

INTERNATIONAL ASSOCIATION  
*of* DENTAL STUDENTS

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# International Student Exchange Programme

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Manual for National Exchange Officers 2000-1



# Preface

This Manual for National Exchange Officers is intended as an “instruction book” for NEOs who are not familiar with the IADS International Student Exchange Programme. It contains all the information needed by an NEO to set up and run the exchange programme in his/her country.

There are two sections to this Manual. First there is the “Manual of International Exchange”. This explains how the Exchange Programme functions, and also how it fits into the IADS’s range of activities. This part was originally produced by Maribel Santos (IEO 1992-4), but was updated by me (IEO 1994-5) when it was incorporated into the 2<sup>nd</sup> Edition of the International Exchange Guidebook. It has now undergone further revisions, incorporating some documents produced by Andres Izquierdo (IEO 1995-6), and some advice on how to promote the programme as well as deal with common problems that arise.

Please advise the IEO of any changes or corrections that need to be made. Suggestions for new subjects in the manual are also very welcome. The IEO’s address can be found on the IADS website, at [www.iads.ndirect.co.uk](http://www.iads.ndirect.co.uk)

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President IADS 1995-7 & 1998-9  
London, UK, July 2000

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# Manual of International Exchange

# IADS: A brief introduction

The **International Association of Dental Students** was formed in 1951, to unite the dental students of the world and allow them to exchange knowledge and experiences about dentistry at an international level.

We represent the future members of the dental profession at a worldwide level. Our Central Office is at FDI Headquarters in London.

## **How many people are involved?**

National and local associations of dental students are eligible for membership. Presently we have member associations representing some 88,000 dental students around the world.

## **How often does the Association meet?**

We meet twice annually. The main meeting is our **Annual World Congress of Dental Students**, held each August. This meeting typically attracts around 600 participants. It centres around a scientific programme of lectures and seminars addressing the needs of the dental student, but also includes workshop discussions, an organised social programme and the various business meetings of the Association. Recent congresses have been held in Cape Town, South Africa (1994), São Paulo, Brazil (1995), Göteborg, Sweden (1996) and San Juan, Puerto Rico (1997), Istanbul, Turkey (1999) and Malta (2000).

A small **Mid-Year Meeting**, whose programme is devoted to business meetings, is held each February.

**English** is used as the common language at all our meetings.

## **Who runs the Association?**

Each member association sends their representatives to the **General Assembly**, which meets during the Congress and Mid-Year Meeting.

A six-person **Executive Committee**, headed by the President, is responsible for day-to-day management of the Association's affairs.

## **What activities are organised for members?**

As well as the **Annual World Congress of Dental Students**, we offer many things at an international level to our members. These are accessible to each and every dental student in the member countries, and include an **International Student Exchange Programme**, which allows students to visit a foreign country and experience its culture and its dentistry, both scientifically and clinically.

In collaboration with the World Health Organisation, we run a **Voluntary Work Abroad Scheme**, which allows students to experience primary oral healthcare in a developing country. This work with the WHO

developed from our participation in the WHO's Global Consultation on Oral Health Sciences Education during the World Year of Oral Health in 1994.

A database of **Dental Postgraduate Education** courses around the world is gradually being compiled and is kept on-line at our **Internet** site.

Our **Newsletter** is distributed by FDI to all 750 of the world's dental schools, with additional copies being sent to member associations and schools.

## Purpose of Exchanges

Objectives differ between organisers and participants and from country to country, but the ideal exchange will benefit the participant in some or all of the following ways:

- to enhance the participant's knowledge of dentistry, by exposing them to technologies, facilities, or a socio-economic environment that is different from their home;
- to enhance the participant's cultural and social understanding of the country visited;
- an exchange of knowledge and skills between host and participant;
- to improve the participant's language skills;
- to open the participant's mind to different approaches to familiar problems;
- to encourage independence in the planning and research of such a trip;
- to develop the professional community spirit of the participant and the host students.

# Structure of the Exchange Programme

The IADS International Exchange Programme carries out its functions through the Local Exchange Officers, the National Exchange Officers and the International Exchange Officer.

Local Exchange Officers represent the IADS Exchange Programme at the individual schools of a country-member. They are under the authority of the National Exchange Officer. National Exchange Officers represent a country member at all IADS meetings. They are under the authority of the International Exchange Officer who, also represents the Exchange Programme to the IADS Executive Committee and internationally.

