



# AUIP<sup>+</sup>

Faculty Handbook

[auiip.com](http://auiip.com)

+ New Zealand + Australia + Fiji + Antarctica



**Updated: April 2026**

Please note: all faculty and other university staff on AUIP programs must familiarize themselves with and abide by the policies contained herein. This handbook can be found on the AUIP website.

American Universities International Programs Limited (AUIP)



## Welcome from the AUIP team

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AUIP (American Universities International Programs Limited) is pleased to be working with you on your study abroad program this year. Founded by faculty for faculty, AUIP has provided universities with experiential and academically rigorous short-term programs in the South Pacific since 1971. We possess regional expertise for both travel and academics, and are located in the region in Christchurch, New Zealand. We develop and execute programs in New Zealand, Australia, Fiji and Antarctica, and have strong relationships with local suppliers across these destinations.

Our mission is to provide academic and logistics support for faculty-led programs in the South Pacific with the aim of fostering global citizenry that respects the diverse cultures and environments of the world in which we live. We work with universities to develop experiential programs across disciplines that enrich students' lives during their studies and beyond. We hope that students who participate in programs with AUIP are better prepared to use global knowledge in their home community with both short-term and long-term benefits.

AUIP offers you a range of benefits and services, all of which will help you to prepare, plan and deliver an effective program. We offer two choices of program models:

1. Our well-established flagship programs offer you a full curriculum, course reading pack and ready-to-go itinerary which you can tailor if needed.
2. Alternatively, you can partner with us to develop a customized program, and we will assist you with creating an itinerary.

Whichever model you choose, the AUIP team can assist you with developing academic content, such as sourcing readings, lecturers and site visits.

We also offer you detailed logistics support for a seamless program. We provide detailed staff and student itineraries that give information about each day's activities. Because we are situated in region, you will benefit from our close relationships with local lecturers, field guides and providers of accommodation and transport. During programs you will have access to an AUIP contact on call 24/7 in case of emergencies, and to a Program Coordinator who can provide you with logistics support where needed.

Welcome to the AUIP community! We wish you and your students an amazing study abroad experience!

### How to contact us

Address: P.O. Box 3771, Christchurch 8140, New Zealand  
Telephone (NZ) +64.3.377.4644  
E-mail: [info@auip.com](mailto:info@auip.com)  
Website: [www.auip.com](http://www.auip.com)



## Your AUIP Contacts

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### Program Coordinator

All the logistical details of your program are being managed by your Program Coordinator (PC). Your PC is responsible for all bookings and for the practical details of your program: transport, accommodation, teaching space, meals and so on. A PC will be on call throughout your program in case you have any concerns about day-to-day logistical arrangements.

### AUIP's Management Team

AUIP's Management Team is involved in administration-level program tasks such as contract review, invoicing and financial matters, emergency response, and academic support. AUIP can assist with sourcing readings, securing lecturers and site visits, developing activities and assessments, and finding local guides. Bios and contact information are available at [www.auiip.com/about-auiip/meet-the-team/](http://www.auiip.com/about-auiip/meet-the-team/).

### Emergency Contacts

All emergency procedures and contacts are provided to AUIP in Form C, which is completed as part of your enrollment confirmation process. In the event of an emergency during your program, please always call the in-country emergency service in the first instance. These can be accessed by dialing 000 (Australia), 111 (New Zealand) and 911 (Fiji fire and ambulance) or 917 (Fiji police). There is a list of other emergency contacts (including local police stations, hospitals/doctors and embassy) on the emergency card provided to all faculty and students at the beginning of the program.

AUIP also provides a 24/7 emergency service. We provide a program-specific number to call in case of emergency. If this phone number is busy, your call will be automatically diverted to our call center. The person answering will facilitate immediate assistance from AUIP.



