Welcome

The Voluntary Work Placement Program offered by AIFS provides students with a unique opportunity to combine classroom learning with practical experience in the charitable and private sector. Voluntary work placements are an ideal way to develop practical and interpersonal skills. In an increasingly competitive world, practical experience is an invaluable addition to a student résumé. There are undoubtedly many advantages to be gained from participating in a work placement and we do hope that this experience will be one that you enjoy.

It is our intention to provide an unpaid work placement program that:

• Complements classroom learning with practical experience in the workplace.
• Develops personal skills and strengths that will assist in opening future job opportunities.
• Builds a competitive résumé.

ABOUT AIFS INTERNSHIPS

The American Institute For Foreign Study (AIFS) was founded in 1964 and is one of the oldest, largest and most respected cultural exchange organizations in the world. Over 6,000 American college students study abroad each year with AIFS.

An AIFS Internship will give you the opportunity to utilize your academic knowledge and the experiences you have gained within the working world to allow you to develop your professional skills in an international situation.

Why should you do an International Internship?
The experience that goes hand in hand with an internship can really boost your résumé showing that you are not afraid of a challenge, embrace change and that you have global business awareness. In some cases it can even benefit potential employers to have an employee that understands the global market. The cultural side of an international internship is equally as rewarding. Learning about the world through somebody else’s eyes and discovering a new culture through an aspect of life that interests you will set you apart from the crowd.
Academic Director/Internship Director

SINÉAD SHEEHAN

I am originally from Ireland and moved to London to study. I found I liked it so much I stayed! I have a Masters in Sociology from the University of London and a Post-Graduate Diploma in Counselling. I have worked for AIFS for 15 years, and my current role is Academic Director for AIFS in London, which incorporates the internship program. As part of my job I have travelled to many parts of the States including Arizona, California and Georgia, to name a few.

I believe study abroad and internships are a fantastic way for students to immerse themselves fully in another culture and I love to see how students not only explore the city and country they are studying in, but also how they make discoveries about themselves along the way. My top tip for study abroad and internships is to keep an open mind and to be flexible.

Internship/Office Coordinator

MEG MCCLURE TYNAN

Originally from Chicago, I lived and worked in Italy for several years before moving to London in 2007. I earned my Bachelors degree from Michigan State University and my Masters degree from the University of Florence, Italy. I worked with study abroad programs in Italy and have worked for AIFS for several years. In my spare time I sing with the London Philharmonic Choir at Royal Festival Hall and Royal Albert Hall. A self-professed culture vulture, I love London for all its cultural offerings, from free museums to countless cabarets, concerts and other live performances, many of them free or inexpensive.

I believe international internships have the potential to give students a real edge to their study abroad experience, and particularly to their job search once they return to the U.S. What better way to gain global perspective than to spend time in the “real world” working with locals? My top tip for interns is to be prepared for British slang to differ from American slang – although we speak the same language, it’s the subtle differences that will shape your international experience!
A step by step guide to the placement process

1. **Application** – In order to assist us in finding a suitable work placement we require each applicant to complete an AIFS work placement application listing three areas of choice.

2. **Résumé and cover letter** – Your cover letter needs to, amongst others, state your reason for applying to the program, your academic background and relevant work experience. Take a look at the example of a résumé and cover letter in this handbook. Once completed, please email it to ssheehan@aifs.co.uk to ensure that we are made aware of any changes that need to be made to your résumé to keep it as up-to-date as possible. Students should include artistic or personal projects you have undertaken that pertain to your career aspirations/ chosen industry. Relevant coursework can also be mentioned here. This helps “flesh out” your profile even if you do not have any actual work experience.”

As internships are highly competitive it is advisable to spend time on your internship application, cover letter and resume, to ensure you meet professional standards. The Internship Team will review your application materials and contact you if any changes need to be made.

3. **AIFS Internship team contacts placements on your behalf.** The Internship Team in London has extensive contacts across many industries and will match you with a prospective internship site based on the information you have provided. You will receive notification of your internship placement two weeks prior to the start of your program.

4. **Arrive in London for an Internship Orientation**, which will cover the main objectives of an internship in London:
   - Benefits of taking an internship in London and will also cover cultural differences in the workplace, open-mindedness and etiquette.
   - Roles and responsibilities students have to their internship sites
   - AIFS’ role and responsibilities to internship students
   - Learning from experience

5. **Interviews** – These may be face-to-face during the week you arrive, or online (Skype, FaceTime, etc.), before you arrive in the UK, with a second meeting once you arrive in London. Generally the placement will just want to meet with you to discuss what you may be involved in, and also what your interests are. If for any reason you or the placement feel it isn’t a good fit we would then organize another meeting at a different site for you.

6. **Starting your placement** – Maps will be given to you to ensure that you know where to go on your first day. It is advisable to run through your journey before you start at your placement to ensure you are comfortable with the route and do not arrive flustered.

7. **Ending your placement** – Make sure you are aware of when you will be finishing and remind your placement two weeks in advance. You are required to remain at your placement until the agreed end date.

8. **Evaluation of placement** – You will receive an electronic evaluation questionnaire.
Expectations

Be realistic! Employers have assigned tasks based on your previous work experience as listed on your résumé. Try to have realistic expectations as this is not a job for life and it is unlikely you will have a senior role. Remember that fun and total enjoyment is not guaranteed. This is an experience of work and no matter what industry you work in, there will always be tedious jobs that need to be completed. Some of the best experiences are more appreciated in hindsight and this is often true of the internship experience.

