



INTERNSHIP GUIDELINES

2023 – 2024



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TABLE OF CONTENTS

INTRODUCTION	1
INTERNSHIPS	1
MANDATORY INTERNSHIP POLICY FOR ALL STUDENTS	2
WHAT IS AN INTERNSHIP?	2
WHAT AN INTERNSHIP IS NOT	2
BENEFITS FROM INTERNSHIPS	3
WHAT TYPE OF INTERNSHIPS CAN STUDENTS OBTAIN?	3
LEGALITIES OF INTERNSHIPS	4
EMPLOYER OBLIGATIONS FOR INTERNS	4
PART-TIME VS. FULL-TIME WORK	4
WAGES & HOURS	4
WORKPLACE SAFETY & HEALTH	4
TERMINATION OF UNPAID INTERNSHIPS	5
TERMINATION OF PAID INTERNSHIPS	5
FORCED RESIGNATION	5
INTERNSHIP COURSES OFFERED	5
UNDERGRADUATE INTERNSHIP COURSES	6
GRADUATE INTERNSHIP COURSES	6
HOW TO REGISTER FOR INTERNSHIP COURSES	6
FIRST-TIME APPLICANTS	7
EXTENDING INTERNSHIP COURSES	7
SAME EMPLOYER	7
NEW EMPLOYER	7
INTERN'S RESPONSIBILITIES	8
DISCONTINUATION OF INTERNSHIP BEFORE COMPLETING INTERNSHIP COURSE	8
CHANGING EMPLOYERS IN THE MIDDLE OF AN INTERNSHIP COURSE	8
MAINTAINING UNIVERSITY POLICIES	9
WORKPLACE RESPONSIBILITIES & ETHICS	9
INTERNSHIPS FOR F-1 STUDENTS	9
SEVP-CERTIFICATION	10
CURRICULAR PRACTICAL TRAINING (CPT)	10
ELIGIBILITY TO APPLY FOR INTERNSHIP	10
UNDERGRADUATE STUDENTS	10
GRADUATE STUDENTS	10
GUIDELINES FOR CPT	10
FULL TIME/PART TIME CPT*	11
FULL TIME	11
PART TIME	11
120-MILE RADIUS LIMITATION FOR INTERNSHIP WORK SITES	11
FREQUENTLY ASKED QUESTIONs (FAQs)	12

INTRODUCTION

The guidelines outlined below have been developed to make internships a useful and rewarding educational experience at International American University. It strives to answer questions that students may have and provides common guidelines for students to follow.

Traditionally, most business & management programs are centered on classroom activities with little or no practical application as to what actually takes place in the industry. In an article published in *The Atlantic* in 2014 called, *"The Thing Employers Look for When Hiring Recent Graduates"*, they found when employers were asked which elements they most considered when hiring recent graduates, that college reputation, GPA, and courses finished at the BOTTOM of their lists. Instead, according to the *Chronicle of Higher Education*, employers seek experiences outside of academics: Internships, jobs, volunteering, and extracurricular activities.

IAU is hopeful that through experience and lessons learned from the internship courses at IAU, graduates will have a smooth transition into the workforce and be stronger candidates for future employment.

For any internship to be successful, the combined efforts of the training site, IAU, and students are essential. Each party has an important function to fulfill and the combined efforts must be carefully coordinated. Furthermore, the training site must have a commitment and dedication to help educate the business professional of the future. This is the most critical factor that determines the success or failure of the internship program.

IAU's internship courses are designed to train tomorrow's leaders, today.

INTERNSHIPS

IAU offers an internship program through cooperative education agreements with qualifying employers for students enrolled in approved programs. IAU features innovative and hands-on degree programs that center on practical and immediately usable business skills. Qualified employers who are able to employ IAU students by providing a working environment to allow enrolled students to earn practical application of course material, when successfully completed, will advance students towards their degree.

As part of the curriculum, this program offers for-credit internship courses supervised by a qualified instructor. It is ultimately the responsibility of the student to locate, apply for and obtain their internship employment, but assistance for the student will be provided by the career services department under IAU's Office of Student Services.

