Career and Cooperative Education Handbook
2013-2014

RIT Croatia
(formerly known as American College of Management and Technology)
Developed by: Career Service Office
Dubrovnik / Zagreb, Croatia
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WELCOME

Dear students,

In today's competitive business world, finding employment is a long process and you have to start preparing from the very beginning. At RIT Croatia (formerly known as ACMT) we are especially aware of this fact, therefore we have prepared this handbook for you.

The handbook will guide you through the cooperative education program standards and policies and give you the information you might need. It includes an overview of the cooperative education program, experiences of your colleagues and corporate partners and the appendix for more detailed information.

Familiarize yourself with the handbook content and make sure to go through the content thoroughly.

Should you have any questions, please feel free to contact the Career Services Office:

Career Services Office................................................................. cs@croatia.rit.edu

Dubrovnik campus:

Blaženka Pakušić Prkačin............... Career Services & Study Abroad Specialist.........Room 33
bxpsck@rit.edu

Zagreb campus:

Marina Drmač......................... Career Services & Alumni Relations Manager .....Room 23
mxdzgr@rit.edu

Good luck and welcome to the RIT Croatia work component of your Bachelor of Science (B.S.) degree program!
1. RIT Croatia CAREER SERVICES OFFICE

1.1. Role of the Career Services Office

The Career Services Office strives to guide you through your career development during and after your studies. We assist you in finding co-op placements, connecting you with the business community and making career choices.

Our mission is to provide effective, high-quality services that empower you to succeed in obtaining employment appropriate to your career objectives and personal goals.

We offer:
- High quality services to our students and alumni
- Collaborative relationships with the business community

1.2. Services we offer

Our services can help you take ownership of your career development and student life during your studies and after graduation.

Our services include:
- Individual career advising
- Assistance with co-op placement
- Co-op posting and shadowing
- Career Education Day(s)
- Organizing networking events: professional workshops, information sessions, guest speakers, visit to a work place and others
- Sharing information about various student opportunities throughout the year
- Resume/cover letter assistance and simulated interviews
- Professional network: RIT Croatia Alumni, employers and friends of the institution

2. CAREER ADVISING PROGRAMS

Career advising programs are designed to provide professional advising throughout four years of your undergraduate studies. The goal of this program is to enhance your professional development by providing career-oriented support through individual and group meetings.

The career advising program slightly varies for each undergraduate program: International Business, Information Technology and International Hospitality and Service Management.

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<th>FRESHMAN YEAR</th>
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<tbody>
<tr>
<td>- Get to know the Career Advisors through the individual meetings: meetings scheduled through the Fall or Spring semester</td>
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<td>- Investigate job possibilities in your field of interest: through individual meeting(s) with Career Advisor/ RIT Croatia Alumni presentations/company representatives-guest speakers</td>
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<td>- CV and cover letter workshop-preplanning process</td>
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<th>SOPHOMORE YEAR</th>
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<td>- Involvement in student activities</td>
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<td>- Attend orientations offered: company representatives' workshops/presentations /visit to a work place activities/Alumni related events</td>
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<td>- Developing and outlining the first career plan: with Career Advisor</td>
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<td>- Developing CV and cover letter</td>
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<td>- Developing and outlining the plan for first cooperative education</td>
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<th>JUNIOR YEAR</th>
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<td>- Personality testing: in agreement with Psychology professor</td>
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<td>- Attend orientations offered: company representatives' workshops/presentations /visit to a work place activities/Alumni related events</td>
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<td>- Developing and outlining the second career plan (based on previous experiences)</td>
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<td>- Developing and outlining the plan for second cooperative education</td>
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<td>- CV and cover letter writing- based on the previous experiences/current professional preferences</td>
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<td>- Conducting counseling sessions</td>
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<td>- Involvement in students activities (particular importance-Career Education Day)</td>
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<th>SENIOR YEAR</th>
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<td>- Start full-time job search early in the fall of Senior year</td>
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<td>- Make sure all co-op requirements are met</td>
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<td>- Detailed CV and cover letter preparation-based on previous experience/current professional preferences</td>
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<td>- Mock interviews - practice</td>
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<td>- Attend orientations offered: company representatives' workshops/presentations /visit to a work place/Alumni related events</td>
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<td>- Active monitoring of the job market</td>
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<td>- Developing individual career plan (based on previous experiences and academic curriculum)</td>
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<td>- Connecting with employers/experts in your field of interest</td>
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<td>- Utilizing RIT Online Alumni community to continue building your network</td>
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2.2. Career Advising program: International Hospitality and Service Management

### FRESHMAN YEAR
- Get to know the Career Advisors through individual meetings: meetings scheduled through the Fall or Spring semesters
- Investigate job possibilities in your field of interest: through individual meeting(s) with Career Advisor/RIT Croatia Alumni presentations/company representatives-
eguest speakers
- Developing and outlining the first career plan: with Career Advisor
- Developing CV and cover letter
- Attend orientations offered: company representatives’ workshops/presentations /visit to a work place activities/Alumni related events
- Developing and outlining the plan for first cooperative education

### SOPHOMORE YEAR
- CV and cover letter workshop- based on the previous cooperative education experience
- Attend orientations offered: company representatives’ workshops/presentations /visit to a work place activities/Alumni related events
- Developing and outlining the second career plan: with Career Advisor
- Developing and outlining the plan for second cooperative education
- Involvement in student activities

### JUNIOR YEAR
- Personality testing: in agreement with Psychology professor
- Attend orientations offered: company representatives’ workshops/presentations /visit to a work place activities/Alumni related events
- Developing and outlining the third career plan: with Career Advisor
- Developing and outlining the plan for third cooperative education
- CV and cover letter writing- based on previous experience/current professional preferences
- Involvement in student activities (particular importance-Career Education Day)

### SENIOR YEAR
- Active monitoring of the job market
- Connecting with employers/experts in their field of interest
- Make sure all co-op requirements are met
- Start full-time job search early in the fall of Senior year
- Mock interviews - practice
- Utilizing RIT Online Alumni Community to continue building your network
- Detailed CV and cover letter preparation-based on the previous experiences/current professional preferences
- Attend orientations offered: company representatives’ workshops/presentations/visit to a work place activities/Alumni related events
- Developing individual career plan (based on previous experiences and academic curriculum)

3. COOPERATIVE EDUCATION OVERVIEW

3.1. Introduction to cooperative education

The purpose of cooperative education program is to help you better understand how the real business world outside of the classroom functions. The co-op program at RIT Croatia provides you with the opportunity to acquire knowledge and develop practical skills through work experience that will be necessary to build your future career. Work experience and business relationships gained on co-op will become very valuable when you graduate and start searching for a job. The co-op program is mandatory for every student. Thus, you are advised to plan ahead and find your co-op. RIT Croatia will facilitate many co-op opportunities, but ultimately the responsibility of finding and completing a co-op rests with you.

3.2. Cooperative education partners

There are three main partners in every cooperative education program: employers, students and the educational institution. In order for co-op program to be successful, all three parties play an important role and derive substantial benefits from the program.

3.2.1. RIT Croatia’s roles and responsibilities

RIT Croatia functions as a liaison between students and the business community. The Career Services Office is responsible for the management component of the cooperative education program, including following:

- Year round assistance in the co-op search process/career-related concerns.
- Individual meetings with students for personalized service.
- Providing workshops, seminars and guest speakers that cover a wide range of topics (job search techniques, work place ethics and other related topics).
- Conducting co-op checks and monitoring students’ performance during the work term.
- Providing guidance to students on work-related matters.
- Promoting the benefits of the academic and co-op program to perspective employers.