## Before Your Program Starts

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For your convenience, we've put together a timeline that tells you what you need to do and when you need to do it. Please review the checklist below along with the webpage <https://auip.com/faculty-staff/pre-departure/>. This has access to all links and downloads described below. Some of the faculty-only files are password protected as follows:

Username: faculty  
Password: shakykiwi

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

Username: student  
Password: littlekiwi

Before the program, we will ask you to complete "Form A: Faculty Responsibilities and Expectations" to acknowledge your commitment to upholding these responsibilities.

### Immediately

#### **Read this handbook, the AUIP Program Handbook and the Risk Management Handbook (including the Emergency Action Plans)**

These contain important tips for running a safe and enjoyable program in the South Pacific and recommended guidelines that are supplemental to your institution's policies. Please let us know if any of the policies therein conflict with your own institution's policies or if there is any policy that will not apply to students on your program.

#### **Send us your syllabus**

If you have not done so already, please email us a copy of your syllabus, including course prefix and number, course title, number of credits, and faculty/instructor name and contact details. This helps our team understand the learning goals of your course, which is important to our delivery of thorough academic support.

#### **Start recruiting students for your program**

Feel free to discuss recruitment with us and, if desired, schedule a dedicated meeting with us to chalk out a recruitment strategy.

#### **Decide if you want a group flight**

If you would like a group flight for your program, we can arrange one for you through ScholarTrip. It is optional for students to book on this flight but a minimum of 10 seats must be booked for the group fare to apply. Please inform your students that the flight can be booked online with ScholarTrip and share with them the link to the booking portal which will be provided by your Program Coordinator. Further information about group flights can be found at: <https://auip.com/faculty-staff/pre-departure/>



### **If you are utilizing an AUIP flagship program, decide if you need a Course Reading Pack (CRP)**

Course Reading Packets contain maps, a travel guide, modules, a quiz and readings, either recommended by you or sourced by us on subjects requested by you. Email us to discuss if a CRP is right for you and your course.

### **If you have run an AUIP program before and have used a CRP in previous years, contact us to discuss updates and/or changes**

If AUIP does not receive your approval and/or your revisions by the requested time frame, we will assume that all material on file with AUIP is correct and ready for publication.

## **Twelve Weeks before Departure**

### **Review and advise students of AUIP trip cancellation policy**

See the section on “Final Enrollment Confirmation” in the “Eight Weeks Before Departure” section below for details about cancellation.

### **If travelling to New Zealand or Australia, apply for your Electronic Travel Authorities (ETA and NZeTA) and remind your students to do so**

Visitors to New Zealand and Australia are required to hold either a visa or an Electronic Travel Authority to enter each respective country. As the United States is a visa-waiver country, US passport holders will be required to hold an ETA for Australia and an NZeTA when traveling to New Zealand for the types of short-term travel experiences we provide. While most ETA visas are issued quickly, it is important for all participants to apply early in case additional information is requested and further processing time required.

Ensure that participants who are not US citizens investigate the entry requirements for their nationality and begin any visa application processes straightaway.

#### *Information for Australia*

All travellers will need a Short Stay Visitor Electronic Travel Authority (ETA) to enter Australia as a tourist. An ETA entitles you to make multiple entries into Australia and to remain there for up to three months on any one entry. Apply for the visa using the Australia ETA app and note that the steps include using your phone to scan your passport and take a photo of yourself. You will also need to pay a processing fee by credit card. For full step by step instructions, go to <http://www.eta.immi.gov.au/ETAS3/etas>. Please note that a visa is required if transiting through Australia for more than 8 hours. Also beware that there are a lot of third-party websites that charge appreciably more than the above site. Please use the official website, as outlined above.

#### *Information for New Zealand*

All travellers will need to obtain an Electronic Travel Authority (NZeTA) prior to departing for New Zealand. At the time of applying for the NZeTA, you will also be charged an International Visitor Conservation Tourism Levy. To apply for an NZeTA and for up-to-date information on costs, please visit this link: <https://nzeta.immigration.govt.nz/>. Please note that a visa is required even if only transiting through New Zealand. Also beware that there are a lot of third-party



websites that charge appreciably more than the above site. Please use the official website, as outlined above.