The internship opportunity is an added benefit of the program to ensure real-world work experience in the United States; however, the degree program is rigorous and should be the student's primary focus while attending IAU.

In consideration of the terms in which the student is obligated to comply with under the internship syllabus, IAU, the student, and the employer consents understanding and agreement to the following terms and conditions outlined in the following section.

MANDATORY INTERNSHIP POLICY FOR ALL STUDENTS

For ALL degree students, IAU requires the completion of a minimum of two (2) internship experiences that relate to their major area of study during their academic program as an integral part of the established program curriculum to meet graduation requirements. Students are encouraged to engage in as many internships as possible to enhance the learning experience; however, F-1 students may only engage in a maximum of two (2) CPT experiences. If a student fails to procure an internship upon eligibility, this student must convene with a career services coordinator for assistance with obtaining an internship.

WHAT IS AN INTERNSHIP?

An internship is a structured opportunity for students to learn, grow, and contribute in a professional setting. There are many variations of internships: They might be paid or unpaid, part-time or full-time, taken for credit or no credit. They could be local, national, or abroad. They might be called field work or internships. Regardless of these variations, what makes an internship an internship are these common features.

- A structured learning experience
- Provides opportunities to apply classroom knowledge in a "real world" professional environment
- Encourages you to develop and refine skills that are transferable to a variety of work settings
- Has a defined beginning and end
- Includes a position description with relevant and clearly defined learning objectives
- Provides for supervision/feedback from a professional with expertise and background in that field
- Includes resources, equipment, and facilities that support learning goals

WHAT AN INTERNSHIP IS NOT

- Primarily clerical or unskilled labor
- An experience students gain nothing from
- A vague, undefined experience
- An unguided/unsupervised experience

BENEFITS FROM INTERNSHIPS

All students can greatly benefit from internship experiences, especially students who have little to no work experience. Below are some of the benefits to the students:

1. Enhances classroom learning by integrating academic curriculum and real-world work experience which enables students to apply classroom theory to actual work situations
2. Confirms or redirects career decision-making through on-the-job experience in a chosen field
3. Internship programs enhance the graduate's marketability by providing on-the-job training which improves job opportunities after graduation by giving students valuable work experience and contact with potential future employers
4. Teaches valuable job-search skills such as career assessment, resume writing, and interviewing techniques
5. Eases the transition from being a student to entering the workforce and increases self-confidence in the workplace
6. Enhances affordability of college through employer-paid wages. This is a means of financial assistance that is available to all students, regardless of family income levels or other financial aid arrangements

WHAT TYPE OF INTERNSHIPS CAN STUDENTS OBTAIN?

Students who wish to receive credit for internships courses at IAU must ensure that the work site in which they will obtain their internship will meet certain requirements. All internships are meant to be a hands-on practical experience for students to gain more knowledge in their field of study. Since IAU offers programs in business and management, the scope of positions is not limited to any industry in particular, but rather, will focus on the tasks at hand performed and the knowledge gained while engaging in internships with a qualifying employer. Please note the following requirements for job sites, positions, and employers in which IAU will approve to award credit towards the completion of a degree:

- Employer must be registered as a legal business
- Employer must be willing to employ intern for a minimum of 8 weeks
- Student must ensure the internship site is related to their program of study
- Employer must adhere to all clauses set forth in the Cooperative Educational Internship Agreement
- Employer will provide quality training by a supervisor who possesses expertise directly related to the intern's responsibilities
- Employer is able to provide exposure to multiple aspects of a professional career field, internship organization, or industry
- Employer will provide job description including a detailed explanation of duties and/or projects, required skills or qualifications, minimum number of hours per week (flexibility in days/hours is encouraged to accommodate class schedules), and approximate start and end dates for the experience
- Employer must ensure clerical or other nonprofessional tasks will comprise no more than 20% of the intern's responsibilities
- The intern will be provided with an appropriate workspace and resources required to complete assignments, as well as with introductions to employees and an overview of the organization (similar to an orientation that would be provided to any new employee)
- The intern must receive a W-2 tax form if the internship or position is paid
- Since IAU's academic programs require students to complete an internship, students must earn credit for the internship

