Global internship opportunities
UBELONG + INTERNATIONAL INTERNSHIP PROGRAM AT PRINCETON UNIVERSITY
Summer 2016

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ABOUT UBELONG

We are a social venture based in Washington, DC that was founded in 2009 on the belief that **everyone can make a difference through international volunteering if they are given the chance.** Our founders, Cedric Hodgeman and Raul Roman, are social entrepreneurs with a combined 30 years of international development, management and teaching experience. Together they have worked, volunteered and traveled in over 50 countries and are fluent in English, French and Spanish.

**Prior to UBELONG, finding an opportunity to serve abroad was not easy.** There was limited flexibility, for example the Peace Corps that requires a multiple year commitment. Tourism companies charged prohibitively high prices for “voluntourism” experiences that made little impact on communities and volunteers. And, while there were local organizations accepting volunteers, they faced little oversight to make sure they were keeping volunteers safe and/or giving them the chance to make a real impact. Cultural and language barriers also meant the level of service offered to volunteers by local organizations could be subpar, and their lack of an international network and familiarity with volunteers’ home countries had implications on emergency and liability management.

**Our model is the first of its kind and has completely changed how people volunteer abroad.** Instead of taking a top-down approach, we work with local organizations (e.g. environmental reserves, hospitals, NGOs, schools, etc.). These organizations are in the best position to identify local needs because they are already part of the communities. Our role is to work with these organizations by building up their programs and determining if international volunteers would be of use to them. We then invest even more time and money to recruit volunteers, set up logistics (e.g. housing, meals, embassy connections, emergency evacuation plans, etc.) and continually monitor conditions to ensure the safety and comfort of our volunteers, as well as the impact of their work. In other words, successful international volunteering placements do not “just happen” – they are the result of UBELONG investing a tremendous amount of resources in identifying, building up, organizing and managing our network of local partners.

**We currently work in Africa, Asia and Latin America.** We run over 100 projects covering multiple action areas, include conservation, education, health and women’s empowerment.

Featured in publications across the globe, including The Washington Post, BBC News, Forbes, and The Huffington Post, UBELONG is at the forefront of innovation in the field of international volunteering and learning.
Princeton University’s Office of International Programs is partnering with UBELONG to offer internship opportunities in Africa (Ghana, Morocco), Asia (Cambodia, Laos, Vietnam) and Latin America (Costa Rica, Mexico, Peru).

THE INTERNSHIPS

CARTAGO, COSTA RICA

PROJECT 1: CARING FOR DISADVANTAGED YOUTH

Why does the work matter?
Many children in Cartago suffer from problems typically associated with poverty conditions, such as domestic violence, neglect and abuse. While the government and the church provide some support, caregiving institutions require constant resources and manpower to assist the most vulnerable.

Interns live in Cartago and work in the city and surrounding areas.

PROJECT 2: TEACHING ENGLISH

Why does the work matter?
Over 20 percent of Costa Ricans live below the poverty line, a figure that has not significantly changed in the past two decades. Education for disadvantaged youth is particularly important, as perpetuating poverty is mostly explained by declining job opportunities for low-skill workers in Costa Rica. In this context, English is a particularly important skill – so important that the government has launched a National English Plan to universalize English teaching across the country.

Interns live in Cartago and work in the city and surrounding areas.
PROJECT 3: SUPPORTING ENVIRONMENTAL EDUCATION EFFORTS

Why does your work matter?
Costa Rica is a pioneer in sustainable biodiversity, and has a well-deserved reputation as a global leader in environmental protection. However, Costa Rica still faces complex environmental challenges, including deficient waste management and meeting a growing demand for new clean energy sources. Part of the problem is also related to human behavior. In poverty-stricken communities across the country, socioeconomic needs are at odds with environmentally friendly practices.

Interns live in Cartago and work in an organization on the outskirts of San Jose, about 30 minutes by bus from Cartago.

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LIVING IN CARTAGO, COSTA RICA

HOUSING
Interns live with a local family in central Cartago. The families are very friendly and used to welcoming international visitors and making them feel at home. The homes are some of the most affluent in the city and feature all modern Western amenities, including internet. Interns generally share a bedroom and bathroom with other interns. Special accommodations for couples, families and older volunteers can be made with us during the application process. The houses are close to conveniences like grocery stores, shops and public transportation.

