



Faculty Handbook

Version 7.8
September 2016

Please note: All faculty participating on programs with AUIP (including graduate students and staff who are acting in an official capacity for the institution) are responsible for, and must be familiar with, the material contained herein, as well as information in the *AUIP Program Handbook*. To provide the most up-to-date information, this handbook is regularly updated and faculty should acquaint themselves with the latest version, which can be found on the AUIP website. This handbook is printed as a pocket version for ease of travel, and it is available in larger print on request.

American Universities International Programs Limited (AUIP)

www.aup.com

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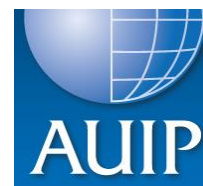
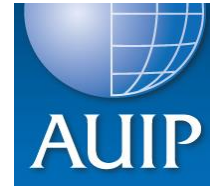


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Welcome and Introduction

We are pleased that you will be working with American Universities International Programs (AUIP) on a study abroad program this year. AUIP is a New Zealand limited liability company, with our main office in Christchurch. We assist institutions with short-term, faculty-led study abroad programs that provide a rigorous academic program for home university credit. The programs have a significant field component where students can explore national parks, forests, wildlife reserves, coastlines, and islands in order to apply specific knowledge they gain in the classroom.

AUIP recognises the importance of helping institutions ensure the well-being of all study abroad participants, including faculty, staff, and students. Faculty have a very different role in study abroad than in the traditional on-campus classroom environment, and while acknowledging that no single plan can address all contingencies, we have developed this *Faculty Handbook* (along with the *Program Handbook*) to help you prepare, plan, and deliver your program as effectively and as safely as possible. You will need to inform AUIP of any policies or procedures contained in the *Faculty Handbook* and/or *Program Handbook* that will not apply to students at your institution. Otherwise, AUIP will assume that all participants on the programs will be expected to comply with the policies and procedures described here.

As the representative (from now on referred to as “faculty”) of the sending institution offering credit for the program, **the first thing you need to do is complete the steps contained in the section, “What You Need to Do Now”**. Please note that AUIP runs programs on a contracted basis for your institution, and as a faculty member of that institution, you are not an employee of AUIP. To the extent that you have any claim (whether relating to employment or otherwise), that claim lies with your home institution, not AUIP. As a faculty member you are participating on programs run by your home institution through AUIP and therefore have no legal relationship or duty with AUIP except to the extent that this is prohibited by law.

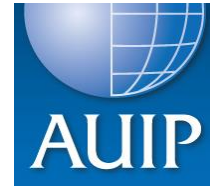
All students who participate on the programs with AUIP must be registered for course credit through your institution and must be accepted by your institution for participation in the program(s). As the faculty member, you will want to work closely with your institution to determine which students are accepted into the program.

Please familiarize yourself with all of the information provided in the *Faculty Handbook* and related materials and do not hesitate to contact our office if you have questions. Again, welcome to the AUIP community, and we wish you all the very best as you embark on your upcoming study abroad experience.

Sincerely,

Mary Ogburn

International Programs and Development Director, American Universities International Programs, Ltd



What You Need to Do Now

Please review this checklist along with the following webpage: <http://auiip.com/faculty/before-departure/>, which has access to all links and downloads described in this checklist. Some of the faculty-only files are password protected as follows:

- a. Username: faculty
- b. Password: shakykiwi

The following details are required for files that students also need to see:

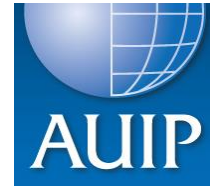
- a. Username: student
- b. Password: littlekiwi

Immediately/Twelve Weeks Before Departure

1. Familiarize yourself with this handbook and inform AUIP of any policies or procedures contained in the *Faculty Handbook* and/or *Program Handbook* that will not apply to students at your institution.
2. Email the Academic Affairs & Student Safety Manager, Dr. Caralyn Purvis (caralyn@auiip.com), your approval (or suggested revisions) of the *Course Reading Packet* (comprised of the quiz, modules, and readings). If AUIP does not receive your approval (and/or your revisions) by the requested timeframe we will assume that all material on file with AUIP is correct and ready for publication. Please also let us know the topic of any lecture/activity you would like to deliver during the program (optional).
3. Email the Academic Affairs & Student Safety Manger, Dr. Caralyn Purvis (caralyn@auiip.com), a copy of your *syllabus* (containing course prefix and number, course title, number of credits, and faculty/instructor name and contact details).
4. Unless your university has specifically opted out of the group flight we offer, please inform your students that the optional group flight can be booked online with STA Travel using the link provided by Helen Beumelburg, University Liaison, or by calling 1.877.777.8717. AUIP will notify you when the flights are ready for booking.
5. Students travelling to Australia will need an Electronic Travel Authority (ETA). If students are completing their flight booking through STA the ETA Australian visa will be processed for them for free, otherwise they can complete the visa process online with the Australian Consulate or contact STA Travel (on 1.877.777.8717) who will assist them to do this. Each ETA costs approximately AUD \$25.
Note: Non-US citizens may not be eligible for an ETA; please check the following link:
www.eta.immi.gov.au.

Eight Weeks Before Departure

1. All program participants (students, faculty, staff, and partners) must familiarise themselves with the AUIP *Program Handbook* (<http://auiip.com/students/before-departure/>) and complete, sign, and return to you:
 - i. Form 1 (*Waiver of Liability, Covenant not to Sue, and Indemnity*) and
 - ii. For Fiji participants only, Form 2 (*Fiji Village Homestay Waiver and Assumption of Risk*)**Note:** Students **cannot** be accepted on an AUIP program unless these forms are signed and delivered to AUIP.
2. Please complete the *Student and Faculty Information* excel file. This file must contain the final list of students, faculty, and spouses participating in the program and no further changes will be permitted without contacting AUIP (since these names and numbers will be used for bookings). **Note:** Bookings cannot be finalised until we receive this information. Any special requirements sent after this date may not be accommodated.
3. Ask students to watch the online Pre-Departure Orientation (<http://auiip.com/students/before-departure/>), complete the quiz, and then email the completed quiz back to you.
4. Review the *Case Scenarios of Health and Safety Incidents for Faculty and Staff on Study Abroad Programs Presentation* (can be found at <http://auiip.com/faculty/before-departure/>). This is a requirement for all faculty and instructors participating in an AUIP program.



Six Weeks Before Departure

1. Complete the *Emergency Information Kit* (EIK) contained in this *Handbook* and mail (or scan and email) to AUIP. (Faculty should also bring a copy of the EIK with them on the program.) **Note:** The EIK must be received **by the deadline** in order for travel bookings to be confirmed.
2. Inform your students that they are required to review the U.S. Department of State Consular Information Sheets (links can be found at <http://auip.com/students/before-departure/>) for the country or countries they will visit.
3. When notified by AUIP, please order your *Course Reading Packet(s)* from Bel-Jean (<https://www.bel-jean.com/collections/study-abroad-auip>) and ask your students to place an order. Please note that the course packets do not include the program syllabus.
4. Inform students enrolled on the Fiji programs that they must view 3 one-hour online lectures before departing the U.S. <http://auip.com/students/before-departure/>.
5. If relevant, please notify your students that they must complete the *Pre-Departure Culture and Geography Quiz* prior to departing the U.S. (found in the *Course Reading Packet*). The quiz is due on Day 1 of the program, unless you assign a different due date.

What You Need to Do During the Program

1. On the last day of the program (a) ask your students to complete the *AUIP Program Evaluation Form* (in the *Course Reading Packet*).
2. Please complete the *Staff Evaluation* provided in your confirmation folder. Your comments, suggestions and recommendations will be used to revise and improve the program for next year.

What You Need to Do After the Program

1. Return by mail to the AUIP office the staff and student program evaluation forms.
2. Schedule a time to Skype or phone conference with the AUIP team to discuss your program report and evaluations.
3. Transport your *Australia* program cell phone back to the U.S. and arrange for safe storage. You will use the same cell phone for next year's program. If it is damaged or lost you will be responsible for replacement. For programs outside of Australia, please return the cell phone to an AUIP representative.

How to Contact AUIP

Contact details for AUIP are as follows:

Address	P.O. Box 3771, Christchurch 8140, New Zealand
Phone (U.S.)	+1.706.621.7843
Phone (NZ)	+64.3.377.4644
Fax (NZ)	+64.3.377.4641
E-mail	info@auip.com
Website	www.auip.com

AUIP Mission and Goals

The mission of AUIP is to foster a global citizenry that respects the diverse cultures and environments of the world in which we live. More specifically, we hope that students who participate in programs with AUIP are



better prepared to use this global knowledge in their home community with both short-term and long-term implications. By forming a consortium of institutions, we are looking to create a learning environment that:

- Emphasises a global knowledge, connectivity, and understanding of human – environment interactions (from multiple disciplines and geo-cultural perspectives).
- Promotes service-learning opportunities and student peer-learning.
- Encourages faculty-student interactions.
- Supports faculty collaboration and networking.