3.2.2. Students’ roles and responsibilities

Your main role is to take responsibility for finding and completing the co-op program in order to further your professional career development, including following:

- When working on co-op, you are an ambassador for RIT Croatia, thus it is crucial that you fulfill the contractual obligations and act professionally at all times.
- Optimizing the learning opportunities that appear.
- Fulfill the co-op program as per RIT Croatia co-op policies (this handbook and Cooperative Education Bylaw/Pravilnik o stručnoj praksi).
- Fulfill necessary co-op requirements before graduation.
- Use the co-op experiences to evaluate specific organizations as prospective employers and focus on the right career choice.
3.2.3. Employers' roles and responsibilities

The prospective employer serves as an educator in the workplace:

- Ensuring appropriate co-op positions that match student's field of study.
- Providing students and RIT Croatia Career Services Office with appropriate co-op guidance and performance evaluation.
- Host a visit from a Career Services Office representative during the work term.
- Enable students to complete their co-op requirements during the required time of the year ensuring the work tasks that match students’ academic and work experience level.

3.3. Frequently asked questions

Q: What type of work qualifies for co-op?

A: You should strive to be in a position that will give you hands-on experience. The co-op position has to be related to your field of study and match the academic and previous work experience level. If you obtain a co-op position on your own, you need to check with the Career Services Office if co-op placement is acceptable before accepting the actual offer.

Q: Am I granted a co-op?

A: No. The co-op program is mandatory at RIT Croatia and the responsibility of finding and completing the co-op rests with you. Also, you are not directly placed into a co-op position, but rather you apply and go through the same hiring process you will have once you start looking for a job after graduation (which is great practice). The Career Services Office will facilitate many co-op opportunities and help you with the search and placement procedure.

Q: What is the length of a co-op?

A: A single co-op block is the same length as an academic semester. Thus, the minimum co-op requirement per single co-op block is at least ten weeks at 40 hours per week (total of 400 working hours). You may work as long as thirteen weeks depending on your exam schedule and the employer's needs.

Q: Do I receive a credit for co-op?

A: Standard academic credit is not given for co-op. However, you will receive a grade for a registered co-op. Based on the employer evaluation and co-op requirements, you can get two grades: “S”- satisfactory or “F”- failure. You will receive grade “S” if the minimum co-op requirements have been met and employer evaluation is satisfactory. You will receive grade “F” if the minimum co-op requirements have not been met, if employer evaluation is unsatisfactory or if the Career Services Office witnesses that during a co-op check you are not working at your registered co-op.

Q: How much do I get paid?

A: Not all co-ops are paid and this varies from employer to employer. The level of co-op salary also differs and it is ultimately up to the employer to decide. Mostly, employers base it upon comparable co-op salaries and a candidate's experience. As a benchmark, below you may find the hourly rates of co-op salaries from Student Centre: Administrative jobs approximately 15-25 kn; Restaurant jobs app 16-18 kn; Tourism app 16-25 kn; Sales app 14-18 kn; IT app 15-30 kn.

Q: What happens if I do not get the co-op placement?

A: You are advised to visit the Career Services Office as soon as you feel concerned about your co-op placement. We will evaluate the co-op search, make suggestions, and provide additional service that will assist you in meeting your goals.

4. PLANNING AND DEVELOPING COOPERATIVE EDUCATION

4.1. Cooperative education pre-planning activities

Cooperative education is important part of the education at RIT Croatia. You have to be prepared for the real challenges and opportunities you will experience once you graduate. At RIT Croatia we understand how well structured and quality cooperative education program can help you in achieving your career goals. The process of finding the right co-op placement is not always easy. Therefore, you are encouraged to take the advantage of the Career Services Office that will assist you with the co-op placement process.

4.1.1. Professional development sessions and workshops

RIT Croatia will facilitate professional development sessions, guest speakers and workshops throughout the academic year. The purpose of these networking opportunities is continuous learning and bringing the job search process closer to you.

4.1.2. RIT Croatia Career Education Day

RIT Croatia annually organizes Career Education Day (CED) which enables direct communication between employers and prospective employees and introduces you to the needs and opportunities of the job market. The event is taking place in the spring semester of the academic year.

Career Education Day is a one-day event that commences with a welcome by RIT Croatia President and Dean Mr. Don Hudspeth and with a presentation prepared by RIT Croatia students. After the official welcome, company presentations and interviews follow. The dress code for the event is very formal. RIT Croatia students actively participate in the event and are well prepared for it as throughout the academic year various workshops are held by prominent Croatian experts and distinguished professors.

4.1.2.1 Career Education Day: Employer and student testimonials

Marina Jurić (Coca-Cola HBC Croatia): “RIT Croatia Career Education Day is an excellent opportunity for us to build long-term recruitment platform by increasing visibility among students and positioning us as an employer of first choice among new graduates. In addition, it is an effective solution for our company's short-term hiring needs. CED provides us with an opportunity to approach talented and skilled students and build a quality network of potential employees in a short period of time.”
The resume and cover letter are the first forms of communication with a prospective employer and should accompany resumes and should be kept to one page.

Matea Beljan (METRO Cash & Carry Croatia): “It was a great pleasure to be a participant in such an event where students themselves show great initiative and act very professionally. At the Career Education Day we have recognized the new generation of educated young people and we gave them co-op opportunities during the summer at our headquarters at METRO Cash & Carry Croatia. Due to the extremely positive experience with this year's generation of RIT Croatia students, we will be very happy to continue the cooperation with the upcoming generations.”

Zorica Duć (Hilton Imperial Dubrovnik): "CED is a wonderful and well organized event! The feedback we received from students at the last CED makes us believe that our brand presentation, with an example of a career path in Hilton and personal experience presented directly to students, was very well accepted. We are always glad to be a part of RIT Croatia events. We intend to share our experiences and enthusiasm for work in our hotel and the entire Hilton chain in a new and improved way on the next CED as well!”

Branka Vuk (Carnet): „RIT Croatia CED was an excellent introduction opportunity for CARNet and RIT Croatia students. Getting the opportunity to meet in person with large number of students who participated in our presentation, opportunity for direct communication with students and student applications for co-op opportunities provided us with excellent insight into the interests of future IT experts. As a result of CED we accomplished a successful cooperation with student who did their co-op at CARNet last summer. “

Mihaela Ćališ (Junior IB student): “CED is a unique networking opportunity that enables us to create contacts and relationships with employers. Some students find full-time employment after they have completed their co-op with a certain company- which is something you cannot see as often in Croatia. Besides that, CED is a great life experience: from interview preparations, CV writing to the actual professional behavior among business professionals. I hope that on the next CED I will get the opportunity to find the co-op placement that will help me decide about my first employment.”

Pamela Kolega (Senior IHSM): “Career Education Day is a unique event that made RIT Croatia my first choice for building my education. It is an excellent way to be one step ahead in our future, because we can network with possible future employers or see the different variety of careers and opportunities that await us upon graduating RIT Croatia.”

4.2. CV and cover letter

The crucial step before starting any resume and cover letter writing is to conduct a proper employer search. The research provides a better overview of the company's corporate culture, expectations and candidate profile. With more extensive research you are able to prepare a better cover letter and show higher interest during the interview. Lack of research, knowledge about industry and company is perceived as a lack of interest.

The resume and cover letter are the first forms of communication with a prospective employer and they spend an average of 20-30 seconds looking at each resume. The resume is a synopsis of the educational background, skills and achievements, activities and employment background and it should reveal relevant facts, which will serve as your personal advertisement. Thus, it is crucial that your resume is concise, accurate, well-planned and professional in appearance. Cover letters always accompany resumes and should be kept to one page.

For more resume and cover letter writing details, please refer to Appendix D of this handbook.

4.3. Interview process

The interview is the most important part of obtaining a job and can be intimidating if you do not know what to expect. What you do to prepare prior to, during and after the formal interview will help you stand out from other candidates and impress the interview committee. Basically, all interviews fit a general pattern. While each interview will differ, there are three common characteristics: the beginning, middle and conclusion. A typical structure is as follows:

- **Small talk:**
  Many recruiters start the interview with some small talk and topics may range from weather to sports and will rarely focus on anything that brings out your skills. Through the small talks recruiters may be judging how well you communicate on an informal basis.

