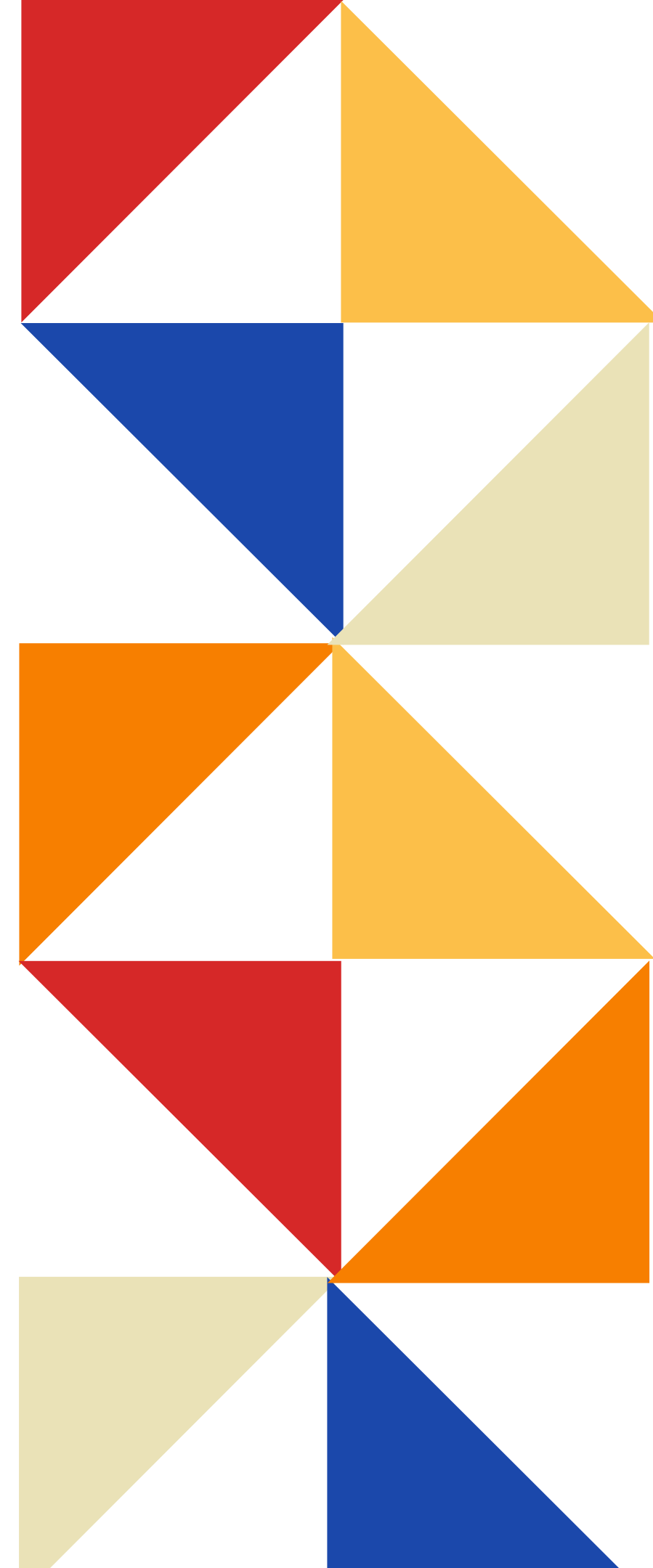




## 2.6.3 AIESEC EXCHANGE STANDARDS



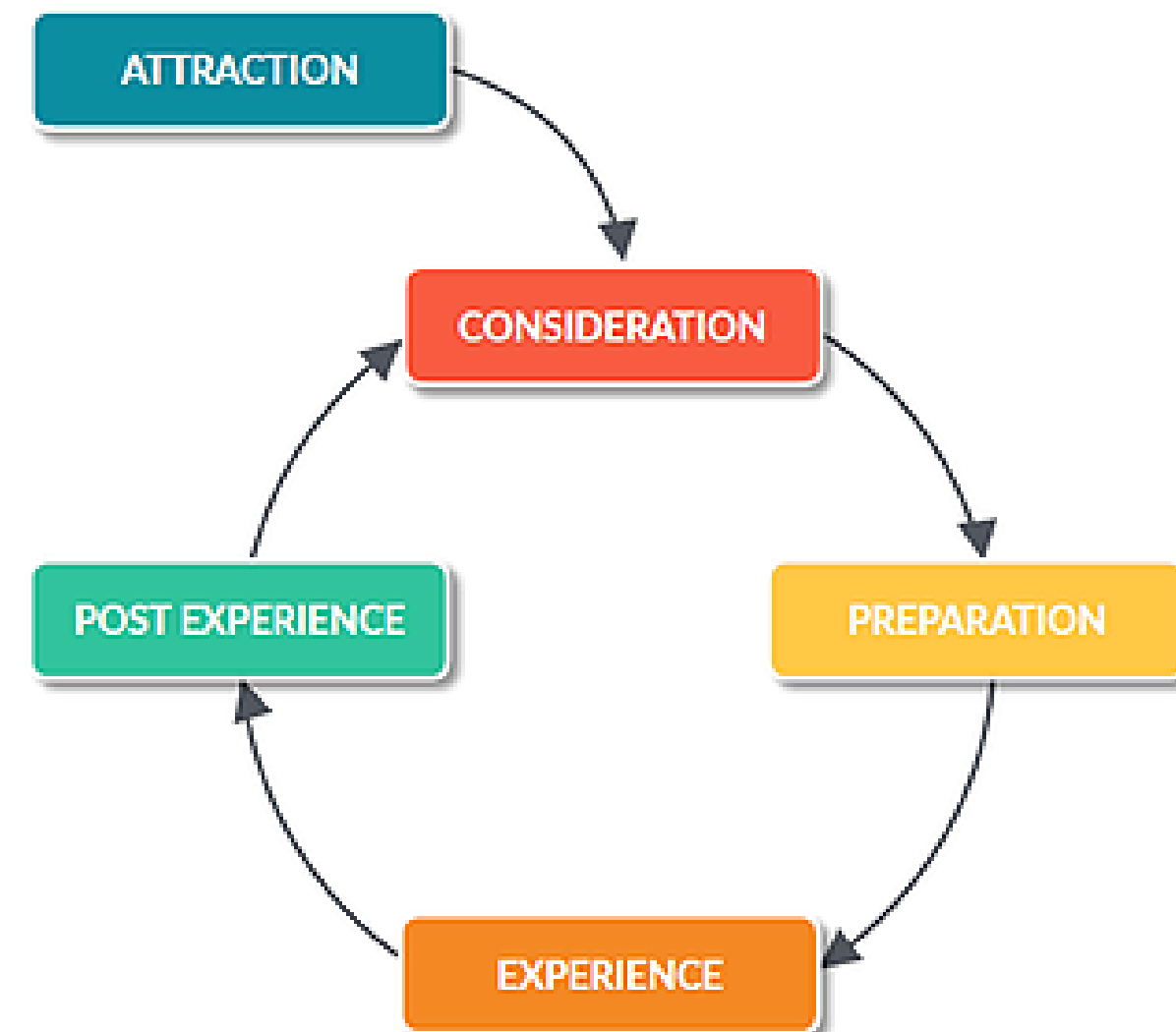
# **STANDARD: a level of quality**

**OUR EXCHANGE STANDARDS ARE EXACTLY THAT,  
THE LEVEL OF QUALITY OF OUR PROGRAMS.**

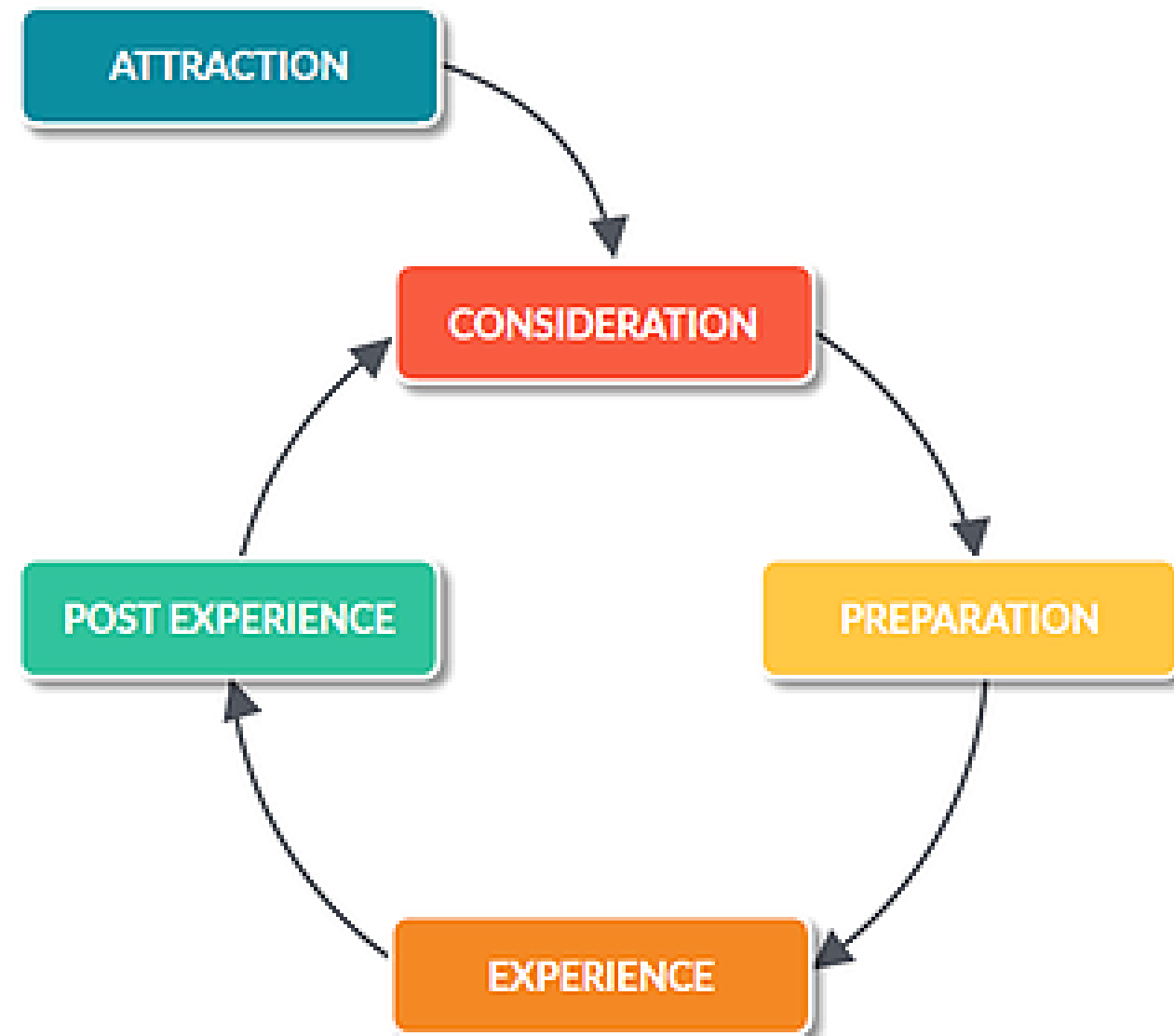
When we deliver on our standards, our EP's go through the experience that was promised to them in the first place.

# WHAT IS A CUSTOMER FLOW

A Customer Flow represents the movement of a customer through the experience provided by the organization or company. Directly