

**Chinese Flagship Overseas  
Capstone Program in Taiwan**

**Internship Handbook**



**Fall 2020 - Spring 2021  
Spring 2021 - Fall 2021**

**Chinese Flagship Overseas Center  
Hunter College, City University of New York**



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# Overall Design

## Introduction

The Capstone Year in Taiwan includes a full-time internship opportunity designed to deepen students' understanding of the local work culture and improve their professional Chinese language fluency. Internships also provide a rich experience to help students develop their careers and professional aspirations. The Taiwan Center's staff will support and advise students during their internships, whether at an organization, institution, or company. Internships take place during the second semester and are to last at least four months. Internships must be conducted within a professional, Mandarin-speaking environment to improve professional language skills.

## Objectives

The objective of the internship portion of the Flagship Overseas program is to provide students the opportunity to utilize their high-level language fluency in a professional setting. By taking part in an internship, students will further increase their professional language abilities as well as gain the cultural understanding needed to be successful in future professional endeavors. While Taiwan Center staff is available to guide students in their search for internships, to foster professional development students are also encouraged to take the initiative in finding internship opportunities on their own.

During the internship experience, students are expected to:

- achieve workplace high-level language proficiency in Mandarin Chinese, ensuring they can work in a professional setting using only Chinese language.
- increase their knowledge of the local culture, giving them a greater understanding of Taiwanese social and behavioral norms, as well as financial, political, and administrative knowledge.
- successfully use their Chinese language and Taiwanese cultural knowledge to work professionally.
- successfully use their newly-attained higher Chinese language fluency to develop the professional skills that will help them to be successful in their future career aspirations.
- independently adapt to the local culture to successfully confront challenges.

## Staff Contact

The Taiwan Center Internship Coordinator is Zhi-Shiang Yang. He can be contacted via email at [passyang@ym.edu.tw](mailto:passyang@ym.edu.tw) and her direct phone number is +886-2-2826-7000, ext. 7225.

# Finding an Internship

## Role of the Internship Coordinator at the Taiwan Center

The Chinese Flagship Overseas Capstone Program in Taiwan (Taiwan Center) will play a supportive role for students to achieve their academic goals before and during their internships.

The Site Director will play an overall role during the student's internship process, and will particularly work to ensure students' safety. The Site Director will be available for any concerns that students may have in regards to academic progress during their internships.

The Internship Coordinator will be the main contact. The Internship Coordinator will identify potential internship providers prior to students' arrival in Taiwan. The Internship Coordinator will conduct workshops to prepare students for their internship applications, provide support and guidance in revising resumes to the Chinese style, as well as preparing students for interviews by conducting mock-interviews, and informing students about proper dress and behavior. Once internships have begun, the Internship Coordinator will be responsible for meeting with students regularly and collecting weekly internship reports. The Coordinator will also conduct site visits.

## Responsibilities of Students

Under the supervision of the Site Director, the Taiwan Center's Internship Coordinator will identify, evaluate, and compile a list of potential internship providers based on students' work interests. However, students are ultimately responsible for applying and making their own choices of where they want to intern. If a student has found an internship opportunity on his or her own, the internship must be approved by the Internship Coordinator before the student can start.

When looking for an internship, it is expected that students will seek opportunities in line with their professional aspirations or interests. It is also recommended that internships be located at Taiwanese companies/organizations (rather than, for instance, US companies, which may conduct business in English) to maximize learning goals and local cultural understanding, as well as to be in an immersive Chinese language environment.

During the internship, students will be required to write and submit weekly reports to the Internship Coordinator for review. A [report template](#) will be provided to students prior to the start of internships.

## Resources

Students are also encouraged to look at job forums like linkedin, tw.indeed.com, or <https://www.104.com.tw/area/intern/>. Facebook also offers employment groups and pages. Besides these sources, students should view company websites to see if there are any internship opportunities or openings.

In addition, the Internship Coordinator will be working in tandem with the National Yang-Ming University (NYMU) Alumni Center and will reach out to the school's Taipei-based graduates, who work in a variety of different fields and occupations, seeking qualified internship partners and locations. A database will be created and regularly updated that can be used by future students.



# Professional Language Preparation and Support

## Fluency Expectations

To help prepare to achieve working proficiency for their internships, students should focus on their language studies. The course content in the Chinese for Professional Purposes class is especially designed for this purpose.