- **A mutual discussion of your background and credentials:**
  The main part of the interview starts when the recruiter begins discussing the organization. Be sure you have a clear understanding of the job and the company. As the interview turns to talk about your qualifications, be prepared to deal with aspects of your background.

- **Time reserved for questions:**
  When the recruiter asks: “Do you have any questions?” it is important to have a few ready. The questions should bring out your interest in and knowledge of the organization. By asking well-thought-out questions, you show the employer you are serious about the organization and need more information and indicates you have done your homework.

- **Conclusion of the interview:**
  The conclusion of the interview usually lasts five minutes and is very important. During this time recruiter is assessing your overall performance.

Because of its importance, interviewing requires advance preparation. Only you can positively affect the outcome. You must be able to successfully compete with other candidates for the placement you want.

For more interview techniques and dress code details, please refer to Appendix D of this handbook.

5. RIT Croatia COOPERATIVE EDUCATION POLICIES

5.1. IB and IT program policies

Cooperative education is mandatory for all undergraduate IB and IT students, and it begins after you have completed the first two years of coursework in the academic program.

The IB and IT undergraduate students must complete the co-op program based on the following criteria:

- **Complete two co-op blocks in summer semesters: first after the Sophomore year and second after the Junior year.**
- **To be eligible for co-op, student must:**
  Achieve Junior-level student status with the spring semester prior to the start of cooperative education (with at least 55 credits earned).
The IHSM undergraduate students must complete the co-op program based on the following criteria:

- Be in good academic standing (if you are on academic suspension you are not eligible to complete the co-op requirement until you improve your academic standings).
- Have at least one academic term remaining in the program before graduation.
- When taking a Leave of Absence - you are not eligible to complete co-op.

**IB and IT cooperative education program policies:**

- All IB and IT students are required to complete the cooperative education after their Sophomore year but prior to their final academic term.
- No academic credit is granted for the co-op, but formal recording of the co-op is made on your transcript indicating grade “S” of “F”.
- You will not be awarded with the BS degree unless all co-op requirements have not been met.
- Your co-op position has to be approved on behalf of the Career Services Office before you start with the program- to ensure the co-op is in line with your major.
- IB Students: Ensure that chosen co-op has an international component (either working abroad or working for domestic company that has branches worldwide).
- In certain situations, it may be appropriate for the co-op experience to be waived from your degree requirements. This may occur when you show evidence of having met the co-op objectives through prior work experiences (a minimum 3 years of full time employment related to your major). Review of these requests is on an individual basis and must be approved by the Career Services Office and Associate Dean for Academic Affairs. For more details on the co-op waiver you should visit the Career Services Office.

**5.2. IHSM program: Co-op policies**

Cooperative education is mandatory for all undergraduate International Hospitality and Service Management students and it begins after you have completed the first year of coursework in your academic program.

The IHSM undergraduate students must complete the co-op program based on the following criteria:

- Complete three co-op blocks in summer semesters: first after the Freshman year, second after Sophomore year and third after Junior year.
- To be eligible for co-op, student must:
  - Be in good academic standing (if you are on academic suspension you are not eligible to complete the co-op requirement until you improve your academic standings).
  - Have at least one academic term remaining in the program before graduation.
  - When taking a Leave of Absence - you are not eligible to complete co-op.

**International Hospitality and Service Management cooperative education program policies:**

- All International Hospitality and Service Management students are required to complete the cooperative education after their Freshman year but prior to their final academic term.
- No academic credit is granted for the co-op, but formal recording of the co-op is made on your transcript indicating grade “S” of “F”.

- You will not be awarded the BS degree unless all co-op requirements have not been met.
- Your co-op position has to be approved on behalf of the Career Services Office before you start with the program- to ensure the co-op is in line with your major.
- In certain situations, it may be appropriate for the co-op experience to be waived from your degree requirements. This may occur when you show evidence of having met the co-op objectives through prior work experiences (a minimum 3 years of full time employment related to your major). Review of these requests is on an individual basis and must be approved by the Career Services Office and Associate Dean for Academic Affairs. For more details on the co-op waiver you should visit the Career Services Office.

5.3. Co-op responsibilities: IB, IHSM and IT students

**Co-op responsibilities:**

- Shall evaluate the career potential of the company and professional discipline in which the co-op is located.
- Shall register the co-op properly and on time. Failing to register co-op properly and on time will result in co-op being considered invalid.
- Shall submit the co-op evaluation forms timely and properly. Failing to send required co-op forms properly and on time will result in co-op being considered invalid.
- Work in the period and on workplace indicated in the co-op registration form.
- Make sure chosen co-op is in line with your major.
- Make sure to earn enough co-op hours in every co-op block (a minimum of 10 weeks and 400 hours) in order for co-op to be considered valid.
- Shall prepare a suitable resume and be on-time for interviews.
- Ensure that co-op does not overlap with the academic schedule; co-op cannot start before the final exams are over in spring semester/ has to end before the first week of classes in the fall semester.
- You should not be registered for co-op and for classes at the same time.
- If you decide to work during the academic semester (while scheduled for classes), the work hours cannot be counted towards a registered co-op.

5.4. Cooperative education registration process

5.4.1. Registering cooperative education

After you have accepted a co-op offer, you have to report your co-op information to the Career Services Office and notify the office that you have successfully found co-op placement. Before the beginning of your co-op course, Career Services Office will inform you about the procedure and deadline of co-op registration.

You need to follow the procedure and submit required form(s) by the given deadline(s). The first form you will have to submit is the co-op registration form, which has to be properly signed and stamped by the employer and include accurate information. Only a properly completed registration will be taken into account and you will receive the appropriate co-op credit.

You need to make sure the following is completed for the registration process:
Any registration submitted after the given deadline will result in the co-op being considered invalid: co-op registration is entirely your responsibility, so it is imperative to pay attention to registration deadlines.

If you fail to register the co-op by the given deadline you will not be able to register for classes in the upcoming term.

In case you are doing your co-op for one employer but from different locations- this needs to be clearly indicated in the registration form (exact location matched with appropriate dates).

Co-op registration form needs to contain accurate information: date and location of co-op, company and mentor with contact details, description of co-op position.

If for any reason you plan to change co-op placement during the co-op semester you need to advise the Career Services Office beforehand for prior approval.

Working from home is not considered a valid co-op.

When taking a Leave of absence you cannot register for co-op.

When on academic suspension you cannot register for co-op.

Please be reminded that in case you do not submit co-op registration properly and on time, you will not get credit for cooperative education and will not be able to graduate until you make up the missing block(s) of cooperative education.

5.4.2. Cooperative education grading

In order to receive a grade for a registered co-op, two evaluation forms must be submitted to the Career Services Office: the Employer Evaluation Form and the Student Evaluation Form. These forms should be filled out upon completion /at the end of the co-op. Both forms are due in the Career Services Office by the Monday of the 11th week of the co-op semester (according to the Academic Calendar). Only properly filled forms (containing all information) will be accepted and taken into consideration for the co-op credit.

Career Service Office will send notifications about the official deadlines during the co-op course. Notifications are sent via e-mail, so it is crucial that you regularly check your RIT Croatia e-mail accounts.

There are two grades you can get for your co-op: S (satisfactory) and F (failure)

- S if a minimum co-op requirements (a minimum of 10 weeks and 400 hours) have been met and if you submit a satisfactory employer’s evaluation form and student evaluation form within the given deadline.
- F if a minimum co-op requirements have not been met; if employer’s evaluation is unsatisfactory or if during the random co-op checks Career Services Office cannot witness you are working for the registered company.

5.4.3. Cooperative education monitoring visits

The Career Services Office conducts random co-op checks during the summer, so make sure to properly register the actual place and time of your co-op.

If the Career Services Office comes to visit your co-op and discovers that you are not working at the registered place, your co-op will not be counted. Taking this into consideration, it is extremely important that you provide the correct information on the co-op registration form.

