship Host Organization, alongside their class schedule. There are a lot of components to consider alongside additional excursions and a desire to plan travel. It is important to note:

- Internships are 20 or 30 hours per week, dependent on the number of credits being completed
- Students will take one class, the Global Internship Course (GIC) to gain credit for the internship
- Host Organizations are sensitive to the fact that students are studying alongside their internship hours, and many will allow for flexibility during exam periods, however students should make sure they are prepared maintain a balance across responsibilities
- Students must factor in time for potential commutes. Students can expect a commute of up to one hour one way in nearly all our locations
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- Students may not have a professional fluency in the host language, increasing social challenges in the workplace
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  - Placement opportunities in certain locations may be limited by your student's language level

## What qualities does CEA CAPA look for in internship applicants?

Our Global Internship Program is available to all students that meet our current eligibility requirements. However, we know that it may not be the right program option for every student. When working with students we look for them to showcase:

1. An Eagerness to Learn:
  - **Curiosity:** Employers value interns who show a strong desire to learn and grow within the organization. This eagerness indicates that the intern will take full advantage of the internship opportunity and be motivated to absorb as much knowledge and experience as possible.
  - **Adaptability:** As well as a curiosity towards their host organization, their work and wider industry it's important that students have adaptability and an openness and curiosity towards the cultural exchange and immersion that happens once overseas.
  - **Openness to Feedback:** A genuine willingness to listen to, accept, apply, and grow from constructive criticism demonstrates maturity and a commitment to personal and professional development.
2. Proactivity and Independence:

- **Initiative:** Employers appreciate interns who take the initiative to identify tasks that need to be done and start them independently. Proactive interns are seen as self-starters who can add value to the team without constant supervision.
  - **Problem-Solving:** The ability to think critically and offer solutions shows that the intern can contribute meaningfully to the organization's projects and goals.
3. Strong Work Ethic:
- **Reliability:** Being dependable and responsible is crucial for any role. Employers need to trust that interns will meet deadlines, fulfil commitments, and consistently deliver high-quality work.
  - **Diligence:** A diligent intern puts in the necessary effort and attention to detail, ensuring tasks are completed to the best of their ability.

### What does the internship program entail?

The CEA CAPA Internship Program is an academic program in which students intern at their placement, depending on their program option, for **20 or 30 hours each week** throughout the duration of their selected program. And take the associated Global Internship Course (GIC). The GIC is how your student will receive credit for their global internship. Students will be required to take the associated Global Internship Course for either 3 or 6 credits, depending on their academic needs, which is designed to help students navigate and self-reflect on the various situations that may arise while they are abroad and interning.

They cannot undertake either element without the other. Completing the required internship hours, in addition to all course assignments, graded or not, is a mandatory requirement for completing the GIC. If your student fails to complete the required hours for their internship, then they will receive a 'Fail' or 'Incomplete' grade depending on the circumstances.

### How many classes/course credits will my student take alongside the Global Internship Program?

Students choosing to undertake an internship program should be aware that they will need to balance their internship hours and a minimum of 3 courses, this relates only to the Fall and Spring semester programs. In Summer programs students may choose an 'Internship-Only' option, including GIC. As well as their own interests and activities. They should be prepared to be 'working' across a full week, Monday – Friday, once all elements of their program have been scheduled.

We recommend in a semester program, that where feasible, students undertake the **6-credit GIC**, and select two additional 3-credit classes, allowing them to complete **12-credits** across the semester. This is the minimum requirement to be considered a full-time student. Your student may need to check with their home institution to see if they can take the 6-credit GIC. If they can't then they will need to take the 3-credit GIC, with three additional 3-credit classes.

Click here to review sample schedules for internship students:

- [12-Credit Load](#)
- [15-Credit Load](#)

## How do schedules differ on a summer program, compared to a semester program?

During the summer there are a variety of program options depending on what location your student is looking to study abroad in. Below are some highlights of our standard summer program options:

- Study + Internship
  - Your student will take the 3-credit GIC and **one** other 3-credit course
  - Under this model they will intern for 20 hours per week
  
- Internship Only
  - In the summer we offer an internship only program in several locations, this still entails undertaking the GIC, but with no other classes
    - Part-Time Option
      - Your student will take the 3-credit GIC
      - They will intern for 20 hours per week
    - Full-Time Option
      - Your student will take the 6-credit GIC
      - They will intern for 30 hours per week

## Will my student's internship be paid?

All of our internships are unpaid. This is due to several factors we must consider that are unique to facilitating internships *abroad* in other countries, including but not limited to, having to abide by different countries' visa restrictions, unpaid internship policies, legal and tax implications, and local labor laws.

