



VIETNAM

Project pages

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A country so rich in history that every street you walk and every person you meet will have a fascinating story to tell.

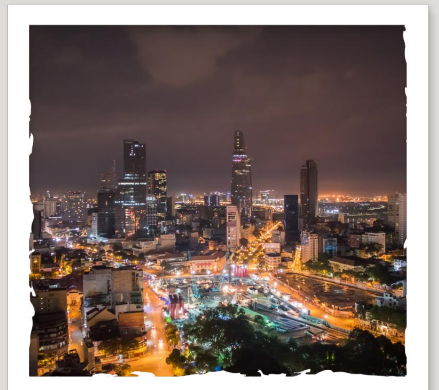
With a rich warring history that gets influences from Asia and Europe, Vietnam is a country full of surprises. From its pristine beaches to its highland paddy fields, the unique fusion of Chinese and French cuisine, remnants of post-war and communist government – there seems to be no aspect of Vietnam that doesn't prove fascinating to its visitors.

Still very much dependent on its agriculture, Vietnam has invested heavily in manufacturing, IT and high-tech industries to make it the world's second largest growing economy. Yet it still remains a relatively poor country. Government redistribution of wealth means fewer people than might be expected to live under the poverty line, but also means that funds are not available for investment to minority groups and initiatives that now need your help.

### Life outside of the project

Most of our projects are situated in the districts surrounding Vietnam's southern capital city, Ho Chi Minh, and in your spare time, there is plenty to do in the city. The city is buzzing with the noise of motorbikes, much loved by the younger generations. You will see many hawkers in conical hats ply their wares, locals sip coffee and bia hoi (beer) watching life pass them by. If you have the time, head north to Hanoi, a pleasant city with a European feel, where you will find many attractive lakes, parks and boulevards to explore. Smaller than Ho Chi Minh and Vietnam's largest city, Hanoi is still a bustling centre and is home to many interesting museums, temples and pagodas.

## Vietnam



### Weather

- Average temperature:** 25°C
- Wet season:** August - November
- Dry season:** November - April
- Monsoon season:** June-August in the south, October-November in the north

## The project

Develop your knowledge of policy, research, education and services on an agricultural development project. A number of organisations are improving working practices, the quality of crops, doing research and educating communities. This internship focuses on research and approaches that lead to enhanced benefits for Vietnam farmers, businesses and communities. Topics include sustainable agriculture, rural livelihoods, commodity change and quality management, production system, forestry governance and pro-poor policy advocacy. There are several projects depending on your interest that are looking for assistance. One project aims to generate bigger values for Vietnam's agricultural system while immersing children in nature to develop a green mindset to protect their living environment in the future. Another carries out research assignments and consultations in collaboration with both national and international development agencies and organisations.

## Role of the Intern

Your internship will be shaped by the placement that is most suited to your studies. You will work with local experts and may be involved in:

- **Agriculture** - assist with the development of project concept notes and proposals, website and newsletter articles, support the development, management and implementation of sustainable agriculture, livelihood and value chain projects, including undertaking needs assessments, conducting baseline surveys and assisting in organising workshops' logistics.
- **Agritourism and education** - organising events and activities for groups of children from different schools, taking care of the crops and livestock at the farm and running English lessons for farm staff. You will contribute ideas to improve the quality of the farm services while learning about the local agritourism, and recommending changes when appropriate.
- **Agronomy** - regular field checks and diagnosis of problems, insects, weeds and disease monitoring, collating soil moisture statistics, assisting with irrigation scheduling and soil sampling. You may also be asked to assist producers with equipment calibration and generation of computerised detailed field reports
- **Agriculture policy** - review world experiences on building rural development policies with a focus on agricultural cooperative development, territorial management and agro-industry clusters. You will assist with communication-related tasks such as rural development newsletters, policy briefs and project documents and papers. You will help to organise scientific seminars and workshops.

Interns will be asked to produce an end of placement report or presentation so that you can reflect on your learning and share recommendations with the local project team. It is recommended that you bring a laptop with you for this and other project activities.

## Skills required

If you are studying or have experience in agriculture, this could be an excellent placement for you. It goes without saying that you must be diligent, highly motivated and able to manage your time. You will be working with a team so good communication and team working competencies are important. You will be asked to send your CV/resume to identify your skills, experience and interests before being accepted onto this internship.

## Why choose this project

- ✓ Gain hands-on experience supporting your studies through working directly for an organization with a focus on your specialism.
- ✓ Use your knowledge gained through studying or practical experience and apply it to your role, learning how theory is applied.
- ✓ Develop new skills including report writing, research and data collection and analysis.

## Project location

Your home setting will very much depend on your choice of homestay or apartment and your placement but you will be located in the bustling city of Ho Chi Minh. In Southern Vietnam, this city is filled with treasures of new and old. With new business evident in skyscrapers and restaurants, the old is represented in pagodas and temples. You may also be placed in the oldest City of Vietnam, Hanoi, where you will experience buzzing scooter and a more traditional lifestyle.

## Project facts

**Duration:** 8 - 12 weeks, longer terms available.

Minimum of 8 weeks recommended to have better chances to find a placement and get the most experience

**Requirements:** age 18+

**Location:** Ho Chi Minh City or Hanoi or some regional placements in Vietnam depending on specialty

**Working hours:** Monday - Friday, 30 hours per week

**Project availability:** All year round apart from mid-January to mid-February due to Lunar New Year Celebrations. RECRUITING FOR FALL 2021

**Arrival day:** First and Third Thursdays of the month

## What's included

**Accommodation:** individual studio or individual room in a shared apartment with 3 other students/young professional.

**Airport pick up:** pick-up and drop off from Ho Chi Minh International Airport or Noi Bai Airport

**Training:** pre-departure pack, pre-departure & on-site orientation including cultural awareness & learning reflection document

**Support:** 24-hour support + Local Buddy

**Local phone with Vietnamese SIM**

**City tour & cultural excursion:** for Hanoi placement, you will get a 1-day tour of Ha Long Bay, for Ho Chi Minh City, you will get a 1-day tour of Mekong Delta

**Excursions:** Staff will help plan cultural visits (activity prices will be extra)

**Visa process fee and guidance**

**Certificate on completion of internship**

**Supervision from qualified professional**

## What's not

Flights

Insurance

Visas

Electricity bills

Transfers to and from your placement

Police/Government Background Check; US and UK citizens will be processed through Kaya (admin fee applies) all other nationalities must provide local police check.