In case that during a co-op check the Career Services Office witnesses that you are working for the registered employer, but were not at the indicated location - Career Service Office will send a written visit report and require you to provide written evidence of the co-op.

In case you are doing a co-op for one employer but from different locations- this needs to be indicated on the registration form (exact location matched with appropriate dates), so that the Career Services Office is aware of the location.

If for any reason you plan to change the co-op placement during the course of co-op semester, you need to advise the Career Services Office beforehand for the approval. Once the Career Services Office has been notified and co-op change has been approved, you may start working for another employer and need to send the new registration form to the Career Services Office immediately.

6. RIT Croatia COOPERATIVE EDUCATION POLICIES

6.1. The job competition

Looking for a job is a job itself. Your search will be an effective one if you have a goal in mind, stay organized, incorporate a variety of methods and follow up. You should remember that it is never too early to start looking for a co-op. RIT Croatia has many corporate partners inside and outside of Croatia. The business network includes companies in various industries which enables our students to gain experience in various business fields. In cooperation with our partners the Career Services Office will facilitate co-op opportunities but you are also encouraged to look for co-op opportunities on your own. You will be notified of co-op positions facilitated through the Career Services Office via e-mail, welcome screen and bulletin board.

When looking for a co-op, these are the things you have to remember:

- The Career Services Office can help you prepare for a job search and work with you to develop a personal job search plan, help you with your CV and cover letter and assist with co-op placement.
- Make sure to check your e-mail regularly as Career Services Office will use this communication channel to inform you of various co-op opportunities.
- Some employers come to campus to recruit for co-op. Employers conducting on-campus interviews often give presentation about their companies and openings- these are open to everyone.

Remember that a job offer is comprised of more than a salary. You are advised to carefully weigh all the important factors like the nature of work, corporate culture, typical work week, location when considering the offer and should not hesitate to discuss any concerns you may have with the Career Services Office.

Once you accept a co-op offer, even verbally, you cannot back out, or renege on the job to work for another employer. Reneging on an offer could damage your chances of future employment with that company. Thus, it is strongly advised to discuss offers thoroughly with employers to understand the terms and reach a mutually acceptable date to respond to their offer. Once you have been offered a co-op position from an employer- in most cases you will receive a written offer that you will need to sign and formally accept. If you need more time to consider other offers, request extension from the
employer, but keep in mind that you must obey the deadline dates that you have agreed upon. You should notify employer that you are accepting or rejecting an offer as soon as you make your decision - never later than the arranged date.

Any student who accepts co-op position and later “changes his mind” or does not report to work will be subject to disciplinary action from RIT Croatia. Terms of such disciplinary measure will be set by the Student Ombudsperson and the Associate Dean for Academic Affairs.

6.2. Study abroad and cooperative education

RIT Croatia students have the opportunity to spend a semester abroad studying at RIT’s main campus (Rochester, NY) and RIT Dubai. While you are studying abroad, you are encouraged to focus on your course load and engage in campus activities. RIT’s main campus allows study abroad students to hold only part time jobs. You can apply for these positions after your arrival at the RIT campus. You will not be eligible for off campus employment. While studying at RIT Dubai you will be able to work part time on the campus, but will need a special permission to work off campus.

You may continue your summer co-op after a semester of studying abroad at both RIT main campus and RIT Dubai, but you will have to make co-op arrangements prior to your departure in order to have the proper visa type and paperwork resolved in time. It is extremely important for you to keep this in mind when making plans for study abroad/international co-op experience and notify the Career Services and Study Abroad Office from the moment you make this decision.

As mentioned earlier, RIT Croatia and its partners will facilitate some co-op opportunities in the USA. The other option for a co-op in the USA is an independent placement where you find the co-op on your own. You are encouraged to take these opportunities, but should notify the Career Services Office of your decision. You are eligible to work in the USA for: 3 – 4 months (J1 work and travel visa which is basically 4 + 1 so you can work for a maximum of 4 months and travel for a month), 6 months (J 1 intern visa) and 12 months (J1 training visa). If you wish to go and work in the USA you need to go through a visa sponsor agency – this is not an option but a must. The Career Services Office assists with processing the visa documentation and communicating with a visa sponsor agency and the employer. In case you have a preference for a company you would like to work for, but are unsure of how to approach them, you are advised to visit the Career Services Office to seek assistance in the search process.

6.3. Self-owned and family business

If you have your own business or family business, you are able to do your co-op there, but it is highly recommended that you look for other options and gain experience elsewhere. The experience and contacts gained at different companies will be valuable in running and developing your own or family business in the future. If you decide to do your co-op in the family business, your responsibility is to obey all the co-op requirements as if you were doing your co-op with another employer.

The Career Services Office will pay special attention to checking up on students doing a co-op in their own or family business.

6.4. Co-op interview procedure

As previously mentioned, you may find a co-op through the Career Services Office and on your own. Whichever option you choose, the same rules apply when it comes to interviews:

- You should apply and accept the interview only when sincerely interested in a position with the employer.
- Provide accurate information on qualifications and interests. Never falsify data such as GPA, academic major, coursework completed or extracurricular activities on a resume or during an interview.
- Acknowledge invitations for on-site interviews promptly, whether you accept or reject them.
- Accept such invitations only when seriously considering a position.
- You should never cancel interviews with insufficient time for the slot to be filled by another student. This behavior is damaging to your own reputation, adversely affects other RIT Croatia students, and wastes the employer’s time.
- Notify the Career Service Office, at least 24 hours in advance, if you cannot make an on-campus interview appointment or employer presentation.
- You may reschedule an interview by contacting the Career Service Office at least 24 hours prior to the interview; however the potential to reschedule is subject to availability.
- Notify employers at least 24 hours in advance if you must cancel or reschedule the interview.
- Not showing up for an interview is not an option and is subject to disciplinary measure set by the Student Ombudsperson and the Associate Dean for Academic Affairs.

6.5. Work term placement responsibilities

Student employees are representatives of RIT Croatia and are expected to act in a manner consistent with the mission and goals of RIT Croatia and their department of employment.

You as a student employee are expected to be punctual, reliable, dress appropriately and perform work in a satisfactory manner. Disciplinary action will be taken in the instance when you do not fulfill your contractual obligations, or if you are fired for disciplinary reasons. Disciplinary cases are referred to the Students Ombudsperson and the Associate Dean for Academic Affairs for review. If you are having troubles with your co-op placement, you should notify the Career Services Office before making any decisions (ie. quitting the job).

6.6. Work term arrangements

When planning the co-op, you should note that instructors expect you to be available for the full semester to fulfill all course requirements. Thus, you should not schedule the start of a co-op until after final exams (please refer to the Academic calendar for details). Before signing a co-op contract you should make sure it allows you to return to school before the start of the academic term. If you sign a co-op contract that will cause you to be late in returning to school, you must contact all instructors individually for approval and make arrangements to cover the missed material.

Only instructors can allow you to miss the classes and should be notified if this is the case early in advance (during the course of the summer and not in the week when the new academic year begins). You should also expect to be considered absent for missed classes and to have your grades penalized as a result of your absence.
6.7. While on the job

The following are some typical expectations both RIT Croatia and the employer have of a student's work behavior:

- You must report to work regularly and punctually.
- Be an enthusiastic and productive employee. If you must be absent from work, call your employer prior to your starting time that day or a day prior.
- Be sure to abide by work regulations as defined by your employer.
- You are expected to dress appropriately for the work environment and employer expectations.
- You are expected to conduct yourself in a professional and businesslike manner.
- Consult your supervisor if unsure of procedures or expectations on the job or about any conflicts or concerns related to the work place.
- You are encouraged to periodically seek feedback from supervisors concerning job performance.
- When you complete a project, you should advise your supervisor and ask for additional work.