In lieu of payment, all our internships are for-credit academic experiences wherein students can make progress towards their degree requirements, while staying on track for graduation. Our academically focused international internships take a holistic approach to the placement, in which students complete an internship alongside an academic program. Students can take either the 3- or 6-credit GIC, depending on what is approved by their home institution.

## What are the benefits of an unpaid internship?

There are significant benefits for students who do an unpaid global internship, including earning academic credit, having greater flexibility in scheduling and hours, developing competitive career readiness skills, and gaining exposure to a global work environment.

Students who intern abroad with us have demonstrated an array of tangible career benefits:

- Compared to 24,000 of students enrolled in U.S. institutions and 87,000 entry-level job candidates, our interns ranked higher in proficiency in the areas of Equity & Inclusion, Teamwork, Technology, and Communication.
- On a Career Readiness Level scale of 1 to 7, CEA CAPA Interns were rated a 6.26 on average by their internship supervisors. The scale of this career readiness assessment that students and supervisors complete at the conclusion of a student's internship allows evaluators to rate our interns' performance based on the behaviors associated with the 8 NACE Career Readiness Competencies that employers most desire.

These results are from our student interns who engaged in internships throughout 2022.

## What happens if my student no longer wants to undertake the internship program?

If your student no longer wants to undertake the internship, they should reach out to discuss this as soon as possible with their Internship Specialist, who will help them understand their different options. What is feasible may vary depending on when this takes place and what your student's home institution requires.

## Can my student withdraw?

Yes, they can withdraw. Depending on when this takes place, the timing will impact what alternative programs may be feasible. We encourage all students to consider this decision from several angles and talk with their Internship Specialist, and/or Internship Coordinator (based in their program location). It's important for them to consider what they most want to achieve from their program abroad, as well as the skills remaining in the internship can help them develop.

Withdrawal Fees:

- Prior to or on your student's Program Withdrawal Date, there is no fee to withdraw, however the non-refundable confirmation payment (if applicable to your student) and CEA CAPA application fee (if applicable to your student) will not be refunded.
- After the Program Withdrawal Date, depending on the date in which your student withdraws, they will be charged a fee in alignment with our CEA CAPA Withdrawal Dates and Fees policy

If your student is considering withdrawing from their whole CEA CAPA program, they should discuss this immediately with their CEA CAPA Student Adviser and Internship Specialist.

[See our 'CEA CAPA Education Abroad Policies', Program Withdrawal and Refund Policy \(3.2\) for additional details.](#)

## Can my student change to a different program?

Yes, they can change to a different program. Depending on when this takes place, the timing will impact what alternative program is feasible. We encourage all students to consider this decision from several angles and talk with their Internship Specialist, and/or Internship Coordinator (based in their program location). It's important for them to consider what they most want to achieve from their program abroad. As well as the skills remaining in the internship can help them develop.

Change of Program fees:

- Prior to the Program Withdrawal Date, a student's Change of Program does not have a fee.
- After the Program Withdrawal Date, your student will be charged a Change of Program fee to change to a Study-Only or Global Business Consulting program.
- Once the program has started and your student has arrived in-country, then there is escalated fees.
- If there is a cost difference between your student's original and new programs, they will not be refunded the difference.

[See our 'CEA CAPA Education Abroad Policies', Program Withdrawal and Refund Policy \(3.2\) for additional details.](#)

## Who should my student contact if they have questions about the application process?

If your student has any questions about the internship application process, then they should reach out to and speak with their Internship Specialist, if their question is specifically related to the internship program. They can also speak with their Admissions Counselor or Student Advisor if they have questions about their general CEA CAPA application or any other program components.

## Placement Process

### How long does the placement process take and what steps are involved?

The placement process varies in length based on several factors. The sooner your student submits their application, the quicker our Internship Specialists can assist them in meeting the required document standards for matching, which takes place by our on-site internship coordinators. Our on-site Internship Coordinators aim to confirm placements 14-days before the program departure date. If there are delays in confirming at this point, your student will be informed in advance.