While at their internships, students are required to speak Mandarin a minimum of 85% of the time. To be successful in the workplace, students are expected to have a working professional fluency in Mandarin, which is viewed as a 3 on the Defense Language Placement Test (DLPT), Superior on the Oral Proficiency Interview (OPI), or a 3 on the Interagency Language Roundtable (ILR) scale.

## Internship Language Support

During the internship period, students are required to return to the NYMU campus each Friday afternoon for a two-hour group meeting to reflect on how the students' internships are proceeding. The purpose of these meetings is to support students' language needs during their internships, and to help students continue to push toward the highest professional level.

## Student Reports

To further support students' language skill acquisition as well as help them with any issues they may be having in the workplace, students will be required to complete and hand in an internship report on Mondays prior to the discussions on Fridays. These reports will be read and commented on by the Internship Coordinator, who will both help students with their written Chinese, and advise them on workplace questions or issues raised in the reports.

# Applying for an Internship

## Resume Format

When writing a resume for an internship in Taiwan, it is important to create both an English and a Chinese version. When writing a resume, two formatting styles are prevalent.

Many companies will accept a resume that is similar in formatting to resumes used in the US. Text font and formatting should be standard and, unless going into a field like the arts, should be kept very professional, clean, and not unusual. Important information to include is personal contact information (your contact information will change when you have a Taiwan phone number and address), an objective, educational experience, and, of course, any work experience. A professional photo may be added in the top right or left corner.

Some companies will require a resume that is more in line with traditional Taiwanese or Chinese formatting. The content is generally the same as an English resume, but the formatting is very different. Instead of using your own stylistic approach, the traditional Chinese resume is laid out in a fairly uniform way, with blank boxes in which you fill out your basic information. (See links to samples on the following page.) Information required will be personal information, education, work experience, skills, and a personal statement about your internship aspirations. Other companies may ask you to use their own resume template, which might include questions regarding your hobbies, health, and marital status, etc. Please note that some questions which are illegal to ask in America are perfectly legal to ask in Taiwan.

To ensure that there are no typos, have a good reader look it over. Also be sure that your experience given on your resume is relevant to the field in which you are applying for an internship.

## Taiwanese Style Resume Samples

### Example 1:

[http://www.finance.nptu.edu.tw/ezfiles/130/1130/attach/11/pta\\_75107\\_1673552\\_39498.pdf](http://www.finance.nptu.edu.tw/ezfiles/130/1130/attach/11/pta_75107_1673552_39498.pdf)

[http://www.finance.nptu.edu.tw/ezfiles/130/1130/attach/11/pta\\_75108\\_4225132\\_39498.pdf](http://www.finance.nptu.edu.tw/ezfiles/130/1130/attach/11/pta_75108_4225132_39498.pdf)

Professional Field: Business and Finance

Source: National Pingtung University

### Example 2:

[http://www.cnu.edu.tw/d\\_files/1/docs/20140421100545.pdf](http://www.cnu.edu.tw/d_files/1/docs/20140421100545.pdf)

Professional Field: General

Source: Chia Nan University of Pharmacy & Science

### Example 3:

[https://drive.google.com/file/d/1znjjsdAiqDv9Diq\\_BTjGPulixPh5hz6O/view](https://drive.google.com/file/d/1znjjsdAiqDv9Diq_BTjGPulixPh5hz6O/view)

Professional Field: Hospitality and Tourism

Source: Cathay Hospitality Management

### Example 4:

<https://bit.ly/2IRJ9gA>

Professional Field: Integrated Marketing

Source: Mingdao University

### Example 5:

<https://bit.ly/30Ro5QJ>

Professional Field: Non-Governmental Organization

Source: Foundation for Yunus Social Business Taiwan

### Example 6:

<https://bit.ly/37HdpFD>

Professional Field: Research Institute

Source: The National Health Research Institutes (NHRI)

(If you suspect any of the above links is a violation of copyright, please notify Ms. Sam Maser at [taipeicapstone@hunter.cuny.edu](mailto:taipeicapstone@hunter.cuny.edu))

## Cover Letter

A brief cover letter is important and should be less than one page long. The cover letter should include: contact information; the title and address of the contact at the internship provider; a brief introduction of yourself; and an explanation of your interest in the company. If possible, be sure to mention a few skills you have that are relevant to the internship. Note that not all companies will require a cover letter. Please find some examples [here](#) (all professional fields) and [here](#) (hospital internship). You may need to write a couple of cover letters tailored to different internships for which you are applying.

## Application

The application process and forms to apply for internships in Taiwan may vary according to the size, field, and internal policies of the company.