If you need advice on how to handle a situation on the job, consult with the Career Service Office. There is one thing you have to remember: while working on co-op you are actually showing whether you are a good fit for a certain company. The impression you leave will stay and follow you for a long time- so make sure to act professionally and open the doors to a successful future.

7. COOPERATIVE EDUCATION UNDERSTANDING AGREEMENT

The cooperative education handbook has been designed to answer important questions you might have in regards the cooperative education program at RIT Croatia (formerly known as ACMT).

You should read the whole document to gain deep understanding of requirements and policies. To summarize the requirements of the RIT Croatia cooperative education program, please see following:

- I understand the importance of attending the Career Advising sessions with Career Services coordinator(s).
- I understand the importance of attending the networking opportunities (workshops, guest speakers, Career Education Day and others).
- I understand that the co-op program is mandatory for every student.
- I understand that the co-op program has to be related to my filed of study.
- I understand that I am not granted the co-op: the responsibility of finding and completing a co-op rests with me.
- I understand that a co-op has to be planned ahead and approved on behalf of the Career Services Office prior to the actual start of the program.
- I understand that I have to follow the academic schedule to make sure that co-op start/end date does not overlap with the academic obligations: meaning that I should not schedule the start of co-op until after final exams and make sure that the co-op contract allows me to return to school before the start of the academic semester.
- I am familiar with the fact that I should not be registered for the classes and co-op at the same time.
- I understand that any work I do throughout the year (while I am scheduled for classes) cannot be counted towards a registered co-op.
- I understand that when working on co-op, I am an ambassador for RIT Croatia, thus it is crucial that I fulfill my contractual obligations and act professionally.
- I understand that my last semester at RIT Croatia has to be academic, not cooperative education.
- I am aware that in order to get my BS degree I have to fulfill all academic and co-op requirements before the last academic semester at RIT Croatia:

  - Failure to honor these obligations reflects poorly on me and on the entire institution.
  - I am aware of the fact that student who accepts a co-op placement during the course of the co-op semester, I need to advise the Career Services Office beforehand for the approval.
  - I am aware of the fact that if I plan to change the co-op placement during the course of the co-op semester, I need to advise the Career Services Office beforehand for the approval.
  - I am aware of the fact that if Career Services Office conducts a co-op check and observes that I am working for the company/ do not find me at the registered location this will result in the co-op being invalid and I will receive „F“ grade for my co-op.
  - I understand that receiving an „F“ means that I will have to repeat the cooperative education prior to my final academic semester at RIT Croatia.
  - I understand that accepting an offer of employment is a serious personal and professional obligation. Failure to honor these obligations reflects poorly on me and on the entire institution.
  - I am aware of the fact that student who accepts a co-op position and later “changes his mind” or does not report to work will be subject to disciplinary action from RIT Croatia. Terms of such disciplinary measure will be set by the Student Ombudsperson and the Associate Dean for Academic Affairs.

Two co-op blocks required for International Business and Information Technology program (first after Sophomore year and second after Junior year)

Three co-op blocks required for International Hospitality and Service Management program (after every academic year)

A minimum of ten weeks at 40 hours per week (a total of 400 working hours) is required for every single co-op block:

- Total 800 working hours required for International Business and Information Technology program
- Total 1200 working hours required for International Hospitality and Service Management program
UNDERSTANDING AGREEMENT

„I,______________________________, hereby confirm that I have received and read the RIT Croatia cooperative education handbook and that I am familiar with its content. I confirm that I understand the importance and requirements of co-op program as well as the full range of consequences that can occur if not following the requirements, including the possibility of failing and repeating the co-op course.”

Student Full Name (printed):          Date:          Student signature:

_________________________            ______________________  ____________________
APPENDIX A

RIT Croatia co-op registration form

The co-op registration form is available at the RIT Croatia web site and will be sent to all students via e-mail prior the start of co-op course.

<table>
<thead>
<tr>
<th>STUDENT CO-OP REGISTRATION FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Employers are asked to stamp and sign this form*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STUDENT NAME:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>EMPLOYMENT DATES: from</th>
<th>to</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>POSITION:</th>
<th>WORK HOURS:</th>
<th>/week</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>JOB DUTIES:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>COMPANY AND DEPARTMENT:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>MENTOR:</th>
<th>POSITION:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>CONTACT PERSON:</th>
<th>POSITION:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>PHONE:</th>
<th>FAX:</th>
<th>EMAIL:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>COMPANY ADDRESS:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>ADDRESS OF STUDENT CO-OP:</th>
<th></th>
</tr>
</thead>
</table>

* If student will conduct co-op from different offices/locations in different time periods it is necessary to submit the exact agenda attached to this registration form.*

Student Signature: ___________________________Company Contact Signature: ___________________________

Company Stamp: ___________________________ Date: ___________________________

* This letter hereby confirms that the above student enrolled at RIT Croatia will fulfill co-op experience as required by RIT Croatia at our company. *
APPENDIX B

RIT Croatia employer evaluation form

The employer evaluation form is available at the RIT Croatia web site and will be sent to all students via e-mail during co-op course.

EMPLOYER EVALUATION OF COOPERATIVE EDUCATION

(** Filled out by the employer *)

COMPANY NAME: __________________________  STUDENT NAME: __________________________

CONTACT PERSON AND POSITION: ______________________________________________________

WORK DATES: from ____________ to _______________/ HOURS WORKED per WEEK: __________

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUALITY OF WORK: Accuracy, thoroughness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>QUANTITY OF WORK: Volume, pace and effort</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ABILITY TO LEARN: Grasps and retains new skills and concepts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INITIATIVE: Originates ideas and seeks new responsibilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RELIABILITY: Dependable, punctual, good attendance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATTITUDE: Willingness to accept instructions, assignments</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PERSONAL RELATIONS: Ability to work effectively with others</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMMUNICATION SKILLS: Written and verbal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

OVERALL PERFORMANCE:

STUDENT’S STRENGTHS: _________________________________________________________________

________________________________________________________________________________________

AREAS FOR IMPROVEMENT: ______________________________________________________________

________________________________________________________________________________________

EVALUATOR’S NAME: __________________________  SIGNATURE: __________________________

COMPANY STAMP: __________________________  DATE: __________________________

APPENDIX C

RIT Croatia student evaluation form

The student evaluation form is available at the RIT Croatia web site and will be sent to all students via e-mail during co-op course.

CO-OP EXPERIENCE

Dear students,

Please answer all questions (attach additional pages if needed) and submit completed form to your co-op office. Please keep checking your mail for deadline update.

STUDENT NAME: _________________________  SEMESTER (S) WORKED: _______________________

COMPANY NAME: _________________________  SUPERVISOR: _________________________________

I obtained my co-op position in the following manner (check the appropriate box):

☐ The job was listed in the Co-op and Placement office
☐ I found the job on my own.

BRIEFLY DESCRIBE YOUR CO-OP:

Major achievements:

________________________________________________________________________________________

________________________________________________________________________________________

Difficulties during the co-op:

________________________________________________________________________________________

________________________________________________________________________________________

Contribution to your personal development:

________________________________________________________________________________________

________________________________________________________________________________________

Satisfaction rating:

In order for us to continually improve our service to you, please rate each area below.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissatisfied</td>
<td>Satisfied</td>
<td>Very satisfied</td>
<td>Exceed expectations</td>
</tr>
</tbody>
</table>

1. My co-op job responsibilities and tasks: 1 2 3 4
2. The relationship of my co-op job to my career interest: 1 2 3 4
3. My co-op wages: 1 2 3 4
4. My co-op working hours: 1 2 3 4
5. Job search preparation provided through co-op placement workshops and materials: 1 2 3 4
6. Assistance from my co-op coordinator: 1 2 3 4

STUDENT SIGNATURE __________________________

COMPANY STAMP: __________________________

DATE: __________________________
APPENDIX D

Resume and cover letter tips:

A resume is a concise summary of your skills and qualifications and it should serve as your personal advertisement. Think of yourself as a product that you are selling to prospective employers, how you package yourself allows a hiring manager to determine if you are a strong candidate. Your resume should be professional and well-planned. Each statement needs to be accurate. Avoid revealing potentially negative information or selling your accomplishments short. For most students and new alumni, a one-page resume is most appropriate.

