



*GLOBAL VOLUNTEER*

**EXCHANGE**

*STANDARDS*

# 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

#16

DEBRIEF  
WITH AIESEC

#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

# THE NEW 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 officially starts.**

## 7 STANDARDS

### EXPERIENCE 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

|     |  |     |                      |
|-----|--|-----|----------------------|
| #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                              |     |                      |

## 1 STANDARD

After the experience finish  
and the EP is back.

POST  
EXPERIENCE  
STANDARDS

HOME ENTITY

#16

DEBRIEF  
WITH AIESEC

# 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

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PREPARATION

EXC

# THE NEW EXCHANGE STANDARDS

## OUR MoS: COMPLETE

CO = RE + STANDARDS

Our Measure of Success continues to be:  
Complete.

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 as Mandatory Standards.

The non Mandatory Standards are:

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

# STANDARDS EVALUATION

The survey is divided in 2 parts for the customer:

## 1st Part

After 15 days from the realization date they will be able to fill the first part of the Standards Survey, from Standard number 1 until Standard number 9

1. Personal Goal Setting
2. Outgoing Preparation
3. Insurance
4. Expectation Setting
5. Visa and Work Permit
6. Arrival Pickup
7. Accommodation
8. Incoming Preparation
9. First day of Work

## 2nd Part

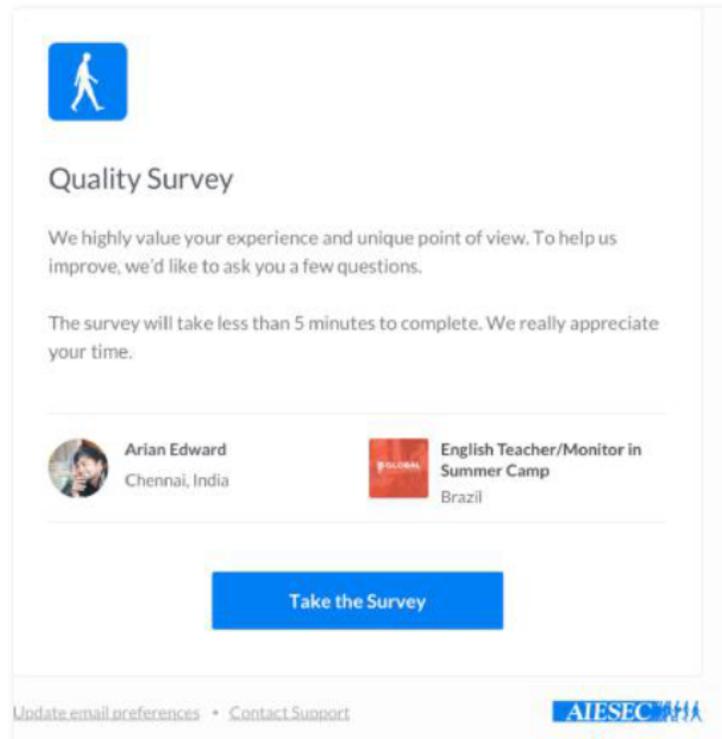
Second Survey will commence 15 days after the finished date of the opportunity, the EP will have edit rights for all the answers combined.

10. Alignment Spaces with Opportunity Provider
11. Job Description
12. Working Hours
13. Duration
14. Opportunity Benefits
15. Departure Support
16. Debrief with AIESEC

# STANDARDS EVALUATION

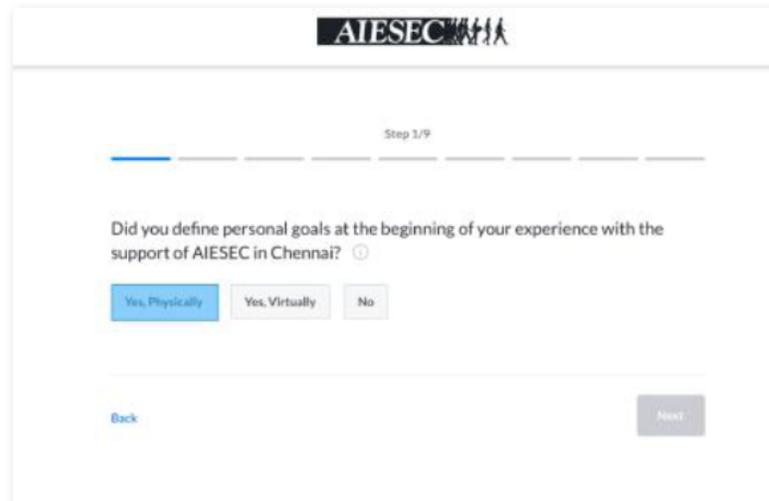
The exchange standards are evaluated through a survey that the customer will be able to fill in [aiesec.org](https://www.aiesec.org) after an email notification.