The goal of the programs is to facilitate students' understanding of the subject matter in an interdisciplinary manner. We draw on the expertise of faculty from the sending institutions and local authorities who understand the region, and we integrate field-based, experiential learning with traditional classroom instruction. No prior knowledge of the subject areas or environmental issues is assumed, and the courses and programs are suitable for all undergraduate students. Please refer to the AUIP *Program Handbook* for additional information on program structure.

AUIP Recommended Policies and Procedures

You will need to inform AUIP by email of any policies or procedures contained in the *Faculty Handbook* and/or *Program Handbook* that will not apply to students at your institution prior to departure from the U.S. Otherwise, AUIP will assume that all participants on the programs will be expected to comply with the policies and procedures as described in these handbooks.

Student Disciplinary Action and Probation

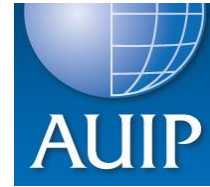
Managing students' behavior in-country is a primary task for faculty on study abroad. In some instances, program participants may begin to display negative behaviour or act in a way contrary to program policies. In these cases, faculty and staff should address the nature of the problem and help the student, whenever possible, to cope with their new surroundings. This might entail helping the student deal with any perceived or real problems associated with cultural adjustment, or it may involve some form of disciplinary action. Clearly, the best way to handle disciplinary problems is to avoid them in the first place. AUIP recommends that faculty discuss student behavioural problems early on and re-emphasize to students the *Agreement for Participation Form* that all students have signed as a condition of acceptance to participate in the study abroad program.

If unacceptable student behaviour warrants disciplinary action (i.e., in the event of an incident/infraction where there is an allegation of a violation of the laws, regulations, and customs of the host country or community or a violation of your university's policies and procedures governing behaviour) and **where such infraction does not cause immediate danger to others**, then a three-tiered course of action is recommended (see below). Whether the behavioural problems are minor or significant, we recommend you make a written record of your observations and discussions with the student and let them know you are documenting his/her exact words. This can be especially effective if the student is using foul language or making accusations. Asking the student to repeat the words while you are writing it down can often be an effective way to prevent future verbal confrontations. Disciplinary action can only be taken by faculty, not by AUIP staff or contractors.

Step 1: Verbal Warning

The initial step is to issue a verbal warning to the student outlining any violations of stated program policies. Verbal warnings are generally appropriate for minor violations or infractions of stated policies such as:

- a student fails to turn up for a scheduled class, event or activity without informing faculty or staff;
- a student is repeatedly late to class; fails to submit a required assignment; is hungover, or falls asleep in class;
- a student shows a lack of consideration for, or rude behaviour towards, another program participant, a scheduled lecturer, group leader, faculty or staff member; or



- a student engages in culturally inappropriate or insensitive behaviour.

We recommend that you not only state what the violations are, but be clearly proactive in what the student must do in order to correct the infraction(s). If necessary, a time frame may be given (e.g. "If the problem isn't corrected by next week, then we will move to the next step.") The student should also be informed that more serious disciplinary action may be required in the event of non-compliance. If there is no improvement in the situation, or if the student has not taken sufficient steps to correct the infringement, then the faculty member should move to the next phase. Please notify AUIP and your university in a timely fashion (preferably within 24 hours) that a verbal warning was issued to a particular student.

Step 2: Written Probation (Academic or Disciplinary)

The second step is to issue a written warning that clearly outlines the infraction and that states the student was given a chance to correct the situation and has not complied with the initial verbal request. Students should be aware that their parents may be informed at this stage. At this time, faculty should issue a clear written statement that:

- explains that the student is on academic or disciplinary probation,
- outlines what is necessary to correct the infraction(s),
- states a specific time frame in which the student must make any necessary improvements, and
- states that if the student does not take serious corrective measures within the given timeframe then dismissal from the program may be warranted.

This step may be useful in situations when students continue to not comply with academic and/or disciplinary program policies (as above). It is warranted in more serious situations when there are major violations of stated program policies (e.g. a student engages in activities that are dangerous to their own health and safety, or to the health and safety of other program participants; repeated violations of culturally acceptable behaviour; damage or destruction of other's property; repeated failure to turn in required assignments; continued unexcused absence from program activities).

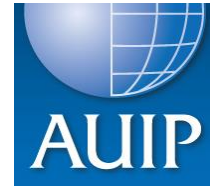
Students should be told that any further offense(s) committed while on probation may result in immediate dismissal. This statement must be signed by both the faculty member and the student, and be shared in a timely fashion (preferably within 24 hours) with AUIP and your university. If there is continued non-compliance, faculty should move towards Step 3. A warning statement should at a minimum include:

- Date and location.
- Detailed description of the undesired behaviour, why it was considered inappropriate, and what actions should be taken to reconcile the undesired behaviour (where appropriate).
- Clearly stated expectations and consequences (including restricted activities, if applicable) that will remain in effect for the duration of the program.
- Indication that this is the final warning and any continuation of the undesirable behaviour will result in immediate dismissal with no refund.

Step 3: Dismissal

Dismissal of a student is the final step and should be given great thought and consideration before adopting. Students who have been given a chance to make amends through Steps 1 and 2, have been warned of possible dismissal, and who continue to refuse to take concrete action to comply with stated program policies may need to be dismissed from the program. Certain activities deemed potentially dangerous to individual safety and program integrity may be grounds for dismissal. These could include:

- Conduct that violates AUIP's recommended or your university's policies and procedures governing study abroad;
- Violation of the laws, rules and regulations, or customs of the host country, community, institution and program;
- Behaviour that is disruptive and detrimental to the group learning process and academic success of the program;



- Conduct that damages or destroys property of another person, institution or organisation;
- Behaviour that gives the university and AUIP reasonable cause to believe that the continued presence of the student on the program constitutes a danger to the health or safety of themselves, other persons or property or threatens the future viability of the program;
- Repeated offenses or severe infractions of the housing rules and regulations as established by the local facilities;
- Alcohol misuse;
- Physical or sexual assault;
- Harassment;
- Possession, use, or distribution of illegal drugs;
- Setting a fire or possession of explosives;
- Possession of a weapon, including BB guns and knives;
- Theft; and
- Repeated inappropriate behaviour for which the student has been warned in writing.

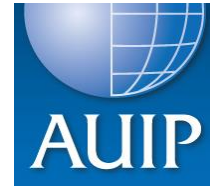
If Step 3 is being discussed or is warranted, all interested parties (the faculty, university and AUIP) should be contacted and consulted before any action is undertaken. AUIP recommends the following course of action for dismissing a student:

1. If you haven't already done so, document the violation(s) and response in writing. Provide a copy to the student, your university, and AUIP.
2. In this letter, the student should be informed he/she is no longer considered a participant in the program and must leave the residence by a designated date and time. Have the student sign and date the statement acknowledging that he/she is no longer a participant. If the student refuses to sign the statement, have a witness sign a statement indicating the student has been dismissed but refuses to sign the form. A sample statement is as follows: "I understand that due to my inappropriate behaviour in violation of the *Agreement for Participation Form* that I signed upon acceptance to the program, I am no longer eligible to participate in this program. There will be no refund of fees and I will be responsible for any and all costs and expenses associated with my return home from the location at which I was dismissed. I also understand that effective immediately I am no longer a study abroad participant under the sponsorship of <insert name of institution> and that my insurance coverage may be affected."
3. Once a student has been dismissed, all efforts should be made to secure the student a flight home. Arrangements should be made for the student to be transported back to the departure airport and, if requested (and at the expense of the student), someone should accompany the student to the airport. If the student refuses to return to the departure airport, this should be noted in written form and signed by the student. (If the student refuses to sign this statement, have a witness sign stating that the student refused to go back to the departure airport.) In Fiji, please accompany the student directly to Nadi airport and make arrangements for their return flight home.

Student Absences and Withdrawals

Non-Emergency Absences from the Program

AUIP recommends that faculty only allow a student to leave the program temporarily if they have given written consent. We suggest you only grant such permission in rare cases (e.g. a short period to attend an event directly related to a student's academic program or degree, or a day off to make a *necessary* visit to a family friend or relative). An exception may be made for students who do not wish to participate in a program activity such as snorkeling or hiking. These activities are voluntary and you can assign students who do not wish to participate an alternate (non-physical, academically related) activity which can take place either with the group (while other students participate in the activity), back at the accommodations, or in an alternate location (e.g., a visitor center when the activity is hiking on trails or snorkeling) and/or at a different time/date than the original program-related activity.



Ultimately, as the supervising faculty leader, you have sole discretion in determining whether a student request to leave the program for a short period is warranted. Students should still be responsible for any required assignments.

Emergency Absences from the Program

Faculty will need to decide what constitutes an emergency absence from the scheduled program and have latitude in determining when an emergency absence is warranted. Examples may include a severe illness or death of a close relative or friend of the program participant. In any event, a student must first discuss any potential emergency absence or withdrawal from the scheduled program with supervising faculty and then receive written permission to be absent for a defined period of time before they are allowed to go on emergency leave. Consultation with your university and AUIP is always recommended.

