



CSB
INTERNATIONAL

CSB Trainee Program

International Agent Manual

2009-10





CSB International, Inc.

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Dear International Representative,

CSB International, Inc. is proud to welcome you to our Trainee Program. We designed this program to offer young professionals an opportunity to learn about American business practices, get a taste of American culture and, most importantly, advance their career skills through training and internship opportunities in the United States.

The following manual will provide you with all the details necessary to understand the opportunities available in CSB's Trainee Program. Before we begin exploring these wonderful opportunities together and embark on the journey of administering the CSB Trainee Program together, please review this introduction letter to get a basic understanding of the program.

The CSB Trainee Program divides candidates into two distinct categories:

1. Applicants that have a degree or professional certificate from a post-secondary academic institution outside the United States and at least one year of prior related work experience in their occupational field acquired outside the United States
2. Applicants that do not have a degree or professional certificate from a post-secondary academic institution outside the United States but have five years of work experience outside the United States in their occupational field.

Within both of the above categories of eligibility, CSB offers the opportunity for applicants to apply as **Self-Placement** candidates or as **Placement Assistance (full placement)** candidates. Self-Placement candidates are those candidates that have already found a potential US-based host company that is interested in providing them with a training opportunity. Placement Assistance candidates are those candidates that need the assistance of CSB to locate a host organization in the United States.

If you are capable of locating applicants eligible for the Trainee program due to their suitable combination of education and work experience or due to their extensive professional work experience, CSB will be glad to provide these candidates with an excellent training opportunity in the General Business and Hospitality/Tourism sectors of United States economy.

Whether you are interested in the Self-Placement or the Placement Assistance/Full Placement programs, CSB welcomes you to read through the manual and contact us to begin this exciting journey together.

Sincerely,

Sergei Chernyshov
Trainee Program Manager

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Preface - Cooperation with Third Parties

CSB may from time to time utilize the services of outside entities to assist us in the conduct of our trainee program. Such third parties must have an executed written agreement with CSB to act on behalf of our company in the conduct of the trainee program. The third party cooperation agreement must outline the full relationship between CSB and the third party entity on all matters involving the administration of the CSB Trainee Program.

CSB must ascertain that third parties operating outside the United States are legitimate entities within the context of their home country environment. For third parties that operate as overseas businesses, CSB must obtain relevant home country documentation, such as **business registration** or **certification, marketing materials**, and **Dun & Bradstreet** identification numbers. Written agreements between CSB and all third parties operating outside the United States must be in place prior to any promotion of the CSB Trainee Program.

If written third party agreements are not in place between CSB and your organization, please contact the CSB Office prior to proceeding with any promotion of the CSB Trainee Program.

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1. Overall Information

1.1 Purpose of Program – The primary objectives of the CSB Trainee Program are to enhance the skills and expertise of foreign nationals in their academic or occupational fields through participation in a structured and guided work-based training program. The program strives to improve the participants' knowledge of American techniques, methodologies, and expertise. The Training Experience Program is also intended to increase participants' understanding of American culture and society and to enhance Americans' knowledge of foreign cultures and skills through an open interchange of ideas between participants and their American associates. A key goal of the Fulbright- Hays Act, which authorizes this program, is that participants will return to their home countries and share their experiences with their countrymen.

1.2 Program Requirements - The program requirements for full and self-placement programs are listed below:

- **English Proficiency**

Trainees must be sufficiently fluent in English to benefit from and comprehend fully the training being undertaken. J-1 Trainee Program Regulations require that trainees have verifiable English language skills sufficient to function on a day-to-day basis in the training environment. Trainees' and interns' English language skills must be verified by a recognized English language test, by signed documentation from an academic institution or English language school, or through a document interview conducted by CSB or a third party in person, by videoconferencing, or by web camera.

CSB's standard evaluation criteria include a TOEFL score of 500 or higher, a telephone interview with CSB staff, and/or signed documentation from an academic institution or English language school.

- **University Study**

Applicants are not required to have a degree or professional certificate from a post-secondary academic institution outside the United States, but this qualification determines the amount of required prior related work experience in their occupational field acquired outside the United States.