- **Step 1: Enrollment Phase**  
Your student applies to the CEA CAPA Global Internship program, submitting their resume, unofficial transcript, statement of interest, and an internship interest form. Additional documents may be required based on placement focus and location.
- **Step 2: Coaching Stage**  
Once your student has been accepted into their CEA CAPA internship program, they will meet their CEA CAPA Pre-Departure & Host Country support teams. They will start working with their Internship Specialist, who will provide professional feedback on their résumé and statement of interest and request any necessary revisions, set expectations for their internship abroad, and enroll them in a set of asynchronous Global Internship Prep Modules for further their preparation.
- **Step 3: Matching Stage**  
During this stage, your student will be waiting to hear from their Internship Coordinator about their potential placement. The Internship Coordinator may contact your student to learn more about their background and expectations and to request additional document revisions. Your student's Internship Coordinator will aim to match your student with the best possible organization and role based on their application, considering all shared information. Your student will be matched with one opportunity, as we do not provide a list of multiple placement options. Because this is a global internship matching process, several weeks may pass before your student is contacted about their potential placement. This waiting period is completely normal, and we will contact your student as soon as we have identified a suitable placement match.

- **Step 4: Interview Stage**

Once a placement has been identified, your student’s Internship Coordinator will email them a position description and your student may be invited to interview with their potential Supervisor from their placement’s host organization. This interview is your student’s chance to showcase their skills, enthusiasm, cultural adaptability, and fit for the role. The interview will be scheduled at a time that best fits the potential Supervisor’s local time zone and your student’s availability.

- **Step 5: Confirmation Stage**

Upon completing a successful interview, your student will have secured their internship and completed the internship placement process. When confirming your student’s placement, please note that we will match them with one placement and host organization that is truly the best fit for their skill level and future career goals. Our personalized placement process is designed for your student to build the essential transferable skills that are necessary for a successful lifelong career.

[For further insight into the process please utilize our ‘Placement Process: Checklist & Deadlines’ resource.](#)

## Who will be supporting my student throughout the internship placement process?

Your student will be supported by several colleagues throughout the internship placement process:

- Our [NACE-Certified](#) Internship Specialists will support your student throughout the internship-specific pre-departure process
- A Student Advisor will support your student for all other components of their program preparation (e.g. housing, courses, visa, flights, arrival planning) during the pre-departure process
- Our in-country Internship Coordinators will be sourcing your student’s placement opportunity and engaging with them as their interview opportunity with their prospective host organization is confirmed. They may also contact your student to gain additional insight, as needed, to support the placement match.
- Our dedicated Health & Safety team is available to support, advise and discuss any individual health concerns that your student has which may impact their general experience abroad or their internship placement explicitly.

## Will my student be guaranteed an internship placement?

We strive to source an internship placement that will allow your student to develop the key transferable skills (NACE career readiness competencies) that US-based employers most want all graduating undergraduate students to obtain to be competitive in today’s job market. We aim to source each student an experiential learning placement if they meet all the below criteria:

- Apply by their program’s original application deadline.
- Meet the eligibility criteria for their CEA CAPA Program.



- Remain actively engaged throughout the placement process, including but not limited to, meeting all submission deadlines for each step of the process, meeting requests for additional documentation and attending all scheduled meetings and interviews.

Should your student not be successful in securing the placement opportunity that they interview for, then our team will work with them to review what are the next best steps.

### Will my student's internship placement align with all their expressed preferences?

While we strive to align your student's internship placement with their expressed preference areas, the final placement depends on availability and suitability of opportunities in their program host location, which in some locations may also be impacted by local host language requirements, as well as the strength of their overall application. We consider their current skills, prior experience, interests, and future goals, alongside their top focus areas, but some flexibility may be needed to ensure a successful and meaningful internship experience.

### My student has a disability and may need accommodations in the workplace. How will that be handled?

Though the Americans with Disabilities Act (ADA) along with Section 504 of the Rehabilitation Act of 1973 do not extend beyond the jurisdiction of the United States, CEA CAPA remains committed to supporting inclusive global experiences for its participants, including those with accommodation needs. Each country and location has its own uniquely built environment and cultural constructs regarding accessibility needs. To this end, CEA CAPA strives to provide reasonable accommodation, whenever possible. If your student receives accommodations or services at their home university and would like similar support during their program, it is important that they speak with their CEA CAPA advisor and/or their internship specialist early in the pre-departure process. If your student has a disability that they feel may impact their internship placement directly, or the support they need in the lead up to starting their program, we encourage them to share as many details as they can within their Health Information form. To formally request accommodations, students need to complete the Academic & Residential Life Accommodation Request Form, which allows them to indicate if they would like these accommodations considered for their internship placement. This information will be shared with your student's internship specialist and onsite staff that are undertaking the placement process. They will review what is feasible, depending on what has been disclosed, and will work closely with your student to confirm what may be feasible within the program parameters.