After a student finds an internship that they are interested in, it is their own responsibility to apply for that internship position. In general, applying for an internship will require students to send their resume and possibly a cover letter. Some companies may require students to also fill out the company's own application form which might ask for the student's basic information, as well as former work and education experience. As with the resume templates mentioned above, company application forms may also ask for information (health status, marital status, etc.) which might be illegal to ask in America, but which is legal to ask in Taiwan.

In terms of the application process, smaller companies can have a more personal, less, formal application system, while larger companies may be very formal. For example, students may encounter companies that offer internship postings on their websites and will require students to apply through their online portal. Other companies could require students to send an email with their application materials to a specific employee to review. Other companies may welcome dropping off application materials in-person. Students are encouraged to inquire with their potential internship companies about which is the best way for them to apply.

## References

Depending on the size and type of company or organization with which students apply to intern, the company may request reference information. If references are required, students should choose references who are familiar with their work if at all possible. It may be better for students to select references in Taiwan, as opposed to back in the US. With that in mind, students are strongly encouraged to develop relationships with faculty, co-workers, and supervisors who they can request to be references.

## Interview

Students are not allowed to miss academic classwork to interview for internship positions, and should schedule interviews to not conflict with classes or other required programming. If such scheduling is not possible, students may request up to three (3) excused absences. Such requests must be made in writing to the Resident Director and the Internship Coordinator at least three (3) days in advance.

In general, when attending an interview for an internship in Taiwan, the style is business formal or business casual. There may be a few exceptions -- for instance, if applying for an internship in the fashion industry -- however, you will still need to dress professionally. Avoid wearing flip flops, shorts, t-shirts, or other casual clothing.

Before the interview, students should prepare themselves well, just as they would for an interview in the US. Interviews will generally be professional and students will engage in a conversation to help the interviewer determine if the student is a good fit for their company. The format will usually consist of the interviewer asking questions and the student responding.

Questions that are generally asked:

- 請你自我介紹一下。  
Can you introduce yourself?
- 你為什麼選擇我們公司？  
Why do you want to intern at XX company?
- 請說一下你申請這份工作的動機。  
What made you apply to intern here?
- 請談一下你之前的課外活動或實習經歷。  
In what activities or internships have you participated in the past?
- 你對我們部門了解多少？  
What is your understanding of XX department here?
- 在你看來，你有什麼特質能勝任這份工作？  
What qualities do you possess that would make you a good fit for this internship opportunity?
- 你喜歡什麼樣的管理模式？怎麼樣的管理模式才能有效地提高你的工作效率？  
What type of management style do you prefer? In the past, what type of management style has resulted in the highest efficiency rate for you?

- 你喜歡什麼樣的團隊工作模式？怎麼樣的團隊工作模式才能有效地提高工作效率？  
What type of teamwork do you prefer? Can you give an example that led to high work efficiency?
- 你遇到過哪些挑戰？如何應對這些挑戰？  
What are some challenges you've faced in the past? How did you overcome them?
- 請談一談你的一次失敗經歷，如何克服的？  
Please share a time when you've failed at something. How did you overcome this?
- 你最大的缺點是什麼？你最大的優點是什麼？  
What is your greatest weakness? What is your greatest strength?
- 你離開前一家公司/前一份實習的離職原因是什麼？  
Have you been fired or dismissed from a job or internship in the past? If so, why?

Important: During the interview, it is customary in Taiwan to show modesty rather than boasting about experience or skills.

## Self-Introduction

During an interview, an employer is very likely to ask students to introduce themselves. Students should prepare these introductions in Chinese to give the employer better insight into them. In most situations and internship interviews, the language should be formal Chinese.

Taiwanese introductions are similar to introductions in the US. Students should briefly mention their educational experience (especially their relevant major), where they attend school, as well as any work history. In addition, students should discuss why they would like to intern at the company (the student should have done some research, and be prepared to talk in an informed way about the company). Students may also wish to list their computer skills.

The introduction should be less than two minutes long. Here is an [example](#) of how to introduce yourself at a job interview.

## Samples of Internship Positions

Internship positions, if listed online, will generally follow the format below:

1. Job title and Field
2. Internship Overview
  - a. General overview of internship responsibilities
  - b. General overview of location, hours, number of positions open, etc.

3. Internship Qualifications

- a. General qualifications required such as education and/or work experience, language skills, computer skills, etc.

4. Benefits

The following is an example of an internship position posting.