- Demonstrate how enthusiastic and interested you are as this often leads to greater opportunities at your placement.
- Be open-minded, remember the tasks you do at your placement may not be what you had envisioned, but you will have made an overall valuable contribution.
- Ask if there is any task assigned to you that you do not fully understand. Placements are more than willing to help.
- Ensure that you treat your placement with respect, treating the individuals you work with the way you would like to be treated.
- You must attend on the day and time you have arranged. The people at your placement will be relying on you to turn up at the arranged time and day. If for any reason you cannot make it to your placement (if you are ill) then you must contact the AIFS office before 10am and let your placement know that you will be unable to attend in advance.
- If you go travelling during the weekend make sure you have the contact information of your placement with you in case you are delayed. It is best to keep everyone up to date with your whereabouts especially if it means you won’t be able to make it to your internship.
- Try not to miss any time! For the most part, you need to complete a specific amount of hours for your course. Obviously certain things (such as illness) will make it unavoidable to miss time. If you do become ill please inform both your internship supervisor and AIFS of your absence.
- Remember that due to the length of the program, alternative placements can only be found if students have valid reasons for wanting to change.

“...The internship has been very beneficial for me in my study abroad experience. I’ve learned a lot about PR in the UK and some of the differences/similarities compared to PR in the U.S.”

Communications major, Summer 2014

Responsibilities

RESPONSIBILITIES AIFS HAS TO STUDENTS

- AIFS shall provide a comprehensive range of unpaid placements for students to choose from.
- Students may request an unpaid placement in an area not listed. AIFS shall make every effort to create a volunteer request.
- AIFS will be available to assist students in making decisions about where to serve an unpaid placement.
- Prior to the student’s arrival in London, AIFS will aim to provide students with any information they require in relation to unpaid placements and to answer any queries students may have.
- AIFS is responsible for setting up placement interviews for students.
- AIFS shall endeavor to be available for students throughout their semester to enable them to discuss any concerns they have regarding their unpaid work placements.

RESPONSIBILITIES THE STUDENT HAS TO THE VOLUNTARY INTERNSHIP PLACEMENT

- To be punctual and dependable.
- To follow the instructions and guidelines of the particular placement.
- To inform the placement in advance if you are unable to attend.
- To maintain an open attitude that encourages a learning environment.
- Honoring the commitment made to the placement by upholding the end date of the program

RESPONSIBILITIES THE STUDENT HAS TO AIFS

- To communicate with the AIFS Internship Office if a student placement requires attention.
- To behave responsibly as a representative of your home campus and AIFS.
Tier 4 UK Student Visa for interns

In order to take part in an internship in the UK you are required by the UK Home Office to obtain a Tier 4 (General) Student visa before you depart the U.S. AIFS act as sponsors for students who apply for the Tier 4 (General) Student visa.

To apply for immigration permission under Tier 4 of the Points Based System, students need a special reference number called a Confirmation of Acceptance for Studies (CAS). This reference number is linked to a record on a secure UK Home Office database, which contains the details AIFS has provided about students and their course of studies. When students make their application, the Entry Clearance Officer or Caseworker will use this reference number to retrieve the information AIFS has provided about students and their course.

As sponsors, we request a CAS (Confirmation of Acceptance for Studies) number for each student from the UK Home Office on your behalf. In order to request the CAS number, any student who is accepted on an AIFS program who wants to take an internship in London must email the information listed below to Sinéad Sheehan at ssheehan@aifs.co.uk.

- Name as it appears on your passport (if middle name is listed on passport please include this too)
- Passport number
- Date of birth (must be U.K. format e.g. 6th September 1988)
- Gender
- Nationality
- Place of birth
- Country of birth
- U.S. University
- Housing option – apartment or homestay

The UK Home Office has introduced mandatory interviews as part of the Tier 4 application process. However, they will not routinely interview Tier 4 students who are nationals of low risk countries who already benefit from a streamlined visa application process. Low risk countries are currently: Argentina, Australia, Botswana, Brunei, Canada, Chile, Croatia, Japan, Malaysia, New Zealand, Singapore, South Korea, Trinidad and Tobago, the U.S., plus British National (overseas), Hong Kong and Taiwan passport holders.

Applicants completing a Tier 4 application who are not nationals of the countries specified should expect to be interviewed when they attend their appointment at the visa application center. The interview is known as a ‘credibility’ interview and helps to confirm the individual is a genuine student visa applicant.

AIFS PROCEDURES FOR AIFS STUDENTS ON TIER 4 VISAS

AIFS is committed to providing a full and effective educational and cultural experience for all our students. As part of that experience, we offer an internship component and may students avail of the opportunity to intern during the course of their studies in London.

Tier 4 Visa process

PRIOR TO ARRIVAL IN LONDON

- Students accepted on an AIFS program who have decided to take an internship will be sent an email by the AIFS Internship Office which explains how to obtain their CAS reference number.
- The CAS reference number will be provided to students by the AIFS Internship Office along with a statement of the information AIFS has provided to the UK Home Office. The statement sheet is provided in order to assist students in completing their application form. Students do not need to submit this statement with their application.
- AIFS also provides guidance notes for students applying for their Tier 4 visa.
- Students can contact the AIFS Internship Director via email or phone for any assistance they may require when completing their Tier 4 visa application.
- AIFS also conduct pre-departure meetings with students and include information on Tier 4 visas and student expectations.
- The Tier 4 Visa is valid throughout the duration of your program. You can arrive in the UK seven days before the commencement of the program and you will have to leave the UK within seven days after the program ends.

Once we have received the individual CAS numbers for students from the UK Home Office, this number along with a CAS statement sheet will be sent to each student individually and we will also include guidelines on how to apply. You cannot start your visa application until you have received the CAS number and information from us and you must have a Tier 4 Student visa in order to take on an unpaid internship in the UK. The Tier 4 Student visa can be applied for up to three months before the start date of the program.
It is worth noting that the UK Home Office can change procedures very quickly, so it is the student’s responsibility to make sure they read the full UK Home Office guidelines as these will be the most up to date.