Both faculty and AUIP staff will need to work with the student to decide if the emergency absence is temporary or permanent (i.e., if the student will return to the program). In most instances, the faculty and/or AUIP staff may need to assist the student, where practical, with any necessary emergency departure preparations, such as obtaining emergency air travel, counseling and support in the event of a catastrophic event. These needs will depend upon the individual circumstances of the situation.

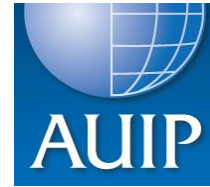
Voluntary Withdrawal from the Program

In some circumstances (e.g., extreme culture shock, severe difficulties in adjusting to the new environment, or mental or physical illness) a student may decide to voluntarily withdraw from the scheduled program. Such situations should first and foremost be treated as an opportunity for counseling, and faculty should make certain that the student understands all the implications and consequences of a withdrawal (e.g., loss of academic credit, financial costs of leaving, etc).

Similar procedures as for the Emergency Absence above apply. Any withdrawing student should complete and sign a statement acknowledging that they have voluntarily withdrawn. In all circumstances, any participant who leaves a scheduled program at any time without permission may not return to it and will be considered "voluntarily withdrawn" from the program. Students traveling independently of the program either during a scheduled break or after the end of a program assume total responsibility for themselves.

AUIP recommends the following course of action for documenting the voluntary withdrawal of a student:

1. Prepare a letter which clearly states that:
 - a. The student is voluntarily withdrawing from *<insert name of program>* at *<insert date and time of withdrawal>* and *<insert location>*.
 - b. The student is no longer considered a participant in the program under the sponsorship of *<insert name of university>*, their insurance coverage may be affected, and they must leave the program by a designated date and time. The student cannot participate in any further program classes, activities, group transportation, accommodations etc.
 - c. AUIP, his/her university, and their employees assume no liability for the student once the student is separated from the program. AUIP and its employees assume no responsibility whatsoever in connection with losses or other damages resulting from a student's withdrawal or dismissal from the program.
 - d. There will be no refund of fees and the student will be responsible for all costs and expenses associated with his or her return home.
2. Both the faculty member and the student should sign and date the letter. If the student refuses to sign the letter, have a witness sign a statement indicating the student has withdrawn but refuses to sign.
3. Once a student has voluntarily withdrawn, all efforts should be made to secure the student a flight home and if requested (and at the expense of the student) someone should accompany the student to the departure airport. In Fiji, please accompany the student directly to Nadi airport and make arrangements for their return flight home.



Please note that individual refunds for all or part of a scheduled program in all cases will need to be taken on a case-by-case basis and discussed with the respective faculty, the sending university, and AUIP. Under no circumstances should faculty or AUIP staff discuss a possible refund with the student without proper authorization from the university and AUIP.

Disabilities, Diversity, and Special Accommodations

All AUIP programs attempt to be inclusive and respectful of the needs, backgrounds and experiences of all its participants. Any participant with a disability (or faculty who knows of a student with a disability) requiring an accommodation or other assistance in a course must inform their faculty member who, in turn, must inform AUIP of the accommodations required when submitting the Emergency Information Kit (EIK). AUIP will make all reasonable attempts to assist students with disabilities so that they are able to participate as fully as possible, if notified in a timely manner that special accommodations are required.

Participants should be aware that some programs involve activities that require moderate exercise, such as hiking and snorkeling, and participation in these activities is voluntary. If any program participant feels that s/he is being treated unfairly in any way, s/he should notify the faculty or AUIP staff immediately.

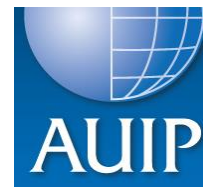
Privacy Rights and FERPA

The Family Educational Rights and Privacy Act (FERPA; 20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. The provisions of FERPA, coupled with the age of majority at eighteen, often come into conflict with (a) the need of AUIP and the institutions to have full information about the participants we serve, and (b) the desire of parents, AUIP, and institutions to be briefed fully when something goes wrong.

This conflict is not unique to study abroad; the issue is faced continually on campuses around the U.S. However, it does pose a more delicate challenge for study abroad because of the heightened sensitivities and the distance. For further information refer to Appendix A of this *Handbook*. Before you access or share academic, medical, or other records of students from your university with AUIP (or others), be certain to check with your university about the legal implications of doing so. Know the circumstances in which you can/cannot share student records with AUIP.

Ethics in Study Abroad

Students are asked to abide by an AUIP Code of Ethics, as stated in the Program Handbook. Likewise, we ask faculty and staff working with AUIP to observe the NAFSA ethics and standards for providing high-quality education and services to participants in international educational exchange. The NAFSA Code of Ethics (see http://www.nafsa.org/Learn_About_NAFSA/Governance_Documents/Ethics_And_Principles/Statement_of_Ethics/NAFSA_s_Statement_of_Ethical_Principles/) sets forth rules for ethical conduct applicable to faculty and staff working in study abroad environments. It does not provide a set of rules that prescribe how faculty and staff should act in all situations. Specific applications of the Code must take into account the context in which it is being considered. In addition to this Code, NAFSA has also enacted guidelines for specific areas of professional practice not applicable to all NAFSA members. These guidelines are set forth in the Principles for International Educational Exchange. For further information, refer to Appendix B of this Handbook.



Homestay Information

If your program contains a student homestay, please make certain that you read the information contained in the Appendix of the Program Handbook concerning homestays and share it with your students before they begin their homestay. Students on the Fiji program are required to sign a waiver for their village homestay (refer to the Program Handbook). A copy of the letter that AUIP provides to Fijian families in preparation for the homestay can be found in Appendix C of this handbook.

Syllabi, Courses and Credits

Before departing on an AUIP program, faculty and students should be thoroughly familiar with the course syllabus. AUIP recognizes that consortium institutions will develop their own specific syllabi and requires that faculty email a copy of their syllabi to AUIP. All students must have paid program fees and correctly registered for courses with their university before the start of the program. No student will be able to participate in the program until all fees (program and tuition) are paid in full and they have completed and signed the following forms (which are to be returned to AUIP): (a) the *Release, Waiver of Liability, and Covenant not to Sue Form* and (b) the *Agreement for Participation Form*.

Students from a university that is offering a program serviced by AUIP will not be permitted to register for another program serviced by AUIP and accredited by a different university if the two programs are offered on similar dates and in similar locations. The intent of this policy is to ensure that students register for courses from their home institution whenever possible. For programs offered by another university working with AUIP to offer a program at different dates and/or location, the policy will not apply. A university may elect to exempt themselves from this policy for specific programs by written email notification to AUIP.

Guidelines for Accompanying Family Members

Faculty and staff who wish to bring accompanying partners with them on the study abroad program must provide written confirmation from their university granting permission that the partner may attend the study abroad program. AUIP supports the universities' guidelines and policies for accompanying partners and will provide program fees (including accommodations, activities, and in-country transportation) at cost to the institution.

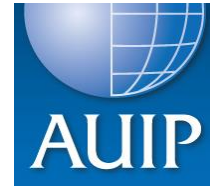
It is the responsibility of all partners to read the U.S. State Department Consular Information sheets and complete and sign the following forms (which are to be returned to AUIP): (a) *Waiver of Liability, Covenant Not to Sue and Indemnity Form* (choose the relevant form for faculty, student, and non-faculty accompanying individual, and see the student's version included as the Form 1 example in the Program Handbook) and (b) *Accompanying Partner Agreement Participation Form* (Form B in this Faculty Handbook). Faculty partners and other non-faculty accompanying individuals are responsible for their own safety, travel and medical insurance coverage while on the program. Partners and dependents of students are *not* permitted on programs unless they are taking the course for credit from the institution.

Other Recommended Policies

Suggested guidelines regarding leaving students on their own

Post-incident supervision

AUIP strongly recommends that students remain with the group for the duration of the program. However, should medical or other important needs require a student to be separated from the group, it is recommended that a university staff member remain with that student. Further, we suggest that students not be given the choice to remain alone, even if they think they'll be okay. Faculty should be aware that students are unlikely to



have a full and accurate understanding of the infrastructure and support amenities that are locally available, and may underestimate their situation, seeing it through an "American lens". If a student is missing and the group needs to move to the next destination, we recommend one university staff member stay behind at the accommodations to continue efforts to locate the student. Contact AUIP as soon as possible in any situation where the group may be split.

Faculty leader decision-guide

When things go wrong on a study abroad program, faculty leaders need to make "on the fly" decisions that best look after the welfare of the students involved, and the rest of their group. Because each incident is different, how you deal with it has many variables. You may find some of the following questions helpful in guiding your decision-making to get the best result for your students.