# 法務實習生

伊雲谷數位科技股份有限公司 本公司其他工作

計算屬於你的工作適合度 [請點此登入](#)

## 工作內容

- 1.合約管理-定期發出催繳通知、歸檔、調閱合約申請
- 2.協助辦理債權追索案件-向相關單位蒐集資訊、撰擬文件、向官方申請文件及向法院交申請文件、執行法院程序
- 3.資料庫更新
- 4.法律issue資料檢索，研究及資料蒐集
- 5.編輯法務每月之法令宣導
- 6.其他行政類事務之處理及專案之交辦

職務類別：[法務助理](#)

工作待遇：時薪 150~170元/小時

工作性質：兼職

上班地點：台北市中山區南京東路3段9號5F 

上班時段：日班

休假制度：依公司規定

可上班日：不限

需求人數：1 人

## 條件要求

接受身份：上班族、應屆畢業生、學生實習

工作經歷：1年以上

學歷要求：大學以上

科系要求：法律學科類

語文條件：[英文](#) -- 聽 /中等、說 /中等、讀 /中等、寫 /中等

擅長工具：[Windows 10](#)、[Excel](#)、[Word](#)

工作技能：不拘

其他條件：熟悉Microsoft系統操作、Chrome頁面操作

對法律有興趣或有學習的意願、細心、耐心、可以協助文書處理作業

Retrieved from <https://www.104.com.tw>



## Contract

When taking a position at a company in China, it is traditional for employees to sign a contract regarding company policies, hours of work, causes for termination, etc. However, because the Taiwan Center will be making institutional agreements with all internship providers, Flagship students will not make independent contractual commitments with their individual providers.

If a student's internship provider asks that a contract be signed, the student must immediately speak with the Taiwan Center Internship Coordinator. Remember, the Internship Coordinator needs to approve the internship before a student can accept a position.

# Internship Policies

## General Policies

Students are required to send a copy of their English and Chinese resumes with their Capstone applications. The Internship Coordinator will advise students how to work with Taiwan Center faculty to improve and revise their resumes.

Internship companies must be licensed and registered companies/organizations and able to provide documentation if requested.

## Language Requirements

In order to gain the most out of the internship, students will be required to maintain their Language Pledge and speak in Mandarin a minimum of 85% of the time while at the company.

Internships teaching or revolving around English or another language besides Chinese are strictly prohibited.

If a student realizes that their internship provider has been assigning English-heavy tasks, the student should immediately contact the Internship Coordinator.

## Orientation Class

Prior to beginning the internships, students will take part in an orientation class taught by the Internship Coordinator on the requirements and subtleties of interning at a Chinese workplace, including office etiquette, proper dress, language requirements, note taking, how to make a request of a boss, and detailed communication tips, as well as other vital information.

## Decorum

While work culture norms may be different than what American students are accustomed to, students are expected to act in a professional manner while conducting their internships at all times. Such behavior includes respecting the superior/employee relationship, showing respect to co-workers, as well as abiding by other policy measures established by the Flagship program.

## Health and Safety

Students' health and safety are two priorities of the Chinese Flagship Overseas Capstone Program in Taiwan. During the internship period, Taiwan Center staff will ensure students' health and safety needs are being met at the workplace or by the internship provider. As students will be interning in various locations around Taipei for their internships, students should always be aware of their general surroundings for safety. If students feel like their health or safety is compromised in any way, students should inform the Internship Coordinator immediately. In such a case, the Internship Coordinator will ensure the student's safety and keep in touch with both Taiwan Center staff and, if deemed necessary, US Office staff.

## Absences and Tardiness

The same policies and warnings for absences and tardiness for academic classes apply to internships. Students who are to be absent for any reason must inform their internship provider supervisor and the Taiwan Center Internship Coordinator by email prior to the start of the working day. If a student is to be absent for a second day, the student is to again first contact their supervisor and then inform the Internship Coordinator by phone prior to the start of the second work day. If a student has a medical condition that requires more time off, the student is required to submit medical and other documents deemed necessary to the Internship Coordinator and to the internship provider supervisor.

## Vacation, Sick Leave and Religious Observance

During the internship, students are not allowed to take or ask for vacation time. All work days are according to local holidays and are not subject to vacation time as observed in the US.

In the case of an emergency or special circumstance, such as religious observance, students should make arrangements with their internship provider to make up the work. In this situation, students should get permission from the Internship Coordinator in advance, and should note the absence and make-up arrangements in their internship report.

Students are not allowed to ask for sick leave. Any absences as a result of sickness should follow protocol in the above section titled "Absences and Tardiness."