LEGALITIES OF INTERNSHIPS

EMPLOYER OBLIGATIONS FOR INTERNS

According to the U.S. Department of Labor and the California Department of Labor Standards Enforcement, there are certain standards that employers must follow when hiring unpaid interns. These requirements are intended to ensure that the intern is really receiving a valuable learning experience in exchange for free labor. Unless all of the following criteria are met, the intern is legally an employee, who must be paid the minimum wage, earn overtime, and receive all of the other protections guaranteed by state and federal employment laws:

- Interns are not guaranteed a job at the end of the internship
- The employer and the intern(s) understand that the interns are not entitled to wages during the internship period
- Interns must receive training from the company, even if it somewhat impedes on the work of the organization
- Interns must get hands-on experience with equipment and processes used in the industry
- Interns' training must primarily benefit them, not the company

PART-TIME VS. FULL-TIME WORK

IAU requires students to intern for a minimum of 1 hour at their internship site weekly. Part-time work is considered 20 hours or less per week and is approved during mandatory and non-mandatory terms. Full-time work is considered over 20 hours per week and is approved only during the non-mandatory term.

WAGES & HOURS

The Fair Labor Standards Act (FLSA) prescribes standards for wages and overtime pay, which affect most private and public employment. The act is administered by the Wage and Hour Division. It requires employers to pay covered employees who are not otherwise exempt at least the federal minimum wage and overtime pay of one-and-one-half-times the regular rate of pay. For nonagricultural operations, it restricts the hours that children under age 16 can work and forbids the employment of children under age 18 in certain jobs deemed too dangerous. For agricultural operations, it prohibits the employment of children under age 16 during school hours and in certain jobs deemed too dangerous. The Wage and Hour Division also enforces the labor standards provisions of the Immigration and Nationality Act (INA) that apply to aliens authorized to work in the U.S. under certain nonimmigrant visa programs. (United States Department of Labor - <http://www.dol.gov/>)

WORKPLACE SAFETY & HEALTH

The Occupational Safety and Health (OSH) Act is administered by the Occupational Safety and Health Administration (OSHA). Safety and health conditions in most private industries are regulated by OSHA or OSHA-approved state programs, which also cover public sector employers. Employers covered by the OSH Act must comply with the regulations and the safety and health standards promulgated by OSHA. Employers also have a general duty under the OSH Act to provide their employees with work and a workplace free from recognized, serious hazards. OSHA enforces the Act through workplace inspections and investigations. Compliance assistance and other cooperative programs are also available. (United States Department of Labor - <http://www.dol.gov/>)

TERMINATION OF UNPAID INTERNSHIPS

- IAU students who no longer wish to continue at the place of employment must give their employer a two-week notice out of courtesy
- When resigning, always have the conversation in person unless circumstances make that impossible. Write a formal resignation letter if possible
- Students who are terminated for issues which violate conduct, legal, or confidential matters within the workplace are not required to give a two-week notice if the internship is immediately terminated

TERMINATION OF PAID INTERNSHIPS

Employees may resign at any time, provided they give reasonable notice. The employment agreement should be checked to confirm notice periods and final pay should be calculated. If the employee gives the required notice, the employer must pay the employee to the end of the notice period, unless the employee is justifiably dismissed during that period. The employment relationship continues until that date.

The employee may be required to work for the full notice period or may be asked to stop coming to work before this date. In either case, the employee should be paid to the end of the notice period. If pay is stopped before the end of the notice period, the employee may be able to claim for wages owed.

If an employee leaves work without giving notice, the employer is not required to pay for time beyond the employee's last actual working day. The employer must not deduct pay in lieu of notice from any amount owed to the employee unless the employee agrees in writing or the employment agreement specifically allows it. The employer must pay all holiday pay owing to the employee in their final pay. (United States Department of Labor - <https://www.dol.gov/general/topic/termination>)

FORCED RESIGNATION

If an employer puts pressure (directly or indirectly) on an employee to resign, or makes the situation at work intolerable for the employee, it may be a forced resignation, often known as a "constructive dismissal".