FOOD
Costa Rican cuisine is flavorful, yet quite mild and focused on highlighting the high quality of simple natural ingredients. Abundant with fresh vegetables and fruits, and usually accompanied by the traditional black beans and rice, you can expect to eat nutritious and tasty meals prepared by your family. Interns receive breakfast and dinner every day.

**Breakfast:** A typical breakfast includes coffee, juice, eggs, toast, and fresh fruits. On some occasions, you can also eat the traditional national breakfast, gallo pinto, a tasty mix of rice and beans with onions and peppers.

**Dinner:** Dinner is lighter than lunch and usually includes sandwiches, salad or a local specialty. Dinner is an important time when interns come together with their host family.

For lunch, the most important meal of the day in Costa Rica, volunteers usually eat out at local restaurants near their projects. Generally, one can eat very well for under US$6. You can eat a sandwich, salad or the typical casado, a very generous dish with rice, beans, meat, salad and fried plantains.
CUSCO, PERU

PROJECT 1: CULTURAL ENTERPRISE DEVELOPMENT

Why does your work matter?
The Cusco area offers enormous potential for cultural micro-enterprises, which are community organizations that promote local culture using business approaches. The main challenge facing cultural micro- enterprises in the developing world is their ability to simultaneously meet their social goals and remain economically viable.

The project supports organizations that largely work with rural people to preserve traditional cultural practices by training and linking them to market opportunities in the city. Interns live in Cusco and work in organizations throughout the area.

PROJECT 2: ELEMENTARY SCHOOL TEACHING

Why does the work matter?
Building problems, insufficient number of qualified teachers, overcrowded classes, and shortage of educational materials negatively impact the quality of children’s education in Cusco. The projects support resource-poor kindergartens and elementary schools for children from local Quechua communities plagued by chronic poverty. In addition to problems in the local education system, many parents are illiterate and do not focus on their children’s education.

Interns work with teachers to help create more interactive and student-centered learning environments. Interns live in Cusco and work in schools throughout the area.
HOUSING
Interns live in a wonderful volunteer house that is centrally located near the Plaza de Armas, the heart of Cusco. Your home is a beautiful colonial building that offers you and your fellow UBEULONG Interns a comfortable and vibrant place to live. You usually share a room with one to four other interns. Bathrooms are private and cleaned on a regular basis. There are welcoming common areas where volunteers can gather and relax. The house is staffed 24 hours and there is a security guard at night. A laundry service is available for a small fee, and wireless internet is available for free. The home is centrally located and close to grocery stores, restaurants and shops.

FOOD
The cuisine of the Peruvian Andes is one of the most distinctive and tasty in South America, and you can expect to eat very well during your stay. Every day, you receive breakfast and lunch. Cooks prepare a wide range of Peruvian dishes exclusively for UBEULONG interns.

**Breakfast:** It typically includes coffee, tea or juice with bread and jam, as well as eggs, cheese, ham or fruit depending on the day.

**Lunch:** As is the tradition in Peru, lunch is the most important meal and typically includes a soup or starter followed by a main dish featuring chicken, beef or pork with potatoes, rice or vegetables. Lunch is a fun time to socialize, share stories and practice Spanish with your fellow UBEULONG interns.

For dinner, interns usually eat out at one of the many local restaurants serving everything from delicious Peruvian specialties to Western-style food. Generally, one can eat very well for US$5 to US$10. Interns can also purchase food and prepare it themselves at their accommodations, where a kitchen is available.
Why does the work matter?
Greater Accra is caught in a web of complex problems that negatively affect access to quality education. Deficient infrastructure, overcrowded classes and materials shortages are common problems. There is a 40 percent school dropout rate in the area, mostly affecting girls who leave school to sell goods at the local market. Unemployment is high, forcing many families to seasonal migration, which also affects their children’s school attendance. Children’s malnutrition is another challenge that affects learning.

Interns work with teachers to help create more interactive and student-centered classrooms.

PROJECT 2: SUPPORTING EFFORTS TO STOP CHILD LABOR

Why does the work matter?
The minimum legal age to work in Ghana is 16, but close to 30 percent of children between 5 and 14 work illegally in the informal sector, according to government statistics. Over a million underage children work in Ghana. Close to the semi-urban community where the projects are located in Accra, children work in the fishing industry in very dangerous conditions and remain unprotected by law enforcement officials. Working children hired by fishermen are denied access to education and are held in servitude to work off their families’ debts.