linked to the customer journey, the customer flow outlines the stages, statuses, and activities that the person or organization goes through when engaging as a customer.



# BLOCK VS. CUSTOMER FLOW



# THE EXCHANGE STANDARDS

## PREPARATION STANDARDS

#1	PERSONAL GOAL SETTING	#4	EXPECTATIONS SETTING
#2	OUTGOING PREPARATION	#5	VISA AND WORK PERMIT
#3	INSURANCE	#6	ARRIVAL PICKUP
		#7	ACCOMMODATION
		#8	INCOMING PREPARATION

## 8 STANDARDS

### Deliver by timeline

They all happen before the 1st-day of work before the exchange actually starts officially.

# THE EXCHANGE STANDARDS

## EXPERIENCE STANDARDS

#9	FIRST DAY OF WORK	#13	DURATION
#10	ALIGNMENT SPACES WITH OPPORTUNITY PROVIDER	#14	OPPORTUNITY BENEFITS
#11	JOB DESCRIPTION	#15	DEPARTURE SUPPORT
#12	WORKING HOURS		

## 7 STANDARDS

**Deliver by timeline,**

some of them have to happen at the same time  
Finish until the last day of the exchange with  
departure support

# THE EXCHANGE STANDARDS

POST  
EXPERIENCE  
STANDARDS

HOME ENTITY

#16

DEBRIEF  
WITH AIESEC

## 1 STANDARD

After the experience finishes and the EP is back.