A constructive dismissal may be where one or more of the following occurs:

- The employer has followed a course of conduct deliberately aimed at coercing the employee to resign
- The employee is told to choose between resigning or being dismissed
- There has been a breach of duty by the employer (i.e. a breach of the employment agreement or the duty of fair and reasonable treatment) such that the employee feels he or she cannot remain in the job

INTERNSHIP COURSES OFFERED

IAU offers several different internship courses exploring different business topics, as to gain more insight in the industry, in both the undergraduate and graduate level.

Please note that students may not repeat BUS 440/640 Internship Courses. Please check off the courses to avoid repetition.

UNDERGRADUATE INTERNSHIP COURSES

- BUS 440 A (Business Concepts) (1 unit)
- BUS 440 B (Business Concepts) (1 unit)
- BUS 440 C (Business Concepts) (1 unit)
- BUS 440 D (Business Concepts) (1 unit)
- BUS 440 E (Business Concepts) (1 unit)
- BUS 440 F (Business Concepts) (1 unit)
- BUS 440 G (Business Concepts) (1 unit)
- BUS 440 H (Business Concepts) (1 unit)
- BUS 440 I (Business Concepts) (1 unit)
- BUS 440 J (Business Concepts) (1 unit)
- BUS 440 K (Business Concepts) (1 unit)
- BUS 440 L (Business Concepts) (1 unit)
- BUS 440 M (Business Concepts) (1 unit)
- BUS 440 N (Business Concepts) (1 unit)
- BUS 440 O (Business Concepts) (1 unit)

GRADUATE INTERNSHIP COURSES

- BUS 640 A (Applied Business Concepts) (1 unit)
- BUS 640 B (Applied Business Concepts) (1 unit)
- BUS 640 C (Applied Business Concepts) (1 unit)
- BUS 640 D (Applied Business Concepts) (1 unit)
- BUS 640 E (Applied Business Concepts) (1 unit)
- BUS 640 F (Applied Business Concepts) (1 unit)
- BUS 640 G (Applied Business Concepts) (1 unit)
- BUS 640 H (Applied Business Concepts) (1 unit)
- BUS 640 I (Applied Business Concepts) (1 unit)
- BUS 640 J (Applied Business Concepts) (1 unit)
- BUS 640 K (Applied Business Concepts) (1 unit)
- BUS 640 L (Applied Business Concepts) (1 unit)
- BUS 640 M (Organizational Behavior) (1 unit)
- BUS 640 N (Human Resource Management) (1 unit)
- BUS 640 O (Business Law) (1 unit)
- BUS 640 P (Business Strategy) (1 unit)
- BUS 640 Q (Operations Management & Supply Chain) (1 unit)
- BUS 640 R (Marketing Management) (1 unit)
- BUS 640 S (Management Information System) (1 unit)
- BUS 640 T (Financial Management) (1 unit)
- TAP 700 Teaching Assistant Program (3.0 units)

HOW TO REGISTER FOR INTERNSHIP COURSES

In order to receive credit for an internship, students must enroll in internship courses with IAU. Depending on a student's program level, undergraduate or graduate, students will enroll in respective internship courses. A list of internship courses are reflected on page 6 or within the IAU Catalog.

Once Career Services approves the internship site, agreement, position, and Office of Student Support adds the course, the student will be able to see the course added within **IAUonline** as well as **myIAU** with all associated tuition fees.