## Travel

During the internship period, students are allowed to travel *within* Taiwan during approved holidays, weekends, and breaks as long as travel plans do not interfere with internships. *Students are not allowed to travel outside the country after the internship has begun, except during long holidays.* If a student's travel within Taiwan requires an overnight stay, they must

fill out an [independent travel form](#), and submit it to the Taiwan Center Site Director for approval three (3) days prior to traveling, as per instructions in the [Program Handbook](#).

If a student is asked to travel as part of their internship, the student is also required to fill out and submit a travel form in advance to the Taiwan Center Site Director, as above. When filling out travel forms, students are required to provide detailed information, such as hotel name, location, and phone number, mode of transportation, bus or train number, as well as hours of departure and return, and number of days of travel. Contact information must be included in case of an emergency. If travel plans change after submission, students must inform the Taiwan Center Site Director prior to finalizing new travel plans.

If students want to travel before the internship period begins, they must ensure that the internship timeline will not be jeopardized.

Independent travel, *including travel required by an internship provider*, may also be cancelled without notice due to unforeseen events such as national emergencies, adverse weather, or other travel warnings.

## Working Hours

During the internship students are required to return to NYMU on Fridays by 1:00 p.m. for a two-hour meeting. General work hours are from 9:00 a.m. to 5:00 p.m. with an hour for lunch. However, depending on the company or field, work hours may differ. For instance, if a student gets an internship at a theater, the student may be required to stay later on days when there is a performance. Good judgement should prevail.

## Overtime

A culture of working overtime is more prevalent in Taiwan than the US. Employees may be expected to stay after work hours to ensure all the work gets finished. While laws and regulations have been evolving over the years to address the issue, students may often run into situations where their coworkers, supervisors, or even themselves are asked to work overtime. Regular employees are normally expected to work overtime if asked.

The Internship Coordinator will communicate with the internship providers, asking that they try not to have student interns work overtime or during the weekends. However, there may be rare occasions where working extended hours is necessary, and this will be permissible if agreed upon in advance. If such an instance were to occur, the student should arrange with their internship provider supervisor a reduced work schedule for the following week, to balance the extra hours the intern worked overtime.

## **Location**

Internships must be located within close enough distance to the Taiwan Center in order to attend the Friday afternoon weekly class held at NYMU.

## **Payment or Compensation**

It is The Language Flagship policy that students are not to be paid for their internships. Students are also not to accept any non-monetary compensation or benefits in relation to their internships. A student who is found to be violating this policy can be terminated from the Capstone Program.

Further, in Taiwan it is illegal for any foreigner without a work visa to be paid. Any student who is in violation of any Taiwanese laws regarding compensation will be personally liable, and should the student be arrested or detained, neither the Taiwan Center nor Hunter College Chinese Flagship can provide any legal assistance.

# Internship Work Culture

## Workplace Language and Culture

Workplace language and culture vary between different companies and internship providers within Taiwan. Some companies may be more formal, while other companies may be more relaxed. During interviews, students are encouraged to ask an internship provider what type of workplace culture prevails at the company.

In general, students may notice that workplace culture in Taiwan is often focused on teamwork. Supervisors might ask students to work with others to accomplish projects. Other internship providers may require students to work independently to finish assigned projects. A combination of the two is also possible.

Students will likely notice that work language is milder than in the US. Co-workers and superiors will seldom be direct with criticism or when giving opinions. Instead, there may be hidden intent that is not expressed but that will still need to be followed. For example, after reading a report, a boss might comment that the content is not written in the same way as it would normally be written in Taiwan. While this may sound like a general comment, the boss is most likely indicating that the student should re-write the report in the Taiwanese style.

While co-workers may invite other co-workers out to lunch or occasionally to dinner after work, it is not compulsory but rather a way to build friendship and team spirit. Students may also be asked by their bosses to attend a team lunch or occasionally a team dinner.

Students should ask their internship providers about procedures for arriving and leaving each day. At many locations, workers are required to clock-in and clock-out with a punch card. This may apply to interns, so be sure to ask.

While every workplace will be different, students should observe their internship provider's work culture by paying attention to how their co-workers interact with one another. US student interns are usually warmly welcomed into Taiwan workplaces. Should for any reason this not be the case, students should speak with the Internship Coordinator.