# Climate Change Internship In Vietnam

VIETNAM

## The project

Join our climate change internship in Vietnam and learn about the technologies being used to address climate change and resource depletion. You will be based at either a non-profit non-governmental organisation or social enterprises that work on a range of projects. Topics include sustainable agriculture, rural livelihoods, climate change adaptation, forestry governance, and research and pro-poor policy advocacy. The organisations often work with major national CSO networks and are involved with national/regional networks and policy forums. The focus of the internship is to contribute to improving the ability of poor communities in Vietnam to develop sustainable livelihoods by adapting to climate change. Project activities include helping communities to access the benefits from reducing emission from deforestation and forest degradation - and sustainably managing their forests. Join this climate change internship in Vietnam and play a part of local and global change.

## Role of the Intern

Your internship will be shaped by the project priorities and activities at the time of your placement and may include:

- Assisting with the development of project concept notes and proposals to support short and long-term climate change strategy.
- Assisting with writing and editing website content, newsletter articles and reports relating to climate change, forest management and environment fields.
- Support the development, management and implementation of climate change projects, including undertaking needs/vulnerability assessments and conducting baseline surveys.
- Train local staff.
- Participate in other related activities of the organization and engage/liase with partners through climate change networks.

You will be asked to do other research and administrative tasks as part of your role. Interns will be asked to produce an end of placement report or presentation so that you can reflect on your learning and share recommendations with the local project team. It is recommended that you bring a laptop with you for this and other project activities.

## Skills required

If you are studying or have experience in environmental science, renewable energy or climate change this could be an excellent placement for you. NGOs are looking for interns who are passionate, highly motivated and able to use their initiative. It goes without saying that you must be diligent, highly motivated and able to manage your time. You will be working with a team where good communication and team working competencies are important too. You will need to send your CV/resume to highlight your skills, experience and interests before being accepted onto this internship.

## Why choose this project

- ✓ Gain hands-on experience supporting your studies on this climate change internship in Vietnam.
- ✓ Get practical experience while understanding how global and local change are being addressed abroad.
- ✓ Develop a network of professional abroad, while adding a unique experience to your C.V. / Resume.

## Project location

Depending on your placement, you will either be in Ho Chi Minh or Hanoi. Ho Chi Minh City, formerly name is Saigon, is the largest city in Vietnam. It is one of Vietnam most famous seaside towns and as a result, there are plenty of tourist attractions. People in Ho Chi Minh are generally good natured, honest and fun. They may ask you slightly personal questions at times but that is because they are curious and interested in western culture. They are hardworking people who are down to earth. If your placement is in Hanoi, you'll find out that Hanoi, somewhat unjustly, remains less popular than Ho Chi Minh City. Yet, the Vietnamese capital of Hanoi provides a full-scale assault on the senses. Its crumbly, lemon-hued colonial architecture is a feast for the eyes; swarms of buzzing motorbikes invade the ear, while the delicate scents and tastes of delicious street food can be found all across a city.

## Project facts

**Duration:** 8 - 12 weeks, longer terms available. Minimum of 8 weeks recommended to have better chances to find a placement and get the most experience  
**Requirements:** age 18+  
**Location:** Ho Chi Minh City or Hanoi or some regional placements in Vietnam depending on specialty  
**Working hours:** Monday - Friday, 30 hours per week  
**Project availability:** All year round apart from mid-January to mid-February due to Lunar New Year Celebrations. RECRUITING FOR FALL 2021  
**Arrival day:** First and Third Thursdays of the month

## What's included

**Accommodation:** individual studio or individual room in shared apartment with 3 other students/young professional.  
**Airport pick up:** pick-up and drop off from Ho Chi Minh International Airport or Noi Bai Airport  
**Training:** pre-departure pack, pre-departure & on-site orientation including cultural awareness & learning reflection document  
**Support:** 24-hour support + Local Buddy  
**Local phone with Vietnamese SIM**  
**City tour & cultural excursion:** for Hanoi placement, you will get a 1-day tour of Ha Long Bay, for Ho Chi Ming City, you will get a 1-day tour of Mekong Delta  
**Excursions:** Staff will help plan cultural visits (activity prices will be extra)  
**Visa process fee and guidance**  
**Certificate on completion of internship**  
**Supervision from qualified professional**

## What's not

Flights  
Insurance  
Visas  
Electricity bills  
Transfers to and from your placement  
Police/Government Background Check; US and UK citizens will be processed through Kaya (admin fee applies) all other nationalities must provide local police check.

# Community Volunteering and Teaching in Southern Vietnam

## The project

Bring your caring and sharing approach to life and participate in community volunteering in Southern Vietnam and help local centres with the care and activities supporting infant children and orphaned children as well as children who are HIV+ and children who have disabilities. The centres look after vulnerable kids in a daycare centre and residential capacity. Help is always needed to give the residents and visitors more one-on-one care. Individual attention is vital to improve the well-being of the people which is why the projects are seeking the inputs of volunteers. These groups of vulnerable children are welcome at the centres and not only do they receive meals and basic care, but they also participate in activities to make their time enjoyable. Come and volunteer with Kaya at one of these centres and bring extra support to the local staff with essential services provided to the communities.

## Role of the volunteer

Volunteers will be supporting the overstretched local staff in their duties. Volunteers can choose to focus on one of the following community projects:

- **Infant Children and Orphaned Children** - engage teaching activities such as teaching English, Math, Computers / IT and creative subjects, music Lessons and practice (if you play an instrument), sports instructions or help with homework.
- **Children who are HIV+** - support this daycare centre and children's home while caring for children who are HIV+ through assisting teachers, helping at meal times, helping with sensory development activities, teaching the children songs, games and activities and assisting with homework.
- **Children with disabilities** - at this centre, the children have mental and physical disabilities and you can get involved by helping with daily care, assisting with mealtimes and trips to the bathroom, running activities such as arts and games and generally helping the children with their mobility

Volunteers should bring a positive attitude and help where needed on these placements.

## Skills required

This project is very suitable for those volunteers who can bring their enthusiasm, kind nature and willingness to help others. No specific areas of expertise or skills are sought as this placement relies heavily on compassion and an interest in others. Some of the tasks are not glamorous but it is a very worthwhile placement. The project is looking for volunteers who like to work as part of a team but who are able to use their own initiative when required. You will be asked to send your CV/resume to identify your skills, experience and interests before being accepted onto this project.

## Why choose this project

- ✓ Gain an incredible insight into how the welfare of vulnerable members of Vietnamese society is addressed and be a part of that process.
- ✓ Give an extra hand to the local centres that help vulnerable children in desperate need for help, and make the beneficiaries experience a little more fun.
- ✓ Gain an international network of friends and grow personally through your experiences on the project and during your time in Vietnam, all that while building experience for your CV/Resume.