FIRST-TIME APPLICANTS

Once eligible, students may apply for internships during the first three weeks of each session. Students who are adding the internship class past the first week will be responsible to make up all previous weeks assignments within the course. Please see the Academic Calendar for session start dates. In order to apply, students must:

1. Obtain an offer letter from a potential employer. Sample offer letter can be found on <https://iaula.edu/forms-downloads>
2. Fill out the Internship Application & Cooperative Educational Internship Agreement. Cooperative Educational Internship Agreement can be found on <https://iaula.edu/forms-downloads>
3. Email the Cooperative Educational Internship Agreement to csv@iaula.edu a minimum of five days prior to the start date
4. Employer/HR must email a copy of the offer letter to csv@iaula.edu
5. Confirm receipt of electronic registration form. Once approved, the Office of Student Support will register the student in the corresponding BUS 440/640 Internship Course and send an updated electronic registration form
6. Complete all weekly assignments
7. Employer/HR must complete the Employer Satisfaction Survey at the end of each session. The survey link can be found under Week 8 of the course in **IAUonline**

EXTENDING INTERNSHIP COURSES

Effective Spring 2019, all students participating in an Internship who wish to extend their Internship through the upcoming term must resubmit the CPT documents listed below with new start dates.

SAME EMPLOYER

Please follow the steps below:

1. Complete a current Internship Application & Cooperative Educational Internship Agreement with the new start date. Cooperative Educational Internship Agreement can be found on <https://iaula.edu/forms-downloads>
2. Email the Cooperative Educational Internship Agreement to csv@iaula.edu a minimum of five days prior to the start date
3. Once approved, the Office of Student Support will register the student in the corresponding BUS 440/640 Internship Course and send an updated electronic registration form
4. Complete all weekly assignments
5. Employer/HR must complete the Employer Satisfaction Survey at the end of each session. The survey link can be found under Week 8 of the course in **IAUonline**

NEW EMPLOYER

For students who are re-enrolling in internship courses with a new employer, please see FIRST-TIME APPLICANTS above.

INTERN'S RESPONSIBILITIES

REGISTER FOR INTERNSHIP COURSE

- In accordance with IAU's policy, each student must contact Career Services to confirm they are properly registered and enrolled in the internship course
- Pay the scheduled rate of tuition in order to receive credit for the internship course.
- Complete all coursework on time within **IAUonline**
- Show satisfactory progress in completing course. Students who do not show significant activity within **IAUonline** may be subject to the Inactivity policy

DISCONTINUATION OF INTERNSHIP BEFORE COMPLETING INTERNSHIP COURSE

Please note that students who terminate their employment early must still complete the coursework before date of termination. If the student does not complete the coursework, s/he will not be given credit for the course.

In addition, the student must write a 2-page detailed explanation in APA format explaining the following:

- Reason for termination
- Experiences with the Interview/Placement of position
- Things that could have been done differently to avoid termination
- Takeaways from the experience and any comments regarding the experience during employment
- Upload the document in "TERMINATION DROPBOX" located in Week 8 of each course within IAU Online
- Include all pertinent documents from employer to show reason for termination or letters of resignation

If a student wishes to discontinue the course, the student must fill out the Course Withdrawal Form and follow the Course Withdrawal Policy listed in the IAU Catalog.

If a student loses their internship within weeks 1-4 and wishes to stay in the course and find another employer, they have until the end of week 4 to gain another internship. If the student cannot obtain another internship by the end of week 4, they are still responsible for paying all applicable tuition and fees associated with the course.

CHANGING EMPLOYERS IN THE MIDDLE OF AN INTERNSHIP COURSE

If a student finds a new employer that they would rather work with in the middle of the session, the student must:

- Resign from their current position
- Inform a Career Services DSO with the exact end date with the former employer
- Obtain an offer letter from the new employer. Sample Offer Letter found on <https://iaula.edu/forms-downloads>
- Fill out the Internship Application & Cooperative Educational Internship Agreement for the new employer. Cooperative Educational Internship Agreement can be found on <https://iaula.edu/forms-downloads>
- Email the Cooperative Educational Internship Agreement to csv@iaula.edu a minimum of five days prior to the start date
- Employer/HR must email a copy of the Offer Letter to csv@iaula.edu
- Continue completing all weekly assignments for the internship course
- Employer/HR must complete the employer satisfaction survey at the end of each session. The survey link can be found under week 8 of the course in **IAUonline**