- **Work Experience**

1. Applicants that have a degree or professional certificate from a post-secondary academic institution outside the United States are required to have only one year of prior related work experience in their occupational field acquired outside the United States.

2. Applicants that **do not** have a degree or professional certificate from a post-secondary academic institution outside the United States are required to have five years of prior related work experience in their occupational field acquired outside the United States.

1.3 Organization Sponsor: CSB International, Inc. is an exchange organization designated by the U.S. Department of State, Educational and Cultural Affairs Division. The Department of State designation recognizes CSB as an entity meeting the eligibility requirements set forth in Subpart A of 22 CFR Part 62 and verifies that CSB has the organizational capacity to successfully administer and facilitate J-1 trainee programs.

1.4 Approved Trainee Categories

CSB is a designated sponsor of J-1 trainee programs in the occupational categories of

- *Management, Business, Commerce and Finance*
- *Hospitality and Tourism*

1.5 Approved Training Duration

The training program in the field of *Management, Business, Commerce and Finance* is up to 18 months in length, with flexible start dates.

The training program in the field of *Hospitality and Tourism* and 12 months in length, with flexible start dates.

1.6 Eligibility Criteria

- The trainee must have a degree or professional certificate from a post-secondary academic institution outside the United States and one year of prior related work experience in their occupational field acquired outside the United States **OR** have five years of prior related work experience in their occupational field acquired outside the United States.
- The trainee must have sufficient finances to support themselves during the entire stay in the United States, including housing and living expenses.
- The trainee must have practical and functional command of the English language in both oral and written capacities. All trainees must have verifiable English language skills sufficient to function on a day-to-day basis in the training environment.
- The trainee is preferred to have a TOEFL test score of at least 500 (TOEFL, TOEIC and IELTS are all accepted by CSB)
- The trainee must successfully pass an oral interview in English in person, over the phone or via videoconference/web camera.
- Trainees are not eligible to apply for positions that would duplicate the participants' prior work experience or training received elsewhere.
- Trainees must be 20-30 years of age to apply for placement assistance programs
- Trainees must be 20-35 years of age to apply for self-placement programs

NOTE: The trainee applying for a placement assistance program will be interviewed by the CSB representative to ensure that the Trainee meets the language requirements for the Trainee Program. The US Host Company may request additional interviews with the Trainee to determine whether he/she qualifies for the offered trainee position. Admission to the CSB Trainee Program does NOT guarantee placement with a US Host Company).

1.6 Participant Requirements:

- Complete CSB Trainee Program Application Form with 2 passport photos
- Submit an application for an approved Accident and Sickness Insurance policy
- Submit a Home Sponsor Letter to verify financial integrity
- Read, agree and sign all program guidelines and agreements
- Submit Answers to SCB Questionnaire
- Submit an updated resume/CV with picture
- Submit 2 letters of reference written by previous employers or professors
- Submit copy of university degree or professional certificate with English translation
- Submit photocopy of passport and copy(ies) of all previous US visas

2. Prices and Fees

2.1 Prices

Self-Placement Service (participant has located a US Host Company)

Program Fees:

6 months - \$735
12 months - \$ 915
18 months - \$ 1165

Placement Assistance Service (CSB provides participant with the US Host Company)

Program Fees:

6 months - \$1600
12 months - \$ 1840
18 months - \$ 2055

Items not included in the program prices:

- \$180 SEVIS fee
- Visa application/US Embassy fees
- Airfare, airport transfers and transportation
- Housing, meals & personal expenses
- DS-2019 replacement forms
- Health insurance

2.2 Deposit Fees

A deposit fee of \$500 must be paid at the time of application/registration (full placement applicants only).

2.3 Refund Policy

Once an application is reviewed and accepted by CSB, an administrative cancellation fee of \$100 will be charged in the event of trainee's withdrawal from the program. Cancellations received after the DS-2019 issuance are subject to a \$300 visa processing cancellation fee. The visa processing cancellation fee is inclusive of the \$100 administrative cancellation fee. In case of visa denials, only the \$100 administrative cancellation fee will be charged. An exception to the cancellation fee policy applies if a 3-month period has expired and a training position has not been secured for a placement assistance program applicant. In this case, CSB will refund the entire deposit upon International Representative's written request.