To review Chinese for office communication, please read examples below:

1. [answer the phone; take a call](#)
2. [take a leave/day off; get off work; work overtime; work shifts; business trip](#)
3. [office communication for general purposes](#)

## Confidentiality

Taiwan Center staff takes student confidentiality seriously. Although Taiwan is much more culturally open and socially accepting than mainland China, some topics – such as one's political beliefs, sexuality, or mental or physical health issues – may be too sensitive for workplace discussion. While interning, to avoid any awkwardness, students should choose carefully what information they share about themselves with supervisors and co-workers, and should always maintain a professional demeanor.

## Chinese Titles

It is customary to use titles when addressing individuals in the workplace, especially superiors. Failing to address a superior by the proper title, and by name only, may come across as impolite and/or disrespectful.

When referring to a boss, you would seldom refer to him or her solely by name, but rather 老闆, 總經理, 副總經理, 經理, or 組長.

In other instances, you may refer to them as the last name followed by their job title, for example 王總, 吳副理, 張經理, 陳組長.

If ever in doubt, students should politely ask their superiors how they would like to be addressed in the workplace. Students can also listen to how other co-workers interact with their superiors to understand what titles they should use.

Please click [the bilingual glossary](#) shared by MBAlib.com for more Chinese titles.

## Writing an Official Document

When writing an official document, students should always use formal written language (書面語). Vernacular oral grammar should be avoided.

If a student is asked to write an official document, the student should always check with their internship provider regarding different styles or protocols that are in place. If a workplace uses specific formatting, the intern should follow those requirements.

There are different types of official documents used in Taiwan: 「令」(Order)、 「呈」(used when petitioning or reporting to the President.)、 「咨」(used between the President and the Legislative Yuan)、 「函」(Letter)、 「公告」(Announcement)、 「其他公文」(others)六種。 To learn more, please read [definitions in Chinese](#), [official document language](#) and [examples of government official document](#).

It is common for official workplace documents to include the title or project name on the document, as well as who wrote the document and the date.

When submitting a document for review, students should use proper etiquette like asking their boss to "請您看一下 (colloquial); 請您過目 (formal); 請您修改 (neutral); 請您指正 (formal)".

## Gender in the Workplace

Taiwan has made strides in addressing gender inequality in the workforce with the *Act of Gender Equality in Employment*. As such, Taiwan has sought to create equal opportunities for everyone regardless of gender. This is not only represented in the workplace, where women are increasingly elevated to leadership roles, but also in the government, where there are many women serving in the legislature and currently Taiwan has its first female president.

While Taiwan is conscious of gender balance, traditional gender norms may still exist in a student's workplace. Some supervisors or coworkers may still hold the concept that one gender is naturally more dominant in a workplace, or that the work assigned to genders should be different. It's good to keep in mind that Capstone students are interning in Taiwan to learn about Chinese workplace culture, and it is not their place to teach their Taiwanese colleagues how American workplace culture operates.

## Workplace Hierarchy

Hierarchy is an integral part of the workplace in Taiwan. Students should be aware that superiors are expected to be treated with respect.

In addition, communication should always go through the line of command unless stated otherwise. For example, it would be inappropriate for a student to bring up a request with his supervisor's superior. Instead, the student should bring up the request with his immediate supervisor.

Another aspect of hierarchy revolves around the concept of face or *mianzi* 面子. In public settings, or even when in work meetings, employees must show respect to their bosses. This entails employees not disagreeing with their bosses' ideas, especially in public forums or in front of clients. The boss must be seen as always right.

## Social Etiquette

Social etiquette in Taiwan will most likely differ from what American students are accustomed to. While etiquette details or norms may seem insignificant, they can make a large impact on the daily work culture, as well as the success of the student at their internship.



For example, related to hierarchy, it is customary for employees to acknowledge when their bosses or supervisors arrive or enter a room for the first time by stating “(title)好”. It is also customary for employees to say goodbye as they or their supervisors leave for the day.

Maintaining positive relations with co-workers is essential. For example, while it may not be necessary to inform people you are leaving for the day when your work is finished, it is still polite to tell your co-workers near you that you are leaving. At the same time, if going out for lunch, it is polite to ask co-workers if they would like you to pick up an item like a drink or food for them. If they say yes, they will usually offer you money to cover the cost, but you can “treat” them if you feel comfortable doing so.

In terms of business norms, there are several similarities to Western culture. For example, students are not expected to bow but rather to shake hands. Other physical contact -- like hugs -- are generally avoided, especially with superiors. In addition, it is customary to give and receive business cards after introducing oneself. Please note that it is important to give and receive business cards with two hands. When receiving a business card, students should first look at the business card for a few moments. Students can also make a remark, such as, “Oh, I see you are the manager,” or “Your name is this character,” etc., to show that you are paying respectful attention to the card and therefore the person. Also, students should refrain from putting business cards in their back pockets, as this is perceived as an insult. Instead, to show respect and politeness, once a business card has been accepted, it should be carefully placed in your wallet or bag.