Before you can write a persuasive resume, you need to properly plan your resume by following these steps:

- What is the employer looking for in a potential candidate?
- What skills/qualities can you offer an employer?
- What resume format will best highlight your skills and accomplishments?
- Analyze your past experience to determine how you have demonstrated desired qualifications
- Formal education and previous experience related to your field are your most important qualifications; make sure to include skills you have gained through relevant courses and projects

Contents of a resume:

- **Personal information**: include personal contact information (i.e., first and last name, phone number, e-mail address, home address and other relevant information). Be sure to include an e-mail address and phone number in order to ensure that they can reach you at all times.
- **Job objective**: a brief statement indicating the type of opportunity you are looking for. If you are applying for co-op jobs, make sure to add your availability. Do not use “I” statements.
- **Educational background**: list attended colleges, dates, degrees and certificates, list majors and minors and include a strong GPA and any academic honors (make sure to mention the correct name of the institution and time frame of your studies).
- **Skills section**: list specific skills most useful in your career field (i.e., computers, design, foreign languages).
  Small things make a difference- so be sure to include accomplishments and awards even tough these are not strictly related to the position you are applying for, as they reflect on you positively.
- **Projects**: make sure to include the information about any significant projects you have participated in/took ownership in (emphasize leadership roles).
- **Experience**: indicate dates of employment (month/year) and employer information (name, city) and the title of the position. Describe major duties and responsibilities as well as notable achievements and results. Use action verbs and eliminate pronouns like „I“, „me“ and „my“.
  Name your experiences in reverse chronological order (newest at the top).
- **Interests**: mention extra curricular activities, professional membership and affiliations, community service and hobbies. If any, make sure to note leadership roles.

Resume formats:

The two most common formats are Reverse Chronological and Functional format.

- **Reverse Chronological**: this format typifies about 80% of all resumes and it is most appropriate for typical students, new graduate or someone with a very logical career path. Education and experience are described in descending order with most recent ones first.
- **Functional format**: is appropriate for more seasoned individual or career changer.

Based on your experiences, a resume can be 1,2 or more pages long. Be aware of the fact that a resume that is too short or too long demonstrates that you as a person have poor communication skills. Always be honest and do not include skills/knowledge you do not have- as employers might test you during the first interview and you will not leave a good impression. Double check your grammar and spelling to avoid sending a resume with errors. Do not use too many fonts (keep it simple with a maximum of two different fonts); keep the font size between 9 and 10 points; avoid italics and underlining (use bold for emphasis); avoid shading, shadowing and boxes. Simply do not overdo it (italics, bold, caps, etc.).

If you do not have any relevant experience and your resume is too short, do not overstate other information. Everyone needs to start from somewhere and all employers need is relevant, short and clear information. If you have taken any courses at the college that are relevant to the position you are applying for- be sure to include that in your cover letter along with any other accomplishments and outstanding results.

Remember that your resume is never finished. You have to revise it for every position you are applying for to make sure you are reflecting your skills properly. Be familiar with your resume and know all details before the interview and do not allow your interviewer to be more familiar with your resume than yourself.
a) Example of a standard graduate CV:

**IVAN HORVAT**
Ulica 188, 10 000 Zagreb, Croatia

Mobile: 00385 98 111 111  Email: iris.horvat@gmail.com

**EDUCATION AND QUALIFICATIONS:**

RIT Croatia (a division of Rochester Institute of Technology, New York), Zagreb, Croatia- (2011 – 2015)

BS degree in Information Technology

Subject included:
- Computational Problem Solving in the Information Domain I. and II.
- Web I. and II.
- Client Programming
- Software Design Principles and Patterns
- Database Connectivity and Access
- Information Requirements Modeling
- NSSA Essentials for Developers

**WORK EXPERIENCE:**

**Assistant developer**  June- September 2012, International company XX, Zagreb, Croatia

Assisting in web site design, software site maintenance and customer communication.

**Junior web developer**  June- September 2013, International company XX, Zagreb, Croatia

Assisting senior web developer to document, design and build a database driven web site for management and promotion of a school.

**ACTIVITIES AND INTERESTS:**

- Helped organize a charity fun run in Dubrovnik
- With a passion for finding eye-catching images, photography has become an interest of mine. With self-motivation, I have taught myself how to use Photoshop, and I have created my own web site
- Student helper during Junior and Senior year - as a lab monitor

**SKILLS:**

- Computing: Knowledge of Linux and Windows 7; Object-oriented application development using Java; Good knowledge of Node Package Manager (NPM) and Grunt.js; Object-oriented application development using Java; Content development using HTML5 or CSS3, JavaScript (object oriented), Photoshop and other content development.
- Languages: Croatian- native language; fluent in English; good conversational German
- Driving: full current driving licence

b) Example of graduate CV:

**IRIS HORVAT**
Ulica 188, 10 000 Zagreb, Croatia

Mobile: 00385 98 111 111  Email: iris.horvat@gmail.com

**PERSONAL STATEMENT:**

An international business graduate from the RIT Croatia (a division of Rochester Institute of Technology, New York). I have skills and knowledge essential for managing key areas of an organization and problem solving skills needed in finance. I am looking for a graduate trainee position / internship in marketing where I will be able to use my strong influencing skills.

**EDUCATION:**

BS degree, major: Marketing . RIT Croatia (a division of Rochester Institute of Technology, New York), Zagreb, Croatia.

Modules included:
- Human Resources Management
- Marketing
- Accounting and Finance
- Business Mathematics

Completed a final paper of the Senior year: developed a marketing communications report and presentation for an real estate agency

**WORK EXPERIENCE:**

**Intern in marketing department**  June- September 2012, International company XX, Zagreb, Croatia

Collecting and analyzing data on customer demographics, preferences, needs, and buying habits to identify potential markets and factors affecting product demand. Wrote concise articles, sales letters, speeches, and other related informative, marketing and promotional material.

**Intern in sales department**  June- September 2013, International company XX, Zagreb, Croatia

Help building target lists by identifying company’s key prospects. And reaching out to prospects via emails and phone. Attending networking events and conferences. Working on developing company’s web site and social network profiles.

**INTERESTS:**

- Leadership: Project leader for our Third Year Business Class course- where my organizational skills came to the fore. Travelling and gastronomy.

**SKILLS:**

- Languages: Croatian- native language; fluent in English; good conversational German
- Driving: full current driving licence
Cover Letter:

A cover letter should always accompany your resume. An effective cover letter makes the employer want to talk to you in person.

Thus, the purpose of the cover letter should be to attract the employer’s attention in a positive way. The cover letter form should be a standard business letter containing information about sender and recipient. Start the letter with “Dear Mr., Mrs./Poštovani g., gđo.” along with the person’s last name or function; and end the letter with business note “Yours respectfully/ S poštovanjem”.

Cover letter should contain three paragraphs: first, middle and closing paragraph.

- **First paragraph**: explains why you are writing the letter. Make sure to state the purpose; identify the position you are applying for and how you heard of the opening.

- **Middle paragraph**: serves to describe the interest in the position. Tell the employer why you are the strong candidate- highlight relevant achievements, skills and experience; mention the most interesting points from your resume and support them by using concrete examples; explain how you intend to help the employer and contribute to the organization.

- **Closing paragraph**: action-oriented. State how and when they may best contact you. Remember; do not assume that the employer will contact you once you send your resume and cover letter. It is your responsibility to follow up. Use this paragraph to thank the employer and mention that you are looking forward to meeting them in person.

The cover letter is written specifically for the employer/position you are applying for, thus it is important to show that you know with whom you are communicating. Use the cover letter as an additional "selling piece"- do not just repeat information from your resume, but rather use it for providing the most interesting facts and support them with examples.