2.4 SEVIS Activation Policy

Once the Form DS-2019 is issued, CSB must be notified about the arrival schedule of the trainee within 30 days of the training start date as listed on the Form DS-2019. If the arrival schedule is not confirmed within 30 days of the training start date, trainee's SEVIS record will be canceled, the participant will be canceled from the CSB Trainee Program and the \$300 visa processing cancellation fee will be applied.

2.5 DS-2019 Replacement Forms

A fee of \$200 will be charged for any form that must be replaced or reissued due to information incorrectly entered on the application and/or not verified correctly by the international representative or the participant.

2.6 Placement Refusal Policy

If a trainee candidate declines a training position offered by a qualified host company, a \$300 placement refusal fee will be charged and the candidate will be cancelled from the program. This fee is inclusive of the \$100 administrative cancellation fee.

2.7 Company Replacements

If a participant requests from CSB a change in host companies during the program, a \$200

relocation fee will be charged if CSB has secured a new placement for a trainee.

2.8 SEVIS Fee

A \$ 180 SEVIS fee must be paid to the Department of Homeland Security (DHS) either by CSB, by the International Representative or directly by the trainee. Upon request, CSB will pay the \$180 SEVIS fee. In this case, the SEVIS fee charged will be itemized in the final invoice.

2.9 Insurance Fee

CSB provides each participant with an international travel insurance policy for \$35 per month. Details of the travel insurance policy are listed in Section 5 of the Agent Manual.

3. Program Admittance Process and Policies

3.1 First Steps in the Application Process

- 1) The international representative must send the applicant's resume to CSB via e-mail as an attached Microsoft Word file. The resume should not be longer than 2 pages in length and must have an applicant's picture on the top right corner. The contents of the resume will then be reviewed by CSB to determine if the applicant meets program eligibility criteria.
- 2) If the candidate is eligible for the CSB Trainee Program, our office will inform the international representative by e-mail and schedule an initial telephone interview to evaluate the candidate's fluency in English.
- 3) If the applicant passes the telephone interview, CSB will notify the international representative and the candidate will be asked to complete the CSB Trainee Program application. The original signed and completed application should then be sent to the CSB office in New York.
- 4) Once CSB receives the original signed and completed application, the Acceptance Letter will be sent to the international representative. At this point, a USD 500.00 deposit fee invoice will be generated (full placement participants only).

NOTE: If the application is incomplete, CSB will not accept the trainee candidate until the missing documents are received in full.

3.2 Placement Assistance Process

CSB uses a three month cycle in attempting to find the appropriate training position for placement assistance program applicants. The first 12-week period starts when the CSB office receives the original application and issues an official Acceptance Letter. Every 12 weeks there will be a scheduled review. If the candidate wishes to cancel his/her program at this review period, all the program fees will be refunded in full.

NOTE: ALL DOCUMENTS MUST BE ORIGINAL. Faxed or emailed applications will not be accepted.

3.3 Steps after Applicant's Placement

3.3.1 Training Plan (Form DS-7002)

Once CSB finds a trainee position for the applicant, the CSB office will send a copy of the Form DS-7002 (the training plan) to the applicant through his/her international agent. The training plan should:

- state the specific goals and objectives of the trainee program for each training phase;
- outline the skills and techniques to be imparted during each training phase
- describe the methods of performance evaluation and supervision for each training phase

The applicant should review and agree to the conditions of the Form DS-7002 and then sign and return the form to the CSB New York office.

3.3.2 DS-2019 Verification Report

In order to issue the Form DS-2019 and other documents correctly, the CSB office will e-mail the international representative a document called "DS-2019 Verification Report". The representative must check the applicant's information on this document, sign and then return the report via fax or e-mail to CSB together with the copy of the host company's training plan (DS-7002) signed by the trainee candidate.