## Project location

The projects are located in Ho Chi Minh City, also known as Saigon, in southern Vietnam. Ho Chi Minh is the largest city in Vietnam and is an economic hub as shown with a variety of bars, restaurants and hotels present in any thriving city. The former presence of the French is evident in some of the buildings with their colonial architecture dispersed amongst pagodas and Russian style apartment blocks. Popular attractions in the city are the museums and the Jade Emperor Pagoda. On the weekend, why not take a boat trip on the Mekong Delta and explore the floating villages and take in the wide paddy fields. For those of you interested in the Vietnam War, head to the Cu Chi tunnels and perhaps follow this up with a relaxing dip in the sea at Hi Coc. Vietnam has plenty to offer and if you have time after your volunteering placement you could easily travel by train or bus to explore this country of contrast or alternatively visit Cambodia, just over the border from Ho Chi Minh.

## Project facts

**Duration:** 2 - 26 weeks  
**Requirements:** age 16+  
**Location:** Ho Chi Minh City, Vietnam  
**Working hours:** Monday - Friday, 5 - 6 hours per day  
**Project availability:** all year around  
**Arrival day:** Monday, twice per month.

## What's included

**Accommodation:** Shared room in a volunteer house  
**Meals:** 3 meals per day Monday - Friday (packed lunches at lunchtime)  
**Airport pick up:** Airport pick up and drop off from Tan Son Nhat International airport  
**Training:** Pre-departure packs, on-site orientation including cultural awareness  
**Activities:** Local cooking demonstration and dinner with a local family  
**Support:** 24-hour support  
**Internet access:** available

## What's not

Flights  
 Insurance  
 Visas

Police/Government Background Check; US and UK citizens will be processed through Kaya (admin fee applies) all other nationalities must provide local police check.

Optional weekend excursions to Mekong Delta on your first weekend of the placement and Mui Ne on your second weekend of the placement (£235 / \$412 additional fee for both excursions)

# Medical and Healthcare Internship in Vietnam

VIETNAM

## The project

Join a medical and healthcare internship placement in either Ho Chi Minh or Hanoi depending on your field of activity and how customized you need your internship to be. You may choose to focus on a variety of specialists areas, including critical care, acupuncture optometry and nursing:

- **Critical Care** – You will be exposed to the essentials of critical care including computer based training, labs skills, EKG training, trauma case studies and other clinical work.
- **Acupuncture** – This is a great internship to experience Vietnamese traditional medicine and master some basic knowledge and methods. Not only you will learn about how to carry out primary treatment, but you will also be exposed to unconventional ways to treat patients like using acupuncture as an analgesic.
- **Nursing** – You will be able to improve your skills in assessing a patient's health problem and needs by formulating a nursing diagnosis as well as develop and implement the patient's nursing plan. Depending on your interest, you may have the chance to look at different types of patients including paediatrics, orthopaedics or emergency medicine amongst others.
- **Optometry** – Assist staff within the optometry department of the hospital

## Role of the Intern

Your internship will be shaped by your desires prior to your arrival, and then will meet patients' priorities at the time of your placement. You will work alongside locally trained staff and will be supervised by a professional within your field of study at the time of your internship. You will develop professional on-the-job training in a foreign environment as well as build your business network. Note that all interns are asked to produce a report or a presentation at the end of their placement to reflect on your learnings and share recommendations with the local project team. It is recommended that you bring a laptop with you.

## Skills required

This placement requires you to be enrolled in university, graduated or have relevant work experience in the field of interest. You must be fluent in English to be able to communicate with the patients and local staff. You must also demonstrate computer skills as well as soft skills and interpersonal skills. Teamwork, time management, ability to present and communicate effectively are essential to be successful throughout this internship. You will be required to provide a CV/resume to identify your skills, experience and interests as part of the internship recruitment placement.

## Why choose this project

- ✓ Support the local community in Vietnam as well as be exposed to various kinds of practices and diseases you might not see back home.
- ✓ Strengthen your clinical skills, healthcare judgments and manage your time juggling with many patients specific to your field of study.
- ✓ Further your study upon your return back home.

## Project location

Depending on your specialization, you will either be living in bustling Ho Chi Minh City or traditional Hanoi. Both cities offer different lifestyles, but will also give you both the opportunities to explore the Vietnamese culture and traditions. You will be able to explore its heritage via museums, temples, shopping malls and food stands. If you are staying in Ho Chi Minh, at weekends, head outside the city to explore the underground world of the infamous Chu Chi Tunnels. If you want to get away from the bustle of the city, we recommend you head to the beach – perhaps Nha Trang or Danang or go on a pagoda trip on the Upper Mekong River to explore the country landscape of Vietnam. Lastly, allow time at the end of your trip to take a train to the north and see more of this stunning country such as Hanoi and Halong Bay.

If you are staying in Hanoi, explore the city by going to the Old Quarter, the Temple of Literature & National University, the Ngoc Son Temple, Chua Tran Quoc, the Vietnam Museum of Ethnology, Thanh Chuong Viet Palace or enjoy a walk by Hoan Kiem Lake to see the Thap Rua Tower, or go hike Ba Vi National Park. You may also plan a day out to Halong Bay or Hoa Lu and Tam Coc. You may also want to go explore the growing city of Ho Chi Minh.

## Project facts

**Duration:** 4 weeks; Minimum of 8 weeks recommended to have better chances to find a placement and get the most experience

**Requirements:** age 18+

**Location:** Ho Chi Minh City or Hanoi or some regional placements in Vietnam depending on specialty

**Working hours:** Monday - Friday, 30 hours per week

**Project availability:** all year round, apart from mid-January to mid-February due to Lunar New Year Celebrations. RECRUITING FOR FALL 2021

**Arrival day:** First and Third Thursdays of the month

## What's included

**Accommodation:** single room in a shared apartment with 3 other students/young professional or individual studio apartment.

**Airport pick up:** pick-up and drop off from Ho Chi Minh International Airport or Noi Bai Airport

**Training:** pre-departure pack, pre-departure & on-site orientation including cultural awareness & learning reflection document

**Support:** 24-hour support + Local Buddy

**Local phone with Vietnamese SIM**

**City tour & cultural excursion:** for Hanoi placement, you will get a 1-day tour of Ha Long Bay, for Ho Chi Ming City, you will get a 1-day tour of Mekong Delta

**Excursions:** Staff will help plan cultural visits (activity prices will be extra)

**Visa process fee and guidance**

**Certificate on completion of internship  
Supervision from qualified professional**

## What's not

Flights

Insurance

Visas

Electricity bills

Transfers to and from your placement

Police/Government Background Check; US and UK citizens will be processed through Kaya (admin fee applies) all other nationalities must provide local police check.

# NGO Business Development Internship in Vietnam

VIETNAM

## The project

Vietnam's significance in South East Asia is emerging as an attractive country for business. Through this internship, you will be able to assist local NGOs as well as local members of the community to expand their reach. This is a great opportunity for furthering your career. Whether you want to learn about marketing, communication, microfinance, NGO management or event management, we have the right place for you! Join our NGO Business internship in Vietnam and develop your business knowledge by working with a local NGO. Depending on your field of study and your personal interest, you may focus on project funding, project marketing, marketing products locally, microfinance loan identification, NGO strategy, event management or market research.

