**1. Application Policy**

1.1 All applicants must be 18 years and older and have a valid visa that will allow them to undertake an internship, which is a form of work. It is the responsibility of the applicant/student to ensure that they have the correct visa.

1.2 The applicant is responsible for providing the accurate, correct and complete information in their application.

1.3 Upon application, the candidate, agrees that their details will be shared with other third parties as part of our company

1.4 You must inform us and provide University or educational requirements at the time of application and before the start of the internship search.

1.5 Our company has the right to reject applicants who we believe to be an improper fit for the program.

1.6 Upon acceptance into the Internship Program the applicant/student agrees to pay the full Internship Program Fee as per the Payment Policy below.

1.7 Our company cannot guarantee a placement for every applicant.

**2. Payment Policy**

2.1 The Internship Program Fee is paid in two installments. An initial deposit, which includes a nonrefundable Agency fee, is payable at the time of application upon acceptance into the Internship Program.

2.2 Upon confirmation and approval of an Internship the remaining balance of the Internship Programme Fee is payable within five days of the invoice date and must be paid in full before the start of the Internship. If the payment is not received within the five days or before the Internship start date, then the Internship start date will be delayed until payment is made in full. The host site will be informed of this late start date.

2.3 The applicant is responsible for all applicable bank fees about their application.

**3. Refund Policy**

You will be eligible to receive a full refund of your initial Deposit less the non-refundable Administration Fee under the following circumstances:

3.1 If an internship interview has not been presented that was in line with your requirements within 12 weeks\* from the date of application. After 12 weeks\* we still require you to inform us if you wish to stop the search and request to withdraw from the Internship Programme before an internship interview being presented.

If we fail to arrange an interview based on your requirements within 12 weeks from the date of application, we still need you to inform us, if you wish to stop the search and request to withdraw from the internship Program before an internship interview being presented.

You will NOT be eligible to receive a refund of your initial Deposit:

3.2 If you advise our company that you wish to withdraw from the Internship Search Programme within the first 12 weeks\* from the date of application.

3.3 If our company cancels you from the Internship Programme at any time during the search process according to the Cancellation Policy below.

**4. Cancellation Policy**

our company has the right to cancel you from the Internship Program for the following reasons and retain the full Deposit:

4.1 If you change the type of internship you requested the after-search process has begun.

4.2 If you change any search criteria AFTER the search process has begun.

4.3 If you fail to provide and disclose relevant information that influences the search process at the time of application such as course/academic requirements, professional certification requirements, location preferences or deadline dates etc. We may at our discretion continue the search.

4.5 If you have declined 2 Internship offers that we deem match the requirements you have advised our company at the time of application.

4.6 If you refuse an internship because it is unpaid.

4.7 If you have not notified us of any limitations about internship locations.

4.8 If you provide any deceiving or false information in your Cover Letter, CV or during your interview. which includes exaggeration of qualifications, skills or experience.

4.9 If you ask for payment or a job at any time during the internship programme period (from the date of application to the end of your internship)

4.10 If you fail to attend an arranged interview without a valid reason. Company size and location are not regarded as valid reasons.

4.11 If you leave the country or travelling on holiday without notifying our company while we are actively exploring for your internship placement.

4.12 If you do not communicate to us that you wish to terminate the process and withdraw from the Internship Programme before we have found an organization willing to interview you.

4.13 If you fail to respond to our company emails or telephone calls/messages within 48hours

4.14 If you do not have an acceptable visa that permits you to undertake an internship.

4.15 If at any time you are abusive, rude, unprofessional, inappropriate or demanding to your Internship Candidate Manager, Interviewer or Internship Host Supervisor.

4.16 If you refuse to attend interviews or do not make yourself available within business hours or at times deemed suitable for the host site.

4.17 If you fail two interviews with organizations you have agreed to interview with. In this situation, we may terminate the process and cancel you from the Internship Programme at our discretion.

**5. Internship Dispute Policy**

5.1We take possible steps to avoid issues at the internship site, should you face any problem you must contact us before taking limited action, so we can make the part and solve the issue. It is not acceptable for you to leave the internship without informing us immediately as doing so may lead to termination of your Internship.

5.2 You must follow the Problem Resolution Process as advised by our company.

**6. Internship Termination Policy**

Upon your acceptance and our confirmation of your Internship, we may terminate your Internship with no refund of the Internship Programme Fee if:

6.1 You change attendance dates or times before confirming with our company or the host site.

6.2 You fail to start the internship on the agreed dates without communicating with our company or the host site.

6.3 You are frequently absent from the Internship.

6.4 You exhibit any inappropriate or unacceptable behaviour or make unreasonable demands which our company deems to be potentially damaging to our relationship with the host site.

6.5 If at any time you are abusive, rude, unprofessional or inappropriate to your Internship Candidate Manager, company staff or Internship Host Supervisor.

6.6 If you do not follow the Problem Resolution Process as advised by the company.