3.3.3 DS-2019 Issuance

Once the CSB receives a copy of the training plan (DS-7002) signed by the trainee and the "DS-2019 Verification Report" signed by the international representative, CSB will issue the Form DS-2019.

3.4 Trainee Housing

CSB may attempt to assist in arranging for either a host family or independent living accommodations. If housing is not arranged by CSB, it is understood that the participant is responsible for all housing costs.

3.5 Pre-Departure Orientation

All international representatives are required to arrange a pre-departure orientation for each participant prior to his/her departure to the United States.

3.6 Participant Problems and Dismissal Procedures

In the case that a serious issue arises involving a CSB trainee, the international representative will be notified immediately. CSB will always seek the international representative's help in resolving the problem. However, there are a number of situations that would mandate trainee's immediate dismissal from the program. Such situations include, but are not limited to:

- Conviction of a crime
- Engaging in unauthorized employment
- Failure to pursue Exchange Visitor program activities
- Violation of any local, state or federal laws
- Violation of any Department of State Regulations
- Violation of any Host Company rules, regulations or codes of conduct

3.7 Program End Date and Program Termination

The end date of the participant's trainee program is noted on the form DS-2019. However, in rare cases, a trainee's SEVIS record may be terminated early due to extreme violations of the program (see section 3.6). In all such cases, the trainee, the International Representative and the US Host Company will be notified immediately and the trainee's visa status will be annulled. In case of program termination, the trainee must depart the United States immediately.

Following the successful completion of the J-1 trainee program, J-1 trainees are granted with additional 30 days (grace period), during which the participants may travel within the United States. Please note that no training/employment is allowed during the 30-day grace period.

The insurance is not provided for the grace period.

4. Placement Information

4.1 About Host Companies

The host companies with which CSB cooperates are US-based companies that are willing to give a foreign trainee a chance to experience the American business environment and culture. CSB does not guarantee a specific region or a size of the host companies. CSB deals with companies throughout the United States and they can be small, medium or large organizations located in American suburbs as well as large metropolitan areas.

4.2 Compensation

Trainee Program Regulations allow for compensation (stipend) to be given to the J-1 trainee for his/her time and effort. The host company will determine the amount of the stipend based on the nature of the trainee position, hours per week, geographical cost of living, and a comparable compensation for a similar position. This is the host company's decision made independently of CSB.

The regulations require that J-1 sponsor organizations provide trainees with a written statement clearly stating the stipend amount (prior to trainee's arrival to the United States) and with any additional costs or fees which the trainee may incur during the program. The sponsor agency will also provide trainees with an estimate of the living expenses and a summary of the training program objectives and all significant components of the program.

4.3 Withholdings

All J-1 trainees must obtain Social Security Numbers for payroll purposes. Trainees will apply on their own behalf and in person at the local Social Security Office and present their passport with the I-94 card and the Certificate of Eligibility (form DS-2019). Trainees can locate the nearest office by visiting <http://www.ssa.gov>.

As proof of application, trainees will be issued a form SSA-5028. If a trainee wishes to prepare a report of earnings before the receipt of the Social Security card, he/she may leave the space for the Social Security number blank. The trainee must be aware that CSB Trainee Program participants are exempt from Social Security, Medicare and Federal Unemployment taxes. Participants are, however, subject to all applicable federal, state and local tax withholdings.

For further information regarding employer responsibilities when engaging foreign personnel, please visit: <http://www.ssa.gov/employer/hiring.htm>

5. Health Insurance

Participants are required to have accident and health care insurance before their arrival to the United States.

CSB provides an approved international travel insurance policy for \$35.00 per month. All trainees must obtain the insurance policy through CSB and should remit payment for the entire program duration to CSB prior to arrival to the United States.

The period of insurance coverage will begin on the program's start date and cease on the program's end date as stated on the participant's DS2019 form.

The details of the coverage available for purchase through CSB are listed below.

Please Note: This policy will not pay for medical expenses incurred in the insured's home country or medical expenses related to a pre-existing condition.