This internship focuses on helping local Vietnamese doing business and increasing their income, whether it's concentrating on helping them market their product, helping them identify a source of revenues if they live in a rural area, raising money, etc. There are several types of NGOs that are looking for assistance and can be matched with your skills and interests. Depending on your specialty, you may be able to:

- Join a communication department to assist with project funding request or project marketing and communication
- Join a project targeting livelihoods for women or farmers and advise them on how to increase their income
- Join a micro-finance project and help increase awareness
- Join a social enterprise or NGO to assist with their sales, marketing, and event development

## Role of the Intern

Your internship will be shaped by the placement that is most suited to your studies. You will work with local experts and may be involved in:

- **Market Research Internship** – conduct research on different Vietnamese economic sectors, data sourcing, data mining, data crunching, financial data analysis...etc.
- **Strategic Business Internship** – coordinate product development and assist with launching campaigns, research product trends and analyze the data to present to the management team.
- **Marketing Internship** – assist with the planning and implementing of all marketing activities including organizing events, copywriting, proofreading, editing, writing blogs, making videos...etc.
- **Project management Internship** – help organize work sessions on project management through controlling quality, lead-time, and productivity.

Interns will be asked to produce an end of placement report or presentation to reflect on your learning and share recommendations with the local project team. It is recommended that you bring a laptop with you to enable you to do this, and other project activities.

## Skills required

If you are studying or have experience in any field of business, this is a placement for you. You must be diligent, highly motivated and able to manage your time. You will be working with a team, so good communication and team working competencies are important. You will be asked to send your CV/resume to identify your skills, experience, and interests before being accepted onto this internship.

## Why choose this project

- ✓ Gain professional on-the-job training, building your own business network, developing project management skills while working directly with an organization that focuses on your specialty.
- ✓ Get a reference letter based on your good performances, as well as a certificate of completion to be used when you start applying for jobs back home.
- ✓ Develop new skills including data sourcing, research, financial analysis, planning and organizing events, writing, video-making, photo-shooting, etc

## Project location

Depending on your specialty, you will be placed in either Hanoi or Ho Chi Minh. Ho Chi Minh (formerly known as Saigon) is well known for being very high energy. The chaos of the city mixes with the timeless alleys, traditional temples and modern malls and skyscrapers. Ho Chi Minh is Vietnam's largest city and is the country centre of commerce.

Hanoi is known to be a cultural city and very multicultural and cosmopolitan with a lot of expats. It is the capital city of Vietnam and has a very different vibe from Ho Chi Minh City. Because the city was less affected by the war, the Vietnamese cultural influence is much more noticeable.

## Project facts

**Duration:** 8 - 12 weeks, longer terms available. Minimum of 8 weeks recommended to have better chances to find a placement and get the most experience

**Requirements:** age 18+

**Location:** Ho Chi Minh City or Hanoi or some regional placements in Vietnam depending on specialty

**Working hours:** Monday - Friday, 30 hours per week

**Project availability:** All year round apart from mid-January to mid-February due to Lunar New Year Celebrations. RECRUITING FOR FALL 2021

**Arrival day:** First and Third Thursdays of the month

## What's included

**Accommodation:** single room in a shared apartment with 3 other students/young professional or individual studio apartment.

**Airport pick up:** pick-up and drop off from Ho Chi Minh International Airport or Noi Bai Airport

**Training:** pre-departure pack, pre-departure & on-site orientation including cultural awareness & learning reflection document

**Support:** 24-hour support + Local Buddy

**Local phone with Vietnamese SIM**

**City tour & cultural excursion:** for Hanoi placement, you will get a 1-day tour of Ha Long Bay, for Ho Chi Minh City, you will get a 1-day tour of Mekong Delta

**Excursions:** Staff will help plan cultural visits (activity prices will be extra)

**Visa process fee and guidance**

**Certificate on completion of internship**

**Supervision from qualified professional**

## What's not

Flights

Insurance

Visas

Electricity bills

Transfers to and from your placement

Police/Government Background Check; US and UK citizens will be processed through Kaya (admin fee applies) all other nationalities must provide local police check.



# Occupational Therapy Internship in Vietnam

VIETNAM

## The project

Join our occupational therapy internship in Vietnam in Ho Chi Minh City and develop your awareness of working practices at a rehabilitation hospital. The hospital is the very first hospital specialising in orthopaedics and rehabilitation in the whole southern region of Vietnam. Its main mission involves the diagnosis and treatment of patients with orthopaedic issues, or are recovering from trauma surgery and motor function illnesses. The patient demographic is diverse and since its foundation 28 years ago, the hospital has done almost 10,000 surgeries, provided medical treatment for more than 280,000 people with motor function problems and has manufactured more than 20,500 orthopaedic devices. Approaches to treatment include physiotherapy and electrotherapy. Come to Ho Chi Minh City and gain incredible first-hand experience of the diagnosis and treatment of patients in a leading medical centre.

## Role of the Intern

Your internship will be shaped by the priorities and patients at the time of your placement but you will have the opportunity to see a range of ailments and therapies in practice. You will follow a programme similar to the following:

- Week 1-3 Introduction and physiotherapy room
- Week 4-6 Occupational therapy room
- Week 7-8 Electro therapy room
- Week 9-10 Shadow doctors making a diagnosis in neurology, trauma and neuromuscular diseases

You will work alongside locally trained staff and will be supervised by the head of Rehabilitation Dept at the hospital. All interns are asked to produce an end of placement report or presentation so that you can reflect on your learning and share recommendations with the local project team. It is recommended that you bring a laptop with you to enable you to do this and other project activities.

## Skills required

If you are studying or have experience in medicine, human physiology or occupational health this could be an excellent placement for you. You must be diligent, highly motivated and able to manage your time and make the most out of your placement. Good communication skills and team working competencies are important too. You will be asked to send your CV/resume to identify your skills, experience and interests as part of the internship recruitment placement.

## Why choose this project

- ✓ Gain hands-on experience supporting your studies on this occupational therapy internship in Vietnam.
- ✓ Provide an extra pair of hands, support patients, and be provided with professional on-the-job training.
- ✓ Contribute to this professional exchange by sharing working practices, technologies and strategies from their home countries.

## Project location

Living in Ho Chi Minh City, you will have opportunities to explore how the new and the old mix in this busy city where motorbikes are in abundance. With restaurants and food stalls, there is plenty to tempt you. There are museums, art galleries, temples and of course, shopping malls! At weekends explore the city or head further afield to explore the underground world of the infamous Chu Chi Tunnels. If you want to get away from the hustle and bustle then head to the beach - perhaps Nha Trang or Danang will provide a good refuge? And if you do have the time then take the train to the north of this stunning country and explore Hanoi and Halong Bay.

