

College & International Programs
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THE DISNEY COLLEGE & INTERNATIONAL PROGRAM INTERNSHIP

Credit Recommendation: In the upper-division baccalaureate degree category, three to nine semester internship credits in hospitality management, internship in business, or internship in cooperative education – determined on length of field experience. For example:

- 6-month program = 6 semester credits
- 9–12-month program = 9 semester credits
- 3–6-month program = 3 semester credits

COURSE LEARNING OBJECTIVES

To utilize a directed working and learning experience to expand knowledge of successful career practices that achieves the following learning outcomes:

- Investigate the heritage, culture and business standards of a Fortune 100 company.
- Demonstrate specific property awareness by investigating the brand and uniqueness of the area.
- Demonstrate familiarization of a specific work location.
- Learn the basic understanding of regulatory requirements within specific lines of business.
- Demonstrate understanding of the specific line of business and how it is aligned with the overall objectives for The Walt Disney World® Resort and The Walt Disney Company.
- Increase understanding of specific lines of business by acquiring new knowledge or skills.
- Investigate career and professional development opportunities within The Walt Disney World® Resort and The Walt Disney Company
- Utilize the Disney College & International Program work experience to identify transferable skills.

REQUIREMENTS

Program Participation:

In order to receive credit for the program(s), participants must successfully complete their internship program as outlined in their offer package, all of the required learning components, and all three of the fieldwork experience evaluations. Participants who do not successfully complete their internship program will not be eligible to receive credit for this course. Exceptions to this policy will be handled on a case-by-case basis by the College & International Program Administration.

Required Learning Components:

All required components are outlined on pages 3-4 of this syllabus.

Fieldwork Experience Evaluation:

Three specific fieldwork experience meetings are conducted periodically throughout the length of each participant's specified program. Each meeting is designed to allow time for each participant, and their work

location leader, to discuss their progress on the program, the goals each participants wants to achieve during their program, and how to use the skills they are acquiring.

- Meeting #1: Setting Expectations
 - Discuss each other's background
 - Review your new-hire experience
 - Outline each other's expectations
 - Discuss the tools and resources available to you during the program.
- Meeting #2: Understanding the Value of the Program
 - Discuss the transferable skills gained on the program
 - Identify career-planning resources
 - Discuss what types of learning is being acquired
- Meeting #3: Final Review of the Program
 - Completion of a Cast Member Performance Review
 - Discuss departure processes and details
 - Identify future Disney employment opportunities
 - Provide feedback about the program
- The Cast Member Performance Review is conducted as part of the final fieldwork experience meeting. This review is designed to provide a final review to each participant on their performance in the fieldwork experience and demonstrated performance as aligned with company expectations.

PROGRAM RESPONSIBILITIES

- The Disney College & International Program, and designated representatives, agrees to provide adequate training, supervision, facilities, and equipment to achieve the on-the-job objectives.
- Maintain appropriate records of internship program participation, training, and fieldwork experience.
- Comply with all appropriate federal and state employment regulations as required by law.

PARTICIPANT RESPONSIBILITIES:

- Participants must successfully complete their internship program as outlined in their offer package.
- Successfully complete all required learning components.
- Successfully complete all required fieldwork experience evaluations.
- Understand and adhere to all outlined learning objectives for the work internship program. These objectives are considered the source of record for the participant's evaluation and basis for awarding credit.

The Disney College & International Program Internship Course is a pass/fail course. In order to earn a passing grade, participants must complete all required components listed above.