**Fees:** There is a fee for the Tier 4 visa, approximately $450 USD. It increases every year – for further information see https://visa-fees.homeoffice.gov.uk/y/usa/usd/study/points-based-system-tier-4/all

**ON ARRIVAL IN LONDON**

How AIFS tracks attendance at work sites:

- On arrival in London, AIFS conduct a general and internship orientation including information on expectations, cultural awareness and cultural differences.
- AIFS provides ongoing support to students prior to arrival and during the program.
- AIFS visits new and existing internship sites.
- AIFS logs internship contact details on the UK Home Office Sponsor Management System.
- AIFS has regular contact with internship sites to ensure students are attending on the days assigned.
- AIFS Internship Director reports repeated non-attendance to the UK Home Office
- In the unfortunate circumstances that a student may become unwell while studying abroad AIFS Student Services will organize medical appointments made for a time when a student doesn’t have their internship or college. Naturally this will not always be possible, so if a student knows in advance that they are going to miss time they must inform the AIFS Internship Director and their internship site.
- AIFS organizes focus groups to discuss students’ evaluations.
- AIFS evaluates the internship program by asking students about their internship experience before the internship ends.

“By participating in an internship I felt more in tune with the city, I learned skills that can help me succeed in the future.”

Media Studies, Summer 2014
How AIFS tracks attendance at work sites

Students have a supervisor/mentor at their work site and that person is responsible for monitoring their attendance on a daily basis. The AIFS Internship Office contacts each work site weekly by telephone or electronic mail to check how the student is doing, but also to identify students whose attendance is becoming a problem. They also ask work placements to inform them as soon as a student fails to attend their internship. Repeated poor attendance will mean the student is reported by the AIFS Academic Director to the UK Home Office and will also bring the college disciplinary procedure into operation and may result in students being asked to leave the program.

Students are required to attend on the days and times specified. Students will also be contacted by AIFS to see how they are doing and if they have any concerns. If the student fails to turn up to work and hasn’t informed anyone of their absence by 10am that morning, the work site will inform the AIFS Internship Office who will in turn telephone the student at home or on their mobile to find out why the student is missing from work. It is obviously important that AIFS and the work site are informed of any genuine illness or other reasons why students are not able to attend as work will have been set aside for them to do and must be assigned to someone else.

DEPARTURE FROM LONDON

AIFS requires students to submit departure information which is logged into an internal database system. Some students may depart on an AIFS group flight, others may organize their own flight or may wish to continue their travel once the program has ended.

- To ensure that the UK Home Office requirements are followed, AIFS will contact all students via email after their program of study has ended to ensure they have departed the UK and are not violating their Tier 4 Visa status.
- AIFS will keep a note confirming students departure from the UK.

How to write a cover letter

The cover letter is vital to accompany your résumé. A well-written cover letter can be the difference between gaining an interview for an internship or having your résumé ignored, so spend the time to write an effective cover letter. It should give the personal touch that résumés essentially lack.

Your cover letter demonstrates your writing style better than your résumé (which is usually brief and factual). It points out to the employer that you have the qualities that the internship requires and shows how suitable you are.

Outlined below are steps that will assist you in writing your cover letter:

- Use a standard, clear and legible font (no bigger than 11pt), preferably the same one that you used on your résumé, start with your name in bold at the top and with your email address underneath.
- Begin the letter with “To whom it may concern.”
- In the first paragraph write about what University you are studying at and also include your major, minor or any concentrations. Talk about the internship you want but do not be specific or mention the name of a company – this can seriously limit your chances of gaining a great internship.
- The second paragraph should state why you are interested in doing an internship specifically in London in the fields you have listed on your application to AIFS.
- The last paragraph should be a summary of your strengths and how they might be an advantage to the internship organization. Any relevant work experience and past internships should be included in this section, as well as any personal qualities you feel will be an asset to your placement.
- Finish your letter with a sentence to thank the reader for their consideration and time.
- Use spell check and proofread your letter, make sure that it is written using English grammar not American.
- Be sure to include mention of artistic or personal projects you have undertaken that pertain to your career aspirations/chosen industry. Relevant coursework can also be mentioned here. This helps “flesh out” your profile even if you do not have any actual work experience.”
SAMPLE COVER LETTER

Brittany Clarke
Brittany@UniversityofAmerica.com
University Permanent Address
Street Street
City, State, ZIP City, State, ZIP

To whom it may concern,

I am currently a junior at the University of America studying towards a BA degree in Business Studies. I am excited to study abroad in London. Not only would living in London be the experience of a lifetime, but completing an internship in London and experiencing how international businesses operate will benefit me greatly in the future.

All of my actual jobs have dealt with customer service which leads me to believe that I would be useful working in a field such as Public Relations. I would love to gain more experience in this field. My current curriculum could easily be applied to any work setting because it deals with real business life. My motivation, experience, and dedication are key attributes of why I would be a perfect candidate for an internship program in London.

I am the type of person that enjoys keeping busy and will work very hard in order to achieve my goal. With this work ethic, I strongly believe that I can be a great addition to my prospective place of work. Participating in an internship will give me the experience I need for my future career. Also, working with others in a new environment will give me insight to other possibilities for my future. It is a huge benefit to hold an internship because I am able to sample possible careers in order to decide which one fits me best.

You will find me a dedicated, enthusiastic and hardworking individual determined to gain as much as possible from my internship.

Thank you very much for taking the time and consideration and look forward to hearing from you in the future.