Medical Coverage	USD
Maximum per Illness / Injury	100,000 (Overall Maximum USD 1,000,000)
Coinsurance Percentages	Plan pays 100% of eligible charges
Outpatient Copayment	50
Hospital Services	
Inpatient Room & Board	100% (URC) ¹
Intensive Care	100% (URC) ¹
Emergency Room Deductible (applies only in the US)	For injury: USD 0 For illness resulting in direct hospitalization: USD 0 For illness which does not result in direct hospitalization: USD 250
Outpatient Services	
Physical Therapy	1 visit per day to a maximum of USD 2,500 per Period of Insurance
Physician Visit	100% (URC) ¹
Prescription Drugs	100% (URC) ¹
Other Services	
Eligible Medical Expenses	100% (URC) ¹
Durable Medical Equipment	100% (URC) ¹
Local Ambulance	Per Injury: 100% (URC) ¹ Per Illness (only if admitted Inpatient): 100% (URC) ¹
Dental	Sudden & Unexpected Pain: USD 200 per Occurrence (limited to 3 x per Period of Insurance) Accident exclusively involving dental treatment: USD 500 per Period of Insurance Major medical injury that also affects teeth: Medical benefits up to the Policy Limit
Emergency Medical Evacuation	Up to Maximum Limit
Emergency Reunion	USD 15,000 lifetime maximum benefit
Urgent Travel Expense (Compassionate Home Visit)	Up to USD 1,000 payable for transportation to Home Country in the event of death of a close Family Member
Return of Mortal Remains	Up to USD 25,000
Sports Coverage	100% (URC) ¹ for eligible expenses incurred while participating in organized interscholastic or club sporting activities (non professional) (Refer to Insurance Conditions for exclusions)
Accidental Death & Dismemberment	Up to USD 25,000

¹ **URC = Usual, Reasonable and Customary charges:** The amount that will be covered for a particular procedure through this plan is defined through the fee charged for a certain specified procedure by a particular type of health care provider practicing within a specified geographic area.

6. Home Sponsor Letter

As required by the Regulations of the Trainee program, trainees must demonstrate availability of finances sufficient to cover trainee program expenses such as housing and living expenses. Therefore, a trainee applicant must show an independent income, (that is an income other than the stipend he/she will receive from the host company) of at least \$750.00 per month. If an applicant cannot verify that such income is available via financial statements, a home sponsor letter may be used to verify the available funds. A Home Sponsor is usually a family member, a friend or a local business in the home country willing to provide a minimum of \$750.00 per month whenever necessary. The Home Sponsor must submit the form below, agreeing to provide the applicant with the necessary funds each month. The Home Sponsor Letter is located on page 6 of the CSB Trainee Program Application.

To Whom It May Concern:

Date_____

My name is _____ and I am the _____ of the applicant Mr./Ms. _____. I have been advised that he/she is applying for a J-1 visa for a Trainee Program in the United States. I have also been informed that he/she needs to verify that a minimum of \$750.00 per month is available for the duration of his/her program. I hereby state that I am ready, willing and able to supplement the trainee stipend by wiring or sending a check each month in the amount of \$_____ as necessary.

Signed: _____

Print Name: _____

Address: _____

7. General Information & Resources

7.1 American Resume Instructions and Format

When CSB presents a candidate to an American Host Company, CSB first sends the candidate's resume for evaluation. For this reason it is extremely important that the candidate has a competitive, concise and presentable resume. The candidate's resume must catch attention of the potential Host Company upon first glance. Below are some helpful tips to get your candidate's resume noticed.

1) **KEEP THE RESUME TO ONE or TWO PAGES ONLY.** This is most important as the HR director usually does not have time to read through several pages on each candidate. The one page resume will pique interest just enough for them to ask for more.

2) Use common font type and size. Font styles "Times New Roman" or "Arial" are most common. Also, the resume should use small font sizes such as 10 or 12 point font. Remember...the resume should be one or two pages only.

3) Do not use text boxes, frames, backgrounds, etc. The resume should be clear and professional.

4) Do not title the resume CURRICULUM VITAE. This title is reserved for multiple page resumes filled with specific work experiences in the higher levels of employment such as attorneys, doctors, and scientists, etc.