Required Learning Component	Learning Objectives	Learning Outcomes	Evaluation Measurements
1. Traditions	Investigate the heritage, culture, and business standards of a Fortune 100 Company.	Increased awareness of our common goal, guest service guidelines, guest expectations, individual accountability, history of company, and working with integrity.	<ul style="list-style-type: none"> Models the Five Keys Basics standards for exceptional guest service Demonstrates their role in achieving our common goal of creating happiness Respects the heritage and traditions of the Company
2. Bringing Magic to Life	Immerse Operations Cast Members into their role. Learn how to create extraordinary experiences for our Guests using the Five Keys Basics.	Recognize safety in the workplace, provide excellent guest service, knowledge of show and effectively process guest needs.	<ul style="list-style-type: none"> Demonstrate safety guidelines with Guests and Cast Members Provide exceptional Guest experiences Exhibit great guest show in the operation Look for ways to run an efficient operation
3. Property Orientation	Demonstrate specific property awareness by investigating the brand and uniqueness of the area.	Awareness of property heritage and traditions, and gather information on various attractions, services, and unique opportunities for the Guest.	<ul style="list-style-type: none"> Develops and maintains positive relationships with other Cast Members Creates a positive Guest experience Understands property mission/ vision Displays ownership and accountability Respects the heritage and traditions of the Company
4. Location Orientation	Demonstrate familiarization of a specific work location.	Increased understanding of the workplace and the surrounding areas; assignment of Manager/ Leader; and obtain overview of on-the-job training.	<ul style="list-style-type: none"> Develops and maintain positive relationships with other Cast Members Creates a positive Guest experience Displays ownership and accountability Respects the heritage and traditions of the Company Attends work regularly
5. Line of Business Training	Learn the basic understanding of regulatory requirements within the participant's specific line of business.	Learn about safety, blood borne pathogens, hazardous communications, the Disney Five Keys Basics, and other training as required by the participant's specific line of business.	<ul style="list-style-type: none"> Promotes Teamwork Makes Guest-focused decisions Delivers Disney Five Keys Basics Understands line of business mission/vision Displays ownership and accountability Respects the heritage and traditions of the company
6. OJT Training	Demonstrate understanding of the specific location role expectations and how it is aligned with the overall objectives for the <i>Disneyland®</i> Resort, the <i>Walt Disney World®</i> Resort, and The Walt Disney Company.	On-the-job training to understand their specified role within a line of business; hands-on application of knowledge and skills acquired in Line of Business training; and fundamentals of guest service.	<u>OJT Evaluation</u> <ul style="list-style-type: none"> Periodic reviews and check-ins with trainer during OJT Final review with Manager/ Leader at completion of training <u>Program Evaluation</u>

Required Learning Component	Learning Objectives	Learning Outcomes	Evaluation Measurements
			<ul style="list-style-type: none"> • Respects, appreciates, and values everyone • Develops and maintains positive relationships with other Cast Members • Promotes teamwork • Provides/welcomes regular feedback • Initiates interactions with Guests • Shares Guest feedback with others • Makes Guest-focused decisions • Delivers Disney Five Keys Basics • Creates a positive Guest experience • Displays ownership and accountability • Attends work regularly
OPTIONAL LEARNING COMPONENTS			
Supplemental OJT Training	Increase understanding of the line of business by acquiring new knowledge or skills. Training is available based on operational need and participant performance.	Learn additional knowledge or skills to improve Guest interactions; broaden skills to apply to new role and/or location; and investigate other areas of opportunities to learn new knowledge or skills	<ul style="list-style-type: none"> • Respects, appreciates, and values everyone • Develops and maintains positive relationships with other Cast Members • Promotes teamwork • Provides/welcomes regular feedback • Initiates interactions with Guests • Shares Guest feedback with others • Makes Guest-focused decisions • Delivers Disney Five Keys Basics • Creates a positive Guest experience • Displays ownership and accountability • Attends work regularly
Career & Professional Development Training	Investigate career and professional development opportunities within the The Walt Disney World® Resort, and The Walt Disney Company.	Experience various types of additional learnings available through the Programs Learning including resume writing, interviewing techniques, networking skills, time management, and financial planning.	<ul style="list-style-type: none"> • Uses personal skills and creativity to improve area/takes initiative • Displays ownership and accountability • Respects the heritage and traditions of the company •