Interns in the project work directly with working children and their families, fishermen and schools to stop child labor practices in the area and raise awareness about children’s rights. Interns live in a small community outside Accra and work in a nearby fishing village.
LIVING IN ACCRA, GHANA

HOUSING
You live with a local family or in a volunteer house. If you have a preference, please let us know in your application and we will try to accommodate you.

Family stay: You live with a local family in a community on the outskirts of Central Accra where all the projects are located. The families are very friendly and welcoming, and their homes are the most affluent in the community. The homes have fans to stay cool, and you generally share a bedroom with one to three other volunteers. Bathrooms have flush toilets and are cleaned regularly. While some of the homes have showers, which are a luxury in Ghana, others do not. So, expect to take baths using a bucket of fresh water – while different at first, for most people it is an easy adjustment that further adds to the cross-cultural experience. The homes are all well located and within walking distance of conveniences like banks, grocery stores and internet shops. For laundry, you generally hand wash your clothes at the house – however, depending on your family, they may be able to do your laundry for you.

Volunteer house: The house is in a quiet residential area in a local community on the outskirts of Accra where all the projects are located. It offers you a comfortable, cozy and vibrant place to live. You usually share a room with one to six other volunteers. There is no wireless internet access, which is a rarity in Ghana, but we provide free access at the local team’s nearby office. There are fans to stay cool, and the bathrooms are modern and have flush toilets and showers. Bathrooms are shared and cleaned on a regular basis. For laundry, you can hand wash your clothes at the house, and the house is close to small convenience stores, internet shops and banks. The house also has a spacious living room where volunteers frequently get together to hang out and socialize.

FOOD
Thanks to the large number of ethnic groups that live in Ghana, Ghanaian cuisine includes a wide range of traditional dishes. Usually centered on a starchy staple, such as rice, cassava, yams or corn, Ghanaian food may include fish, goat, beef or chicken seasoned with a wide variety of spices and flavors. You can expect to eat basic but tasty food throughout your placement. Every day interns receive breakfast and dinner.

Breakfast: A typical breakfast includes tea or cocoa drink, accompanied with oats or maize porridge, peanut butter and bread and fruit. Depending on your work schedule, you eat breakfast alone, with other interns or with your host family.

Dinner: Dinner is the principal meal and is a popular time for interns to come together with each other or their host families. There is a wide range of local dishes, usually involving a meat or fish stew with rice or cassava. In addition to the main course, dinner often includes fruits.

For lunch, interns in Ghana usually eat out at local restaurants near their projects or at school if they serve in one of the education projects. Generally, you can eat very well for around US$5. You can also purchase food and prepare lunch for yourself at your accommodations.
VANG VIENG, LAOS

PROJECT 1: ORGANIC GARDENING

Why does the work matter?
Eighty percent of the labor force in Laos and half of the country’s GDP are tied to agriculture. The effect of agriculture on the environment is substantial. Slash-and-burn farming has significantly contributed to forest destruction, and intensive farming has led to widespread soil erosion. Forests, which not long ago covered 70 percent of Laos, now cover just 40 percent.

The government recognizes the link between economic growth, food security and natural resource management, and its poverty alleviation initiatives encourage more careful land use. However, responsible agriculture practices are rare in Vang Vieng. Interns work on an organic farm that is a testing ground for sustainable agriculture, and whose products are then sold to support educational initiatives in Vang Vieng. The products are nearly all organic fruits and vegetables, and the farm also employs agroforestry and botany principles. Interns live in Vang Vieng and work on the farm, which is on the outskirts.

PROJECT 2: TEACHING ENGLISH

Why does the work matter?
While there are significant efforts to improve the quality of education in Laos, serious problems persist, including an insufficient number of qualified teachers, deficient school infrastructure and low student enrollment. These problems are visible in Vang Vieng, a small community where the growing tourist market is demanding skills such as English speaking ability. The failure to communicate with foreign travelers is the most significant obstacle for locals in search of decent jobs in the tourism sector.

The education project connects resource-poor schools in Vang Vieng with Interns so that the students can obtain valuable English language skills. Interns live in Vang Vieng and work in nearby community centers and schools.
**PROJECT 1: TEACHING ENGLISH, FRENCH OR SPANISH**

**Why does the work matter?**

Education in Morocco is free and open to all children up to 15 years old. However, education in Morocco lags far behind other Arab countries, with enrollment and literacy rates among the lowest in the world.