#### *Information for Fiji*

U.S. citizens are required to have an onward airline ticket. Bring a printed flight confirmation to prove your departure date. See <http://www.fiji.travel/>.

#### *Information for Argentina*

You must have proof of a return flight ticket.

**Advise us if any program participants will require special accommodations (for example, to facilitate a disability)**

## **Eight Weeks before Departure**

### **Advise us of your local contact number and communication plan**

You will need to have a contact phone number during your program, such as through an international plan on your cell phone or a local SIM card purchased on arrival, so that AUIP, your students, and your local suppliers can contact you during the program. You will need to note this on Form C. Feel free to discuss options with us if helpful.

### **Remind your students to read the AUIP Program Handbook**

### **Remind students to make arrangements for existing health conditions**

### **Arrange overseas health insurance for all participants for the duration of the trip**

This must include your university's overseas health insurance plan

### **Advise students about purchasing additional travel insurance coverage**

AUIP strongly recommends comprehensive travel insurance, including trip disruption and cancellation insurance, and Cancel For Any Reason (CFAR) coverage. Refer to the AUIP Program Handbook for further information.

### **Remind participants to complete the required forms**

All program participants, including students, faculty, staff, and accompanying individuals, must complete, sign, and return to you the forms listed below.

### **Send securely the Enrollment Confirmation materials to AUIP**

Your annual contract addendum with AUIP includes deadlines for sending important participant information and program documentation to us. This includes:

- The "Confirmed Enrollment List" spreadsheet, which requires you to enter the names, genders, disclosed medical conditions, dietary requirements and other details for each student, faculty leader, and accompanying individual participating in the program. AUIP will provide you with a template for this spreadsheet. Faculty should also bring a copy of this information with them on the program.
- Form 1A – Waiver of Liability, Covenant Not to Sue, and Indemnity (for faculty)



- Form 1B – Waiver of Liability, Covenant Not to Sue, and Indemnity (for students)
- Form A (Faculty Expectations and Responsibilities Form)
- Form C (Emergency Action Plan)
- Any other program-specific forms

Please let us know if you would like your forms to be sent to you earlier than 12 weeks before the program.

**Note:** The deadline for your Confirmed Enrollment List is also important because after this date all program fees become non-refundable, and any student cancelling after this date will incur the full program fee. This is also the deadline for all itinerary changes. Bookings cannot be finalized until we receive your Confirmed Enrollment List. Any special requirements sent after this date may not be accommodated. Students cannot participate in the program unless they have signed Form 1B.

## Four Weeks before Departure

### **Make arrangements for the delivery of the in-country health and safety orientation**

This can either be presented by a member of AUIP's staff (in person or remotely) or can be presented by you (the presentation and script is provided by AUIP).

### **Review Health and Safety Case Scenarios**

You can find a PowerPoint document on our website called "Case scenarios of health and safety incidents for faculty and staff on study abroad". Please review here: <https://auip.com/faculty-staff/downloads/> Use the login credentials provided at the start of this section.

### **Direct all program participants to register with the US Department of State Travel**

All program participants need to register online with the US Department of State Smart Traveler Registration Program (STEP) (<https://step.state.gov/step/>). Registration allows travelers to record information about your trip so that the Department of State can assist during emergencies. Use the following information when you are asked for a local contact in the registration form:

American Universities International Programs, Ltd  
Address: P.O. Box 3771, Christchurch 8140, New Zealand  
Telephone (NZ): +64.3.377.4644  
Email: [info@auip.com](mailto:info@auip.com)

### **Remind all program participants to review the State Department's Country Information Pages**

These consular information pages contain entry/exit requirements, health and safety warnings, political announcements, threats of terrorism and any other pertinent warnings for the destination country. Links can be found the student pre-departure page: (<https://auip.com/students/pre-departure/>)