The International Exchange Officer and the National Exchange Officers will meet twice a year: at the Mid-Year Meeting in February and, at the Annual Congress in August. Meetings of National Exchange Officers and corresponding Local Exchange Officers will be arranged at least twice a year; preferably before the Mid-Year Meeting and Annual Congress.

Every student going on exchange must be part of an association, school, country member of the IADS. A student may participate on a Unilateral or a Bilateral Exchange depending upon prior arrangements with the country to visit.

## Important abbreviations & terms

LEO	Local Exchange Officer
NEO	National Exchange Officer
IEO	International Exchange Officer
MYM	Mid-Year Meeting
SCOPE	Standing Committee on Professional Exchange
exchangee	the student who wants to go on the exchange;
NEO <sub>1</sub>	NEO of the exchangee's country;
NEO <sub>2</sub>	NEO in the country of the exchangee's first choice;
NEO <sub>3</sub>	NEO in the country of the exchangee's second choice (if this is a different country from the first choice).

# Responsibilities of the people involved

## a. Local Exchange Officer

It shall be the duty of the LEO:

1. To represent his/her school at national dental student meetings.
2. To use posters, guides and/or magazine articles in individual schools to promote the exchange Programme and make students aware of the opportunities IADS offers them.
3. To inform the applicant of the progress of his/her application for exchange.
4. To help the NEO to improve the exchange system.

## b. National Exchange Officer

It shall be the duty of the NEO:

1. To represent his/her country at the IADS meetings (MYM and Annual Congress). If participation is not possible then an apology for absence should be submitted along with a written report.
2. To receive IADS mail and distribute information received from the Executive Committee among the LEOs.
3. To keep the LEOs updated with the IADS Exchange Programme and to encourage them to promote the exchanges.
4. To receive, administer and distribute application forms.
5. To ensure an active academic and social programme for the students who participate on exchange.
6. To send and receive **Acceptance/Rejection** and **Confirmation** notices or letters to exchangee and NEO from the country of the student participating on the exchange.
7. To present a comprehensive verbal report and a **NEO Report on International Exchanges** at all NEO meetings.
8. To preside at meetings with corresponding LEOs at least twice a year.
9. To evaluate each **Application Form** going to abroad in order to make sure that they are properly filled in, fully completed and sent before the deadline.
10. To submit a **NEO Report on Student Exchange** to the NEO from the exchangee's country.
11. To encourage the exchangee to complete the **Student Exchange Report**.
12. To evaluate the exchangee's participation based on the **NEO Report on Student Exchange** and the **Student Exchange Report**.
13. To inform the IEO of any difficulty occurred during the student's exchange and to try to find a solution along with the other NEO.

14. To promote the Exchange Programme wherever possible.

15. To send a letter to the IEO informing him/her of changes in the national executive committee, including primarily the name and address of the student who is to become the new NEO.

### **c. International Exchange Officer**

It shall be the duty of the IEO:

1. To represent the Exchange Programme at the IADS Executive Committee and internationally.
2. To preside the NEO and SCOPE meetings.
3. To collect and distribute among NEOs all information regarding the exchange system and any other information which is of international interest.
4. To work, together with the NEOs, in improving the exchange system.
5. To update information on the IADS International Exchange Booklet.
6. To update the **NEO's Directory**.
7. To take action and to try to find a solution to problems related to student exchanges.
8. To receive and answer any correspondence regarding international exchanges.
9. To submit an **IEO Annual Report on International Exchanges** twice a year (MYM and Annual Congress) and to send both, at the end of the year of office, to the IADS headquarters/FDI office for filing purposes.
10. To submit a written report on his/her activities on behalf of the association during the year of office and his/her recommendations to the General Assembly.
11. To carry out such other duties assigned by the General Assembly and the Executive responsible for dental student exchanges.

# How to make exchanges

## a. How does the exchange system work?

### 1. Before any exchange takes place...

- i. In order to participate on exchanges through the IADS Exchange Programme, the student must belong to an association which is a full or school member of IADS, or the student must be an individual member of IADS.
- ii. He/she must then complete an **IADS Exchange Application Form**, and send it to his/her NEO (= NEO<sub>1</sub>). (These application forms will be given by the IEO to the NEOs during the MYM and the Annual Congress. Application forms will also be kept at the IADS headquarters/FDI office in London. Only the official application forms will be used for exchanges to be valid through IADS.)
- iii. The deadline to apply for an exchange will be different on each country, depending on what is stated in the Exchange Guide Booklet.