Many children do not attend as their parents require them to help with household chores or work in support of the family finances. The problem is worse for young girls, as reflected by Morocco’s sharp male to female literacy gap. Additionally, as is common throughout the developing world, many Moroccan schools in poor areas face material shortages, overcrowding and poor teacher training. The education projects lets Interns support Moroccan after-school centers and schools serving poor children. Interns live in Rabat and work throughout the city.

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**LIVING IN VANG VIENG, LAOS**

**HOUSING**

You live in a cozy and comfortable volunteer house in Vang Vieng. Most rooms host two to three volunteers and have their own private bathroom with showers and flush toilets. All rooms have fans, a luxury in Laos. There is a phone for emergencies and free wireless internet. The living room is a popular spot where volunteers eat, relax and socialize. Purified water, coffee and tea are available at no charge in the kitchen. The house is a 3-minute walk from the town center, and there you can find many conveniences like banks, bars, coffee shops, telephone booths and restaurants.

**FOOD**

Lao cuisine is unique and very tasty, and you can expect to eat very well during their stay. Every day, you will be served breakfast, lunch and dinner. The cook at the volunteer house prepares a wide range of dishes for the volunteers and interns.

**Breakfast:** It typically includes coffee, tea or juice with cereal, cheese, eggs, baguette, jam or fruit. Depending on your work schedule, you eat breakfast alone or with other volunteers.

**Lunch:** Lunch typically includes a main dish featuring noodles, fish sauce, spring rolls or sticky rice with chicken, beef or fish. Depending on your work schedule, you eat with other volunteers or at your project.

**Dinner:** Dinner is similar to lunch and is an important time when you come together with other volunteers to relax, socialize and share stories.

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**RABAT, MOROCCO**
PROJECT 2: STRENGTHENING NGO CAPACITY

Why does the work matter?
NGOs in Morocco play an important role in advancing social issues that may not otherwise be addressed by the government. Within the bounds set forth by the powerful monarchy, local and international NGOs in Morocco advance a range of causes. Especially in light of recent events, NGOs, and civil society in general, have proven to be powerful agents for change in poverty reduction, public health education and the defense of women’s rights.

Interns live and work in Rabat.

PROJECT 3: ADVANCING WOMEN’S RIGHTS

Why does the work matter?
Improvements in women’s issues in Morocco have been made in the last twenty years. Economic and political liberalization have helped, as well as efforts by national and international organizations pushing feminist issues. The government has also taken positive steps, for example by setting aside seats in parliament for women.

However, the gender gap in Morocco remains very wide across every indicator, including education, employment, health, human rights and literacy. Cultural factors play a part, as well as ones related to the education and justice systems. Advancement is more difficult for women than men, especially in poor communities.

Interns live and work in Rabat.
LIVING IN RABAT, MOROCCO

HOUSING
Interns have the incredible opportunity to live with a Moroccan family. Most are middle class and live in the medina, which is the fascinating historical center of Rabat. In the bustling medina you will find a large soq, an open-air market that has been integrated throughout the winding streets and fills the air with spices, leather and delectable sweets. The families warmly welcome interns into their vibrant homes and invite them into their daily lives. Interns usually receive their own room, and bathrooms are either private or shared with other members of the family. As many homes in Morocco still do not have flush toilets, interns may have to use Turkish toilets. Additionally, Western showers are not as widespread in Morocco, so interns may bathe in hamams, which are public steam bathhouses that play an integral part in Moroccan society. The homes have telephones, and some even have internet. Conveniences like banks, grocery stores and internet stores are nearby. As Morocco is a conservative society and we work very hard to respect the local norms, except for married couples, we do not house men and women in the same room. Married couples should let us know of their desire to live in the same room in their application.

FOOD
Moroccan cuisine has the well-deserved reputation of being one of the best in the world. The richness of the ingredients and variety of the dishes are unparalleled. Every day, interns receive breakfast and dinner from their host families.

Breakfast: It typically includes mint green tea with orange or other juices, as well as bread with argan or olive oil, butter, jam or honey. Cereal, eggs or yogurt may also be served, as well as local delicacies like beghrir, rghaif and countless types of soups that are served in the morning. Interns have breakfast with their host families.