**Order your Course Reading Pack (CRP) from the Printer if you are using one**



We use the printer Bel-Jean in Athens, Georgia and will let you know when your CRP is ready to order. Bel-Jean will provide the faculty documents free of charge. When you remind the students to order their CRP, you can let them know that instructions for doing so are available on the student pre-departure page: <https://auiip.com/students/pre-departure/>

**Remind your students to print a copy of your program syllabus, as these are not included in the CRP**

#### **Hold a pre-departure meeting with your students**

This should review the important information in the Program Handbook as well as other particulars pertaining to your program. If your meeting falls during New Zealand office hours, we are happy to join virtually if you wish.

#### **Refer students to the country-specific packing lists available on our website**

These will be useful for all faculty and staff too! Links to each destination are available on the student pre-departure page on our website: <https://auiip.com/students/pre-departure/>

## **What You Need to Do During the Program**

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### **Emergency Cards**

Please hand out the AUIP Emergency Cards to students which were mailed to you prior to the program. Ensure that all program participants always carry their Emergency Cards throughout the entirety of the program. The Emergency Cards provide local emergency numbers and country-specific contacts.

### **Make use of our emergency communication services if need be**

All emergency procedures and contacts are available in the Staff Notes section of your itinerary. Please always call the in-country emergency service in the first instance. These can be accessed by dialing 000 (Australia), 111 (New Zealand) and 911 (Fiji fire and ambulance) or 917 (Fiji police).

If you require AUIP assistance in an emergency, please refer to the details on your Emergency Card and in your itinerary staff notes. AUIP also provides a 24/7 emergency assistance service. We supply a separate specific AUIP number to call in case of emergency. If this phone number is busy, your call will be automatically diverted to our call center. The person answering will facilitate immediate assistance from AUIP.

### **Staff and student itineraries**

Make use of the detailed itinerary we provide and encourage all program participants to do the same. Your students' itinerary includes information about meals, accommodation, transportation and teaching locations, while your own itinerary also includes staff notes that give you behind-the-scenes details about the day's activities and reminders about what you need to do each day as program leader. The itineraries are a fantastic navigational resource.

### **Make use of your In-Country Handbook**



The In-Country Handbook is sent to you by email in your final pre-departure message from AUIP. It contains reservation confirmation numbers, supplier contacts, Risk Management Plans and much more.

### **Student Evaluations**

On the last day of the program ask your students to complete the AUIP Program Evaluation Form. This is to be completed online through Microsoft Forms using the link or QR code in your itinerary.

### **Staff Evaluations**

Please complete the Staff Evaluation which will be sent to you in our final pre-departure message. Your comments, suggestions and recommendations will be used to revise and improve the program for next year. Many faculty recommend noting feedback regularly throughout the program, before the busy days blur together!

## **What You Need to Do After the Program**

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### **Return the evaluations to AUIP**

Please submit your completed staff evaluation form to your Program Coordinator.

### **Meet with us to debrief about your program**

We will contact you to schedule a time for a video call. We look forward to debriefing your program and learning how the experience can be further enhanced in the future!



## **AUIP Recommended Policies and Procedures**

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Please email us prior to departure from the US if any policies or procedures contained in the Faculty or Program Handbooks do not apply to students at your institution. Otherwise, we will assume that all participants on the programs will comply with the policies and procedures as described in these handbooks.

## **Disabilities, Diversity and Special Accommodations**

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All AUIP programs attempt to be inclusive and respectful of the needs of all participants. Any participant with a disability requiring accommodation or other assistance should inform their faculty member who, in turn, must inform us of the needs when submitting the Confirmed Enrollment List (or earlier if possible!). We will make all reasonable attempts to assist students with disabilities so that they are able to participate as fully as possible. However, please note that not all needs may be possible to accommodate.