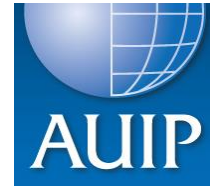
1. Is the participant in a safe place with someone she/he trusts (and of the same gender)?
2. What else do we need in order to develop a thorough incident management plan?
3. Is the participant able to make an informed choice about the options available?
4. Is there any perceived serious or imminent threat to the participant's well-being?
5. What is the participant's emotional state (e.g., distressed, scared, traumatized, unconcerned, or uncertain)?
6. Does the participant appear appropriately circumspect and culturally adaptive?
7. Will the participant have any travel, medical care, or meeting with law enforcement (in these cases accompaniment is always necessary)?
8. Can a competent local authority (e.g., doctor, police, village elder, local guide) make a recommendation?
9. Given that program goals are secondary to participant well-being, is your plan sensible?
10. Does it pass the "New York Times test" (i.e., will our actions in hindsight and through another lens appear reasonable if something goes wrong)?
11. Are there competing viewpoints among in-country staff?
12. Does the country's infrastructure allow you to maintain 24-hour communication and support (e.g., medical resources, cell phone coverage, etc.)?
13. Does your plan leave the participant closer to resources or further isolated?
14. What will be said to other participants, family, university study abroad office, etc.?
15. Is it possible to consult with the participant's family or your institution's study abroad office?
16. Can a decision be postponed until the situation comes into better focus?

Buddy System

On the first day of the program, we suggest that faculty assign each participant a "buddy". These two people (buddies) would then operate as a single unit to monitor and help each other. Improved safety is the main benefit of the system. The buddy system should remain in operation for the duration of the program.

Alcohol Misuse and Abuse

Misuse and abuse of alcohol is one of the leading contributors to problems with students in study abroad programs. The recommended AUIP alcohol policy is described in the *Program Handbook*. If you acknowledge a breach of policy with respect to the misuse and/or abuse of alcohol, you must act in accordance with the policy and recommend appropriate disciplinary action. The misuse and abuse of alcohol on programs should



not be tolerated at any time. We strongly discourage faculty from drinking alcohol in the presence of students, especially during program time (e.g. program meals). AUIP contractors and employees are not allowed to drink alcohol with students at any time during a program.

Program Time versus Free Time

Program time is time scheduled for any program activities or events (including meals, seminars, discussions, field activities, travel, instruction, etc). Typically, program time begins with breakfast and ends after the last program event of the day. Free time is any time that is not being used for scheduled program activities and events. We recommend that faculty make it very clear to students when it is program time and when they have free time. For example, after a group dinner, faculty may want to make some announcements about the following day and then let students know that it is free time for the remainder of the evening.

Medical Treatment and Insurance

As the institutional representative on the study abroad program, faculty should ensure that all students enrolled in the program at their institution are properly informed about what to expect on any given activity, associated potential health and safety risks, and strategies designed to minimize these risks. Much of this information can be found on the Risk Management Plans for program activities, which are located in your confirmation folder issued on Day 1 of the program. In addition to the information presented here, refer to the Program Handbook for issues pertaining to health and safety overseas.

Medical Treatment and Services

Medical facilities and services in the countries where AUIP operates programs are generally of a high standard. Doctors are available in most places, and pharmacists are able to provide medical advice and assistance. However, our programs often travel to remote locations where no immediate emergency medical facilities are available. In these situations, and if the emergency warrants, medical evacuation can sometimes be arranged. Healthcare facilities in Fiji are generally adequate for routine medical problems. In Ushuaia, Argentina, some basic services are available, and Antarctic ships usually have a doctor on board. For minor problems, we generally recommend you seek the advice of a pharmacist first. If you have a medical condition and/or require any medication, you must ensure you bring sufficient medication to cover the duration of these field visits. There are inherent risks in any study abroad experience, and while we will make every attempt to ensure a healthy and safe trip, all participants are ultimately responsible for ensuring their own health and safety. Emergency medical phone numbers are provided in the emergency cards issues to all participants on Day 1 of the program..

Medical and Evacuation Insurance

All participants on study abroad programs with AUIP are required to have their own adequate medical and evacuation insurance and provide confirmation of this coverage to AUIP. AUIP does not provide such insurance. In most cases, insurance may be available through your institution; contact your office of international education for advice and information on health and travel insurance coverage. Please note that we also strongly encourage students and faculty to purchase trip cancellation insurance. STA Travel offers a trip protection plan that can be purchased when booking your international flights. Please note, however, that this policy does not provide sufficient medical cover, and all participants will need an additional medical and evacuation policy.

Medical and Psychological Disclosure

Psychological issues, which can range from mild to severe, are a common occurrence during study abroad, particularly when a student is in new surroundings and outside of his or her comfort zone. Thus, it is essential that contingency plans are in place should serious problems arise. Faculty cannot force students to self-disclose any medical or psychological condition. Nevertheless, there are several pro-active steps that can be



taken ahead of time so as to minimise any unexpected problems and be prepared to handle them if they occur, without disrupting the study abroad experience for others involved.

1. Make early and repeated invitations for students to self-disclose any medical or psychological conditions, including the opportunity to discuss matters privately, face-to-face, as well as on the application form. As always, stress that self-disclosure, while voluntary, is definitely in the student's best interest.
2. Make – and repeat – the recommendation to all students to visit a local travel clinic and get an individual consultation with a health professional.
3. Students need to be aware that the stresses of travel and cultural adjustment, time changes and displaced daily schedules can all be factors in re-igniting previously controlled conditions.
4. Not all commonly U.S.-prescribed drugs can be taken into all countries or there may be a restriction on taking enough for a longer stay. Each individual student needs to plan ahead. In some cases a clearance letter from a doctor regarding the prescription will be required, and in some cases the student will want to research prescribing options in the host country.
5. If a student self-discloses a serious condition (medical or psychological) requiring management and/or creating the potential for an emergency, the faculty needs to talk with the student in a private interview and make sure that the student is taking pro-active steps to manage it while abroad. The faculty may decide he or she wants to see a clearance-to-participate letter from an appropriate medical person, although not every self-disclosure warrants such action. Remember, and convey to students, that the resources of their university are available to all of you while abroad.

Recommended Risk Management Protocols

Health, safety and security policies and protocols have always been an important topic for study abroad professionals. AUIP has therefore developed the following information for risk assessment, management and implementation in all programs. Faculty should be thoroughly familiar with the material in this section and know how to respond in the event of a minor or major event that occurs while overseas.

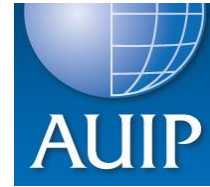
Participation in any overseas study abroad program will inherently involve risks. Risk can be defined as any significant event or occurrence with potentially serious consequences that requires an immediate action or response. Participants on any study abroad program may experience accidents, injuries, medical emergencies, sudden illnesses, family crises, behavioural or psychological health issues, environmental catastrophes, human induced or natural disasters, civil unrest, political uprising, terrorism or war. It is therefore the responsibility of faculty to be aware, at all times, of any inherent risks or potential problems that may be associated with program-related events and activities.

This does not mean that faculty should become paranoid about allowing students to participate in planned activities; it does mean, however, that one should remain vigilant and make a concerted effort to reduce potential risks to acceptable levels wherever and whenever they might occur. In all instances faculty have a responsibility to plan for all possible outcomes and to be prepared for all potential eventualities. AUIP suggests that faculty take the following steps to help manage and reduce risk:

- Familiarize yourself with your university's health, safety, and risk management procedures and information.
- Read carefully the AUIP *Faculty Handbook*, *Program Handbook*, *Risk Management Handbook* and *Faculty Orientation*.
- Ensure that all participants review (and understand material contained in) the pre-departure orientation (*Program Orientation*).
- Ensure that all participants view the in-country orientation (provided by AUIP on Day 1 of the program).

In addition, as a group leader:

- Be aware of any potential dangers associated with all planned activities, events and outings. Recommended Risk Management Plans for many program activities can be found in your confirmation folder, which will be distributed to you on the first day of the program.

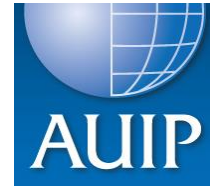


- Avoid all activities, events and outings that could put program participants at serious risk.
- Be ready for any foreseeable or unforeseeable outcome and know what to do in the event of an emergency.
- Make certain that all program participants fully understand their own responsibilities for their health and safety, and that their own failure in this regard may be grounds for dismissal.
- Remind participants that failure to adhere to program policies and procedures could be grounds for dismissal.
- Remember to be proactive at all times. If you witness a prohibited behaviour or occurrence and do nothing, you may unwittingly become responsible for allowing that activity to proceed (inaction on your part may be interpreted by students as implicit condoning of an activity).
- Respond immediately to an emergency and take control as the responsible supervising institutional representative. Follow your university's guidelines for emergencies (or if your university does not have one, you can use AUIP's Recommended Emergency Action Plan in Form C of this Handbook).
- Carry a first aid kit and a cell phone at all times.

Emergency Information Kit

The Emergency Information Kit (EIK) provides information from the institution about all participants on a program as well as procedures to follow in the event of an emergency. The EIK must be completed by the faculty member with (a) one copy brought with him/her in-country (and accessible for the duration of the program) and (b) a copy emailed to AUIP before the deadline stated in AUIP's contract and Terms and Conditions. The EIK includes the following documents:

1. Original versions (signed and completed) of Form A. One of these should be completed by each faculty participating in the program.
2. Original versions of Form B (when applicable).
3. Completed *Emergency Action Plan* (Form C).
4. Original versions (signed and completed) of Forms #1 and #2 (Fiji only) of the *Program Handbook* (from all students and faculty, including yourself).
5. Completed spreadsheet with student names, genders, medical conditions, dietary requirements and other details. AUIP will provide you with a template for this spreadsheet that you will need to fill in.