# THE EXCHANGE STANDARDS

PREPARATION STANDARDS			EXPERIENCE STANDARDS			POST EXPERIENCE STANDARDS	
HOME ENTITY		HOST ENTITY				HOME ENTITY	
#1	PERSONAL GOAL SETTING	#4	EXPECTATIONS SETTING	#9	FIRST DAY OF WORK	#13	DURATION
#2	OUTGOING PREPARATION	#5	VISA AND WORK PERMIT	#10	ALIGNMENT SPACES WITH OPPORTUNITY PROVIDER	#14	OPPORTUNITY BENEFITS
#3	INSURANCE	#6	ARRIVAL PICKUP	#11	JOB DESCRIPTION	#15	DEPARTURE SUPPORT
		#7	ACCOMMODATION	#12	WORKING HOURS		
		#8	INCOMING PREPARATION				

**CLARIFICATION:**

The new Exchange Standards cover Preparation and post-experience phases of the Customer

## CLARIFICATION:

The new Exchange Standards cover Preparation, experience, and post-experience phases of the Customer Flow, considering Preparation the formal point where our Leads are considered as a Customer (after payment on Approval).



# Delivered by home entity

## PREPARATION STANDARDS

HOME ENTITY

#1

PERSONAL  
GOAL SETTING

#2

OUTGOING  
PREPARATION

#3

INSURANCE

## POST EXPERIENCE STANDARDS

HOME ENTITY

#16

DEBRIEF  
WITH AIESEC

# Delivered by host entity

PREPARATION STANDARDS		EXPERIENCE STANDARDS			
HOST ENTITY					
#4	EXPECTATIONS SETTING	#9	FIRST DAY OF WORK	#13	DURATION
#5	VISA AND WORK PERMIT	#10	ALIGNMENT SPACES WITH OPPORTUNITY PROVIDER	#14	OPPORTUNITY BENEFITS
#6	ARRIVAL PICKUP	#11	JOB DESCRIPTION	#15	DEPARTURE SUPPORT
#7	ACCOMMODATION	#12	WORKING HOURS		
#8	INCOMING PREPARATION				

# THE EXCHANGE STANDARDS

## COMPLETE CO = RE + STANDARDS

A Complete Experience is the result of an experience that is Realized and the Fulfillment of at least 14 out of 16 Quality Standards.

## NON MANDATORY STANDARDS

14 out of the 16 Standards should be fulfilled and they are named Mandatory Standards.

The non Mandatory Standards are:

#6	ARRIVAL PICKUP	#12	WORKING HOURS
#9	FIRST DAY OF WORK	#15	DEPARTURE SUPPORT

# PREPARATION STANDARDS

#1

## PERSONAL GOAL SETTING

MANDATORY FOR COMPLETE

HOME ENTITY

### DEFINITION

The Home Entity has provided a space to the EP for goal setting based on the Leadership Development Assessment result, as well as personal goal setting for if they have goals in addition to the LDA.

### QUESTIONS IN YOP

Did you define personal goals at the beginning of your experience with the support of AIESEC in [home]?

### ANSWER

COMPLETE

- ☒ Yes, Virtually
- ☒ Yes, Physically
- ☐ No

# PREPARATION STANDARDS

#2

## OUTGOING PREPARATION

MANDATORY FOR COMPLETE

HOME ENTITY

### DEFINITION

The Home Entity must offer an Outgoing Preparation Seminar before the Exchange Participant leaves for their internship. The seminar must include at least the following:

- Space to explain AIESEC's purpose [AIESEC Way] and the relation with the Exchange Participant's leadership development
- Set expectations about how to prepare for travel abroad
- Exchange Product Policies (XPP) explanation and procedures
- Exchange Standards explanation

### QUESTIONS IN YOP

Did AIESEC in [home] invite you to a preparation seminar before you went abroad?

### ANSWER

COMPLETE

- ☒ Yes, and I attended
- ☒ Yes, and I didn't attend
- ☐ No

# PREPARATION STANDARDS

#3

## INSURANCE

MANDATORY FOR COMPLETE

HOME ENTITY

### DEFINITION

The Home Entity ensures that the Exchange Participant has a valid insurance policy to cover basic medical costs for the duration of the exchange.