Participants should be aware that some programs involve activities that require moderate exercise, such as hiking and snorkeling, and that participation in these activities is voluntary.

## **Privacy Rights and FERPA**

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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.

AUIP adheres to FERPA regulations by keeping student data private. We suggest that faculty familiarize themselves with their home institution's recommendations regarding FERPA, and that all sensitive student information be kept securely throughout the program. As there is personal student information included in the In-Country Handbook, this needs to be stored in a safe place at all times.

## **Syllabi, Courses and Credits**

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### **Syllabi**

Whichever program model you choose—whether you draw on one of our well-established flagship programs or wish to develop a customized program—we request that you share your course syllabus with us as soon as possible. This enables our team to understand your learning goals and course themes and helps us to assist you in developing your course.



### **Courses**

For recruitment purposes, we suggest that you cross-list your course and/or have it meet general education requirements. This maximizes potential for a diverse group of students to enroll.

### **Credits**

In all cases, course credits are determined, managed, and issued by the faculty and home institution.

## **Guidelines for Accompanying Individuals**

Please advise of any accompanying family members or other individuals as soon as possible so that we can provide costing information. Please be aware of the following:

- We will ask you for confirmation that the university is aware of all accompanying individuals.
- We manage all the bookings for the accompanying participant based on the information provided in the Final Enrollment List and the faculty specifications for booking their accommodation rooms, program meals, and activities.
- We provide a tally up front of the additional costs incurred in the categories of accommodation, transport, program activities, and group meals for each accompanying individual. This includes a \$150 USD administration fee to cover our additional work on the bookings.
- AUIP will invoice either the accompanying person directly or the university for the costs as preferred, to be paid by the final payment deadline of the program. Payment via PayPal can be arranged for payments made by individuals, with a 5% fee.
- The accompanying individual(s) will need to sign and return the corresponding AUIP forms and have overseas medical coverage during the program.

Partners and dependents of students are not permitted on programs unless they are taking the course for credit at the home institution.

## **Medical Treatment and Insurance**

As the institutional representative on the study abroad program, you should ensure that all students are fully insured and that they know what to expect from any given activity (including health and safety risks). Much of this information can be found either on the Risk Management Plans (for faculty-led activities; located in your confirmation folder) or will be presented by the activity provider on the day. Please also see the AUIP Program Handbook for more information on 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 can provide medical advice and assistance especially for minor problems. However, our programs also 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, where most of our Antarctica voyages depart from, some basic services are available, and Antarctic ships usually have a medical staff person on board. However, please note that this is our most remote program and you should ensure students understand the limited medical facilities available on the vessel and the length of time involved in emergency evacuations (e.g. 24-48+ hours). If you have a medical condition and/or require any medication, you must ensure you bring sufficient medication to cover the duration of the program (but not exceeding a 3-month supply). Emergency medical phone numbers are provided in the emergency cards issued to all participants.

## Medical and Evacuation Insurance

All participants on study abroad programs with AUIP are required to have adequate medical and evacuation insurance. Most institutions facilitate a university-wide policy, the details of which we collect in Form C. Contact your study abroad office for advice and information on health and travel insurance coverage. Please note that we also *strongly recommend* that students and faculty purchase comprehensive travel insurance, including trip disruption and cancellation insurance and Cancel For Any Reason (CFAR) coverage.

## Medical and Psychological Disclosure

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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 their 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 proactive steps that can be taken ahead of time to minimize any unexpected problems.

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 always, stress that self-disclosure, while voluntary, is 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, cultural adjustment, time changes and displaced daily schedules can all be factors in reigniting 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. 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. You and/or your institution's study abroad office may decide a clearance-to-participate letter from a medical practitioner is appropriate to require.



## Recommended Risk Management Protocols

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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, behavioral 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.

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*, and *Risk Management Handbook*.
- Ensure that all participants view the in-country orientation (PowerPoint and script provided by AUIP for your Arrival Day).