While CEA CAPA will do its best to provide reasonable accommodations upon request, specific accommodations cannot be guaranteed. Accommodations abroad may not be available in a program location or may differ significantly from accommodations a participant receives on their home campus. Please see [CEA CAPA Education Abroad Policy 2.1.12 Academic and Residential Life Accommodations](#) for more information.

### Does my student get a choice in their internship host organization & internship role?

Your student will be matched with an internship host organization and role based on the preferences, skills, and goals outlined in their application. While they do not choose the specific

organization or role, we carefully consider their interests to ensure a suitable and rewarding placement.

We encourage all students to approach their interview with curiosity and an open mind, and with a genuine desire to discuss and understand the opportunity directly from their host organization. The interview meetings are a space for host organizations to consider any amendments to a role that will allow it to align further with your student's current skills and interest areas.

If your student is unsure, we ask them to contact their Internship Specialist so they can discuss the opportunity they have been matched with further. Our team of Internship Specialists work closely with our on-site teams and are readily accessible for students to meet with if they want to discuss their internship opportunity further. Students will have access to their Internship Specialist's phone number, email address, and scheduling link to book a phone or video appointment, depending on their preference.

### Can we identify our own internship host organization and internship opportunity?

Yes, if a student wants to independently-source their experiential learning placement, without the assistance of CEA CAPA Career & Internship staff, they will be assessed on a case-by-case basis. CIP participants who choose to pursue an independently sourced experiential learning placement must notify CEA CAPA and submit host organization contact details for their experiential learning placement 60-days prior to the program start date, to be considered. CEA CAPA may also request additional documentation, as needed. Upon receipt of the details, CEA CAPA will contact the host organization to vet the placement opportunity and confirm it is able to move forward within our program parameters.

[For more details, see our CEA CAPA Education Abroad Policies - 2.6.3 'Independently Sourced Experiential Learning Placements' here.](#)

### Will my student get the opportunity to interview simultaneously with more than one internship host organization?

No, your student will not have the opportunity to interview with multiple internship host organizations simultaneously. We carefully match each student with an organization that best fits their skills, interests, and goals, and they will interview with that specific organization to secure their placement.

We encourage and support students to perform to their highest ability in their first interview. If your student fails the initial interview, we will assess the application and interview outcomes in order to find an alternative match for a second interview. Subsequent placements may not align as closely with their top preferences, but our goal is to ensure every student secures a meaningful internship placement, so we will provide support and guidance throughout the process to improve their chances in subsequent interviews.

### How does CEA CAPA vet internship placements and host organizations?

CEA CAPA vet's internship placements and host organizations through a rigorous process to meet our high standard of quality and safety. This includes:

1. **Initial Screening:** We conduct thorough background checks and assess the organization's reputation, compliance with industry standards, and overall suitability.
2. **Site Visits:** Our team performs on-site evaluations, when possible, to verify the organization's facilities, work environment, and internship structure.
3. **Ongoing Monitoring:** We maintain regular communication with host organizations and gather feedback from students to ensure ongoing satisfaction and adherence to program standards.
4. **Safeguards:** We implement safeguards such as clear agreements on internship expectations, mentoring support, and emergency contact protocols to **promote** a safe and productive experience for all participants.

### Does an interview with an internship host organization guarantee a placement?

No, an interview with an internship host organization does not guarantee a placement. While the interview is a critical step in the process, the final placement depends on both the outcome of the interview and the host organization's decision.

We build strong relationships with our host organizations in each location to give our intern students the strongest opportunity to secure their internship at the interview stage. However, it is important that they prepare for this opportunity, read the company and role information shared, undertake online research on the organization and use their Global Internship Prep-Modules to help them practice and prepare for the interview.

Some organizations may ask for your student to undertake a second interview, complete an additional project or test, or provide additional portfolio materials. It is important that any tasks are completed in a timely manner, so as not to jeopardize the opportunity moving forward.

### What happens if my student is not accepted by a host organization after an interview?

We encourage and support students to perform to their highest ability in their first interview. If your student is not accepted by a host organization after the initial interview, we will work to find another suitable match by reassessing their application and working to find another suitable match for them to interview with. Subsequent placements may not align as closely with their top preferences, but our goal is to ensure every student secures a meaningful internship placement, so we will provide support and guidance throughout the process to improve their chances in subsequent interviews.