Notification that the EP receives about the survey



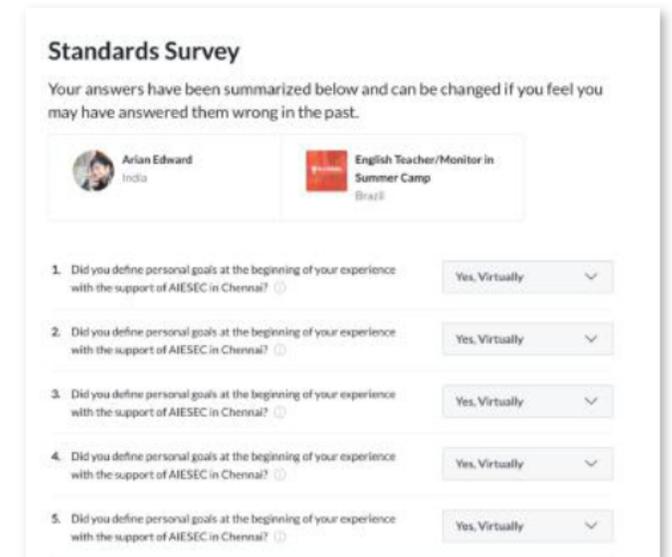
The screenshot shows an email notification for a 'Quality Survey'. It features a blue icon of a person walking, the title 'Quality Survey', and a brief introduction: 'We highly value your experience and unique point of view. To help us improve, we'd like to ask you a few questions.' It also states 'The survey will take less than 5 minutes to complete. We really appreciate your time.' Below this, there are two profile cards: one for 'Arian Edward, Chennai, India' and another for 'English Teacher/Monitor in Summer Camp, Brazil'. A prominent blue button labeled 'Take the Survey' is at the bottom. The footer includes 'Update email preferences • Contact Support' and the AIESEC logo.

Questions of the survey in the platform



The screenshot shows a survey question in the AIESEC platform. At the top is the AIESEC logo and 'Step 1/9'. A progress bar is visible. The question is: 'Did you define personal goals at the beginning of your experience with the support of AIESEC in Chennai?'. Below the question are three buttons: 'Yes, Physically' (highlighted in blue), 'Yes, Virtually', and 'No'. At the bottom, there are 'Back' and 'Next' buttons.

Summary of the survey once the EP fill it



The screenshot shows the 'Standards Survey' summary page. It features the title 'Standards Survey' and a message: 'Your answers have been summarized below and can be changed if you feel you may have answered them wrong in the past.' Below this, there are two profile cards: 'Arian Edward, India' and 'English Teacher/Monitor in Summer Camp, Brazil'. A list of five questions is shown, each with a dropdown menu set to 'Yes, Virtually'. The questions are: '1. Did you define personal goals at the beginning of your experience with the support of AIESEC in Chennai?', '2. Did you define personal goals at the beginning of your experience with the support of AIESEC in Chennai?', '3. Did you define personal goals at the beginning of your experience with the support of AIESEC in Chennai?', '4. Did you define personal goals at the beginning of your experience with the support of AIESEC in Chennai?', and '5. Did you define personal goals at the beginning of your experience with the support of AIESEC in Chennai?'.

#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.

### QUESTION 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

#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

**QUESTION 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

#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.

**QUESTION IN YOP**

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

**ANSWER**

COMPLETE

 Yes No

#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,
- Accommodation conditions

**QUESTION IN YOP**

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

**ANSWER**

COMPLETE

- Yes
- No

#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.

### QUESTION 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

#6

**ARRIVAL  
PICKUP**

NON MANDATORY FOR COMPLETE

HOST ENTITY

**DEFINITION**

The Exchange participant is picked up by a representative of AIESEC. Before the exchange participant travels, the Host Entity and the Exchange Participant should agree on the pick up point and the Host Entity should provide written information to the Exchange Participant on any additional domestic transportation required to arrive at this pick up point.

**QUESTION IN YOP**

Was the pick up arrangement communicated before arrival and fulfilled?

**ANSWER**

COMPLETE

- Yes
- No

#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

## QUESTION IN YOP

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

## ANSWER

COMPLETE

- Yes
- No

#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

**QUESTION 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

#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.

**QUESTION IN YOP**

Did and AIESEC representative assist you in your first day of work?

**ANSWER**

COMPLETE

- Yes
- No

#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.

**QUESTION 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

#11

**JOB  
DESCRIPTION**

MANDATORY FOR COMPLETE

HOST ENTITY

**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.

**QUESTION 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

#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 per week for GT and 25 hours per week for GV and GE.

**QUESTION IN YOP**

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

**ANSWER**

COMPLETE

 Yes No

#13

# DURATION

MANDATORY FOR COMPLETE

HOST ENTITY

## DEFINITION

The duration of the experience is the same as stated on the Opportunity on [aiesec.org](https://www.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 14 weeks for GV
- A minimum of 6 weeks to a maximum 78 weeks for GT and GE

## QUESTION 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

#14

**OPPORTUNITY  
BENEFITS****MANDATORY FOR COMPLETE****HOST ENTITY****DEFINITION**

The host entity ensures all the benefits stated on the Opportunity posted in [aiesec.org](https://aiesec.org) are delivered.

Opportunity benefits refers but are not limited to:

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

**QUESTION 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.

#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.

**QUESTION 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

#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. The 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

**QUESTION 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



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