Cover letter sample:

Iris Horvat  
Ulica 188, 10 000 Zagreb, Croatia  

Mrs. M Foster,  
Recruitment Manager,  
Ulica 1777  
10 000 Zagreb, Croatia  

November 25th, 2013.  

Dear Mrs. Foster,  

I was very interested to read your advertisement for an internship position on the RIT Croatia vacancy database as it precisely fits my career plans.

I first became interested in retail banking during the courses which I attended my second year of undergraduate studies. Since then, discussion with my careers adviser and my own research have confirmed my belief that this is a career which will enable me to use not only my interest in business and finance but also my skills in working with people, both in an advisory and a managerial capacity.

I am particularly interested in a career with PBZ Bank, because of the high reputation of your graduate training scheme, and your commitment to giving new recruits early responsibility.

During my time as a student I have had a variety of part-time jobs, all of which have required me to work as part of a team and to deal directly with the public. I found my work at the Tourist Information Office particularly valuable in teaching me the importance of ascertaining customers’ needs and providing clear and accurate information in response to those needs.

I will be available for interview at any time apart from the 15-30 December. I look forward to hearing from you shortly and enclose my CV for your consideration.

Yours sincerely,  

Iris Horvat
Interview process:

There is one step that determines if you will make it to the interview- preselection process. Once the prospective employer collects all the applications they will conduct a preselection process based on the main criteria they are looking for in a desirable candidate. Part of the preselection process might be a short phone interview- that might surprise you. If employers are using the preselection process, they have one common goal: either to clarify details from your resume, to find out additional information, to test your communication skills or to explain their requirements in more details.

During the preselection interview it is equally important to provide your potential employer with additional information and to listen to what they have to say. Once the preselection process is over and you have successfully passed the test(s) the actual interview will take place.

Due to its importance, interviewing requires advance preparation. To help with the interview process preparations, please keep the following in mind:

Prepare yourself for the interview:

- **Conduct proper company research:**
  Be familiar with their mission, vision and strategy. Know their products/services and competitors.

- **Pay attention to your image:**
  Dress properly! The attire has to be appropriate for the industry and position you are applying for. Remember that you can never be „overdressed“- even if you show up in a formal suit and the company’s corporate culture is casual attire; do not worry as you will show that you take the company seriously and are a professional. On the other hand, “underdressing” can leave the wrong impression on your employer- so be sure to avoid the risk and always go ahead with safe recommendations.

- **Repeat your key strengths three times:**
  It is very important that you comfortably articulate your strengths to the potential employer.

- **Prepare success stories you can share with your potential employer**
  The types of questions you ask and the way you ask them can make a tremendous impression on the interviewer.

- **Be punctual:**
  Being late for the interview will send a negative message to your employer and can influence the quality of the interview as you will have less time for your presentation until the next candidate arrives. It is suggested not to come too early as well since the employer has other tasks for that days besides your interview or they would not like you to meet the person being interviewed before you.

- **Make sure to be familiar with your resume:**
  Go through every sentence in your resume with understanding since the employer will check upon many details. Sometimes, candidates cannot remember what they wrote in their resume, which leaves a negative impression.

- **Be prepared to bring all you might need for the interview:**
  Inquire on what is needed for the interview: documentation, resume, recommendation letters, paper and pencil, calculator, etc.-This will depend on the nature of the job you are applying for.

**Interview behaviour:**

- **Show enthusiasm:**
  Show the employer how much you like what you are hearing and how they are exactly what you are looking for.
  A survey conducted on behalf of Monster.com, showed how more than 50% of employers indicate that candidate enthusiasm is one of the most important attributes.

- **Listen:**
  Listening skills are one of the most ignored skills. Make sure to actively listen as this will enable you “read between the lines”.

- **Maintain a conversational flow:**
  Have a dialogue instead of a monologue.

- **Keep your answers brief and concise:**
  Practice limiting your answers to three minutes per question. If you did not understand the question- it is better to ask the employer to provide a more specific explanation than to answer a question you did not understand.

- **Include concrete, quantifiable data:**
  Mention measurable information and provide specific accomplishments when discussing your strengths.

- **“Put yourself on their team”:**
  Show that you are thinking as a team member and will fit into their environment.

- **Ask questions:**

- **Body language:**
  During the interview, the employer will evaluate your nonverbal communication.
  A firm handshake, eye contact and clear presentation express confidence. Studies have shown that 65% of the conveyed message is nonverbal; gestures, physical appearance and attire.

**Most common interview mistakes and how to avoid them:**

- **Accelerated progression/Slow motion:**
  Talking too fast may result in your employer not being able to carefully listen to your presentation. On the other hand if you are presenting too slowly it can result in the employer’s indifference.

- **Distraction:**
  Showing you are distracted during an interview can indicate insecurity and fear. This is why it is crucial to prepare yourself for the interview; practice presentation, have questions prepared in advance and include concrete and quantifiable data

- **Obtrusion / Apathy:**
  It is recommended to be secure and confident with your presentation. However, being too confident might result in creating a negative impression. On the other hand, apathy is not showing the employer you are not very interested in their company and job offer.

- **Feint:**
  Be yourself! Lying at an interview may pass on some occasions- but the employer will notice that throughout the interview process and you will definitely not be considered for the position.

- **Dodwiness:**
  Pay attention to your image as this is a very important factor to your employer.
How to answer typical interview questions:

- „Tell me something about yourself“.
  The goal of this question is to make you comfortable and build solid ground for further conversation. Be prepared for this question and answer it in 2-3 minutes by presenting the most interesting facts about yourself. Do not go through resume details when answering this question as an employer can read these details himself.

- Why you want to work for us?
  The employer wants to see how you can fit into their environment and how serious your intentions are. Provide clear responses to this question and answer.

- Describe a situation where you were dealing with some issue and how you have handled it?
  The goal of this question is to get a feeling of how you would be able to deal with unpredicted situations. Answer this question with actual situations that have happened to you. Show how you have solved the issue and what you learned from that example. Even if you did not manage to solve the particular problem, emphasize your efforts and learning objectives. Make sure the answer is not too long (prepare it in advance!).

- Have you ever been faced with situations where you were criticized?
  The goal of this question is to affirm your honesty and responsibility. Answer this question by describing a situation where you were faced with crisis and how you have expressed your viewpoint.

- What would your friends say about you?
  The question is designed to test how well you would fit into their work environment. When answering, be sure to mention characteristics that emphasize your ability to work with others, as well as your adaptability and dynamics.

- What are your plans for next the 3-5 years?
  The goal of the question is to discover how much you are involved in creating your future success. It is important to show the employer that you have goals that you would like to achieve, but that you can easily adapt to new situations. Sometimes it is better to focus on short-term goals than to „dream” about your future.

- What is your ideal job?
  The question is designed to find out what motivates and interests you the most. When answering, be realistic and concrete. Describe positions you can actually get based on your current education and experiences and conditions that exist in the real world.

- Why are you the best candidate for this position?
  The employer wants to test your motivation. Provide the answer that will summarize your work experience and most important skills and that matches the position you are applying for.

- What are your strengths?
  The employer wants to test if you understand the required and important skills for the position you have applied for. Mention the skills that match the position you have applied for and support them with real life examples.

- What are your weaknesses?
  The employer wants to find out how objective you are when it comes to your limitations. When answering it is important that you do not mention a characteristic that is important for the position you have applied for. You have to be able to mention few weaknesses as we all have them. The best way to proceed is to mention professional weaknesses (not personal) - and you are working on them.

- What do you do in your free time?
  The employer wants to finish the interview and conclude their impression of you. Mention hobbies and how active you are. Mention your interests and activities outside the regular work/college education.