5) Insert a small business photo on the right upper corner of the resume. We recommend that men wear a shirt and tie or a suit and women wear professional business attire. Please avoid t-shirts, sweat-shirts, hats, religious garments, low neckline blouses, etc.

6) Do not put age, gender or marital status on the resume. That information is mandatory on the visa application but inappropriate on a resume. Most, if not all, American companies follow a strict Equal Opportunity Employer code. Listing age and gender on a resume could potentially result in discrimination claims against a host company.

7) Pay attention to how the dates are listed on a resume. Remember that in the United States the month comes before the day. Also, the U.S. uses the Roman calendar.

8) List university degrees. University degrees should be listed with the years of graduation, but not the courses taken. American employers are more interested in the university degree and work experience than they are in specific courses.

9) List work Experience in chronological order, starting from the most recent position. If numerous positions can be included, a resume should list the last three. Also, a detailed description of the responsibilities in each position should be listed.

10) Don't include references on the resume. References should be kept on a separate page and provided to the potential host company only if requested.

Note: In the objectives listed on the resume, don't list "to enhance English skills" as a reason or goal in entering the trainee program. The program requires all candidates to be fluent in English so this statement is never appropriate for a resume. It is common to list this objective on an application but never in a resume.

Please see a resume sample on the next page.

American Resume Format

Passport size
photo.
Smiling and
in business
attire!

Name in Bold
Address
Telephone
E-mail Address

Career Objective

A trainee position in the field of ... (A trainee position as a...)

Education

Bachelor of Business Management

May 2001-May 2005

University of South Africa
Cape Town, South Africa

Employment Experience

Job Title, August 2005 - Present

Company Name, City, Country

- Responsibilities of the position
- Accomplishments in the position
- Skills and abilities gained in the position

Job Title, June 2001– July 2005

Company Name, City, Country

- Trained, scheduled, and supervised 15 employees
- Achieved superior safety performance ratings
- Performed troubleshooting and quality control procedures for all equipment

Job Title, September 2000 – June 2001

Company Name, City, Country

- Worked in DataOrder inventory tracking system to integrate international orders into domestic operations
- Coordinated efforts in shipping, receiving and processing departments
- Supervised 3 part time staff in processing department

Language Skills

English
Fluent

French
Intermediate

German
Basic

Computer Skills

Internet
MSDOS
C++

Microsoft Word
Windows XP
Peachtree

Other Information

Driver License A/B

7.2 Useful Internet Links

J-1 Program Regulations and References:

CSB International	www.csb-usa.com
U.S. Embassy Links	www.usembassy.gov
U.S. Department of State	www.state.gov
Internal Revenue Service (Tax Info)	www.irs.gov
Social Security Administration	www.ssa.gov
Department of Homeland Security	www.dhs.gov
Global Secutive Insurance	www.esecutive.com/myinsurance
US Citizenship and Immigration Services	www.uscis.gov
US Customs and Border Protection	www.cbp.gov

Finding a place to live:

www.ymca.net
www.hiayh.org
www.roommates.com
www.rent.com
www.craigslist.org
www.apartmentsearch.com
www.easyroommate.com

Maps & Directions:

maps.google.com/maps
www.mapquest.com
www.mapsonus.com
www.randmcnally.com

Travel

www.travelocity.com
www.expedia.com
www.greyhound.com
www.amtrack.com

Finding a trainee position:

www.hotjobs.com
www.monster.com
www.careerbuilder.com
www.coolworks.com
www.flipdog.com
www.internweb.com
www.interships-usa.com
www.jobweb.com
www.snagajob.com
www.rsinternships.com

7.3 Eligibility Questions

Before a trainee fills out and submits the CSB Trainee Program Application, please make sure he/she takes a look at this small eligibility questionnaire.