Whilst we work closely with our Host Organizations, there are times when situations arise that mean they are no longer able to host an intern at short notice due to a change in circumstance. If this happens, we will work to find another suitable match by reassessing your student's application. And discuss where needed what other appropriate opportunities might look like for their program at that stage.

### Can my student turn down an opportunity?

Students are not offered multiple placement opportunities to pick from. Your student should seriously consider why they want to turn down an opportunity if they request to do this. Declining an offer may affect their chances of securing a placement and could result in fewer options being

available in time for their program start date. They may also need to consider a change in program, should we consider their commitment to the internship program and the opportunities available to not align with the qualities we look for in internship program participants. We recommend your student discuss any concerns with their Internship Specialist and/or Internship Coordinator as soon as possible if they want to discuss alternative opportunities.

### When will my student hear about their internship interview or confirmed placement?

Your student will be notified about their internship interview or confirmed placement as soon as possible. Typically, they will hear about their interview after their application has been reviewed and a suitable match has been identified. This can take place anywhere from approximately 2 months through to 14 days prior to the program's arrival date. For confirmed placements, students are generally informed 14 days (about 2 weeks) before the program's arrival date. If there are any delays, we will communicate updates promptly to keep your student informed.

Students will move through the placement process at different speeds, so your student should not be concerned if they hear about an interview opportunity from their on-site Internship Coordinator before or after other students they also know on the program.

### Who should my student contact if they have questions about the placement process?

In the pre-departure stage, your student should contact their assigned Internship Specialist if they have any questions or queries. They will be eager to support them and help give guidance and insight on the process.

## On-site Program Logistics

### When will the internship placement start?

The internship placement will start at different times depending on your student's location, program length and structure. Most internships will start during week one of the on-site program. This is usually the following Monday, depending on your students' class schedule, after they have arrived at their program location. Each location will have different arrival and start dates depending on the program and the time of year. The start date will be shared with your student after they have interviewed with their host organization. If they are unsure at any point, they should reach out to their on-site Internship Coordinator to confirm this.

### How long will the internship placement last for?

The internship length will vary depending on the program your student is completing and their program location. In the summer our programs are either 6 or 8 weeks (depending on the location). And in the Spring and Fall semester, they are standardly 12 weeks. For programs based in France, all internship programs are 8 weeks, due to local legislation.

### How many hours per week are expected for the internship placement?

Our standard semester program has a minimum requirement of 20 placement hours per week (240 hours total).

Across the summer, depending on the program and location, students can opt for a 20 hour per week internship (either as part of a study + internship or internship only program). Or a 30-hour, full-time internship, as part of an internship only program.

Our programs are set up this way to maximize the engagement students have with their internship host organization and their ability to undertake tasks and projects that are valuable to their learning and the organization they are placed with.

### What will my student's weekly internship schedule be?

Every student's schedule will look different, due to a variety of factors; the program they pick; the courses they enroll in, the local workplace culture, industry of their placement and days their organization may require them to be in the office. All students should expect to have a full week and between classes and interning be busy from Monday-Friday.

Note, some of our organizations may require evening or weekend hours, often but not limited to, placements related to tourism, education or retail. Students will be advised of this when setting up their schedules. Until your student's placement, course schedule and internship schedule have been confirmed they should not be booking additional travel trips, outside of their break week dates.

Click here to review sample schedules for internship students:

- [12-Credit Load](#)
- [15-Credit Load](#)

### How much flexibility will my student have for personal travel?

This will vary for each student depending on how many credits/courses they are taking alongside their internship and the schedule that is set up between these two components. All interns should expect to be in class or their internship from Monday-Friday. Fridays are specifically designated as internship days in many of our locations. Students should not make travel plans until their schedules have been confirmed, this may not be finalized until they arrive at their study location.

Once their schedules are confirmed, many organizations we partner with will support students in being able to undertake some personal travel. However, if this means they need to miss a designated internship day they will need to have this approved by their host organization and have a plan for when to make that time up. If your student does not complete their total internship hours and this has been impacted due to travel plans, they will receive a 'Fail' for the associated Global Internship Course.

Most semester long programs have a break week, when they are not expected to intern, and we strongly encourage students to utilize this time for personal travel.

### What should my student expect during the internship experience?

Internship experiences can vary widely depending on the field, organization, and the specific role. However, there are some common elements that your student can anticipate during an internship program:

1. Orientation and Onboarding

Your student will likely start with an orientation where they'll learn about the company's mission, values, culture, and structure. They'll be introduced to their team, given access to necessary tools and resources, and receive a briefing on the projects they'll be working on.