Lastly, there is specific social etiquette around refusing an invitation. If a student is in a social situation and is invited to eat dinner or offered a ride home, the student should politely refuse at first. If the individual continues to offer, the student can choose to accept the invitation. However, if the student really does not want to accept the invitation, students are encouraged to refuse in a polite manner. For example, a student can respond with “我今天比較忙，下次有時間再一起出去”. Or if a co-worker has offered to buy alcohol to drink, you can refuse by saying you are allergic “我對酒精過敏，所以我不能喝酒”，that you don't drink, or that even though you are abroad, as a member of a study abroad program you are required to abide by US law, which does not permit anyone under the age of 21 to drink alcohol.

Pay close attention to other social etiquette behavior of friends, colleagues, and others.

## **Dealing with Harassment**

If a student is in a situation where they are being harassed, whether emotionally, verbally, or sexually, the student must immediately inform Taiwan Center staff. The student should seek to remove himself or herself from the situation as soon as possible. If a student brings such concerns to Taiwan Center staff, the staff will work with the US Office staff to ensure student safety and provide resources and support.

Regarding sexual harassment in the workplace, the incident should be immediately reported to the Taiwan Center Resident Director. The Resident Director must report the incident to the Site Director, who will in turn report to the US Office Project Director. Taiwan Center staff must also refer to the *Staff Risk Management Protocols Guidebook*. If the student is a Hunter College student, the Project Director must report the incident to Hunter College's Title IX Coordinator. If the student attends one of the other Chinese Flagship universities, then the Project Director must report the incident to the student's home university's Title IX Coordinator and/or any other designated emergency contact. NSEP/IIE will also be made aware of the incident, in a report that keeps the student's confidentiality. Beyond this required chain of notification, it is up to the student as to who else will be informed (parents, their home university program director, etc.).

If the situation is such that the workplace sexual harassment has moved to a level of emergency (harassment has elevated to assault, or student requires hospitalization), the Taiwan Center staff must refer to the *Staff Risk Management Protocols Guidebook* and follow protocol as outlined there.

## Chinese for Professional Purposes

This course is designed to best prepare students when they begin their internships during the second semester in Taiwan. Topics will include how to take notes at the workplace, how to use Chinese in a meeting, the social etiquette of the workplace, how to make requests to your boss, and other important aspects of professional interaction at a Chinese workplace. Students will also learn workplace language specific to their domain interest.

# Internship Evaluation and Grades

## Evaluation Guidelines

Students are expected to treat their internships as they would a job. This means arriving at the internship on time each day, in the correct attire, prepared to fully participate and engage in the workplace. Each student's internship provider supervisor will write a report at the end of the internship, discussing how well the student met expectations, how well the student fulfilled the tasks that were assigned to them, and their overall impressions of the student's behavior, professionalism, and workplace performance. A similar report will be written by the Taiwan Center's Internship Coordinator, who will make two site visits to each student's internship provider in order to observe the student at work. The student's consistent contribution to their internship provider, timely completion of tasks in the workplace and submission of reports/reflections to the Internship Coordinator, attention to workplace culture, and general engagement in, and accountability to, their internship assignment make up 60% of a student's final grade for the In-Service Internship course.

Another important aspect of evaluation is self-evaluation. Students are required to submit weekly written reports to the Internship Coordinator on their internship tasks, as well as reflections on their own workplace performance. Students are expected to be self-aware, and note areas in which they need improvement. These student reports make up 25% of a student's final grade for the In-Service Internship course.

The final 15% of the student's final grade for the In-Service Internship course is based on the attendance and participation in the weekly meetings.

## Grades

As outlined above, this course is assessed on an ongoing (formative) as well as summative basis, with all components tallying to a maximum of 100 points per student.

Provided that a student is dedicated to their overall internship performance, and is focused simultaneously on increasing all aspects of professional Chinese language usage and absorbing Chinese professional workplace culture, the student should be able to achieve a high grade in the In-Service Internship course.