For those of you staying in Hanoi, Hanoi, you will find that it remains somewhat unjustly less popular than Ho Chi Minh City. Yet, the Vietnamese capital of Hanoi provides a full-scale assault on the senses. Its crumbly, lemon-hued colonial architecture is a feast for the eyes; swarms of buzzing motorbikes invade the ear, while the delicate scents and tastes of delicious street food can be found all across a city.

## Project facts

**Duration:** 4 weeks; Minimum of 8 weeks recommended to have better chances to find a placement and get the most experience

**Requirements:** age 18+

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**Working hours:** Monday - Friday, 30 hours per week

**Project availability:** all year round, apart from mid-January to mid-February due to Lunar New Year Celebrations. RECRUITING FOR FALL 2021

**Arrival day:** First and Third Thursdays of the month

## What's included

**Accommodation:** individual studio apartment or individual room in a shared apartment with 3 other students/young professional.

**Airport pick up:** pick-up and drop off from Ho Chi Minh International Airport or Noi Bai Airport

**Training:** pre-departure pack, pre-departure & on-site orientation including cultural awareness & learning reflection document

**Support:** 24-hour support + Local Buddy

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**City tour & cultural excursion:** for Hanoi placement, you will get a 1-day tour of Ha Long Bay, for Ho Chi Ming City, you will get a 1-day tour of Mekong Delta

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**Visa process fee and guidance**

**Certificate on completion of internship  
Supervision from qualified professional**

## What's not

Flights

Insurance

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Electricity bills

Transfers to and from your placement

Police/Government Background Check; US and UK citizens will be processed through Kaya (admin fee applies) all other nationalities must provide local police check.

## The project

Join our social work internship in Vietnam and work with local NGOs focusing on a range of issues such as gender based violence and helping those living in poverty. Promoting human rights with a range of focuses, these NGOs are taking a lead in social movements. One organisation tackles access issues associated with poverty such as education, health, clean water and sanitation while another concentrates on the rights of women and children who have been victims of abuse. Vietnam has seen lots of changes in recent years as a result of its fast growing economy which have led to a range of social problems. Join us in Vietnam and work with local NGOs efforts to support those that need it the most.

## Role of the Intern

Your internship will be shaped by the priorities of the NGO at the time of your placement and may include:

- Assisting with public outreach
- Developing training programs
- Help counsel clients and
- Develop resources, prepare reports and proposals for fundraising activities
- Update and manage client database
- Help develop and deliver public awareness programs.

Some research and administrative support work may also be part of your duties.

You will be required to produce an end of placement report or presentation so that you can reflect on your learning and share recommendations with the local project team. It is recommended that you bring a laptop with you to enable you to do this and other project activities.

## Skills required

If you are studying or have experience of social work, family or human studies or community development, this could be an excellent placement for you. It goes without saying that you must be diligent, highly motivated and able to manage your time. You will be working with a team and vulnerable people so good communication and team working competencies are important. Presentation, decision-making and an ability to work under pressure are also essential.

You will be asked to send your CV/resume to identify your skills, experience and interests before being accepted onto this internship. As with all of our internships you will be asked to bring a laptop to enable you to produce your end of placement presentation.

## Why choose this project

- ✓ Gain hands-on experience supporting your studies on this Social work internship in Vietnam as well as learn about the challenges facing local staff.
- ✓ Add a big winning feature to your CV/Resume and access various opportunities of pursuing your own global career.
- ✓ Exchanging ideas and experiences and help the local community with your "out the box" perspective.

## Project location

You will have opportunities to explore Ho Chi Minh City in the evenings and at the weekend during your time in Vietnam, visiting the new and the old. There are restaurants and food stalls to tempt you as well as museums, art galleries, temples and of course, shopping malls! You can also go further afield to explore the underground world of the infamous Chu Chi Tunnels. And if you want to get away from the bustle and bustle why not head to the beach - perhaps Nha Trang or Danang will provide a good refuge? If you have time after your internship why not travel to neighbouring Cambodia to gain a different perspective on life in this region.

If your placement is in Hanoi, you will find that somewhat unjustly, it remains less popular than Ho Chi Minh City. Yet, the Vietnamese capital of Hanoi will intrigue you with its crumbly, lemon-hued colonial architecture, its buzzing motorbikes, and the variety of delicious street food.

## Project facts

**Duration:** 8 to 24 weeks. Minimum of 8 weeks recommended to have better chances to find a placement and get the most out of the experience

**Requirements:** age 18+

**Location:** Ho Chi Minh City or Hanoi or some regional placements in Vietnam depending on specialty

**Working hours:** Monday - Friday, 30 hours per week

**Project availability:** all year round, apart from mid-January to mid-February due to Lunar New Year Celebrations. RECRUITING FOR FALL 2021

**Arrival day:** First and Third Thursdays of the month

## What's included

**Accommodation:** individual studio or individual room in a shared apartment with 3 other students/young professional.

**Airport pick up:** pick-up and drop off from Ho Chi Minh International Airport or Noi Bai Airport

**Training:** pre-departure pack, pre-departure & on-site orientation including cultural awareness & learning reflection document

**Support:** 24-hour support + Local Buddy

**Local phone with Vietnamese SIM**

**City tour & cultural excursion:** for Hanoi placement, you will get a 1-day tour of Ha Long Bay, for Ho Chi Min City, you will get a 1-day tour of Mekong Delta

**Excursions:** Staff will help plan cultural visits (activity prices will be extra)

**Visa process fee and guidance**

**Certificate on completion of internship**  
**Supervision from qualified professional**

## What's not

Flights

Insurance

Visas

Electricity bills

Transfers to and from your placement

Police/Government Background Check; US and UK citizens will be processed through Kaya (admin fee applies) all other nationalities must provide local police check.

# Water Pollution And Environmental Engineering Internship In Vietnam

VIETNAM

## The project

Join our water pollution and environmental engineering internship in Vietnam and work at one of a number of organisations gaining a great reputation for their work in the field of environmental remediation. One organisation, running since 2008, is a leading business in environmental engineering, contributing to the improvement and rehabilitation of polluted environments in Vietnam. The company provides treatment systems for wastewater, exhaust, dust, solid and medical waste, and drilling services for geological and water exploration and groundwater extraction. It also assists with environmental analysis, chemical concentration analysis (biochemistry) and environmental impact assessment as well as environmental technologies. Another focuses on coastal and marine sites with an emphasis on waste management and environmental protection. Join this internship and gain first-hand insight into research and practical solutions to water pollution and environmental management in Vietnam.

## Role of the Intern

Your internship will be shaped by the priorities and work at the time of your placement and may include:

- Join the investigation - design and construction team for different environmental remediation projects
- Join the testing - analysis and inspection teams for different environmental remediation projects
- Assist with the production of reports on the progress of the environmental remediation projects to Executive Board and Department of Technology.