Dinner: Dinner in Morocco usually begins after sunset. The variety of dishes is endless, but interns will probably try at one point or another a tajine, which is a slowly cooked stew full of tender meats, especially chicken or lamb, and a variety of legumes, vegetables and seasonings, for example carrots, potatoes, dates, prunes, raisins saffron or cumin. Other dishes include the famous couscous, as well as meat kebabs and shwarma.

For lunch, interns eat out at one of the many local stands or restaurants serving everything from delicious Moroccan specialties to Western-style food. Generally, one can eat very well for under US$5.
HANOI, VIETNAM

PROJECT 1: TEACHING ENGLISH

Why does the work matter?
Hanoi has one of the largest wage gaps in the country, which is mostly explained by differences in education between the rich and poor. In the last 20 years the city has made significant improvements in expanding access to elementary and middle school education, but the playing field remains uneven. Many poor children drop out at an early age because their parents cannot afford school fees or need them to work and contribute to the family finances. Additionally, lack of skills among young adults from disadvantaged backgrounds excludes them from the benefits of economic growth. The job market in Hanoi is very competitive, and they must take low paying unskilled work with little job security.

Interns live in Hanoi and work in community centers and schools throughout the city.

PROJECT 2: CARING FOR DISABLED CHILDREN

Why does the work matter?
As in most countries, children with disabilities are very vulnerable in Vietnam. Those with mental and physical disabilities often do not receive the care they need for a variety of reasons, including limited family resources, parental neglect and social stigma. In addition, the use of Agent Orange during the Vietnam War has left many of the children and grandchildren of those exposed to the chemical with serious health conditions.

Interns live in Hanoi and work in centers and orphanages throughout the city.
LIVING IN HANOI, VIETNAM

HOUSING
You live in a comfortable and inviting volunteer house as part of a close-knit community of volunteers. The house is well situated in Hanoi and, from the Old Quarter, which is Hanoi’s downtown and main tourist center, it is about 10 to 30 minutes by public transportation depending on traffic. You share a room with up to four other volunteers. If needed, there is air conditioning that runs at night – a luxury in Vietnam. Bathrooms are shared and cleaned regularly. There are laundry facilities for volunteers, as well as telephones that can be used with calling cards. The house has a popular common area where you can relax, socialize and watch television. There is wireless internet at the house, and the house is well located near conveniences like grocery stores and public transportation.

FOOD
Vietnam features one of the most diverse and tasty cuisines in the world, and you can expect to eat simply but well during your placement. Every day, you receive breakfast, lunch and dinner. Cooks prepare a wide-range of Vietnamese dishes exclusively for the volunteers and interns.

Breakfast: It typically includes coffee or tea with bread, noodles, eggs or jam. Depending on your work schedule, you eat breakfast alone or with other volunteers.

Lunch: Lunch typically includes a soup or salad with a main dish featuring local staples like vegetables, rice, noodles or tofu with chicken, beef, fish or pork. Depending on your work schedule, you eat with other volunteers or at your project.

Dinner: Dinner is similar to lunch, and volunteers typically come together to eat at the volunteer house. Dinner is a fun time to share stories, socialize and relax.

PHNOMPENH, CAMBODIA

PROJECT 1: MICROFINANCE AND INCOME GENERATION

Why does the work matter?
Cambodia has recorded impressive economic growth in the last decade. The country has emerged from its violent recent history and moved from an isolated subsistence economy to a market-based one led by garment manufacturing and tourism. However, while jobs have been created at all levels of society, the wage gap is widening and the United Nations indicates that over 30 percent of the population remains below the national poverty line.

One of the most effective tools to create opportunity for the poorest is to extend credit to poor entrepreneurs. When carried out as part of a well-planned campaign, microfinance can be the difference between an unstable temporary job and sustainable self-employment. The business development project lets Interns contribute their knowledge and talent to microfinance initiatives in Phnom Penh. Interns help design and manage microfinance activities, while contributing to the operations of the organization. Interns live in Phnom Penh and work in the city and surrounding areas.
LIVING IN PHNOM PENH, CAMBODIA

HOUSING
You live in a comfortable and welcoming volunteer house. The house is located in the center of Phnom Penh near the Russian Market. There is staff 24/7 at the house to assist interns with any needs that may arise. You usually share a bedroom with one to six other volunteers. Single rooms are not available. Each room has a bathroom and all are cleaned on a regular basis. There is a spacious common area on the ground floor where you can hang out, eat, and relax with other volunteers. Wireless internet is available throughout the house, and a laundry service can be used for a small fee. The house is close to conveniences like grocery stores, internet shops and public phone booths.