Form A: Faculty Responsibilities and Expectations Form

Each faculty member must complete, sign below and mail to AUIP as part of the *Emergency Information Kit*. (Retain one copy for your own records.)

Faculty Name: _____

University: _____

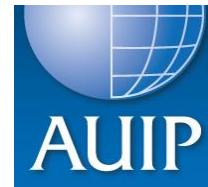
Program Location: _____

Program Dates: _____

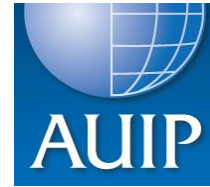
AUIP expects that faculty on study abroad programs comply with all policies and procedures provided by their university. The suggested guidelines in the Faculty Handbook are recommended as a supplement to your university policies.

By signing below, I understand that as a faculty member on this study abroad program, I am expected to:

1. Understand the health, safety, and risk management procedures and information provided by my university.
2. Read and understand the information provided in the AUIP Faculty Handbook, Program Handbook, Risk Management Handbook (including the Emergency Action Plans), Orientations, and comprehensive staff notes in the Program itinerary.
3. Inform AUIP of any recommended policies in the Faculty Handbook or Program Handbook that may conflict with my own university's policies or that will not apply to students on my program.
4. Accept only student participants who are over the age of 18 (eighteen) years and in good academic standing at their home institution at the time of application to the program, and when selecting applicants, take into account factors such as disciplinary and felony records that may impact the safety of the group.
5. Register students for the course(s) at your institution (and for the respective number of credits).
6. Ensure that all students participating in the program from your institution have adequate health insurance, and strongly recommend the purchase of comprehensive travel insurance (to include cancellation coverage) for the duration of the Program.
7. Submit information requested by AUIP as part of the *Emergency Information Kit* by the deadline specified in the Study Abroad Program Services Agreement or Addendum.
8. Ensure that all participants (faculty and students) review (and understand material contained in) the pre-departure orientation (*Program Orientation*).
9. Ensure that all faculty and students participate in the in-country orientation (provided by AUIP), delivered by either the lead faculty or an AUIP staff member on day one of the Program.
10. If one is provided, ensure that students participate in the pre-departure orientation provided by my university.



11. Inform students that it is their responsibility to make arrangements for the treatment of any existing health conditions that they have while abroad and to inform the institution of any disability or conditions that might affect them while abroad, as well as any medical conditions that arise during the Program. (You will need to submit this information to AUIP as part of the *Emergency Information Kit*.)
12. Establish and advise students of AUIP trip cancellation and refund policies. It is recommended that institutions include this information on their application form.
13. Obtain consent from Program participants before including an individual in photography of any nature, as well as prior to uploading any content to social media or other public domains.
14. Consider the appropriateness of the content I post to social media platforms (or other public domains), in particular, taking into account whether it is respectful and suitable, or whether it could be considered offensive and comply with AUIP's Social Media Guidelines.
15. Abide by my university's Emergency Action Plan, or if one is not available, the AUIP *Emergency Action Plan*. I agree to contact my university and AUIP immediately in the event of student illness, hospitalization, or other serious incident.
16. Conduct appropriate inquiries into potential health and risks of the local environment of the Program, including Program-sponsored accommodations, events and excursions; and, on a continuing basis, provide information and assistance to participants and their parents/guardians/families as needed. An audit form is available (upon request) from AUIP to help you evaluate the health and risk conditions.
17. Submit an *Incident Report* to AUIP for any incidents involving student disciplinary action; arrest of a participant; any crime perpetrated against a participant, faculty member, or Program director; student illness (physical or mental) or injury to a participant; death of a participant; or any other major incident after the resolution of the incident.
18. Lead the Program in a way that helps facilitate student learning, in particular, helping them to make connections between Program experiences and the academic content to result in a cohesive and academically rigorous Program. This also requires the provision of seminars throughout the Program that focus on issues pertaining to student assessment (discussion of field modules, exams, etc.). On a voluntary basis, provide instruction on an academic topic of choice. Assess students and submit grades for all coursework assigned by the institution.
19. Refrain from engaging in sexual relationships with students on the Program.
20. Refrain from alcohol consumption in the presence of students, or being present while students consume alcohol, and that I am not under the influence of alcohol during any Program activities.
21. To the best of my ability, ensure that alcohol is not stored or consumed on the premises of any Program accommodation, and that alcohol is not carried on Program transportation.
22. Consider becoming certified in first aid, CPR, Wilderness First Responder, and/or other skills and training applicable to study abroad programs and experiential/outdoor education programs.
23. Carry an emergency information card and first aid kit (and make it available to students) at all times during the Program.
24. Take responsibility for the group's cellular phone supplied by AUIP for the entirety of the study abroad Program. Carry and answer the Program cell phone at all times to facilitate emergency communications, keeping it fully charged and turned on. Also, accept responsibility for the safe-



keeping of this phone between programs. This phone will be replaced every five years. If the phone is lost or damaged before the end of this five-year period, I will be responsible for replacement.

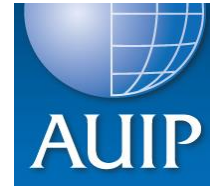
25. This document shall be governed by and interpreted, construed, and enforced in accordance with the internal laws of New Zealand law and I agree that the New Zealand Courts shall determine any issues arising from it. In addition, I agree that should any provision or aspect of this document be found to be unenforceable, all remaining provisions of this agreement will remain in full force and effect.

I understand and agree to abide by these expectations.

Signature

Date

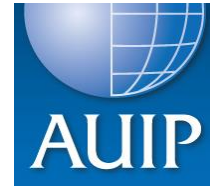
Printed Name



Form B: Accompanying Partner Agreement Participation Form

Please review and sign the following statement that constitutes conditions for partners accompanying the AUIP study abroad program. Partners of faculty must also sign the *Release, Waiver of Liability, and Covenant Not to Sue Form*.

1. I understand that, as an individual accompanying an AUIP study abroad program, my behaviour reflects on the study abroad program and on AUIP.
2. I have read and I understand and agree to abide by the applicable policies and procedures contained in both the Faculty Handbook and Program Handbook supplied by AUIP, including the drug and alcohol policies, the discrimination and harassment policy, the academic policies and the conduct policies.
3. I understand that I am solely responsible for my decision to accompany the program.
4. I understand that I may have permission to accompany the study abroad program revoked if (a) I engage in actions endangering to myself or others and/or (b) my conduct is considered to be detrimental or incompatible with the best interest and welfare of the program. If permission to accompany the study abroad program is revoked, I agree to leave the study abroad program and return to the U.S. at my own expense.
5. I understand that I am responsible for any expenses associated with my accompanying the study abroad program. I further agree that any non-refundable expenses for cancellation of arrangements made on my behalf will be my sole responsibility.
6. I understand that all individuals accompanying study abroad programs need to be willing to learn about their host cultures and be open to new ideas even though they may be culturally challenging. I am aware that it is both inappropriate and culturally insensitive to use this time to promote religious or political agendas; further, such behaviour can cause offense and potentially place me in harm's way. I understand that, while the U.S.A. respects the right of freedom of expression, this is not a universal right and may not be protected by law in some countries. Consequently, I will demonstrate respect for the host culture even though I may not agree with all aspects of that culture, and I understand that behaviour that is inconsistent with this statement may lead to the revocation of my permission to accompany the study abroad program.
7. I understand that my accompaniment of a study abroad program must not impact the program or other program participants and must not impair the operation and administration of group activities associated with the study abroad program, or otherwise infringe on other program participants. I further understand that other program participants bear no responsibility for me or my interests.
8. I agree to refrain from engaging in sexual relationships with students in the program.
9. I agree that, should any provision or aspect of this agreement be found to be unenforceable, all remaining provisions of this agreement will remain in full force and effect.
10. I certify that my agreement to the provisions herein is wholly voluntary.
11. I certify that I am at least 18 years of age or, if not, that I have secured below the signature of my parent or legal guardian as well as my own.
12. I certify that I have read and understood the above.

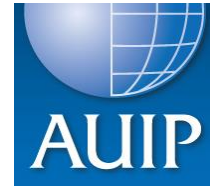


13. This document shall be governed by and interpreted, construed, and enforced in accordance with the internal laws of New Zealand law and I agree that the New Zealand Courts shall determine any issues arising from it. In addition, I agree that should any provision or aspect of this document be found to be unenforceable, all remaining provisions of this agreement will remain in full force and effect.

Signature of Accompanying Partner

Date

Printed Name



Form B1: Guardian & Dependent Child Agreement Participation Form

Please review and sign the following statement that constitutes conditions for guardians of dependent child, and dependent child, accompanying the study abroad program(s) (hereinafter "Program") being serviced by AUIP. Guardians must also sign the relevant *Waiver of Liability, Covenant Not to Sue and Indemnity Form*.