You may be exposed to renewable energy technologies and participate in a number of site visits. During your placement, you will be supervised by a renewable energy sector leader. Interns will be asked to produce an end of placement report or presentation so that you can reflect on your learning and share recommendations with the local project team. It is recommended that you bring a laptop with you to enable you to do this and other project activities.

## Skills required

If you are studying or have experience of environmental engineering, chemical engineering, combustion technology or renewable resource management this could be an excellent placement for you. You should be diligent, highly motivated and able to manage your time as well as having good communication and team working competencies. You will be asked to provide a copy of your CV/resume to identify your skills, experience and interests before being accepted onto this internship.

## Why choose this project

- ✓ Gain hands-on experience supporting your environmental or chemical engineering studies through participating in consultations, testing, implementation or research.
- ✓ Use the knowledge gained through studies or practical experience and apply it to an incredible internship.
- ✓ Share your knowledge gained through your studies with local teams and expand your network.

## Project location

Living in Ho Chi Minh City, you should take advantage of the chance to get to know your buddy and explore local hot spots. Discover the museums, temples and street cafes which are filled with local life. There are museums, art galleries, temples and of course, shopping malls! At weekends, why not head further afield to the underground world of the infamous Chu Chi Tunnels, or even the visit Hue where the bridge changes colour at night.

If your placement is located in Hanoi, you will discover the charm of centuries-old architecture blended with a rich culture influenced by Southeast Asian, Chinese and French. During your free time, visit the Old Quarter and watch out for the surge of scooters on your way there!

## Project facts

**Duration:** 8 - 12 weeks, longer terms available. Minimum of 8 weeks recommended to have better chances to find a placement and get the most experience  
**Requirements:** age 18+  
**Location:** Ho Chi Minh City or Hanoi or some regional placements in Vietnam depending on specialty  
**Working hours:** Monday - Friday, 30 hours per week  
**Project availability:** All year round apart from mid-January to mid-February due to Lunar New Year Celebrations. RECRUITING FOR FALL 2021  
**Arrival day:** First and Third Thursdays of the month

## What's included

**Accommodation:** Individual studio or individual room in a shared apartment with 3 other students/young professional.  
**Airport pick up:** pick-up and drop off from Ho Chi Minh International Airport or Noi Bai Airport  
**Training:** pre-departure pack, pre-departure & on-site orientation including cultural awareness & learning reflection document  
**Support:** 24-hour support + Local Buddy  
**Local phone with Vietnamese SIM**  
**City tour & cultural excursion:** for Hanoi placement, you will get a 1-day tour of Ha Long Bay, for Ho Chi Minh City, you will get a 1-day tour of Mekong Delta  
**Excursions:** Staff will help plan cultural visits (activity prices will be extra)  
**Visa process fee and guidance**  
**Certificate on completion of internship**  
**Supervision from qualified professional**

## What's not

Flights  
Insurance  
Visas  
Electricity bills  
Transfers to and from your placement  
Police/Government Background Check; US and UK citizens will be processed through Kaya (admin fee applies) all other nationalities must provide local police check.

## Project Costs for Vietnam

COUNTRY	PROJECT	2 WEEKS PRICING		4 WEEKS PRICING		EXTRA WEEKLY PRICING	
		Price GBP (£)	Price USD (\$)	Price GBP (£)	Price USD (\$)	Price GBP (£)	Price USD (\$)
Vietnam	Agriculture Internship In Vietnam	N/A	N/A	N/A	N/A	£199	\$310
Vietnam	Climate Change Internship In Vietnam	N/A	N/A	N/A	N/A	£199	\$310
Vietnam	Community Volunteering and Teaching in Southern Vietnam	£920	\$1437	£1238	\$1932	£156	\$244
Vietnam	Medical and Healthcare Internship in Vietnam	N/A	N/A	£2464	\$3847	£199	\$310
Vietnam	NGO Business Development Internship in Vietnam	N/A	N/A	N/A	N/A	£199	\$310
Vietnam	Occupational Therapy Internship in Vietnam	N/A	N/A	£2464	\$3847	£199	\$310
Vietnam	Social Work Internship in Vietnam	N/A	N/A	N/A	N/A	£199	\$310
Vietnam	Water Pollution And Environmental Engineering Internship In Vietnam	N/A	N/A	N/A	N/A	£199	\$310

# Program Agreement, Terms and Conditions

Thank you for choosing to apply for placement on a Kaya programme. We are committed to providing you the best support as you prepare for the experience of a lifetime, which is why we have laid down the following terms and conditions. By checking the agreement of these terms and conditions you have accepted to abide by the rules laid down in this agreement, and we suggest that you read the details carefully and speak to us if you require any further clarification. Please note there may be additional conditions that apply to individual placements.

## Program Agreement Terms and Conditions

**NOTE: The current terms outlined include temporary accommodations made to address the current Covid-19 global pandemic. We have called these Kaya Amended Coronavirus Terms – Kaya ACT. These temporary terms are outlined alongside Kaya regular terms and conditions and may be amended at any time. These are all shown in red for easy identification.**

## Deadlines, Dates and Prices

Applications are accepted throughout the year and are subject to limited space availability. Programs are priced individually and displayed on the Kaya website alongside each project. Deadlines are based on the dates of the desired placement. Some programs and project placements fill up prior to their published application deadlines. Apply early to secure your space. Important deadlines for the Kaya Programs are:

### Early Application

Application can be made up to 1 year in advance, however, arrangement and communication of the program specifics will commence 2-3 months prior to program start.

### Application Deadline

Programs have varying deadlines. Most are around 3 months prior to the program start. Last-minute bookings will be considered on an individual basis. Last-minute bookings are advised that their placement arrangements may require more flexibility to accommodate.

### Total Fee Due

60 days prior to program start – unless specified for a particular project

### Late Payment

Payment deadlines are displayed on the invoices provided. It is important to meet these deadlines to secure your placement, and missing these deadlines may result in the cancellation of your placement. Where a payment extension is requested, this will be considered on a case-by-case basis and will incur a late payment fee of £35/\$60 basis.

Program Start and Finish Dates, Current Prices, and “What’s Included” are displayed on the Kaya website alongside each project. Details shown on printed materials are subject to change. Projects prices are reviewed annually and bookings for the following year may differ from those listed. Payments may be made in GBP or US\$.

## Application Instructions

Apply online: <https://www.kayavolunteer.com/book-now>

At the time of initial application, an application fee of GBP£75/ US\$95 is requested. This fee will be deducted from your total program fees. This is a non-refundable fee that enables us to process your application and ensures we work to match you with the best possible placement for your skills, interest, and needs. In the event that the application is rejected by Kaya, this payment will be returned in full. You will be provided the option to “speak to an advisor before submitting your fee”, but please note that your application may not be completed until payment of this fee is received.