# Disciplinary Policy

## Introduction

Students are required to follow all of the workplace rules that are in place at their internship provider, and to behave in a way that reflects well on all the constituents of the program including the host institutions in the US and Taiwan, the Flagship domestic programs, students' home universities, and grant sponsors NSEP/IIIE. In other words, students should act in a thoroughly professional manner the entire time they are at their place of work. This means not only following workplace rules, but also: dressing professionally, arriving at work on time, not departing early, being courteous and polite with colleagues and supervisors, not making personal calls, and, of course, performing all required workplace tasks in a timely manner and to the best of their ability.

The Program knows that the internship will be a challenging part of the year abroad. The Program is aware that working in a foreign country with different workplace norms and culture may mean that there are times when a student makes a mistake. The expectation is that Taiwan Program students will be responsible and learn from their mistakes.

A system exists to address the rare situation where a student makes continual mistakes without learning from them or in any other way performs so poorly that their internship supervisor contacts the Taiwan Center Internship Coordinator about the student's performance.

## Violation System and Dismissal

The first time an internship provider supervisor contacts the Internship Coordinator regarding a student's poor performance, the student will be asked to come in and speak with the Internship Coordinator. Together they will try to solve the issues that are causing the supervisor's dissatisfaction with the student's performance.

If the student's performance does not improve, and the supervisor again contacts the Internship Coordinator, a meeting will be arranged with the student and the supervisor. The Internship Coordinator will act as a mediator to improve the student's work performance, and to make sure there is agreement between what the supervisor requires and the student's ability to do the tasks. At this time, a written warning will be sent to the student, and the US Office will be notified, as will the student's home institution.

If a supervisor feels the need to contact the Internship Coordinator a third time, it is likely that the student will be removed from the internship.

## Change of Internships

Depending on the circumstances (such as the internship was a terrible fit), and the timing, the Internship Coordinator may seek to help the student find a different internship for the remainder of the internship period. Please note that there is no guarantee that such a change will be possible (unless there is a danger to the student's safety). However, if the circumstances of the continuing internship issues are due to the student's behavior, poor work habits, etc., the student will be dismissed from the Taiwan Program and sent home at their own expense.

While it may be possible for a student to be placed in an alternate internship given the type of situation outlined above, if a student has a minor issue with their internship provider, it is recommended that they face the problem and work to solve it.

## Tips for Seeking Your Own Internship

It is part of the design of the Taiwan Center's internship phase that, based on the internship information students enter on their Taiwan Program acceptance forms, the Internship Coordinator will work to seek appropriate internships for Taiwan Center students. However, if you prefer to look for your own internship, the following tips will help:

- Look for an internship that is closely associated with professional aspirations or interests.
- Look for an internship provider that has a work atmosphere which matches your personality or work style.
- Make it clear to prospective employers that you are looking for an internship that allows you to speak Mandarin the vast majority of the time.

## Tips for Successful Internships

While students' experiences vary greatly, the following tips will make internships more successful:

- Apply for multiple internship opportunities in case your first choice does not work out.
- Clarify your and your employer's goals and expectations from the beginning.
- When first starting out, ask questions to learn as much as possible about the company, daily work, and work norms.
- Focus on your language skills; make sure you proofread all documents and communicate clearly to get your points across.
- Be punctual each day. If late or sick, remember to inform your supervisor as well as Taiwan Center staff.
- Dress appropriately.
- Behave professionally.
- Stay organized and manage time wisely.
- Establish friendly relations with your coworkers.
- Be approachable to your coworkers; while you are learning about Taiwanese culture, you are also an ambassador of American culture.

- Keep any information that is private to yourself; work gossip may be more prevalent than is typical in the US and participating in it is unwise.
- Discard any preconceived notions of the local culture you have and instead absorb and adapt to how the culture actually is.
- Be flexible and open-minded during the search and internship process.



# Internship Checklist

- ☐ Have both English and Chinese resumes prepared and reviewed prior to internship application.
- ☐ Create a cover letter in Chinese, and have it reviewed prior to internship application.
- ☐ Prepare a list of references and attach the list to your internship application.
- ☐ Attend the internship workshop held by Taiwan Center staff.
- ☐ Look for and apply for internships associated with your professional field or interests as early as possible.
- ☐ Look for internships that revolve around using Chinese language, preferably at a Taiwanese company.
- ☐ When scheduling interviews for internships, ensure there is no time conflict with classes or Taiwan Center events.
- ☐ Arrive punctually to your internship every day.
- ☐ Remember to be professional and adapt to local cultural norms when interacting with colleagues.
- ☐ Attend mandatory Internship Meetings on Friday afternoons.
- ☐ Write an internship report weekly and submit it to the Internship Coordinator on time.