MAINTAINING UNIVERSITY POLICIES

- Each student intern must conduct his or her internship activities as to not conflict with any policies that are outlined within the IAU Catalog
- Student intern must show Satisfactory Academic Progress (SAP), which entails participating in class, submitting coursework, and maintaining attendance
- Students must pay the tuition and fees as agreed to in the enrollment agreement or payment plan
- Students must submit and complete all work outlined within the syllabus for the internship course

WORKPLACE RESPONSIBILITIES & ETHICS

- Room, board, and personal travel expenses are the responsibility of the student intern
- The student intern must be conscientious and work to the best of their ability
- Any serious employment difficulties or serious misunderstandings must be reported immediately to the employer and career services staff
- The student intern is required to comply with all conditions of employment including rules of the employer, federal, state, and local regulations
- The student intern must notify the employer immediately in the event he or she is unable to report to work
- Either the employer or the student intern may terminate the internship at any time and agree to give the other reasonable notice of no less than five working days of said termination. **DO NOT ABANDON A JOB**
- The student intern's experience can be a paid or non-paid work experience. Typically, hourly wages are commensurate with duties performed, and are negotiated between the student intern and the employer
- Abide by all terms as outlined in the Cooperative Educational Internship Agreement
- Ensure that supervisor completes the Employer Satisfaction Survey at the end of each session. The survey link can be found under Week 8 of the course in **IAUonline**

INTERNSHIPS FOR F-1 STUDENTS

SEVP-CERTIFICATION

IAU is a SEVP-certified institution. On March 6, 2009, IAU was approved by the U.S. Immigration and Customs Enforcement (ICE) of the Department of Homeland Security (DHS) to accept and enroll foreign, non-immigrant F-1 students for academic degrees.

SEVIS school code#: LOS214F01373000

IAU allows foreign students in F-1 Nonimmigrant Status to participate in Curricular Practical Training (CPT). An F-1 student may begin CPT after the Designated School Official has completed the Form I-20 endorsement page. CPT is alternative work/study, internship, cooperative education, or any other type of required internship or practicum that is offered by sponsoring employers through cooperative agreements with the school. CPT must be a part of an established curriculum. F-1 students participating in CPT are issued three documents that, when presented together, establish identity and employment authorization under List A for Form I-9 purposes:

- The student's unexpired foreign passport
- Form I-20 with the Designated School Official's endorsement for employment
- A valid Form I-94 or I-94A indicating F-1 nonimmigrant status

The DSO will reflect the work authorization on the third page of the Form I-20 which will indicate the type of training allowed, duration of training (4 months max duration at a time) and also the employers' information. Off Campus CPT is allowed for students as long as the employer has signed the **Cooperative Educational Internship Agreement**.

CURRICULAR PRACTICAL TRAINING (CPT)

F-1 students pursuing an academic program with IAU must abide by certain regulations mandated under their non-immigrant status in order to enroll in internship courses with IAU. F-1 students who are eligible to enroll in internship courses must also obtain employment authorization through the university DSO referred to as Curricular Practical Training (CPT).

ELIGIBILITY TO APPLY FOR INTERNSHIP

To engage in CPT, F-1 students must meet the eligibility requirements.

UNDERGRADUATE STUDENTS

Undergraduate students cannot enroll in internship courses at IAU until they have enrolled full-time for two terms at IAU. Undergraduate students who have previously enrolled full-time in a degree-program for one academic year at a SEVP-certified institution in the United States may engage in CPT immediately. In addition, F-1 students **MUST** be in **ACTIVE** status in order to enroll in internship courses.

GRADUATE STUDENTS

Graduate F-1 students are required to participate in CPT immediately in order to meet the internship requirement. In addition, F-1 students **MUST** be in **ACTIVE** status in order to enroll in internship courses.