Sincerely,
Brittany Clarke
A résumé provides an overview of your qualifications, skills and experiences to a potential internship site and it will allow them to gain an insight into whether you would or wouldn’t suit a particular position. Below are a few suggestions as to how to go about writing your résumé and what needs to be included.

- It should be no longer than one page in length
- Use a standard, clear and legible font
- Bullet points are a good tool to use as they will give your résumé a sense of unity
- Be positive about what you have achieved, but do not exaggerate
- Make sure you have read through what you have written; have a friend or family member review your résumé as well
- Keep everything consistent, such as the layout and punctuation
- Start with your name in bold at the top and with your email address underneath (use the same style for your cover letter

- Write a brief personal statement to introduce yourself
- State the name of the University that you attend and the course you are studying and also include your GPA
- If you have any relevant course work, honors or awards please add this onto your résumé
- Please note that in the UK, sororities and fraternities are not recognized as being of any importance on a résumé so there is no need to include. Also in the UK, being part of a faith is a private matter and not one that needs to be made reference to in job applications
- When listing your work experiences ensure that they are in reverse chronological order, with the most recent job being the first
- If you speak any languages other than English, include this in your skills section along with your interests outside of work
Brittany Clarke
Brittany@UniversityofAmerica.com
University Address Permanent Address • Street Street • City, State, ZIP City, State, ZIP

Personal Statement
A Business Studies graduate from the University of America. Seeking the opportunity to obtain an internship with a company where I can effectively contribute to operations in any capacity that best utilizes and enhances my skills and experience.

Education
September 2010 – Present University of America
Bachelor of Arts, Business Studies, GPA 3.79

Any relevant coursework
- An introduction to retail management and marketing
- Business organizations and their environments
- Financial accounting
- Innovation: designing for a sustainable future
- E-business technologies: foundations and practice

Honors and Awards
- Associate of Science Degree in Business Administration, graduated with high honors
- Golden Key Honor Society (2010 – Present)
- Dean's List

Work Experience
(A Legal Service Firm, Anywhere, USA) January 2009 - Present
Administrative Assistant
- Prepared invoices for processing
- Assisted with clerical duties such as filing, photocopying and sending faxes
- Answering phones
- Updating client information into a database

(A Department Store, Anywhere, USA) January – October 2008
Retail Associate
- Fashion marketing
- Customer service
- Handling cash register

Skills and Interests
- Can write basic web pages and proficient in Microsoft Office applications
- Excellent verbal and written communication skills
- Outstanding attention to detail
- Keen on sport especially martial arts and going to the theatre
**IMPORTANT DOCUMENTS**

1. This handbook.
2. Copies of your updated resume, it is a good idea to email a copy of your resume to yourself and store it on a USB drive.
3. Letters of recommendation. At your interview your potential supervisor may request references from a previous employer, so having a good recommendation handy is a good idea.
4. A police check if required (necessary for school or charity internships). You must attach a police check to your internship application. It is also wise to make a copy of your police check and all other paperwork you submit with your internship application. Visit your on-campus police or local police station in your town. Explain that you are required to submit a background check in order to participate in an internship abroad. The process varies between police stations, but often times you will be required to present yourself in person and pay a modest fee to have this police check performed ($5-$20), while in other locations this is done free of charge.
5. A portfolio containing writing samples, graphic designs, artwork, photography, fashion designs, theatre productions, or anything else that could represent past work experience you may have. This is always good to bring to an interview.

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**Internship agreement**

The internship agreement is a critical part of your completed online internship application. It is included along with your internship application, and must be read and agreed to when completing your application. Here is a sample copy of the Internship Agreement for your reference.

1. Internships are non-paying.
2. You should be aware that while AIFS will try to secure a placement within an area you specify, there is no guarantee that AIFS can find a placement that exactly meets your expectations and you may be placed in an alternate, but related area.
3. Your site is expected to provide a site supervisor who will serve as your point of contact and advise you on work related issues. It is the intern’s responsibility to maximize that opportunity by observing the practices of the workplace and asking pertinent questions. Your site supervisor will complete a weekly timesheet for AIFS.
4. The AIFS internship team is there to help you and act as a conduit between yourself and the site. You should feel free to contact the AIFS internship team for advice and assistance during office hours.
5. The precise number of hours will vary according to your program but cannot exceed those allowed under the conditions of the Tier 4 visa.
6. Completion and return of the Internship evaluation form to the AIFS internship team) is mandatory.
7. Internships hours do not include traveling time. Expect to spend an hour commuting each way.
8. An intern is expected to demonstrate an acceptable degree of competence and initiative before being given more meaningful tasks.
9. If issues arise, it is the intern’s responsibility to initiate dialogue with their site supervisor and inform the AIFS internship team.
10. It is your site supervisor’s prerogative to make changes to your duties and assign you other tasks.
11. Interns are expected to maintain acceptable standards of dress, behaviour, and respect in interaction with colleagues, supervisors and managers.
12. Interns must follow all conditions of employment at their internship site.
13. You are required to inform your supervisor at your internship site of any planned or unplanned absences or tardiness. Missed hours must be made up.
14. At the beginning of every program, there is a compulsory internship orientation.
15. Interns must attend their interview at the stated time.
16. Sites retain the right to refuse an intern on the basis of their interview. AIFS will provide an alternative placement opportunity, potentially in a different area of interest.
17. In the event of an internship being terminated by the site, the internship team will assess the individual situation and act accordingly. An alternative site will be provided only if the circumstance is deemed appropriate.
18. The AIFS internship team has the right to terminate an internship at any time there is evidence that the student has failed to meet his or her basic responsibilities.
London Internship experience

INTERVIEW

Prepare - Research your internship prior to your interview, look at its history, its products, where it is located (you will be given a map of your internships location) and the size of the company. Decide on your strengths and weaknesses and the best way for you to incorporate them positively into your interview.