1. I understand that, as an individual participating in an AUIP study abroad Program, my behaviour and that of my dependent child reflects on the Program and on AUIP.
2. I understand that I am solely responsible for my decision for my dependent child to accompany the Program.
3. I have read and I understand and agree to abide by the applicable policies and procedures contained in both the Program Handbook supplied by AUIP, including the drug and alcohol policies, the discrimination and harassment policy, the academic policies and the conduct policies.
4. I understand that my dependent child may have permission to accompany the Program revoked if (a) my dependent child engage in actions endangering to themselves or others and/or (b) their conduct is considered to be detrimental or incompatible with the best interest and welfare of the Program. If permission to accompany the Program is revoked, I and my dependent child agree to leave the Program and return to the U.S. at our own expense.
5. I understand that I am responsible for any expenses associated with my dependent child accompanying the Program. I further agree that any non-refundable expenses for cancellation of arrangements made on their behalf will be my sole responsibility.
6. I understand that all individuals accompanying study abroad programs need to be willing to learn about their host cultures and be open to new ideas even though they may be culturally challenging. I am aware that it is both inappropriate and culturally insensitive to use this time to promote religious or political agendas; further, such behaviour can cause offense and potentially place me in harm's way. I understand that, while the U.S.A. respects the right of freedom of expression, this is not a universal right and may not be protected by law in some countries. Consequently, I will ensure that my dependent child will demonstrate respect for the host culture even though I may not agree with all aspects of that culture, and I understand that behaviour that is inconsistent with this statement may lead to the revocation of my dependent child's permission to accompany the Program.
7. I understand that my dependent child's accompaniment of a Program must not impact the Program or other Program participants and must not impair the operation and administration of group activities associated with the Program, or otherwise infringe on other Program participants. I further understand that other Program participants bear no responsibility for my dependent child, or our interests.
8. I agree that, should any provision or aspect of this agreement be found to be unenforceable, all remaining provisions of this agreement will remain in full force and effect.
9. I certify that my agreement to the provisions herein is wholly voluntary and I have read and understood the above.
10. As the Guardian of my dependent child I certify that I am at least 18 years of age, and that I have discussed these conditions with my dependent child (where applicable due to age and comprehension).
11. This document shall be governed by and interpreted, construed, and enforced in accordance with the internal laws of New Zealand law and I agree that the New Zealand Courts shall determine any issues arising from it. In addition, I agree that should any provision or aspect of this document be found to be unenforceable, all remaining provisions of this agreement will remain in full force and effect.

Signature of Guardian

Date

Printed Name



Form C: Emergency Action Plan

The *Emergency Action Plan* (EAP) provides a suggested system for coordinating the management of emergency services for all participants in the study abroad programs. **Please complete the sections** on (a) emergency contacts at institution, (b) name of back-up person on program, and (c) contact details of insurance provider (for students and faculty) at institution. Mail the completed EAP to AUIP (along with other information required in the Emergency Information Kit) at least 6 weeks before the start of the program.

What is an Emergency?

An emergency is any circumstance that poses a genuine risk to, or that has already disturbed, the safety and well-being of program participants. Emergencies will include, though not be confined to, the following types of events or incidents: sexual assault or rape; physical assault; disappearance, hostage taking or kidnapping of a student; robbery; serious illness, physical or emotional; significant accident and/or injury; hospitalization for any reason or length of time; terrorist threat or attack; local political, natural or man-made crisis that could affect the students' safety or well-being; arrest or questioning by the police or other security forces; any legal action (lawsuit, deposition, trial, etc.) involving a student; death of a student; significant financial loss.

Emergency Contacts: AUIP

Position	Name	Phone	Email
Director, International Programs and Development	Mary Ogburn	+64.27.584.3872 (cell) +64.3.377.4644 (office)	mary@auip.com
Academic Affairs and Student Safety Manager	Caralyn Purvis	+64.21.246.2177 (cell) +64.3.377.4644 (office)	caralyn@auip.com
Logistics and Office Manager	Donna Thom	+64.27.525.1339 (cell) +64.3.377.4644 (office)	donna@auip.com

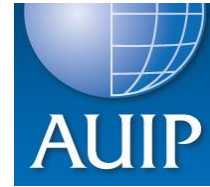
If calling internationally, remember to replace the “+” with the international call prefix. If calling domestically within a country, drop the international country code (e.g. drop “64” for New Zealand) and replace it with the particular long-distance code used in each country (e.g. typically “0”).

Emergency Contacts at Institution (*Complete name and contact details below.*) Please note that at least one of these individuals should be someone at your institution who is contactable 24 / 7 and who will be available to assist with decision-making in an emergency situation.

Position	Name	Phone	Email

Name of Back-up Person (*Insert name below*)

Identify a person in your group to serve as a “back-up” for you and the institution in case of an emergency. This person may be a second faculty member/institutional representative (where there are two faculty from the sending institution) or when there is only one faculty this may be a responsible student from your institution on



the program with you or a faculty member from another institution on the program with you. In the event that the faculty member is unable to make decisions on behalf of the group and where the sending institution cannot be contacted immediately (using the emergency contacts listed above), the back-up person will represent the institution in the emergency situation. This person must be familiar with the information contained in the *Faculty Handbook*, be able to carry out the responsibilities herein, and act on behalf of the institution. The person should be someone with the group for the duration of the program.

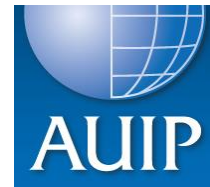
Name: _____ Email address: _____

Insurance Provider (for students and faculty) at Institution (Complete name and contact details below.)

Name	24-hour Phone	Email

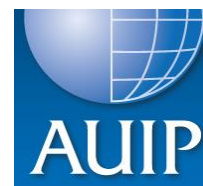
Recommended Emergency Action Plan

1. Assess the situation. Your first priority is to safeguard the safety and well-being of program participants; do whatever is necessary and reasonable to ensure their safety.
2. Call in-country emergency services and obtain medical care for affected participants as soon as possible (refer to your emergency card or confirmation folder for local health care contact information). Remain as calm as possible. Do your best to diffuse any growing anxieties that may be occurring among participants.
3. Contact a member of (a) AUIP and (b) the accrediting institution and inform them in a detailed way of the situation. Make every effort to call first then email (as there are many issues to discuss).
 - a. The AUIP staff person will ask you for:
 - i. Your name, location, call-back details (telephone number, time to call-back)
 - ii. Description of incident (when, where, who involved, etc.)
 - b. You will be provided with a plan for dealing with the crisis depending on whether it is a medical emergency or a non-medical emergency.
 - c. When telephone communications are down, use text messaging via cell phone, email, and/or internet.
 - d. Record as much information as possible in written form and start a running log/diary of the emergency situation.
 - e. At an appropriate time/location update the entire group of the situation.
4. If the situation warrants notify the local U.S. Embassy or Consulate about the emergency (refer to contact details on your emergency card). If there is a continued risk to the welfare of program participants (for example, during a terrorist threat), ask the appropriate Embassy or Consulate Officer to advise you on a regular basis about the evolution of the situation and about recommended behaviours for participants.
5. If the situation warrants and/or the Embassy or Consulate believe it is necessary, notify local police. Then follow through with the procedures that the police require of you and/or the participant(s).
6. If the emergency involves a faculty member, in order to maintain adequate faculty to student ratios, please notify AUIP and the accrediting institution immediately so that back-up faculty/staff can join the program.
7. Gather and share information, including:
 - a. Listen to the affected participant(s) and, if appropriate, take into account their desires when making decisions.
 - b. Seek counselling for the affected participant(s) if desired.



- c. Seek information from other participants, host families, and local friends of participants.
 - d. Keep program participants updated on the situation (when appropriate).
8. Keep AUIP and your institution informed on a regular basis, through telephone and/or email.
9. During a political crisis, social unrest, or some other emergency in which foreigners in general or U.S. citizens in particular may be at risk, instruct participants to avoid demonstrations, confrontations, or situations where they could be in danger; behaviour that could call attention to themselves or identify them as Americans (such as speaking loudly in English) and locales where foreigners, Americans, or American military are known to congregate. Instruct them to take down or remove signs, avoid using luggage tags, and wearing clothing that might label them as Americans.
10. In the event that you are unable to reach AUIP and/or the respective institution in the early phases of an emergency, proceed as best you can to secure the safety and well-being of participants following the advice of in-country officials and U.S. Embassy or Consular Officers. Please be sure to contact AUIP and/or the respective institution as soon as it is possible to do so.
11. Upon completion of the incident, submit an incident report form to AUIP and the respective institution as soon as possible and preferably within 48 hours of the incident.

For recommended protocols for specific situations such as death of a participant or a sexual assault, please consult the AUIP Risk Management Handbook.



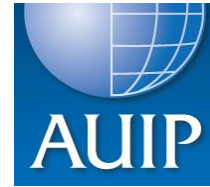
Guidelines for reporting incidents to AUIP

AUIP relies on faculty to inform us when noteworthy things happen on programs. For some incidents, we need you to complete a formal Incident Report Form. You can send this form to us at the end of your program, but in serious cases like sexual assaults or accidents we need you to inform us of the event immediately. Even if the situation is not yet resolved, let us know about it right away (by e-mail, text, or phone) so we can assist and stay informed. Remember that AUIP may be contacted by family members or your university asking for updates.