### 2. Now that the student has decided to go on an exchange...

- i. NEO<sub>1</sub> must check that the application form is fully and correctly completed, including all addresses, phone and fax numbers. He/she must also make sure that the form has been sent before the deadline for the proposed exchange.
- ii. NEO<sub>1</sub> makes **two** copies of the form, and posts the original to NEO<sub>2</sub>.
- iii. NEO<sub>2</sub> tries to arrange the exchange:
  - If the exchangee is accepted, he/she must send an **Acceptance notice** (or a similar letter) to **both** NEO<sub>1</sub> and the exchangee. This letter must include the dates for the exchange.
  - If the exchangee is rejected, he/she must send a Rejection notice (or a similar letter) letter) to **both** NEO<sub>1</sub> and the exchangee. He/she must then send the Application form to NEO<sub>3</sub>. NEO<sub>3</sub> then tries to arrange the exchange in that country. This letter must include the reasons for the application being rejected.
- iv. If a **Unilateral Exchange** is arranged, NEO<sub>2</sub> has to make sure that the exchangee knows how much money will he/she need to cover exchange expenses.
- v. if a **Bilateral Exchange** is arranged, NEO<sub>1</sub> and NEO<sub>2</sub> must make sure that the terms of the contract have been arranged before the acceptance notice is sent.
- vi. NEO<sub>1</sub> must send a **Confirmation Notice** (or similar letter) to NEO<sub>2</sub> to confirm that the exchangee will participate.
- vii. Once the final outcome is known, NEO<sub>1</sub> must send one of the copies of the application to the IEO for filing purposes.

### **3. After the exchange is completed...**

- i. NEO<sub>1</sub> must make sure that the exchangee completes the **Student Exchange Report** and returns it to him/her.
- ii. NEO<sub>2</sub> must send NEO<sub>1</sub> a **NEO Report on Student Exchange**. This will help NEO<sub>1</sub> to evaluate the student's participation on exchange.
- iii. If adverse situations have occurred, a report to the IEO has to be made by the NEO who feels disappointed.
- iv. Each NEO will keep a record of exchanges and should present a **NEO Report on International Exchanges** to the IEO at the NEO Meeting. These meetings occur twice a year: at the MYM and Annual Congress. The IEO will collect each NEO Report on International Exchanges and will compile the **IEO Annual Report on International Exchanges** in order to keep statistics of the exchanges.

### **b. Unilateral Exchanges**

In a unilateral exchange, the exchangee has to pay the costs of food, Transportation and accommodation. Arrangements are made at the host country so that the exchangee may participate in academic and social programmes.

### **c. Bilateral Exchanges**

In a Bilateral Exchange, the student does not have to pay for food or accommodation during his/her exchange. An agreement exists between two countries or schools so that for each student they send, another will be received. There may be other requirements depending on the countries participating on the exchange (language examination, year of students participating, etc.). A contract should be signed by the participating NEOs to specify the terms of the exchange.

### **d. Exchange Information / Manual**

The **Manual of International Exchange** is produced by the IEO and contains all the information needed by an NEO to set up and run the exchange programme in his/her country. You're reading it now!

**International Exchange Information**, which includes the country facts, (information about location, population, major cities, etc., of each one of the IADS participating countries), is available on the IADS website. It also contains school information (general information, and exchange details about each dental school participating in the IADS Exchange Programme in that country) Each country, and even each school, may have its own requirements for exchange.

It is the responsibility of the NEO to notify the IEO of any mistakes or changes in the information contained in the website, and it is the responsibility of the IEO to produce and distribute updates for all the other NEOs.

## Standard Forms

### **a. IADS Application for Exchange**

The Application Form is the only way a student can request an exchange. It should be completed fully and must include the Dean's signature, School stamp and two letters of recommendations (one from the Dean of Student Affairs and another from the President of the local IADS organisation). The student may have three choices for an exchange location.

### **b. Acceptance/Rejection Notice**

The Acceptance/Rejection Notice was designed to simplify the exchange process. It saves NEO<sub>2</sub> from having to write individual letters to NEO<sub>1</sub> once the outcome of the exchange process is known. It is hoped that this will speed up the process of application. A letter from NEO<sub>2</sub> containing the correct information is acceptable, provided that copies are sent to both NEO<sub>1</sub> and the exchangee in the usual way.