Please note: In Phnom Penh, we also have a network of host families. If you are interested in living with a host family, please let us know in your application and we will consider your request. We generally only allow well-travelled interns and/or interns who are at least 30 years old to live with a host family. While living with a host family can be an incredibly rewarding experience, it can be socially more challenging as there are fewer interns living with you as compared to a volunteer house.

FOOD
Cambodian food incorporates many elements of Chinese, Thai and Vietnamese cuisines. It is very tasty and you can expect to eat very well during your placement. Every day, you receive breakfast, lunch and dinner. These are usually served buffet style. Cooks prepare a wide-range of local dishes exclusively for the interns.

**Breakfast:** It typically includes coffee, juice or tea with bread, crackers, jam or fruits. Depending on your work schedule, you eat breakfast alone or with other interns.

**Lunch:** Lunch typically includes a main dish consisting of rice, noodles, fresh vegetables, chicken, beef, fish or pork, and then a small dessert like fruit. Depending on their work schedules, interns eat at their project or with the other volunteers at the house.

**Dinner:** Dinner is similar to lunch, and you typically come together to eat with other interns. Dinner is a fun time to socialize and relax.
The internship matching and application process is designed to provide the right match to your skills and interests, and help you get ready:

1. **IIP Application**: Student submits application materials to IIP via GPS (gps.princeton.edu)

2. Additional materials might be required by UBELONG and if so, you will be notified by IIP during the application process.

3. **Acceptance**: If you are accepted, IIP will notify you and will send you an acceptance letter and a commitment form. After receiving your commitment form, IIP will connect you to UBELONG and they will introduce you to your UBelong Mentor, a highly qualified member of the UBELONG team who will work with you to help make your IIP-UBelong experience extremely rewarding.

   UBELONG will also email you the preparation materials and a link to an online form so that you can easily provide details of your arrival, health insurance, emergency contacts, passport copy and police background check.

4. **Pre-Departure Preparation**: In addition to IIP’s Pre-Departure activities, you will receive a Preparation Booklet from UBELONG.

   Additionally, work closely with your UBELONG Mentor to go over pre-departure details and any questions that you may have. You can also meet your UBELONG Mentor on the phone or on Skype for a one-on-one Briefing Meeting.
THE UBE_LONG EXPERIENCE

UBELONG Mentor:
Each intern is paired with a UBE_LONG Mentor, a highly experienced member of the UBE_LONG team who works closely with you throughout your UBE_LONG experience. From coordinating details like airport pickup and housing preferences to preparing you for your role as an international intern, your mentor is there for you.

UBELONG Preparation Booklet:
The booklet offers you a wealth of information and helpful tips to prepare you for your trip. Topics range from health, safety and visa issues to the development challenges that your host community faces.

Briefing Meeting:
Prior to your departure, you have the option to meet with your UBE_LONG Mentor. You go over staying safe during your placement, as well as tips for getting the most out of your experience. The meetings generally occur over the phone or Skype, but if you are in the same location as your UBE_LONG Mentor they can occur in person.

Airport pickup:
When you arrive at the airport, and when you leave, a driver meets you and gives you a ride.

Accommodation and meals:
When you serve with UBE_LONG, we place as much emphasis on contributing to local issues through meaningful work as we do on bringing people together to share their ways of living. Our goal is to offer volunteers a genuine local experience that allows you to discover a new culture in a safe, comfortable, and enjoyable manner.

Orientation:
Our Local Team Leader gives volunteers an orientation to introduce them to the staff and go over everything from living locally to the work that they will be doing. The orientation is generally your first Monday.

United States and Europe based support:
UBELONG is an American organization based in Washington, DC. We also have an office in Lisbon, Portugal. As such, you have the peace of mind that comes from having the support of an organization with an American and European presence.

In-country support:
Throughout your placement, we work with our Local Team Leader to provide you with any assistance that you may need. Whether you have a question about where to travel on the weekend or have an issue that requires immediate assistance, the local team is there for you.