For less-serious situations, we just need a timely “heads-up” so that we are aware that something is going on. This can be in an e-mail, text message, or phone call. Often times, a quick e-mail from you will allow us to take action in time to prevent other groups from having to deal with similar issues. (Remember there are usually other groups using the same facilities just a few days behind you.)

The following items are not an exhaustive list, but they will give you some idea of what we need.

	Needs a completed Incident Form	No form needed
Inform us immediately (phone, e-mail, or text)	<ul style="list-style-type: none"> - sexual assault and/or sexual harassment - missing student - if a student leaves the program - any incident involving local police or the U.S. Embassy - any traffic accident involving members of the group - any serious injuries or medical episodes that require a student to seek medical attention - lost passport - any damage to property (e.g. students breaking things in their accommodation) 	<ul style="list-style-type: none"> - any major change to the itinerary (e.g. an access road was closed by a landslide) - if an activity differs from what was expected (e.g. the mosquitoes were particularly thick, or a kayaking river was too shallow) - any behaviour that might affect our suppliers (e.g. disturbance to other guests at accommodation, spillage of food or drink on coaches, etc.)
Inform us when program finishes	<ul style="list-style-type: none"> - minor injuries that effect participation in the program - stolen personal effects - minor guidelines breaches e.g. drinking in rooms, etc. - potentially dangerous local wildlife in accommodations 	<ul style="list-style-type: none"> - accommodation was not as booked/expected (unless you need help in resolving the problem, in which case please ring us immediately) - a classroom facility was different from what was booked/expected - annoying local wildlife in accommodations



Form D: Incident Report Form

This form is to be used to document all incidents (including near misses, non-evacuated and evacuated injuries), illnesses/ailments, and disciplinary actions that occur during a study abroad program. For minor events complete section I only. For major events/emergencies, complete sections I and II. Please photocopy and complete this form as close to the time of the incident as possible and submit to AUIP and the respective institution (note that student names will be kept confidential). For any of the questions, use additional pages/space where necessary.

Section I (Complete this section for all events)

- a) Program and date

- b) Participant's name

- c) Participant's institution

- d) Date, time, and location of incident

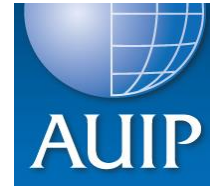
- f) Detailed description of the incident (use additional paper if necessary)

- e) Pertinent medical history, including allergies and medications (if any)

- f) The nature of action taken. For medical treatment and/or counseling (e.g., first aid, nurse, doctor, hospital, etc) including name, address, and phone of attending physician(s) and medical facilities (if applicable). For disciplinary actions, describe entire event (use additional paper).

- g) What can be done to ensure this does not happen again (if anything)

- h) Name of person completing report



Section II (Complete in the event of an emergency or major event; use additional paper where necessary)

i) Participant's insurance provider name, phone, and policy ID (if different from institution's insurance)

j) Risk to other participants (if any)

k) Name and contact information of any other parties/persons involved (if any)

l) Information on situation from any other participants in your group (if any)

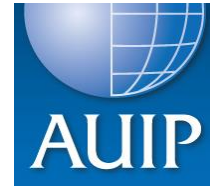
m) Recommendations of the U.S. Embassy or Consulate (if any)

n) Recommendations of local law enforcement and other agencies (if any)

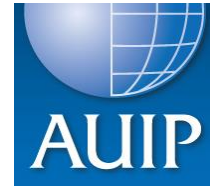
o) Participant interest in returning to the U.S.A

p) Academic and financial consequences of participant returning home

q) Police case numbers, officers involved, charges made against a participant, contact information for police (if any)



r) Describe any significant lessons learned from this incident



Form E: Staff Evaluation

Program: _____ Date: ____ / ____ / ____

Program University/College: _____

Faculty 1: _____ Faculty 2 /TA: _____

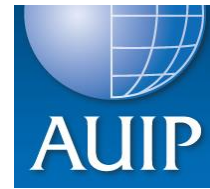
Please provide your comments on the following aspects of the program, including any specific problems or changes for the future programs. Upon return to the U.S., please make a copy of this form, keep one for your records and post the other copy to the AUIP office along with the students' written evaluations.

1. Organisation

2. Health and safety/student welfare

3. Accommodations

4. Meals



5. Coaches and coach drivers

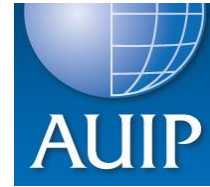
6. Online faculty orientation

7. Excursions, activities and field trips

8. Field guides

9. Pace and workload

10. Academic quality



11. Would you like to see any changes made to the Course Reading Packet?

12. Would you like to see any changes made to the Themes Section of the Course Reading Packet?

13. Would you like to see any changes made to the Program Handbook?

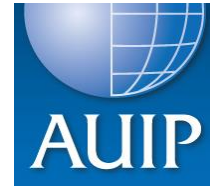
14. Would you like to see any changes made to the Faculty Handbook?

15. What three things would you most like to change about the program?

16. What three things would you most like to keep the same?



Other Suggestions/Comments:



Appendix A: Family Educational Rights and Privacy Act of 1974 as Amended (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies. Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.

Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

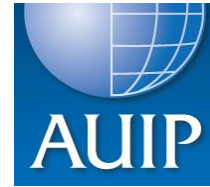
Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, *Program Handbook*, or newspaper article) is left to the discretion of each school.

For additional information or technical assistance, you may call (202) 260-3887 (voice). Individuals who use TDD may call the Federal Information Relay Service at 1-800-877-8339.

Or you may contact us at the following address:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-5920

Source: <www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>; accessed February 4, 2008



Appendix B: NAFSA's Code of Ethics

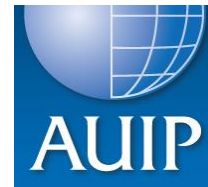
Faculty are encouraged to use the NAFSA Code of Ethics when involved with study abroad programs. The following standards comprise part of the Code.

Faculty and Staff Responsibility in Study Abroad

- a. Maintain high standards of professional conduct.
- b. Follow ethical practices outlined in the Code of Ethics. Strive to follow the ethical practices outlined in the Principles for International Educational Exchange.
- c. Balance the wants, needs, and requirements of program participants, institutional policies, laws, and sponsors. Members' ultimate concern must be the long-term well-being of international educational exchange programs and participants.
- d. Resist pressures (personal, social, organizational, financial, and political) to use influence inappropriately and refuse to allow self-aggrandizement or personal gain to influence their professional judgments.
- e. Seek appropriate guidance and direction when faced with ethical dilemmas.
- f. Make every effort to ensure that their services are offered only to individuals and organizations with a legitimate claim on these services.
- g. Since members work in an area affected by rapid social, political, and economic changes, they must stay informed of current developments to be professionally competent.

Professional Preparation and Development in Study Abroad

- a. Accurately represent their areas of competence, education, training, and experience.
- b. Recognize the limits of their expertise and confine themselves to performing duties for which they are properly educated, trained, and qualified, making referrals when situations are outside their area of competence.
- c. Be informed of current developments in their fields, and ensure their continuing development and competence.
- d. Stay abreast of laws and regulations that affect their clients.
- e. Stay knowledgeable about world events that impact international educational program participants.
- f. Stay knowledgeable about differences in cultural and value orientations.
- g. Actively uphold NAFSA's Code of Ethics when practices that contravene it become evident.
- h. One of the most challenging aspects of work in the field of educational exchange is balancing among the dictates of various cultures and value systems. Members must be aware of the influence that culture has had on their own values and habits and on the interpretations and judgments they make of the thoughts and habits of others.
- i. Proselytizing is defined as unsolicited, coercive, manipulative and/or hidden persuasion that seeks to influence others to adopt another way of thinking, believing or behaving.
- j. While enjoying interpersonal interactions with people from other cultures, members need to avoid situations in which their judgments may be, or appear to be, clouded because of personal relationships—either positive or negative ones.
- k. Although a categorical ban on accepting gifts might be impractical for members who work with individuals representing cultures where the giving of gifts is important, members need to exercise caution in accepting gifts that might be intended to influence them.
- l. Members' professional and ethical responsibilities extend beyond program participants to all individuals with whom they have interactions, whether they are prospective students and scholars, friends and relatives of program participants, or the general public.
- m. Students and scholars often don't understand processes and procedures for safe guarding their rights in the United States. Members should provide information about these or make referrals as appropriate.
- n. Being tolerant and respectful of different behaviors and values among individuals who are culturally similar is often more difficult than being tolerant of those differences of people from other cultures. Nevertheless, members should make every effort to show their same-culture colleagues the respect they show their different-culture clients.
- o. Just as they have duties to their clients, members have duties to their professional colleagues. When members accept responsibilities through NAFSA, they should carry them out promptly.



- p. It is often tempting to overlook the long-term need for professional development in the press of daily business. Members must remain cognizant of the need for continuing professional development.