If the student is accepted, NEO<sub>2</sub> must write the dates for the exchange and the deadline for confirmation on the notice. NEO<sub>1</sub> and the

If the student is rejected, NEO<sub>2</sub> must write the reason for rejection and send the application form to NEO<sub>3</sub> as appropriate. He/she must also write N/A on the deadline for confirmation.

### **c. Confirmation notice**

A Confirmation Notice will be sent by every NEO sending a student on exchange. It must specify the school that the student will attend, and the dates of his/her exchange. The confirmation notice can also be used to cancel the exchange.

It is very important to send the Confirmation notice before the deadline so that the host school has time to make the appropriate arrangements.

### **d. Student exchange Report**

This report should be completed by every student participating on an exchange through IADS. It should be completed by the exchange upon his/her return, and sent by the LEO to the NEO.

If any problems are reported, these must be verified by NEO<sub>1</sub> when he/she receives the NEO Report on Student Exchange from NEO<sub>2</sub>. The situation should be reported to the IEO as appropriate, especially if the NEOs concerned cannot find or agree on a solution to it.

### **e. NEO Report On Student Exchange**

This report is to be sent by NEO<sub>2</sub> to NEO<sub>1</sub>, after the exchange has been completed. It is essential that any difficulties are reported so that solutions can be found.

### **f. IADS Bilateral Exchange Contract**

This can be used to make arrangements for mutual exchange of students. It can be used for individual students or groups, depending on the availability of places in the countries concerned.

Contracts can be signed by NEOs at the MYM or Congress, and can be valid for an agreed period, usually six months or a year.

### **g. NEO Report On International Exchanges**

This report is standardised to make it easier for the NEO to present the information to the NEO Meetings, and also to simplify the IEO's job of compiling annual exchange statistics.

The report is to be presented twice annually: at the MYM (for the period August — January) and at the Congress (for the period February — July). A written report detailing problems or suggestions may also be attached for the attention of the IEO.

If the NEO cannot attend the MYM or congress, he/she may send a replacement with the appropriate information, or may send the information to the IEO not later than one week after the end of the meeting.

If the NEO does not present the report, the IEO may instruct other NEOs not to accept exchanges from that country until the report has been received.

### **h. IEO Annual Report On International Exchanges**

This report is to be made once per year, at the annual congress. The IEO must compile information relating to the number of exchanges in each period, (August — January and February — July), and also a total number of exchanges for his/her year of office.

These reports must be filed at the FDI in London, so that permanent statistics on exchanges can be maintained.

# Exchange Fair

This was introduced in 1999 to help promote the Exchange Programme to Congress participants. At each Congress, a small exhibition is arranged where NEOs can tell students about their countries and what is available in each of them.

Each NEO will have a small table to display information and things from their country. You should bring some things like:

- information (with pictures if possible) of the schools in your country, including when they can accept applications;
- a sign with the name of your country (with your national flag, if you want to);
- some general tourist information about your country;
- pictures of typical/traditional things from your country;
- perhaps some food from your country (remember you have to encourage people to come to YOUR table!)
- if you need a place to plug in something electrical, you need to ask the Congress organisers if this will be possible;
- anything else you feel is important to demonstrate the best things about your country.

You will need to make a little display and sit with it during the fair. When students come to your table, you can tell them all about how great it is to come to your country.

For more information about this, contact the IEO.

# Promoting the Exchange Programme

Promotion of the Exchange Programme is an important part of the NEO's duties. It is to make certain that as many students know about the Exchange Programme as possible, so as many of them as possible can benefit from participation.

The promotion of the Exchange Programme comes in three parts: the poster, the website and the newsletter. All three of these are inter-related, so here is how each part works with the others:

## **a. The Website ([www.iads.ndirect.co.uk](http://www.iads.ndirect.co.uk))**

This is the central information resource for the IADS's activities and history. All information about exchange possibilities is available on-line here. The purpose of any printed material from the IADS (e.g. posters, newsletters etc.) is to direct people to the website where they can access the latest, dynamic, information.

A list of all current NEOs is kept on the website, with everyone's email addresses so that students who find the site can contact their NEO to ask for more information.

## **b. The Promotional Poster (see copy on last page of this section)**

This was produced to make students more aware of the Exchange Programme and the website. It has an attention-grabbing picture and a little information in 4 languages (English, Spanish, French & German), as well as the address of the website. There are two spaces on the poster for text in another language and the NEO's address to be added.

To use the poster, add your name and address / email in the space. Also you may wish to add a translation of the basic information in your own language if necessary. Then put it in a place in the faculty where everyone will see it. If there are other LEOs in your country, send it to them for their faculties as well.