Be on time - Give yourself plenty of time to get to your interview. This will allow you to prepare and ensure that you will not be flustered.

Make a positive first impression - Dress smartly but ensure that you feel comfortable. Greet your interviewer with a smile and handshake and establish eye contact.

Sell yourself - Be honest with your answers and speak with a positive tone. Don’t downplay any accomplishments that you have achieved. It is your responsibility to display your strengths and ensure that the interviewer is made aware of the benefits you can bring to them.

Body language - Keep your body language positive. For example, be responsive by leaning forward, keeping your arms open and nodding in recognition. It is really important to show that you are able to listen, keep constant eye contact and acknowledge what is being said by being verbal and nodding. Also remember to smile.

What to wear

DRESS CODES

Dress codes in London are typically more relaxed than in the U.S; however there are still standards that need to be met. If you need any guidance, look at what your fellow employees are wearing and adapt accordingly.

Always dress more formally for an interview than you would on a typical day. You are far more likely to lose points for being under-dressed than being over-dressed. So play it safe and dress for success – unless you have been advised otherwise by the AIFS Internship staff or your internship employee.

GENERAL GUIDELINES FOR BUSINESS ATTIRE IN LONDON:

Business Formal- Refers to a suit for men, with a white shirt and for women a skirted suit with tights and smart shoes. This is a standard uniform in professional fields.

General Business- A step down from a suit, which can include smart trousers worn with a shirt for men and tailored trousers, business type dresses and skirts.

Business Casual- Refers to any clothing that is casual such as a jacket and slacks, shirt and trousers (do not wear ripped jeans or sneakers). Women can wear a nice shirt, dress pants or a smart skirt.

Casual- Means you can wear anything that you find comfortable, as long as it is appropriate for work.

“My internship has taught me a lot, and I have gained new friendships and work relationships/connections.”

Fashion Merchandising major, Summer 2014
CULTURAL DIFFERENCES

- A voluntary placement in the UK may be a very different experience from a placement in the U.S. because of cultural differences. You may find that your workplace colleagues are far more reserved than you are used to and can appear hostile or unfriendly. British people may appear quite cool to new acquaintances, but will be friendly and trusting once they get to know you.

- British people have a unique sense of humor. It is dry, sometimes a little sarcastic and often very self-deprecatory. People tend to regard self-promotion as boasting. At first this may seem strange or offensive, but is a reflection of cultural difference. Britons have similar issues of adjustment and understanding if they go to work in the US.

Some typical classic British jokes by the late comedian Tommy Cooper “I said to the Gym instructor ‘Can you teach me to do the splits?’ He said, ‘How flexible are you?’ I said ‘I can’t make Tuesdays.”

- In Britain there is a high tolerance for swearing, even the Prime Minister has been known to swear on live radio!

- British people may appear formal and yet are often very laid back. Nevertheless, they expect you to work hard even if they don’t say so explicitly. But while it is regarded as positive to work hard, you are also expected to have out of work interests and it is quite normal for leisure pursuits to be discussed by work colleagues.

- Tea (and coffee) drinking is a big part of work life, and the custom requires you to ask everyone around you whether they’d like tea or coffee. The job of making tea and coffee is carried out by every member of staff so do not be offended if you are asked to make tea for colleagues as you will be very popular as a result.

“Tea is instant wisdom - just add water!” ~Astrid Alauda!

- You may find that socializing is also a big part of work life. Visiting the ‘pub’ after work is commonplace. Pub culture is not the same thing as bar culture. A pub is a place where people go to relax and socialize.

- Volunteering in a different country with different cultural differences is a challenging and yet extraordinary opportunity for personal growth and career development. You will increase your communication skills and interpersonal skills, expand your international business strategy, work on your analytical and critical thinking and develop transferable skills such as leadership and negotiation to communication and organizational skills.

- We have made every effort to find you a placement in the area of your choice. We have also tried to organize placements in locations that involve a minimum amount of travel. At times it has not always been possible. However as you become acclimatized to London you will find that most places are accessible by Tube (underground) or bus. It is a good idea to invest in a book called the A-Z of London and your program will include a travel pass to help you get around.

Adapting to work

Taking part in an internship is very different to working full time or even part time. You are not subjected to the normal rules of a workplace and you will need to work hard and earn the respect of your fellow coworkers. It is important to gain a good reputation as being reliable, productive and accurate with every job that they give you.

It is up to you how much you take away from your internship – the success or failure of it rests in your hands. Keep a positive attitude, have lots of enthusiasm and an appetite to learn from others. These things will help you make the most of your opportunity, be respected by your colleagues and allow you to be ready for anything.

Don’t ever be afraid to ask for help if you need it!

Give you internship time. At first you may not feel content with your placement and it will take time for you to get used to your colleagues and them to you. Don’t expect to be given the most exciting of tasks to start off with. They will need to assess you and see what you are capable of doing. Give yourself a few weeks of settling in time, prove yourself to your internship and learn what you need to do to gain any more responsibility. Make an effort to get on with your new colleagues; social occasions are a great way to get to know people away from the office.

Working in London

London is a diverse and cosmopolitan city, which over thousands of years has engulfed many small cities, towns and villages to make the metropolis of Greater London. London is divided into City of London, North, South, East and West. Internships are carried out all over London and below are a description of each area:

CITY OF LONDON

The area from Temple Bar in the West to the Tower of London in the East (the ‘square mile’) is where the Romans first laid their foundations to establish Londinium. It is now one of the leading financial centers in the world, home to the London Stock Exchange, Lloyd’s of London and the Bank of England. The city is the undisputed financial and legal center in the UK. The hospitality industry is also extremely successful due to international business travelers and the 300,000 strong workforce (even though less than 10,000 people actually live in this area) increasing the...
demand for good restaurants for entertaining and hotels for international business travellers.