## 2. Assigned Tasks and Projects

**Real-World Work:** Interns usually work on actual tasks that contribute to the organization's goals. These could range from assisting with ongoing projects to taking on smaller, independent projects.

**Learning Opportunities:** Tasks are often designed to be both educational and impactful, giving the intern a chance to apply what they've learned in school while gaining new skills.

## 3. Mentorship and Supervision

**Assigned Mentor/Supervisor:** Your student will typically be paired with a mentor or supervisor who will guide them during the internship, providing feedback, answering questions, and helping them navigate challenges. These might include one-on-one meetings to discuss progress, challenges, and career goals.

## 4. Learning and Development

**Skill Development:** Your student should expect to develop both hard skills (specific technical skills related to the field) and soft skills (such as communication, teamwork, and problem-solving).

**Training Sessions:** Some organizations offer workshops or training sessions to help interns build specific competencies.

## 5. Professional Networking

**Building Relationships:** Interns will have the opportunity to meet and network with professionals in their field. This can lead to valuable connections for the future.

**Networking Events:** Some internships include opportunities to attend company events, meetings, or industry conferences.

## 6. Workplace Culture

**Understanding Workplace Dynamics:** Your student will gain insight into the daily operations of a professional environment, including the pace of work, communication styles, and office etiquette. Observing this from the unique perspective of interning abroad. They may also learn how diversity and inclusion are valued and practiced within the organization and study abroad location.

## 8. Challenges and Problem-Solving

**Handling Challenges:** Interns will likely face challenges, whether it's a difficult task, tight deadlines, or learning to manage their time effectively. Problem-solving and adaptability will be key.

**Learning from Mistakes:** Mistakes are a natural part of the learning process. Your student should view them as opportunities to learn and grow. And utilize their on-site Internship Coordinators for support where needed.

## 9. Reflection and Career Planning

**Self-Assessment:** Towards the end of the internship, the student should reflect on what they've learned, their strengths and weaknesses, and how the experience aligns with their career goals. Both through their internship course, where they'll utilize self-reflection and through other workshops, they can partake in.

**Future Opportunities:** The internship may help clarify their career path or open new areas of interest. They may also receive guidance on the next steps in their career.

## 10. Completion and Aftermath

**Final Presentation or Report:** Some internships require interns to present their work or submit a report summarizing their contributions and learnings. This is also an integral part of the GIC where students reflect on lessons learned during the internship.

**Evaluations:** All students and supervisors complete an online evaluation of the skills they have developed during the internship and their proficiency. Supervisors complete the same set of skill questions, allowing students to receive a final skill competency report.

**References and Recommendations:** If they perform well, they can request letters of recommendation or references from their supervisor, which will be valuable for future job applications.

By setting clear expectations and encouraging your student to engage fully with the experience, they can make the most of their internship and gain valuable insights and skills for their future career

## What touchpoints will CEA CAPA have with my student throughout their internship?

CIP Coordinators, GIC Instructors, and Supervisors have regular recurring touchpoints with students throughout their internship to provide them with comprehensive triangulated support. CIP Coordinators check in with students and Supervisors at multiple touchpoints, typically at least every 3 weeks, to gather feedback and respond to any raised concerns in a timely manner.

Students complete weekly timesheets and submit them once a month for their CIP Coordinator and Supervisor to review. On their timesheets, students can select a box to request a meeting with their CIP Coordinator, which will automatically send a notification to their CIP Coordinator so they can promptly follow-up. Students are encouraged to connect with their supervisor at least once a week. Students receive ongoing training, guidance, mentorship, and feedback from their supervisor throughout their internship. Students & Supervisors also are requested to complete mid-point and end-of-program evaluations. We encourage students to engage with their supervisor at these points to gain insights into their performance, skills, and opportunities for growth. Finally, students connect with their GIC Instructor at least once a week, during which the instructor guides students through active reflection on their internships and provides continual guidance and academic support.

## Who should my student contact if they want to discuss their internship placement or their host organization?

Once your student has arrived at their study location, if they want to discuss their internship or anything related to their internship, they should contact their on-site Internship Coordinator. Our Internship Coordinators lead the internship orientation on arrival and are closely connected with the Global Internship Course & Faculty. They will check-in with students and their host organization at multiple points across the program, so your student should be familiar with who they are on-site.

If they have concerns, please direct them to reach out to their local Internship Coordinator as a first port-of-call.