Upon receipt of the application form and fee, we will contact you to arrange an online interview, work with our in-country teams to review your information, and offer you a placement in line with your request. Kaya will contact all applicants within 2 weeks of receipt of the application.

**Confirming your placement:** Once a placement is offered, you will have the option to confirm your placement and dates, and reserve your space with a confirmation fee of GBP£150/ US\$250. This fee will be deducted from your total program fees.

**Kaya ACT:** During the Covid pandemic, this payment will not be requested until travel to that country is possible (the host country borders open to you, and your home country is allowing travel to the host country). These will be deferred until confirmation of travel dates can be provided, at which time applicants may decide whether to proceed with, or cancel their application.

Until your confirmation fee is received we cannot guarantee your space on the program. See Trip Cancellation & Refund Policy below for further details.

**Additional deposit fees:** A small number of our programs have an additional deposit applied by our in-country project partners. You will be notified of this on initial inquiry if this exists for your program. Any payments made will be applied toward the total program fee. These additional deposits are non-refundable in all cases but can be applied to future participation for that specific placement if your placement dates need to be moved.

## Trip Cancellation & Refund Policy

Kaya reserves the right to cancel any program if there are insufficient registrants (where minimum numbers apply) or if Kaya determines it is in the best interest of the applicant's safety and quality of programming to cancel the program. Kaya is not responsible for other costs incurred by applicants preparing for the trip. Should a program be canceled by Kaya, for any reason, applicants will be offered the option of positions in other Kaya Programs or a full refund on all fees paid, minus application fees and bank charges.

**For participants wishing to cancel or shorten their program, the following terms apply:**

- Application fees are non-refundable in all instances for successful applicants. Unsuccessful applicants will be fully refunded.
- Additional deposits, where applicable, are also non-refundable in all instances.
- Confirmation fees: If you decide to cancel, for any reason, any time up to 61 days before travel, we will provide a 50% refund, less application fee, and bank fees.

If the travel status of your program changes prior to your travel dates, and those are likely to interrupt your travel at your booked program time, we will provide a full refund, less application fee, and bank fees. Cancellations made within 60 days before departure will make confirmation fees non-refundable.

- Program fee balance – Payment of all remaining program fees are due 60 days prior to your program start date. Payment of program balance fees prior to this deadline are fully refundable up to 61 days before departure (minus any bank fees incurred). Payments not received by this deadline may result in the cancellation of your program or a late payment surcharge of £35/\$60.

If the travel status of your program changes prior to your travel dates, and those are likely to interrupt your travel at the booked program time, we will provide a full refund, less application fee, and bank fees.

- Under our standard terms, if you decide to cancel or shorten your program within 60 days of your program start, no refunds will be provided.

Individuals who cancel or shorten their program, for any reason (including health, bereavement, and visa issues) less than 60 days prior to the program start or during the program will not receive any refund, and we encourage you to approach your travel insurance to seek compensation in this instance. We are happy to provide proof of payment and cancellation if required. Travel insurance with trip cancellation coverage is strongly encouraged for this reason.

- **Kaya ACT:** Due to the impacts of Covid-19, for programs planned for 2021 we will be providing a more flexible cancellation policy. For programs with start dates in 2021, if you decide to cancel between 60-31 days prior to travel, a 50% refund less application fee and bank fees will be provided. Some programs are exempt from this flexible arrangement and you will be notified of this upon booking. After 30 days, no refunds will be provided.
- **Date Flexibility** – Participants will be permitted to change program dates any time until 2 weeks prior to departure, for any reason, for no additional fees. Last-minute changes will be considered on a case-by-case basis. New dates will be subject to availability. Programs being delayed to a future year may incur program fee increases. Dates must be changed prior to payment deadlines for “payment due” dates to be amended.

# Program Agreement, Terms and Conditions

- If the Participant cancels for any reason, the Participant must notify Kaya in writing. The cancellation will be effective upon receipt of the written notification by Kaya to [info@kayavolunteer.com](mailto:info@kayavolunteer.com). Careful planning goes into developing volunteer and intern programs for every individual applicant. As a result, Kaya and our host communities and partners incur substantial administrative and planning costs, including accommodation reservation fees, prior to the start of each program.
- Kaya strives to ensure sustainable projects and quality programs for Participants. The Refund Policy is defined in an effort to protect and accomplish these goals. Kaya deals with each situation fairly, in consideration of well-established policies, and with the best interests of community members and Participants in mind.

## Date and Project Changes

Upon application, you will receive an interview in which your placement and program dates will be discussed. When you confirm your placement and pay your confirmation fees, we will agree program dates against which your placement will be held. We encourage you to stick to these as the projects plan around your participation. Under standard terms, one (1) date or program change made prior to 60 days before departure will be accommodated for, at no charge, subject to availability. Placements moved to the following year may be subject to price increases. After 1 change has been accommodated for, any future changes made will be subject to an administration charge of GBP£40 / USD\$70 – payable at the time of change. For project changes where the original project incurred an additional deposit, the additional deposit amount will NOT be transferable to your new project.

Date changes requested within 60 days prior to departure will be considered on an individual basis, the original payment deadlines will apply and changes will be subject to an administration charge of GBP£40 / USD\$70 – payable at the time of change. Placement changes within 60 days prior to departure are typically not accommodated for, due to project commitments made at that time.

**Under Kaya ACT, the 60-day deadline outlined for changing program dates without a fee has been reduced to 14 days, with further flexibility considered as a result of travel bans and advisories in place at the time of your placement.**

## Age

Participants must be aged 18 years over at the time of pick up, unless expressly agreed in advance by Kaya. Kaya reserves the right to cancel any application or terminate any placement, without refund, if false proof of age is found to have been supplied.

For participants under 18yrs, who have been accepted onto a Kaya program, parental consent is required and participants agree to our Code of Conduct, which includes strict policies about alcohol consumption. Where accepted, participants under 18yrs will not be offered any different or additional service or treatment to other participants. All participants under 18yrs must participate in an interview and require a reference from a professional person who has known them for over 2 years.

## Program Flexibility

Kaya programs are different from travel or adventure programs. Each development project and work experience placement is unique and often cannot be implemented exactly as planned for a variety of reasons. Itineraries shown are a guide and the order of activities may be shifted in line with factors, including, but not limited to the weather, changing project needs, local regulations and individual situations. Project activities shown cover most areas that you may be asked to get involved, but additional activities may arise that require your assistance and not all activities shown may be carried out in the period of your stay. Applicants are advised that these variables may require changes before or during a program. Part of the challenge and growth opportunity is in adapting to changing conditions and overcoming the obstacles they may present.