### QUESTIONS IN YOP

Did you have insurance for the period you were on exchange?

### ANSWER

COMPLETE



Yes



No

# PREPARATION STANDARDS

#4

## EXPECTATIONS SETTING

MANDATORY FOR COMPLETE

HOST ENTITY

### DEFINITION

The Host Entity has provided the Exchange Participant with basic information regarding the country/territory of their internship in a written format. This on-boarding must include at least the following information:

- Culture,
- Political situation,
- Safety,
- Living standards,
- Home and host contacts,

### QUESTIONS IN YOP

Did AIESEC in [host] provide/prepare you with basic information for the destination you were headed?

### ANSWER

COMPLETE



Yes



No

# PREPARATION STANDARDS

#5

VISA AND  
WORK PERMIT

MANDATORY FOR COMPLETE

HOST ENTITY

## DEFINITION

The Host Entity will provide an Invitation Letter and supporting documents in the case that a VISA is needed for the Exchange Participant to legally enter and stay in the country/territory and perform the activities stated in the Opportunity.

## QUESTIONS IN YOP

Did you get the documents required (Issued by AIESEC) to get your VISA or work permit?

## ANSWER

COMPLETE

- ☒ Yes
  - ☐ No
  - ☒ VISA not required
  - ☒ Work Permit not required
- \*multiple option



# PREPARATION STANDARDS

#6

ARRIVAL  
PICKUP

NON MANDATORY FOR COMPLETE

HOST ENTITY

## DEFINITION

The Home Entity has provided a space to the EP for goal setting based on the Leadership Development Assessment result, as well as personal goal setting for if they have goals in addition to the LDA.

## QUESTIONS IN YOP

Did you define personal goals at the beginning of your experience with the support of AIESEC in [home]?

## ANSWER

COMPLETE



Yes



No

# PREPARATION STANDARDS

#7

ACCOMMODATION

MANDATORY FOR COMPLETE

HOST ENTITY

## DEFINITION

The accommodation standard conditions and costs during the internship correspond to the information provided on the Opportunity. AIESEC should either arrange the accommodation for the EP or when accommodation is not provided, the Host Entity must support the EP with sources to look for accommodation.

Accommodation conditions must include at least the following:

- Single bed
- Access to clean water
- Access to a bathroom
- Access to electricity

## QUESTIONS IN YOP

Was the accommodation according to the expectations set with you by AIESEC?

## ANSWER

COMPLETE



Yes



No

# PREPARATION STANDARDS

#8

## INCOMING PREPARATION

MANDATORY FOR COMPLETE

HOST ENTITY

### DEFINITION

The Host Entity must offer an Incoming Preparation Seminar once the Exchange Participant arrives to the Host Entity, before the internship starts. The seminar must include at least the following:

- Space to follow up on the Exchange Participant's personal goals that were defined before they travel
- Culture
- Living standards

### QUESTIONS IN YOP

Did AIESEC in [host] invite you to attend preparation seminar at your destination?

### ANSWER

COMPLETE



Yes, and I attended



Yes, and I didn't attend



No

# EXPERIENCE STANDARDS

## #9 FIRST DAY OF WORK

NON MANDATORY FOR COMPLETE

HOST ENTITY

### DEFINITION

The Host Entity coordinates and ensures that the Exchange Participant is physically brought to the place/organization of work on their first day of the internship.

### QUESTIONS IN YOP

Did an AIESEC representative assist you on your first day of work?

### ANSWER

COMPLETE



Yes



No

# EXPERIENCE STANDARDS

#10

ALIGNMENT SPACES  
WITH OPPORTUNITY  
PROVIDER

MANDATORY FOR COMPLETE

HOST ENTITY

## DEFINITION

The host entity must ensure that the Opportunity Provider provides at least:

- One space to align the Job Description with personal goals at the beginning of the experience.
- One space to debrief on the Job description and personal goals at the end of the internship.

## QUESTIONS IN YOP

Did the [OPP provider] provide you space to align your job description with personal goals at the beginning and end of your experience?