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 faculty-led 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 a high level of 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.
- 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 behavior 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 which is sent to you as part of your enrollment confirmation process).
- Carry a first aid kit and a fully charged cell phone at all times.
- Reiterate that AUIP strongly discourages students from participating in adventure activities (such as sky diving or bungee jumping) in their free time as it is highly likely insurance does not cover these activities.

## **Tips and Recommendations for a Smooth Program**

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### **What to do when a student is separated from the group**

If 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, even if they think they'll be okay on their own. 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 that 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.

### **Making the best decisions for your students**

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 all students—both those involved in the given situation and the rest of the group. 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 (distressed, scared, traumatized, unconcerned, or uncertain)?
6. Does the participant appear appropriately circumspect and culturally adaptive?
7. Will the participant have to travel, or require medical care or a meeting with law enforcement authorities as a result of this situation? In these cases, accompaniment by a faculty member is always recommended.



8. Can a competent local authority (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. Will your 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 (medical resources and cellphone coverage, for example) allow you to maintain 24-hour communication and support?
13. Does your plan leave the participant closer to resources or does it isolate him/her further?
14. What will be said to other participants, family, and the university study abroad office?
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) operate as a single unit to monitor and help each other throughout the program. 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. AUIP's Alcohol Policy, found in the Program Handbook, prohibits possession or consumption of alcoholic beverages by those under the legal drinking age and prohibits making alcoholic beverages available to persons under the legal drinking age. AUIP expects those who choose to use alcohol to do so responsibly. No alcohol is to be consumed until after the last program event of the day, when the faculty leader announces that program time is finished, and students are on free time. Alcohol is also not permitted to be stored or consumed on program coaches or in accommodations. Students must be aware that alcohol can impair judgment and can make them more vulnerable to crime and accidents while in unfamiliar surroundings. All program participants are prohibited from illegal possession and misuse of drugs. Non-compliance with any of these conduct regulations shall result in the dismissal of the student from the program. 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. during program meals).



## **Program Time versus Free Time**

“Program time” is time scheduled for any program activities or events (including meals, seminars, discussions, field activities, travel, or instruction). 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 you 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. Whereas faculty are responsible for students during program time, students are typically considered responsible for their own actions during free time.



## Final thoughts

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Thank you for taking your time to read this handbook in addition to your own institution's pre-departure and risk management materials. Thank you also for choosing to run your program in the South Pacific with the team at AUIP! We value your partnership on this program.

We can't wait to hear about your students' experiences, so please encourage them to tell everyone about their trip through their social media networks! Our hashtags are: @AUIPStudyAbroad, #AUIPStudyAbroad. If you are collating photos of the trip, we also love it when you share the images with us.

We hope that you and your students all have an educational, culturally enriching, and wonderful time in our part of the world. Remember that we are here to help, and we are always just a phone call away.



## Appendix A

# Student Disciplinary Action and Probation

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AUIP programs are faculty-led and students are receiving credit for their study abroad course from their home university; thus all formal disciplinary action should be directed by the procedures of the crediting institution. AUIP strongly recommends that you familiarize yourself with the expectations of your own university as far as student participation is concerned prior to the program, and what repercussions would follow from breaches of those expectations. Whether the behavioral 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. Disciplinary action can only be taken by faculty, not by AUIP staff or contractors.

Although formal disciplinary procedures need to be governed by your institution, AUIP does provide the following suggestions (in accordance with best practice within the study abroad field) of steps that may be taken by faculty in cases of student misconduct:

- Endeavor to avoid disciplinary problems: in cases where students begin to display negative behavior, faculty should ideally address this with the student and help them to cope with whatever is bothering them. AUIP recommends that faculty discuss student Behavioral problems early on, and that faculty emphasize that the student is subject to their home university code of conduct as well as AUIP expectations as they signed in Form 1B.
- Where there is a violation of the laws or customs of the host country or of your university's policies and **where such infraction does not cause immediate danger to others**, then the following three-tiered course of action is recommended:

### 1. Verbal Warning

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 behavior towards, another program participant, a scheduled lecturer, group leader, activity provider, faculty or staff member
- a student engages in culturally inappropriate or insensitive behavior

We recommend that you clearly describe the infraction and that you also be clear as to what the student must do in order to correct it. 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. Please notify your home university and AUIP that a verbal warning has been issued.



