

MINIMUM PROMISES OF INCOMING EXCHANGE

GLOBAL CITIZEN PROGRAM 2015-2016

AIESEC INDIA

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I. Minimum Job Role Promise

AIESEC India promises to:

- Ensure that the Job role mentioned in the TN Form is implemented and followed by the Client/Partner NGO.
- To audit all the TN forms before being put on the system.
- To verify the JD from the TN Taker's MoU and then giving a go ahead to LCs to put the same on system. ● If asked for:
 - A copy of the Traineeship Job questionnaire signed by AIESEC (Raising LC) and the organization.
 - Pictures of the accommodation being provided OR available OPTIONS in case it is not provided. This will be done wherever possible.

AIESEC India promises to mention on the Acceptance note/Invitation Letter:

- Detailed job-description (changes if any from the TN form, they will be highlighted here) ● Salary/stipend (changes if any from the TN form, they will be highlighted here)

AIESEC India promises to provide -

- 25 hours per week for LC projects (On an average 5 hours of work daily for a 5 day week)
- 30-35 hours per week for non-project internships (On an average of 5-6 hours of work daily for a 6 day week)
- Either a Basic Salary covering food OR accommodation. OR food AND/OR accommodation provided.
- In case there is no stipend or food or accommodation provided; the trainee will be informed at the time of the match. In such a case, the trainee maybe asked to present a proof of being able to cover his/her stay in India.
- Job role duration of a minimum 6 weeks.

II. Minimum Reception Activities Promise

AIESEC India promises to provide:

- An IS Platform offering-
 - Preparation & integration information, over-all & LC wise.
 - Contact information of relevant AIESECers (LCPs & LC VPs responsible for Exchange) nationally and locally.
 - Case studies & experience sharing by previous trainees tagged by month of arrival, year, traineeship type, LC, organization and duration.
- Complaint procedure for matched/realized trainees.
- All the assistance required for FRRO Registration
- A pickup or an alternate arrangement through an outsourced company, provided that the trainee doesn't arrive un-informed or during the hours of 11:00 PM (23:00 PM) to 6:00 AM IST (GMT +5.30). At such a time the trainee is advised to wait at the airport till 6:00 AM.
- A designated trainee house (accommodation) to the EP within a maximum of 7 days of arrival. Please note that AIESEC India is only liable to provide an option of accommodation, if the trainee does not wish to use the provided accommodation, he/she is required liable to look for other options on his/her own and will only be assisted in the same, but AIESEC India is not responsible for accommodation besides providing a decent option* for the same.

*Deined in the accommodation promise.

III. Minimum Integration Activities

Promise AIESEC India promises to:

- Induct trainees into the organization/project through a formal meeting comprising of expectation setting and job- role clarifications.
- Conducting a "Trainee Expectation Meeting" between the trainee & TN Manager or Trainee buddy or LC trainee responsible which given him/her an overview of the LC/City/Company/their own expectations/ AIESECers' expectations.
- Induct trainees into AIESEC by providing them an opportunity to attend:
 - Local Committee Meeting (GBM – General Body Meeting) and showing a presentation about their home country in the first 10 days of the internship.
 - If no official LC events are scheduled then trainees are invited to every week to a GBM and given an open space for interactive activities with the LC. (This is applicable in case the internship duration is less than 4 months).
- Provide weekly newsletters from the National Office giving specific week-wise instructions to the EP and providing the mechanism to track the deliverables week-wise through the same.
- Provide a National EP course to help an EP prepare for a better experience and to reflect a better inner

and outer journey.

IV. Minimum Accommodation State Promise

AIESEC India promises to provide

- A trainee house with each bedroom not shared by more than 3 people and a bathroom not shared by more than 4 people (Only in the case where AIESEC is arranging for the accommodation)
- A trainee house option with basic amenities like:
 - Refrigerator
 - bed/mattress per trainee
 - kitchen
 - cupboard per bedroom
 - water heater
 - water purifier or water dispenser
 - hard/soft copy of the Reception Kit/contact information of relevant LC members (EB/LCP/TN manager/Trainee buddy/Trainee responsible)

Note: Wi-Fi/internet access at home may or may not be available. The rent of the accommodation would always be exclusive of these amenities unless otherwise mentioned. These aspects must be clarified before arrival.

- A Trainee House contract that needs to be signed by each trainee upon moving to the flat – contract will have all the rent agreement, rules, facilities available and the additional cost for each.
- Accommodation arranged by AIESEC will meet the “minimum decency levels of living conditions in the city”. In case the trainee is not sure of the same, he/she is liable to ask for pictures of the same before arrival.

V. Minimum EP Servicing Activities Promise

AIESEC India promises to service trainee throughout the traineeship by:

- Collecting feedback from the trainee about the meeting various promises mentioned in this document and overall general feedback about the internship through regular trainee meetings, Newsletter Surveys & NPS surveys.
- By holding at least One Trainee Event (Gathering, Party, Chill-out, etc) per month – except when Examination cycles for majority of the Membership is on.
- Providing an IS platform, one stop solution, for reporting any and every complaint, thought and suggestion they might have anytime during their internship.

VI. Minimum Communication State Promise

AIESEC India promises to:

- Follow up when requested in NPS survey.
- Response to complaints to NCB (ncb@aiesec.in) within 24 hrs.
- Send ANs, ILs and Reception Kit to the trainee prior to or during the matching Stage
- Run a healthy, active trainee group per house for all trainees in town.
- Arrange for certificates for GCDP trainees upon completion of their internship, provided they give -
 - an impact report.
 - a case study (in the form of a text).
 - a video case study.
- Send each trainee the AIESEC India Minimum Promise document pre-realization period.

- Send weekly newsletters/surveys to all the EPs about the experience and things that they should take care of. Therefore, All the trainees are requested to check their email frequently.
- All goals should be reviewed by TN Managers to take an update on the impact created. The same goals will have measurable indicators of achievement.

VII. Consequences Promise

AIESEC India promises to

- Rank AIESEC India LCs based on the Exchange quality (NPS) quarterly and release the rankings to the network.
- Solve quality cases reported to NCB.
- Contact and reach out to EP's requesting follow up on NPS. So, that each experience's can be evaluated. ● In case of severe faults around an Exchange experience, the LC may face:
 - Being removed from Full Membership or be disbanded if it is on non-full membership status.
 - Fines.
 - Being banned for contention for any year Awards an R&R for the term.
 - The exchange realization not being counted in LC stats for the year nationally.
 - Follow XPP and ICB guidelines.
- The EP can file a case with **National Control Board** (ncb@aiesec.in) in case any of the above Promises

are not delivered.