## **c. The Newsletter**

The Newsletter has a summary table of the Exchange Programme, giving basic information. This again directs interested people to the website. Please make sure the Editor is told about any changes to the information for your country so that the summary is accurate.

## **d. Other promotion**

If any other opportunities to promote the IADS or the Exchange Programme become available, please do use them. Possible examples include: writing an article for your students magazine, making a speech to everyone at the school or speaking about it at a national meeting of students.

# Troubleshooting Common Problems

Generally speaking, if you have any problems, contact the IEO. However, here are some common “problem” situations, and the suggested way to fix them.

## *What to do if you have too many students applying for one faculty*

This often happens with faculties in capital cities. To make things more difficult for you, these schools often have less places available than other schools in the first place.

If the first choice faculty is not available, try offering them a different faculty.

## *What to do if someone asks for dates that are not normally possible in that faculty*

Tell them “no”, politely but firmly. You do not have to make special arrangements for anyone unless you want to. If it is possible to go to another faculty in your country in the dates they have asked for, you may wish to offer them the alternative faculty. Otherwise they have to come on different dates.

Help to prevent this from happening by checking Application Forms before you send them away to the other NEOs!

## *What to do if someone is asking you to arrange a lot of difficult extra things for them*

Some people want everything done for them: please do feel free to help other students as much as you like, but remember: you are not a travel agent! If someone is being very difficult, be polite when you say “no” to them. If you are having big problems, contact their NEO and/or the IEO.

## *Contacting Central Office*

The Central Office does not have any responsibility in the Exchange Programme. Please do not send any application forms there.

## *What to do if someone contacts you directly asking for an exchange*

This will happen just because everyone’s email addresses are on the website, even though it tells them they must contact the NEO in their own country.

If a student in another country contacts you, reply telling them that they must contact their own NEO.

Copy the letter to that NEO, and tell the student their NEO’s address.

## *What to do if someone from a non-IADS Member Country contacts you asking for an exchange*

Participation in the IADS Exchange Programme is one of the major benefits of IADS Membership for your Association, and should not be given away for free to non-members.

Refer any applications like this to the IEO (for the IEO to explain why it is not possible) and the General Secretary (so that Membership Information can be sent to that person, so that their Association can join IADS).

*What to do if you get an application form that is not properly completed*

Sometimes people get Application Forms and send them directly to the NEO in the destination country, not to their own NEO. If you get a form that does not have the School stamp or the NEOs signature, contact the NEO in the students country to check if the application is valid. If the NEO does not know anything about it, send the application form back for him/her to deal with.

If you receive an application form like this from another NEO, contact the student and make sure the form is properly completed before sending it back to the NEO in the destination country.

*What to do when your time as NEO has ended*

Thank you for your work in IADS. It is important that the next person to do your job has all the information available, so please send them this manual. Also send their address (etc.) to the IEO, so the IEO can tell everyone else.

# NEO Meetings

## a. National Exchange Officers Meetings

These meetings are held twice annually, with the purpose of presenting details of exchanges which have occurred in the preceding six months. This will allow the IEO to gather information for statistical purposes, and also to allow discussion on any problems which have arisen with a view to solving them.

It also exists to allow discussion of ideas to improve the Exchange Programme. Possible topics for discussion should be sent to the IEO before the meeting takes place so that they can be included on the agenda.

If you have any suggestions, problems or ideas that you would like to discuss at the NEO meeting, contact the IEO so it can be added to the agenda.

## b. General Rules For NEO Meetings

i. All NEOs are required to attend the NEO meetings. Other IADS delegates from member countries are welcomed at these meetings, but they must speak through their NEO.

ii. NEO meetings are business meetings of IADS, and as such attendance is normally only open to members of IADS. Observers may be admitted, with or without speaking rights, at the discretion of the meeting chairman.

iii. The IEO will act as Chairman of the meeting, or can appoint another person to do this job at his/her discretion.

iv. An agenda must be prepared by the IEO prior to the meetings.

v. A roll call must be made to keep a record of countries or associations represented.

vi. A secretary for the meeting should be elected. This person will take responsibility to write the minutes of the meeting and distribute them among the NEOs.

vii. At the discretion of the Chairman, each NEO will have a maximum of three minutes to express his opinion or arguments.

viii. The Chairman will have the authority to end a discussion if it exceeds its allotted time or if he/she rules that the discussion is out of the order of the meeting.