



### **AM Language – Internship Guidelines**

**AM Language is committed to giving students from all over the world a truly international experience on an internship in Malta.**

**For this reason AM Language binds students to clear guidelines which need to be respected. Please read the points listed below carefully and speak to a member of staff should you have any difficulty or questions regarding these guidelines.**

- The internship is completed by the student for the purpose of earning academic credit only.
- AM Language offers unpaid internships to students with B1 level of English and higher. Students are expected to be able to communicate with the company; and an interview is requested prior to students' arrival to ensure the required level of English.
- The internship is a part-time / full-time position as agreed beforehand. Students are expected to attend the internship at the stated time on their work placement letters.
- Interns may be interviewed by prospective employers prior to the start of the internship
- Although these are established before you start, the company might change working hours, depending on the work load and objectives of the company.
- Companies will be providing an internship as per written job description on the work placement letter. This description is an indication; and therefore may be revised according to student skills and company objectives during your internship.
- Interns are expected to dress appropriately and follow the time schedule as instructed on the work placement letter.
- Should a company or student have any problems during the internship, a meeting will be held with all parties namely the student, company and AM Language as the intermediary so as to find a solution. In the event that no solution is found both the company and student may decide to terminate the agreement for no additional fees.
- The employing institution is expected to provide a supervisor for the intern.
- The supervisor is expected to determine the role of the intern and the specific tasks to be accomplished. The supervisor is expected to submit a written evaluation of the intern at the end of the internship on student's request. In the event that the student misbehaved or did not complete the job the company may refuse to submit such document.
- Students may be asked by their company to have completed several specific tasks relevant to the internship prior to beginning their duties.
- Any issues or complaints must be made in writing clearly explaining the area of concern.
- In cases of grants, the coordinator/teacher of the student may visit any intern on site and is responsible for gathering information (student journal and supervisor's evaluation) for granting credit.
- The supervisor assigns, monitors and evaluates tasks and projects. Following completion of the internship, the supervisor completes an evaluation and recommends whether the intern deserves credit
- The supervisor should contact the AM Language coordinator of internships if problems arise with the intern's placement – [info@amlanguage.com](mailto:info@amlanguage.com) or 00356 21324242.
- If the student wants to change Internship Company on arrival in Malta he/she must inform AM Language in writing using our student Request or Complaint form which will be looked at in 48 hrs. If all the duties stipulated in our Internship letter are offered by the company the possibility to change can still be done subject to availability and against an additional fee.
- In case there are other interns at the same company the candidate will be asked to share his/her working space. All the candidates have to bring their laptops to Malta with MS Office installed.
- The tutor as appointed by the company might be changed without notice depending on the company's situation.
- All students are advised to send a reminder confirming their arrival to their companies 2 weeks prior to arrival. Please CC AM Language.
- All papers which must be signed by the company (qualification papers, agreements, contracts from the education providers) must be filled in by the candidate before sending to company. These papers must be sent directly to the company and AM Language must be copied.
- If the candidate has changed the start or end date of the internship after confirmation, AM Language will communicate these changes to the company. If for any reason the company cannot accept the new dates, the student will be advised to keep the original dates or otherwise AM Language will look for a new company, subject to availability and against an additional fee.
- On your first day you must come to AM Language, 299 Manuel Dimech Street, Sliema at 8:30 am to meet the representative of our school before starting your internship. This meeting is compulsory for all students to obtain bus numbers, a map to get to the company, a student card (to benefit from discounts and vouchers), a sim card with a Maltese mobile number and more!
- All documents (such as EU grant papers, Curriculum Vitae, Motivation letters, Agreements) must be translated to English before sending them to AM Language and / or the company.

- Days off and sick leave: in the event that a student is sick for more than 2 days he/she must present doctor's certificate to the company and AM Language on return. Students must inform the company and AM Language if they are sick, by not later than 9:00 am. If the student is absent without a valid reason the company/AM Language will issue up to 2 warnings (or as per particular company's Policy) after which the internship will be terminated by the company/ AM Language with no refund. No further placements will be offered to the particular student.
- The student will be dismissed from the program for disclosing any information outside the company as well as within other departments of the same company, including special offers he /she got, conversations between employees/students, confidential information about the company, any works she/he did for the company or forwarding e-mails to personal accounts from company's account, unless authorized by the management.
- Emergency contact numbers:

Internship related: + 35621324242  
 Transfer related: +356 79507150  
 Apartments related: +356 99435415  
 Host Families related: +356 99408943  
 All other emergencies: +356 99408943

**AM Language is committed to offering quality Internships to students. Students will receive a work placement letter when their application is confirmed. Should any student encounter any problems will do all we can to solve the problem within 48 hours of receipt of a written complaint. Should we be unable to resolve any valid complaint within 48 hours AM Language will do everything possible to change the student's work placement immediately.**

I, \_\_\_\_\_ agree with the above mentioned terms & conditions.  
(Name + Surname)

Signature of Student \_\_\_\_\_ Date \_\_\_\_\_