**EAST LONDON**

East London used to be synonymous with slums, workhouses and crime epitomized by the Krays and Jack the Ripper. Nowadays it has undergone a major regeneration and cultural rebirth; new houses were built in place of the warehouses that used to engulf the area. New businesses have been drawn to the area and with an ever-expanding capital, it is expected that East London will be the place where both business and residential districts will grow the fastest.

Today people are employed in the service industry, public sector, finance, retail and publishing. The 2012 London Olympics have also played a key part in the regeneration of this area with construction workers and skilled traders finding themselves highly sought after. Hospitality has also found growth in this area, significantly brought on through hosting the Olympic Games.

Recently the finance and legal sector have started to relocate themselves to East London as the city is now saturated and in comparison, significantly smaller than East London. Areas such as Canary Wharf are now home to HSBC and Barclays.

**NORTH LONDON**

Comprised of Hackney, Enfield, Haringey and Islington, North London has been primed for urban regeneration. The public-sector dominates this area with over 120,000 people employed in this area. The retail sector is also very popular and continues to grow in North London, home to the Camden Passage Market, renowned for its unrivalled, eclectic and extensive range of markets, shops and market stalls. Muswell Hill and Crouch End are also known for their multitude of boutiques and gift shops.

Another area experiencing growth, is the creative sector, with around 3,000 businesses working within the arts and creative industries.

**WEST LONDON**

This is one of the most economically active areas of London. It has a vibrant local economy mainly consisting of blue-chip companies with the majority of the workforce employed in the service sector, aka tourism. The West End and Soho are the cultural, entertainment and leisure hub attracting over 200 million visitors a year and employing around 232,000 people.

In West London, the public sector is also a key employer in areas such as public administration, health and education. The media cluster is also showing signs of growth ranging from advertising, public relations and design. This area is also home to the largest media center in the UK consisting of BSkyB, Walt Disney, Harper-Collins and the BBC at White City.

West London has 17% of all London’s jobs and has a strong independent sector with small and medium sized businesses.

**SOUTH LONDON**

South West London is one of the most diverse parts of the capital, with one of the most fashionable zip codes. Manufacturing is a significant employer in SW, but the finance industry and the service sector dominate the area in fields of financial and professional services, banking and insurance, helping make SW one of the leading financial districts in London.

The retail and tourism sector are also key employers with the likes of Harrods, Buckingham Palace and Kensington High Street drawing in tourists.

Westminster and Whitehall are home to the political bodies within the UK and therefore employment in politics in this area is the highest in the city.

South East London is going through a period of regeneration and rejuvenation and is quickly becoming a hub for creativity, the arts and public services. The public sector is the main employer in SE in areas such as public administration, health and education.

“It has added tremendously to my study abroad experience! I really loved going to my placement on Mondays and Tuesdays, and it gave me better insight on how people actually live in London.”

Fashion Merchandising/Communications major
Examples of Internships

BUSINESS INDUSTRIES

Business internships can cover a wide area such as accounting, company finance, marketing, human resources and customer relations. The internships are normally in-house and industry specific. Duties could include:
- Research and analysis
- Attending meetings
- Spreadsheet data entry
- Invoicing
- Administrative tasks
- Accounting
- Analyzing balance sheets

When applying for an internship within the business sector think about what sector you want to work in, how strong your computer skills are (Excel in particular) and any previous experience you might have had.

FILM AND TELEVISION

There are two types of programming when talking about film and TV: fiction and factual. Fiction consists of pre-production and post-production. Factual includes the likes of reality shows, documentaries and broadcast journalism, and divides them up into development, production and post production.

Pre-production

*The phase of further developing ideas and planning prior to the process of production.* This is the most common internship area and can include research, reading through scripts, office administration and attending planning meetings.

Production

*This comes after the pre-production phase and is time to roll the cameras.* Interning as a runner could include a wide variety of different tasks such as making the tea, running around to pick up tapes and props and helping out with research.

Post-production

*This deals with editing, adding special effects and sound design.* Students that want to intern in this sector must have substantial experience within this field. Duties could include:
- Running
- Editing
- Logging tapes
- Script reading
- General administrative duties

Please note that in the UK, our film and television industry is a lot smaller than in the U.S, and this can make it difficult to gain an internship in some of the bigger companies (such as the BBC) as there are many people out there applying for the same role. Also, it is unlikely that a film will be in production at the same time of the internship and that production companies often do not have much warning into what shoots will be coming up, making arranging internships in these areas can be unlikely.

When applying for an internship in film and TV think about what area you would be most interested in and at what stage and if you have had experience in film or television production.

PUBLIC RELATIONS

Public Relations are about providing a good reputation for a company, with the aim to earn an understanding, gain support and influence opinion and behavior. This industry plans to promote goodwill between an organization and the public.

Internships can either be in-house, which is run within a specific company at their offices, or agency work, where they deal with many clients within different sectors. Duties could include:
- Media relations
- Writing/editing press releases
- Research
- General administrative duties

When applying for an internship think about if you want to work in-house or at an agency, and what size of organization would you be most happy working in.

JOURNALISM

Journalism covers publishing or broadcasting work that reports news and information, as well as feature writing and reviews of other works.

Industry newsletters, online publications and magazines are proving to become popular internship sites so think about your area of interest (such as music, entertainment, sports etc) and think broadly about where you can apply this interest.

Broadcast journalism is extremely competitive and often the larger companies will want an intern for a minimum of six months. Working for a smaller company can be more beneficial as they will have more opportunities available.