Relationships with students, scholars, and others

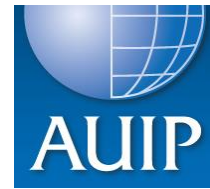
- a. Understand and protect the civil and human rights of all individuals.
- b. Not discriminate with regard to race, color, national origin, ethnicity, sex, religion, sexual orientation, marital status, age, political opinion, immigration status, or disability.
- c. Recognize their own cultural and value orientations and be aware of how those orientations affect their interactions with people from other cultures.
- d. Demonstrate awareness of and respect for other educational systems, values, beliefs, and cultures.
- e. Not exploit, threaten, coerce, or sexually harass others.
- f. Not use one's position to proselytize.
- g. Refrain from invoking governmental or institutional regulations in order to intimidate participants in matters not related to their status.
- h. Maintain the confidentiality, integrity, and security of participants' records and of all communications with program participants. Members shall secure permission of the individuals before sharing information with others inside or outside the organization, unless disclosure is authorized by law or institutional policy or is mandated by previous arrangement.
- i. Inform participants of their rights and responsibilities in the context of the institution and the community.
- j. Respond to inquiries fairly, equitably, and professionally.
- k. Provide accurate, complete, current, and unbiased information.
- l. Refrain from becoming involved in personal relationships with students and scholars when such relationships might result in either the appearance or the fact of undue influence being exercised on the making of professional judgments.
- m. Refrain from entering into any type of sexual relationships with students and scholars.
- n. Accept only gifts that are of nominal value and that do not seem intended to influence professional decisions, while remaining sensitive to the varying significance and implications of gifts in different cultures.
- o. Identify and provide appropriate referrals for students or scholars who experience unusual levels of emotional difficulty.
- p. Provide information, orientation, and support services needed to facilitate participants' adaptation to a new educational and cultural environment.

Professional Relationships

- a. Show respect for the diversity of viewpoints among colleagues.
- b. Refrain from unjustified or unseemly criticism of fellow members and other programs and organizations.
- c. Use their office, title, and professional associations only for the conduct of official business.
- d. Uphold agreements when participating in joint activities and give credit to collaborators for contributions.
- e. Carry out, in a timely and professional manner, any NAFSA responsibilities they agree to accept.

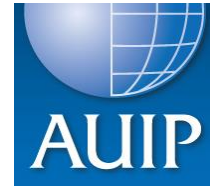
Administering Programs

- a. Clearly represent the identity of the organization and the goals, capabilities, and costs of programs.
- b. Recruit individuals, paid and unpaid, who are qualified to offer the instruction or services promised, train and supervise them responsibly, and ensure by means of regular evaluation that they are performing acceptably and that the overall program is meeting its professed goals.
- c. Encourage and support participation in professional development activities.
- d. Strive to establish standards, activities, instruction, and fee structures that are appropriate and responsive to participant needs.
- e. Provide appropriate orientation, materials, and on-going guidance for participants.
- f. Provide appropriate opportunities for students to observe mutual inquiry into cultural differences.
- g. Take appropriate steps to enhance the safety and security of participants.
- h. Strive to ensure that the practices of those with whom one contracts do conform with NAFSA's Code of Ethics and the Principles for International Educational Exchange.



Making Public Statements

- a. Clearly distinguish, in both written and oral public statements, between their personal opinions and those opinions representing NAFSA, their own institutions, or other organizations.
- b. Provide accurate, complete, current, and unbiased information.



Appendix C: Fiji Village Homestay Family Letter

Dear Homestay Family,

Thank you for allowing our students to stay with you to experience Fijian life with your family. Please involve the students in the things that you would normally do during the day and night (such as gardening, cooking, socializing, church, family time, etc). For many students this will be the only time that they get to spend with a Fijian family and it will prove to be a highlight for them – something they will take back and share with their own families in the United States. Students need to be made aware if they are acting against local custom. Please do not hesitate to advise the student in how to act politely. If you have any problem with a student, please let their teacher know at once. During their stay with you, the students have to obey some rules.

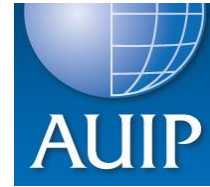
Rules for Homestay Students:

1. Students must only drink bottled water, or boiled or filtered water while in the village. Bottled, or boiled or filtered water must also be used for the yaqona (kava) ceremony. Students must not drink or eat anything made of tap water that has not been boiled.
2. Most students may want to try kava but some may not. Please do not take offence if a student declines to drink kava as it can make some students sick.
3. Please make sure that every student gets at least one piece of fresh fruit and vegetable every day.
4. Students should not eat salads or uncooked fruit and vegetables that cannot be peeled first. Cooked food should be served very hot, or be kept in a pot with a lid after cooking.
5. Some students may be vegetarian. Some may eat fish but NO meat. Others may not eat ANY fish or meat. Please ask the student this and make sure that they know if there is ANY meat or fish in any meal.
6. Some students have allergies to certain food such as milk, butter, wheat flour. Please ask the student this and make sure that they know if there is ANY such thing in any meal.
7. All students must have their own bed with a mosquito net. In some cases, they may share a room with another student, but must always have their own bed.
8. Students must not share a private bed area with any non-student.
9. Students must not be given, and must not drink, any alcohol or non-prescription drugs during their visit. Please tell the staff member with the group if you see this happen.
10. Female students must not go off alone with men from the community. Please make sure that there are always women around when girls are socialising, especially in the evening.
11. Students should not be taken outside the village in the evening for any reason unless approved by the staff members staying with the group.
12. Students need to have daytime and evening village activities to take part in. These should be normal parts of Fijian life, not tourist activities. There must be an adult or youth over 16 years old to accompany the students during these activities. **The types of activities that are suitable include:**
 - Working in the plantation
 - Collecting coconuts and preparing coconut milk for the daily meal
 - Picking greens (such as Ota, Bele, and Rourou, etc) and preparing them for the daily meal



- Digging and cleaning Dalo or Cassava for the daily meal
- Low tide reef flat fishing and preparing the daily meal. (Deep water spear fishing or any swimming or boating activities are NOT allowed.)
- Cooking bread, roti, or pancakes over a woodfire
- Weaving mats, fans, sasa brooms, etc
- Making bilo or coconut shell bracelets
- Playing rugby or volleyball with the youths
- Helping children with homework
- Learning a Fijian song, play the guitar, etc
- Learning a Lali drum pattern
- Learning a Meke dance
- Church visit
- School visit or giving a school lesson
- Pounding kava root
- Making traditional medicine and learning how it is used. (Students are NOT allowed to try any traditional medicine.)
- Tree planting
- Helping you with your daily activities such as the laundry, preparing the daily meal, etc

Once again, thank-you for inviting our students into your home and for making them welcome.



Appendix D: Job Descriptions

Field Guides

- Provide expertise and interpretation in the field related to the course(s) and program theme, both formally (such as in lectures or scheduled discussion sessions) and informally in the field.
- Orient and facilitate students' cultural and environmental understanding.
- Act as a first resource for students as they work on their modules and/or other course assignments.
- On New Zealand programs that hike in the Hooker Valley, the AUIP Field Guide will be in charge of the group during this excursion

Faculty Member/Group Leader

- On-site orientation (if AUIP representative not present)
- Overall quality and coordination of the academic program and courses, including program design, development, evaluation, and improvement.
- Overall day to day administrative management of the program, including timing of all activities.
- Generally acts as first resource for students on all logistical as well as health and safety issues.
- Coordinates classroom activities; generally attends all lectures; introduces speakers; facilitates questions.
- Overall discipline of the group, making sure all students are safe and abiding by the rules, guidelines, and policies regarding appropriate behaviour.
- All decisions regarding student responsibilities and conduct in relation to the program, courses, and coursework.
- Coordinate and lead module discussions; tutor students throughout the writing of modules.
- Assessment and grading.
- Liaise with Field Guides to ensure overall quality of the student's academic experience.
- Liaise with home institution, ensuring compliance with policies.
- Equity; equal access and fair treatment for all students and personnel.
- Health and safety and wellbeing; risk management.

Teaching Assistant

- Assists faculty with day-to-day logistics, such as accommodation and activities.
- Acts as a liaison between students and faculty/staff.
- Assists faculty in grading assignments (sometimes; this varies case by case).
- Coordinates classroom activities and generally attends all lectures.
- Assists with risk management as required by the faculty.
- On-call resource for emergencies, including provision of working mobile phone, first aid kit etc.

AUIP Office Staff

- Design and overall coordination of the in-country program, including guest lectures, field activities, accommodation, and all other logistics.
- Integrating field activities and guest lecturers to academic program goals.
- Coordination of field staff.
- Management of day-to-day operations in coordination with the faculty and staff.

AUIP Representative (if accompanying a program)

- On-site orientation
- Familiarise new faculty with program academics and logistics.
- Develop AUIP relationships with suppliers, conduct safety audits of suppliers and resolve any problems with suppliers.
- Assist in running new programs that have not been "field tested" previously.
- On-site evaluation in conjunction with lead faculty

Please note: an AUIP representative will **not** be present with each group. A representative **may** be present for beginning faculty. The AUIP representative is not a replacement for a TA and will not assume the responsibilities of a TA if one is not present.