PLACEMENT ASSISTANCE: the program in which CSB attempts to match a trainee with a qualified US Host Organization. To be eligible for a full-placement program, the trainee must answer “yes” to all of the following questions:

- 1.) Are you between 20-30 years of age?
- 2.) Do you have either a degree or professional certificate from a post-secondary academic institution outside the United States and at least one year of prior related work experience **or** five years of work experience outside the United States in an occupational field related to the CSB training designations of Management, Business, Commerce and Finance // Hospitality and Tourism?
- 3.) Are you willing to search for an accommodation in the United States?
- 4.) Do you have a Home Sponsor who willing to provide you with independent funds of at least \$750.00 per month, if necessary?
- 5.) Will you be returning to your country after successful completion of the trainee program to share with your countrymen the skills you acquired in America?

SELF-PLACEMENT: the program in which applicants secure their own trainee position within an American Host Organization. To be eligible for the self-placement program, the trainee must answer "yes" to the following questions:

- 1.) Are you between 20-35 years of age?
- 2.) Do you have either a degree or professional certificate from a post-secondary academic institution outside the United States and at least one year of prior related work experience **or** five years of work experience outside the United States in an occupational field related to the CSB training designations of Management, Business, Commerce and Finance // Hospitality and Tourism? Is the training position you found for yourself related to one of the CSB training designations?
- 3.) Do you have a Home Sponsor who willing to provide you with independent funds of at least \$750.00 per month, if necessary?
- 4.) Will you be returning to your country after successful completion of the trainee program to share with your countrymen the skills you acquired in America?

7.4 Approved Training Categories and Subcategories

CSB Training Categories:

Management, Business, Commerce and Finance

Hospitality and Tourism

Occupational Subjects/Fields

Accounting
 Accounting and Business/Management
 Accounting and Finance
 Accounting and Related Services, Other
 Apparel and Accessories Marketing Operations
 Auctioneering
 Auditing (NEW)
 Banking and Financial Support Services
 Business Administration and Management, General
 Business Administration, Management and Operations, Other
 Business Operations Support and Secretarial Services, Other
 Business Statistics
 Business and Personal/Financial Services Marketing Operations
 Business, Management, Marketing, and Related Support Services, Other
 Business/Commerce, General
 Business/Corporate Communications
 Business/Managerial Economics
 Construction Management
 Credit Management
 Customer Service Management
 Customer Service Support/Call Center/Teleservice Operation

E-Commerce/Electronic Commerce
Entrepreneurial and Small Business Operations, Other
Entrepreneurship/Entrepreneurial Studies
Fashion Merchandising
Fashion Modeling
Finance and Financial Management Services, Other
Finance, General
Financial Planning and Services
Franchising and Franchise Operations
General Merchandising, Sales, and Related Marketing Operations, Other
Hospitality Administration/Management, General
Hospitality Administration/Management, Other
Hospitality and Recreation Marketing Operations
Hotel/Motel Administration/Management
Human Resources Development
Human Resources Management and Services, Other
Human Resources Management/Personnel Administration, General
Information Resources Management/CIO Training
Insurance
International Business/Trade/Commerce
International Finance
International Marketing
Investments and Securities
Knowledge Management
Labor Studies
Labor and Industrial Relations
Logistics and Materials Management
Management Information Systems and Services, Other
Management Information Systems, General
Management Science, General
Management Sciences and Quantitative Methods, Other
Marketing Research
Marketing, Other
Marketing/Marketing Management, General
Merchandising and Buying Operations
Non-Profit/Public/Organizational Management
Office Management and Supervision
Operations Management and Supervision
Organizational Behavior Studies
Parts, Warehousing, and Inventory Management Operations
Public Finance
Purchasing, Procurement/Acquisitions and Contracts Management
Real Estate
Resort Management
Restaurant/Food Services Management
Retailing and Retail Operations
Sales, Distribution, and Marketing Operations, General
Selling Skills and Sales Operations
Small Business Administration/Management
Special Products Marketing Operations
Specialized Merchandising, Sales, and Related Marketing Operations
Taxation
Tourism Promotion Operations
Tourism and Travel Services Management
Tourism and Travel Services Marketing Operations
Traffic, Customs, and Transportation Clerk/Technician
Transportation/Transportation Management
Vehicle and Vehicle Parts and Accessories Marketing Operations



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