Duties could include:
- Research
- PR
- Editing
- Writing features
- Layout design
- General administration
When applying for an internship, think about what sort of role you would want (e.g., writing or research); what size publication would you want to intern with; what field is of interest to you. Do you have any experience? If so, what do you have to back this up (e.g., a portfolio)?

**CHARITIES**

Charities are non-profit-making and independent, which means that they are not part of any governing department, local authority or any other statutory bodies. In the UK there are over 170,000 charities registered and nearly 5,000 of these are in London. The different types of charities in London are vast and varied, helping people from all walks of life such as education, disabilities, prevention or relief of poverty, elderly, environmental, sports and animals. Duties could include:

- Fundraising
- Telephone evaluations
- General administration
- Liaising with support services

When applying for an internship think about what charitable sector you want to work in. Have you had any experience in working for charities before, or have you done any charitable work independently or at school? Like previous placements, the chances of working for the bigger charities such as Oxfam or Amnesty may be more difficult to secure as they want interns to dedicate more time to them. So think about the size of the charity you would want to work with.

**FASHION**

With films such as ‘The Devil Wears Prada’ and TV shows like ‘Running In Heels’ fashion internships are becoming more popular. The roles you could undertake working in fashion are as diverse as the types of fashion you see out and about on the street. Interning in fashion can range from fashion journalism, fashion public relations, design, merchandising, retail, boutiques, designing or stock ordering. Duties could include:

- Create and update contact lists of fashion editors
- Assist in buying
- Working on the creation
- Implement and execute PR events

When applying for an internship think about what area in the fashion industry you want to work in? Have you any previous experience, do you have a portfolio to back this up?

“My internship has taught me a lot, and I have gained new friendships and work relationships/connections.”

Fashion Merchandising major, Summer 2014

“The opportunity has given me a taste of how a business outside of the United States operates, which is valuable knowledge considering how global and interconnected the business world has become.”

Business Management major
SCHOOLS
More than 90% of students in the UK attend publicly-funded state schools. Primary schools usually include both girls and boys as pupils. Secondary schools may be either single sex or co-educational. Education departments in England are funded through a Local Education Authority. By law all children in England aged between 5-16 years of age must receive a full-time education.

School learning is split into 4 key stages relating to the curriculum (this includes English, math and science lessons). Pupils progress through the stages as they go through the school year. Exams are taken aged 11 (at the end of primary school), 16 (GCSE’s) and 18 (A levels). Duties could include:
- Assisting class teachers in maintaining student records
- Read with pupils
- Prepare displays of student’s work
- Support teachers with photocopying
- Work with other professionals i.e. speech therapists
- Support students with behavior problems

When applying for an internship think about what age range you want to work with. Do you have any experience working with children or with any other professional such as speech therapists or occupational therapists? Please note that you will need to have an enhanced police verification check carried out prior to starting your internship as you will be working with children.

You must begin the police background check process as soon as you submit your internship application to ensure that you receive it prior to your departure (please allow extra processing time around holiday seasons). Please refer to the following website for advice and instructions: http://travel.state.gov/content/passports/english/abroad/legal-matters/criminal-record-check.html

THEATRES

Many London theatres have existed for over a century, and as such London has become renowned as a cultural center for the arts, including plays, dance and music. The majority of London theatres are privately owned. London’s fringe theatres stand apart from the West End theatres as they show independent plays and showcase up and coming writer’s works. The opportunities for internships in smaller venues are much more likely than in the larger west end theatres.

Duties could include:
- Assist with installation of sets
- Box office
- Stage management
- Casting
- General administrative duties
- Marketing

When applying for an internship think about what area of the theatre you are most interested in learning about? What area of work would you want to focus on (i.e. Production, technical work, marketing, casting etc).

HEALTHCARE

The UK has a national health service that is based on the principal of free health care for all. The health service is paid for by taxpayers.

UK Private Healthcare
- There are over 500 independent medical hospitals in the UK
- Around £90 million, of a total market of £7,186 million, of private hospital revenue is generated from overseas patients
- 25% of private hospital revenue is generated from NHS funded patients
- 21% of health professional work within the private sector

Duties could include:
- PR
- Media relations
- Client service

“It helped me to travel outside of my normal central London routine, taught me a lot, was the most wonderful networking experience and made me grow as a person in many ways.”

Interior Design major
Internship tips

CONVERSATION IN THE WORKPLACE - WHAT ARE THEY TALKING ABOUT?

Here are a few tips to the most talked about issues in a British office.

**Sport** The British love their sport. They will talk about it endlessly, particularly if we do badly at something. Here are the main topics: International Soccer, Domestic Soccer, Cricket, Rugby, and Snooker/Bowls/Darts.

**Television** The perennial conversation pieces are about popular American shows, British soaps, Australian soaps, and makeover programs.

**Transport** It’s inevitable that on any given day somebody in the office had a hard time getting to work. A few stray leaves on a track can bring the whole rail network grinding to a halt; we are not joking!

**Weather** Always a topic of conversation due to the variety of weather we get on a daily basis! Four seasons in a day! This is the country where it can rain, snow, blow a gale, hail, have thunder and lightning and be gloriously sunny all in one afternoon.

“It was one of the highlights of my trip; it was such a great educational experience! I learned so much about the theatre scene, especially here, as well as marketing and visiting areas I wouldn’t have otherwise.”

Theatre major
Two countries divided by a common language...