## ANSWER

COMPLETE

- ☒ Yes
- ☐ No

# EXPERIENCE STANDARDS



## DEFINITION

The Job Description executed by the Exchange Participant has to correspond with the Job Description of the Opportunity posted on [aiesec.org](https://aiesec.org) and has clearly stated individual responsibilities and goals.

## QUESTIONS IN YOP

Were you doing the job description you applied for?  
If your job Description was different than the one you applied for, were the changes communicated and agreed with you?

## ANSWER

### COMPLETE

- ☒ - Yes, my Job Description was the same as the one I applied for.
- ☒ - No, my Job Description was not the one I applied for, but changes were communicated and agreed upon
- ☐ - No, my Job description was not the one I applied for, nor were the changes in my job description communicated to me and agreed upon

# EXPERIENCE STANDARDS

#12

## WORKING HOURS

NON MANDATORY FOR COMPLETE

HOST ENTITY

### DEFINITION

The working hours related to executing the Job Description are the same as stated on the Opportunity on aiesec.org.

Taking as a minimum of 35 hours and a maximum of 45 hours per week for Global Talent

A minimum of 35 hours and a maximum of 45 hours per week for Global Teacher

A minimum of 25 hours and a maximum of 45 hours per week for Global Volunteer

### QUESTIONS IN YOP

Were the working hours of your internship the same stated on the opportunity in the platform?

### ANSWER

COMPLETE

☒ Yes

☐ No

# EXPERIENCE STANDARDS

#13

## DURATION

MANDATORY FOR COMPLETE

HOST ENTITY

### DEFINITION

The duration of the experience is the same as stated on the Opportunity on aiesec.org, starting from the first day of work to the last day of the internship.

The internship lasts from:

- A minimum of 6 weeks to a maximum of 8 weeks for Global Volunteer
- A minimum of 6 weeks to a maximum 78 weeks for Global Talent
- A minimum of 9 weeks to a maximum 78 weeks for Global Talent

### QUESTIONS IN YOP

Was the duration of your experience the same as stated on the opportunity on the platform?

### ANSWER

COMPLETE

- ☒ - Yes, the duration was the same
- ☒ - No, but I agreed with the changes
- ☐ - No, and I never agreed with the changes



# EXPERIENCE STANDARDS

#14

## OPPORTUNITY BENEFITS

MANDATORY FOR COMPLETE

HOST ENTITY

### DEFINITION

The host entity ensures all the benefits stated on the Opportunity posted in aiesec.org are delivered.

Opportunity benefits refer to:

- Any financial or non-financial compensation during the experience
- Food or transportation covered

Global Talent and Global Teacher have to fulfill the following minimums for opportunity benefits:

- All Global Teacher opportunities and Global Talent opportunities longer than 8 weeks should provide a salary that will help EPs cover at least the basic living costs (accommodation, food, transportation, personal development)

### QUESTIONS IN YOP

✓ Did AIESEC in [Host] deliver the benefits mentioned in the opportunity description on the platform, if any?

### ANSWER

COMPLETE

- ☒ Yes
- ☐ No
- ☒ There were no benefits specified in the opportunity.

# EXPERIENCE STANDARDS

#15

DEPARTURE  
SUPPORT

NON MANDATORY FOR COMPLETE

HOST ENTITY

## DEFINITION

*The Host Entity has offered in written format on how to depart from the country/territory (**legal and logistic specifications**) at least two weeks before the end of the internship.*

## QUESTIONS IN YOP

Did AIESEC in [host] provide you in a written format the legal (in case of needed) and logistical procedure on how to leave the country/territory?

## ANSWER

COMPLETE

☒ Yes  
☐ No

# POST EXPERIENCE STANDARDS

#16

## DEBRIEF WITH AIESEC

MANDATORY FOR COMPLETE

HOME ENTITY

### DEFINITION

The Home Entity must offer a debriefing space to the Exchange Participant no more than 2 weeks after they finish the experience. Space must include at least the following:

- Debrief of the leadership experience of the Exchange Participant, including a space to analyze personal goals achievement
- Analyze the delivery of the Exchange Standards

### QUESTIONS IN YOP

*Did AIESEC in [home] contact you at the end of your experience to arrange a debriefing space of your experience?*

### ANSWER

COMPLETE

- ☒ Yes, and I attended
- ☒ Yes, and I didn't attend
- ☐ No



# THANK YOU

