



IZE Job Experience Program (JEP) Host Guidelines and FAQ's

Hosting can be an extremely rewarding experience for everyone in your institution, and also requires a lot of responsibility. A JEP Host is responsible for ensuring a work plan and program for the JEP Visitor. Please see guidelines below:

JEP Host Guidelines

Before the Visitor arrives

- As early as possible: Communicate with the Visitor to introduce yourself and answer their questions
- As early as possible: Provide information on any events happening during the planned program date and an overview of planned education activities
- At least 2 months before: Ensure that your team/fellow staff members understand the JEP program and the expectations of a host institution
- At least 2 months before: Complete any necessary paper work which might include assisting the participant in visa applications, registering the participant as a volunteer, confirming work place insurance, release and waiver of liability agreement etc.
- At least 3 weeks before: Send the itinerary (see sample) to the Visitor and the IZE office
- At least 2 weeks before: Please ensure the participant has at least two contact names at your institution and there are at least two people at your institution who have agreed on the itinerary and know when the Visitor is expected
- At least 2 weeks before: Provide instructions and operators manual (if appropriate) prior to the visit to the Visitor
- At least 1 week before: Confirm the first meeting time and venue upon Visitor's arrival

During the exchange

- Provide a safe and welcoming environment for the Visitor
- Brief the Visitor on the safety standard and service standard requirements of the institution
- Gently encourage the Visitor to learn and adapt to your working environment
- Ensure the Visitor knows how to enjoy your city during the visit
- Organize casual social events to build up friendship with you/your team
- Communicate with the Visitor on expectations and which activities they would like to experience
- Arrange a sharing session for the participant to introduce themselves and their work to you/your team
- Please be aware that this experience can be overwhelming for the visitors who might not be familiar with your country's local customs and culture. Support their time by regularly checking in with them to ensure that they are adjusting well.

After the exchange

- Complete the Host evaluation survey sent by the IZE office

FAQs:

What activities shall the Host include in the itinerary?

The Host should communicate with the Visitor on their expectation and the kind of activities that they might be interested in. From past JEP surveys, below are their preferences:

Most enjoyable elements:

- Meeting other educators, observe education activities
- Interacting with people in different cultures, knowing another culture
- Learning from each other
- Sharing ideas and experience

Most valuable experience during the visit:

- Observing school programs
- Joining animal encounter programs
- Talking to educators and local students
- Understanding the difficulties and challenges modern zoos/aquariums face from a different perspective

Key learning:

- Program design and interaction with guests,
- Different learning style in different cultures
- Educators around the world face similar problems
- Knowing other institute's structure and operations
- Learning style in different cultures

How long are the JEP usually for?

The JEP experience usually lasts for 1-2 weeks, depending on the host institution's size and education activities. Ten days would be optimal to experience an educator's work in another institution and with time to experience the culture and sightseeing. The Host could also arrange for the Visitor to visit zoos and aquariums or popular tourist spots in the city as well.

Is the host expected to provide accommodation and meals for the participant?

It is not obligatory for the host to provide accommodation and food. From past experience, some of the Hosts offer free accommodation in their dormitory/staff quarters or a spare room in their house. But it's all up to the Host. The Host may also make recommendations on where to stay (close to the zoo, economical, in a safe area) Sometimes the host institution has existing relationships with hotels that offer a discount. If you are providing accommodations for visitors, please ensure that those facilities are in working order, including electricity, running water, access to WiFi, clean linens and towels, etc.

For meals, if there is a staff canteen in the host institution, do allow the participants to have access to it (and paid on their own). It would be a great time to show your warm hospitality by taking your JEP participant out for a casual meal or two, or buy them a beer in a local bar.

Who pays for the program?

Eligible IZE members may sign up for the JEP without paying any fee to the IZE. The Visitor is responsible for all the expenses of the JEP experience, including all their travel expenses, food, accommodation, insurance, visa, etc.

Does the host have to give money to the Visitor?

No, the host does not give money to the Visitor. Visitors are volunteers in the host institution.