**UK**

A
Accident and Emergency
Aerial
American Football
Anorak
Aubergine
Autumn

B
Bank Holiday
Bill
Bin
Bin Liner
Biro
Bleeper
Bloke
Bonnet (Car)
Bother (a bit of)
Braces
Brilliant
Bum bag

C
Call Box
Cardigan
Cash Point
Casualty
Cellar
Cheers
Chemist
Cheerio
Chips
Curriculum vitae (CV)
Coach
Cotton
Courgette
Crisps
Current Account

**US**

A
(A&E) ER
Antenna
Football
Raincoat
Eggplant
Fall

B
National Holiday
Check
Trash Can
Garbage Bag
Pen
Beeper
Guy/man
Hood
A Fight
suspenders
‘Cool’
Fanny pack

C
Pay Phone
Sweater
ATM
ER
Basement
Thank You
Drugstore
Good bye
French Fries
Resume
Long Distance Bus
Thread
Zucchini
Chips
Checking Account

**UK**

D
DIY (Do It Yourself)
Dodgy
Drawing Pin
Dressing Gown
Dustbin

**US**

Renovating/remodeling
Questionable
Tack
Robe
Trash Can (outside)

E
Earth (as in electrics)
Engaged (as in telephone)
Estate Agent

F
Fag
First Floor
Fishfingers
Flannel
Football
Fortnight
Freephone
Full stop

G
Gas
Gladrags
Grass Up
Guv

H
Handbag
Headmaster/Mistress
Hire
Holiday
Hoover

I
Ice Lolly

J
Jelly
Jumper

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<td><strong>K</strong></td>
<td><strong>Women’s Underpants</strong></td>
<td><strong>Return (As in bus or train ticket)</strong></td>
<td><strong>Round-Trip Journey</strong></td>
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<td>Knickers</td>
<td>Wake up</td>
<td>Reverse Charges</td>
<td>Collect Call</td>
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<td>Knock Up</td>
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<td>Ring (as in telephone)</td>
<td>Call</td>
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<td><strong>L</strong></td>
<td><strong>Run</strong></td>
<td><strong>Rubber</strong></td>
<td><strong>Eraser</strong></td>
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<td>Ladder (as in pantyhose)</td>
<td><strong>Mail Box</strong></td>
<td>Row (pronounced like how)</td>
<td>Argument</td>
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<td><strong>Toilet Paper</strong></td>
<td><strong>Rubbish</strong></td>
<td><strong>Garbage/Trash</strong></td>
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<td>Loo Roll</td>
<td><strong>Elevator</strong></td>
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<td>Lift</td>
<td><strong>Restroom</strong></td>
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<td>Loo Toilet/Bathroom</td>
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<td><strong>M</strong></td>
<td><strong>Math</strong></td>
<td><strong>Sack (as in to lose ones Job)</strong></td>
<td><strong>Fire</strong></td>
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<td>Maths</td>
<td><strong>Cellular phone</strong></td>
<td>Selotape</td>
<td><strong>Scotch Tape</strong></td>
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<tr>
<td>Mobile</td>
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<td>Single (as in bus or train ticket)</td>
<td>One way</td>
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<td><strong>N</strong></td>
<td><strong>Social security Number</strong></td>
<td>Solicitor</td>
<td><strong>Lawyer</strong></td>
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<td>National Insurance Number</td>
<td>Steal</td>
<td>Surname</td>
<td><strong>Last name</strong></td>
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<td>Nick</td>
<td>The Prison/Jail</td>
<td><strong>Swede</strong></td>
<td><strong>Rutabaga</strong></td>
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<tr>
<td>Nick</td>
<td></td>
<td><strong>Sweets</strong></td>
<td><strong>Candy</strong></td>
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<td><strong>O</strong></td>
<td><strong>Senior Citizen</strong></td>
<td>Swimming Costume</td>
<td><strong>Bathing Suit</strong></td>
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<td>OAP (Old Age Pensioner)</td>
<td>Police</td>
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<td>Old Bill</td>
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<td><strong>Men’s Underpants</strong></td>
<td><strong>Takeaway</strong></td>
<td><strong>Takeout</strong></td>
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<td>Pants</td>
<td>Sidewalk</td>
<td>Tap</td>
<td><strong>Faucet</strong></td>
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<td>Pavement</td>
<td>Senior Citizen</td>
<td>Telly</td>
<td><strong>TV</strong></td>
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<td>Pensioner</td>
<td>Gas</td>
<td>Term (as in school)</td>
<td><strong>Semester</strong></td>
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<td>Petrol</td>
<td>Idiot/Moron</td>
<td>Tights</td>
<td><strong>Pantyhose</strong></td>
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<td>Pillock</td>
<td>Band-Aid</td>
<td>Tip</td>
<td><strong>Garbage Dump</strong></td>
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<td>Plaster</td>
<td>Idiot/Moron</td>
<td>Tippex</td>
<td><strong>White Out</strong></td>
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<td>Plonker</td>
<td>Mail</td>
<td>Trainers</td>
<td><strong>Tennis shoes/Sneakers</strong></td>
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<td>Zip Code</td>
<td>Transit</td>
<td><strong>Delivery Van</strong></td>
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<td>Post Code</td>
<td>Idiot/Moron</td>
<td>Treacle</td>
<td><strong>Molasses</strong></td>
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<td>Prat</td>
<td>Elementary School</td>
<td>Trousers</td>
<td><strong>Pants</strong></td>
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<td>Primary School</td>
<td>Glue stick</td>
<td>Tube</td>
<td><strong>Underground/ subway</strong></td>
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<td>Pritt stick</td>
<td>Private School</td>
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<td>Public School</td>
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<td><strong>Q</strong></td>
<td><strong>Queue up</strong></td>
<td><strong>Underline</strong></td>
<td><strong>Underscore</strong></td>
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<td><strong>R</strong></td>
<td><strong>Line up</strong></td>
<td><strong>W</strong></td>
<td>Whinge (pronounced like hinge)</td>
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<td>Whinge (pronounced like hinge)</td>
<td>Whine</td>
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<td>Z (as in the letter of the alphabet)</td>
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