## Legal Jurisdiction, Release of Liability and Assumption of Risks

### UK and European Participants:

Participants from the UK and European countries booking their placements on [kayavolunteer.com](http://kayavolunteer.com) enter a contract with Kaya Responsible Travel Ltd., of The Arches, North Campus, Sackville St, Manchester, a company registered in England and Wales (company number 6885700). This contract is governed by English law under the exclusive jurisdiction of English courts.

### Participants from North America and other Non-European countries:

Participants from North America and other Non-European countries booking their placements on [kayavolunteer.com](http://kayavolunteer.com) enter a contract with Kaya Responsible Travel Ltd, part of the Global Educators Inc consortium of 3 Ferry Street, Studio 3-West, Easthampton, MA, a company registered in the state of Massachusetts, USA. This contract is governed by the laws of the State of Massachusetts, U.S.A., excluding Massachusetts's conflict of laws rules, regardless of your location. You hereby expressly consent to exclusive jurisdiction and venue in the federal and state courts located in Massachusetts U.S.A., for all matters or disputes arising out of or relating to these Terms and Conditions or your access or use of the Website.

### All Participants:

In organising and managing volunteer projects, work experience placements, group programs, and courses, Kaya, its agents, employees, and staff give notice that they act solely on behalf of and for the benefit of the participants, on the express agreement that Kaya shall not be liable, financially or otherwise, for non-performance or unsatisfactory service; for the injury to persons including death, for loss of or damage to property, for accident or delay, and/or for expenses arising from strikes, weather, quarantine, sickness, government regulation, civil unrest or war, or from any act or omission of Kaya agents or employees, and/or airline, mail services, rail, bus company, vehicle rental entity, hotel, restaurant, or other suppliers of service.

By submitting this application form the participant assumes all of these risks and agrees to indemnify Kaya, its officers, directors, and employees harmless for any and all liability that may arise in connection with participation in the Kaya Programs. Kaya reserves the right to refuse any applicant admission to any program if he or she is deemed ill-suited for the program. Important program information will be sent to the email address provided on the application. Photographs, videotapes, and/or statements of participants may be used in promoting Kaya. Kaya publishes program and project photos on a regular basis on the Kaya website. These photos and videos are available for participants, friends, family, and interested individuals to download, email, or print for personal use. Photography usage for distribution purposes will be considered on an individual basis on application to Kaya.

Participants accept that they will be subjected to various physical and emotional demands and accept that the standard of living, including food, hygiene and accommodation in the relevant country may be below the general standards of their own country. The Participant also understands that certain risks may arise, including, but not limited to, hazards of traveling in remote areas; travel by automobile, van, bus, airplane, boat, train or any other means of conveyance; the forces of nature; civil disturbances; national or international conflicts; terrorism; arbitrary itinerary changes made by foreign governments or vendors; dive related accidents, boat accidents; interacting with dangerous wildlife; personal injury or illness from the local environment; accident or illness in remote locations without immediate evacuation or medical facilities; or negligent acts of third parties. The Participant asserts that they know, understands and appreciate these and other risks inherent in the program, agrees that participation is completely voluntary and assumes all risk associated with the program.

Kaya shall have no responsibility for any activities undertaken by the Participant outside the scope of those directly relating to the program, including activities that may have been recommended by Kaya staff, or it's partners, within the location. For all excursion activities, Kaya acts as an agent, not a principle of the activity. Any information provided by Kaya, including but not limited to information about visas, vaccinations, healthcare, climate, group sizes and packing requirements is given in good faith for information and educational purposes only but without responsibility on the part of Kaya or it's partners.

## Travel Documents and Insurance

All participants must possess a valid passport for their Kaya trip. Participants are responsible for any costs associated with visas, airport taxes, obtaining the proper travel documents for their trip, and changes to flight itineraries. All participants must have valid, comprehensive health and travel insurance during the time of their program covering risks associated with a 'Force Majeur' event, medical emergencies and repatriation. Details of insurance must be supplied to Kaya prior to commencement of any program. Kaya reserves the right to refuse entry to programs if insurance details are not supplied.

# Program Agreement, Terms and Conditions

## Behavioural Expectations

By joining a Kaya Program, the participant assumes certain obligations to Kaya, its community, and other program participants. If on-site program directors determine a participant fails to meet the behavioural expectations set out in this contract and within Kaya's Code of Conduct document, that participant will be asked to leave the program. Participants asked to leave under these circumstances will not receive a refund. In addition to other program responsibilities, as a program participant you are responsible for:

- Being in sufficient good health to undertake the program.
- Acting in an appropriate and respectful manner towards the local people, fellow travellers, program participants, and staff in accordance with the customs, laws, regulations, and ordinances of the country of placement.
- Following all health and safety protocols and precautions outlined by ground-team members.
- Communicating effectively your interests, skills, limitations, and needs to home community members and program staff members.

## Disclosure

All participants must disclose at the time of application any pre-existing or existing medical conditions (including depression and eating disorders) and disabilities. Some placements may require doctor's notes as a requirement for participation – some of which may be dictated by legal requirements or liability purposes. Any medical conditions arising after Application and prior to Placement must be disclosed to Kaya prior to placement commencement. Kaya reserve the right to refuse applications based on these disclosures, if deemed necessary for the safety of the participant and the project. Kaya operates a policy of non-discrimination and any information provided that may impact an application will be discussed with the applicant prior to any decisions being implemented to establish the basis for any concerns. Kaya reserve the right to cancel any application, or terminate a placement without refund if false information or lack of disclosure is found to have been supplied. Kaya is not held responsible for the administration or monitoring of any medication. While Kaya makes every effort to establish safety conditions and risk assessment, Participants are warned that the general standards of health, safety and hygiene in many countries visited may not be of comparable standard to Western countries and hence a risk of injury and illness is inherent to this venture.

Some placements may require a police criminal background check, conducted by the government. This check shall be carried out at the applicant's expense with guidance from Kaya. Some placements require proof that volunteers are clear of certain medical conditions, through the provision of a health certificate. This check shall be carried out at the applicant's expense.

## Complaints

If a Participant wishes to lodge a complaint in relation to their program, they shall first bring the complaint to the attention of the in-country coordinator, who will make reasonable efforts to deal with and, where possible, resolve the complaint within a reasonable time. If a Participant feels that a complaint is not being dealt with adequately by their in-country coordinator they should then contact the Kaya placement advice team to escalate the issue. If the coordinator is unable to resolve any serious complaint, and the participant chooses to terminate their placement early and depart the project, they shall provide the coordinator with a written version of events leading to their early termination, prior to departure. Refunds cannot be provided for early departure unless extreme circumstances are found, which will be determined at the sole discretion of Kaya. Issues reported after the end of a program that were not reported during the program, giving the site team an opportunity to address the issue in country, will not be considered for any compensation. Participants agree that Kaya shall not be liable for damages or compensation relating to any claim regarding inconvenience, disappointment, discomfort or loss of enjoyment.