GUIDELINES FOR CPT

- See **ELIGIBILITY TO APPLY FOR INTERNSHIP** above

- F-1 students enrolled in a new educational level cannot exceed 12 months of practical training. F-1 students enrolled in the same educational level with previous practical training in that level will be deducted from CPT eligibility at IAU
- Eligible F-1 students must request employment authorization for CPT in a position that is directly related to their major area of study by enrolling in internship courses and submitting all required application documents to the Office of Student Services, Dept. of Career Services
- F-1 students must obtain a Form I-20 reflecting the employer's information, duration of internship period, and type of training on the 3rd page of the document
- F-1 students may begin curricular practical training only after receiving their Form I-20 with the DSO endorsement

FULL TIME/PART TIME CPT*

FULL TIME

Over 20 hours per week.

PART TIME

No more than 20 hours.

**Students eligible for immediate CPT who begin their program during the non-mandatory Summer term may only participate in part time CPT as this counts as their initial mandatory term.*

120-MILE RADIUS LIMITATION FOR INTERNSHIP WORK SITES

F-1 students may not pursue curricular practical training with job sites farther than a 120-mile radius of the main campus in Los Angeles, CA or respective satellite locations. To ensure that students prioritize their educational commitment to a campus based program, IAU is promoting a job site within 120 miles of the respective campus to ensure they are able to comply with attendance and F-1 policies. If a company is located farther than 120 miles and the student is being offered a remote position or to be supervised at an alternative satellite location approved by the company, the offer letter must clearly state the terms of their employment.

IAU urges all students to carefully consider this requirement when accepting positions for curricular practical training.

FREQUENTLY ASKED QUESTIONS (FAQs)

1. Can I engage in my internship for longer than 1 term?

Depends. If you are enrolled in a new educational level, then yes. In order to continue your internship, you must complete a current Internship Application & Cooperative Educational Internship Agreement with the new start date. The Cooperative Educational Internship Agreement form can be found on <https://www.iaula.edu/forms-downloads>. Once approved, the Office of Student Support will register you in the corresponding BUS 440/640 Internship Course and send an updated electronic registration form. Please see a list of internship courses offered. Please note that students may not repeat BUS 440/640 Internship Courses. Please check off the courses to avoid repetition.

If you previously completed 12 months of practical training at the same educational level you are in now, then no. You are only allowed to work for 1 term to meet the required completion of a minimum of two (2) internship courses during your academic program. See detailed information above under MANDATORY INTERNSHIP POLICY FOR ALL STUDENTS.

2. What if I don't do my coursework within IAOnline?

If you do not complete your coursework within **IAOnline**, you will fail the course, receive a "FAIL" grade, and not receive credit for the course. For cases where the student was terminated, please see detailed information above under DISCONTINUATION OF INTERNSHIP BEFORE COMPLETING INTERNSHIP COURSE.

3. How do I enroll in another internship course but with the same employer?

See detailed information above under RE-ENROLL IN INTERNSHIP COURSES.

4. How do I enroll in another internship course but with a new or different employer?

See detailed information above under RE-ENROLL IN INTERNSHIP COURSES.

5. What if my employer decides to terminate the employment early?

See detailed information above under DISCONTINUATION OF INTERNSHIP BEFORE COMPLETING INTERNSHIP COURSE.

6. What if I change employer in the middle of the internship course?

See detailed information above under DISCONTINUATION OF INTERNSHIP BEFORE COMPLETING INTERNSHIP COURSE.

7. How many hours per week can I engage in an internship?

Domestic students may engage in as many hours per week as they desire. However, F-1 students have restrictions. See detailed information above under FULL TIME/PART TIME CPT.

8. Can I engage in full time CPT as an I-20 student?

Yes, an I-20 student can engage in full time CPT if the internship is during the non-mandatory Summer term. Although, students eligible for immediate CPT who begin their program during the non-mandatory Summer term may only participate in part time CPT as this counts as their initial mandatory term.

9. What do I have to show my employer to prove work authorization as an I-20 student?

The DSO will reflect the work authorization on the Form I-20 which will indicate the type of training allowed, duration of training (4 months max duration at a time) and also the employers' information.

10. I still have questions; who do I contact?

For questions, email csv@iaula.edu.