## 2. Written Probation

A written probation outlines the infraction and states that the student has not complied with the initial verbal request. Written probation is warranted in situations when there are major violations of stated program policies such as:

- 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 behavior
- damage or destruction of other's property
- repeated failure to turn in required assignments
- continued absence from program activities

Parents may be informed at this stage, and students should be made aware of this.

Your written warning should:

- explain that the student is on academic or disciplinary probation
- Describe the undesirable behavior
- outline what is necessary to correct the infraction(s)
- state a specific time frame in which the student must make any necessary improvements
- state that if the student does not take serious corrective measures within the given timeframe then dismissal from the program may be warranted, and that no refund will be issued
- include date and location

The statement should be signed by both faculty member and student and shared with both AUIP and your home institution.

## 3. Dismissal

Dismissal of a student is the final step and should be given great thought and consideration before being actioned. You should consult your home institution for guidance prior to taking this step, and AUIP should be notified if dismissal is necessary. Certain activities deemed potentially dangerous to individual safety and program integrity may be grounds for dismissal. These could include:

- Conduct that violates your university's policies and procedures governing study abroad
- Violation of the laws or customs of the host country, community, institution and program
- Behavior 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 organization
- Behavior 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
- Repeated inappropriate behavior for which the student has been warned in writing

We recommend the following steps should the unfortunate need to dismiss a student arise:

- Document the violation(s) and response in writing. Provide a copy to the student, your university, and AUIP.
- The dismissal letter should state the date and time by which the student must leave the program. The student should 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 behavior in violation of AUIP's Form 1 B that I signed upon acceptance to the program, and/or my institution's code of conduct 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."
- 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 to the 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.



## Appendix B: Student Absences and Withdrawals

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As with student disciplinary action, student absence or withdrawal from programs should be guided by your home institution's policies and recommendations. We do, though, provide the following suggestions—in line with study abroad best practice—for dealing with absences.

### Non-Emergency Absences from the Program

In general terms, a student should leave a program, even if temporarily, only if you have given written consent after consulting with your home institution. We suggest you only grant such permission in rare cases. Legitimate reasons for an absence might include 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.

In cases where students do not wish to participate in a program activity such as snorkeling or hiking, they may be excused without written consent. These activities are voluntary. 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

You have the authority to decide when an emergency absence is warranted. Examples may include a severe illness or death of a close relative or friend of a student. Always consult with your home institution for guidance. The student should discuss the situation with you and obtain written permission to be absent for a defined period. In most instances, we would assist the student with any necessary emergency departure preparations, such as flight and/or accommodation booking.

### Voluntary Withdrawal from the Program

In some circumstances a student may decide to voluntarily withdraw from a program. This could occur in relation to extreme culture shock or mental or physical illness. You should discuss this decision with the student, and make sure s/he is aware of the consequences of a withdrawal (for example, loss of academic credit and the financial costs of leaving).

Any withdrawing student should sign a statement acknowledging that they have voluntarily withdrawn. Any participant who leaves a program at any time without permission may not return to it and will be considered "voluntarily withdrawn". Students traveling independently of the program either during a scheduled break or after the end of a program assume total responsibility for themselves.

We recommend 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 and so on.
  - 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.

Please note AUIP program fees are nonrefundable, as governed by the AUIP Services Agreement with your institution and contract addendum for your program. Any individual refunds for all or part of a scheduled program are at the full discretion of AUIP and depend on the scenario and recoverable costs. Under no circumstances should faculty discuss a possible refund with the student without authorization.