Be sure to successfully close the interview and leave a positive impression. The following are sings of a successful interview:

- Interview lasted longer than was predicted
- Towards the end of the interview, the employer was asking different concrete questions (i.e. when can you start working/ what type of salary do you expect?).
- The employer has asked for additional documentation (i.e. recommendation letters)

Do not rush the employer to make a decision, but be available for the next interview steps. Make sure to send a follow-up/thank you letter to the person who interviewed you as this will be perceived as a nice gesture.

**Dress code:**

The first impression you make on a potential employer is the most important one. Well thought-out clothing can distinguish you as a professional. You want to be perceived as polished, prepared and serious about the job. Your appearance counts as much as how you introduce yourself.

The following is a list of appropriate attire for an interview for men:

- Wear a suit with jacket
- Avoid outrageous colors or patterns, such as neon or plaid; stick to classic colors like black, navy or grey
- Long sleeve shirt (white or coordinated with the suit)
- Belt
- Tie
- Dark socks, dress shoes
- Neatly trimmed nails

The following is a list of appropriate attire for an interview for women:

- Wear pants or a skirt suit (navy, black or dark grey)
- The suit skirt should be no shorter than above the knee
- Coordinated blouse
- Close-toed professional shoes
- Limited jewelry (no dangling earrings or arms full of bracelets)
- Professional hairstyle
- Neutral pantyhose
- Light make-up and perfume
- Neatly manicured nails

Both Men and Women:

- Attend to your hygiene and wear your hair professionally
- Avoid fragrant perfumes or cologne
- Limit the exposure of tattoos and piercings
Always iron your attire and make sure you are polished

What not to wear:
- Tennis shoes, flip-flops or evening shoes
- Jeans or shorts
- Shirts or low-cut shirts
- Colorful or patterned socks
- A backpack
- Clothes that are too tight

Remember that you can never be „overdressed“- even if you show up in a formal suit and the company’s corporate culture is casual attire, do not worry as you will show that you take the company and interview seriously. On the other hand, „underdressing“can leave the wrong impression on the employer. Be sure to avoid the risk and always go ahead with safe options.

For more tips on what to wear, feel free to visit some of the suggested sites:
- About.com
- The Undercover Recruiter
- Career advice at Monster.com
- TimesJobs.com

APPENDIX E

Students on co-op

Tomislav Cvetko, Junior IB student, Zagreb: P&G Prag
“During this summer I had an excellent opportunity to improve my skills and enhance my knowledge by working in the world’s largest consumer goods company – Procter & Gamble. The recruitment process was very demanding, including an online application and test followed by another test in P&G’s Zagreb office. Later I was invited to three separate interviews with finance managers from Budapest and Zagreb. Finally, I officially became one of the 12 finance interns in Central Europe, who were selected from the pool of more than 1200 applicants. Two weeks later, I moved to Prague and started working in the city’s vibrant business district. I was placed in the finance department of P&G’s Prague office. My responsibility was to analyze the performance of the P&G’s world-famous brands, such as Pampers, Head & Shoulders, Pantene, Ariel and Lenor, in retailers across the Czech Republic. I was quickly introduced to true business life, including business workdays as well as numerous meetings and business trips to neighboring countries. I was expected to report my progress frequently to my direct manager and to present the findings from my research to the P&G’s Central Europe finance managers. Outside of working hours, however, the company made sure that all employees enjoyed their time with benefits such as free gym, spa and sauna; organized trips with team building activities and useful training sessions. The internship in Procter & Gamble had great value for my career, both personally and professionally. I earned international experience, met a lot of business people and gained new friends.”

Dino Novak, Senior IISM student, Dubrovnik: The Broadmoore, USA
“I recently finished my internship at the Broadmoor, a famous American resort in Colorado Springs. I started as a server and was later promoted to a supervisor in the biggest revenue generator department. Since I finished my internship, people ask me on a daily basis should they apply for an internship like this. My answer is always positive. When you gain experience like this, you change your perception of classes. Everything that you learn on an internship you connect with lectures. In case you do not know what to do after graduation, I recommend doing an internship in the USA. It will give you an insight in what industry you want to be part of, what to change in your current career and where to start in your career. All in all, if you are interested in working in the USA, be a part of it and remember to put yourself in the position where you control the progress of your internship. By saying that, I mean that you go above and beyond your plan and show interest in different opportunities that might advance your career.”

Nikola Velazić, Junior IT student, Dubrovnik: CARNet (Croatian Academic and Research Network), Zagreb
“I did my coop in CARNet (Croatian Academic and Research Network) in department for educational technology. During this coop I learned what a real job is, and what it means to work in an office and with clients, how to develop certain projects and what it means to have responsibility for some projects or your clients. My co-op at CARNet, made me realize how important it is to prepare yourself for every meeting, and for every new day, for new programming projects and for new tasks. The biggest mistake is to wait for your boss to tell you what to do. My advice to everyone is: prepare yourself and ask a lot of questions. I certainly experienced the importance of this in Carnet and will treasure it forever.”

Dennis Goldfinger, Junior IT student, Zagreb: Kyureodo Inc., USA
“Last summer I completed my first co-operative education experience with a small IT company called Kyureodo Inc. My experience was a very positive one and I learned a lot about what it means to work in the field of IT as opposed to studying. It is a much different experience because one is given many more responsibilities than listening to their professor and getting things done on time. I was given my own set of projects to work on and a set of deadlines that I had to meet all on my own. It was certainly an eye opening experience that showed me just how fragile time really is and how things have to be well planned in advanced to meet deadlines. This aspect of my first co-op experience had the greatest impact on me to date.”
APPENDIX F

10 Steps to turning your co-op into a full-time position

One of the benefits of co-op besides practical knowledge is that it can serve as your passport for future employment opportunities. If the opportunity comes after graduation and the employer you have been working for is looking to fill a position that matches your skills and interests— you have a great chance in becoming a company employee.

It is very important to “keep your doors open” and leave a positive impression during your co-op experience. Here are 10 steps on how to make powerful career moves:

- **Show a Can-Do Attitude**
  Attitude speaks a lot about you and makes a lasting impression. Be sure yours is one of your greatest assets. Complete any task (no matter how small the task is) with enthusiasm. Take the initiative to acquire new skills and accept criticism graciously.

- **Learn the Rules:**
  Get to know your co-workers during your co-op. They can be of great assistance and help for you to figure out the company culture. Watch closely on how things get done. Ask questions and pay attention to how people interact with each other.

- **Take your tasks seriously:**
  Build a reputation for being dependable. Be diligent and accurate in your work. As a student, you will generally start with small tasks, asking a lot of questions and learning the systems. Learn from your mistakes and move on to the next task.

- **Meet deadlines:**
  Always ask for deadlines. Alert your supervisor in advance if you are unable to meet the expectations—this will show respect and professionalism.

- **Set realistic goals and expectations:**
  Seek regular reviews from your supervisor to assess your performance.

- **Communicate respectfully:**
  Keep in mind that employees of the company and your supervisor know more than you do. However, do not be afraid to present ideas that may solve the problem and save money. The only thing you have to pay attention to is that your style does not come across as cocky. Employers value assertiveness but do not be afraid to present ideas that may solve the problem and save money. The only thing you have to pay attention to is that your style does not come across as cocky. Employers value assertiveness but not aggressiveness. Maintain a respectful demeanor with every employee, no matter what their ranking.

- **Be flexible:**
  Accept a wide variety of tasks even if they are not related to your co-op position. Your willingness to go the “extra mile” will help you assume greater responsibilities.

- **Be a team player:**
  Remember that you are a winner only if your team wins. The ability to interact and work with others is a crucial skill in today’s work environment.

- **Get a Mentor:**
  If possible (and not already assigned by employer), identify at least one individual to serve as your mentor. Consider someone who is willing to take personal interest in your career development. Get noticed, because many more people will have a role in determining your future.

- **Have fun:**
  Enjoy learning and developing professionally and personally. Become an active member in your work community.

Make your co-op experience work for you. It can be the first link in the chain of your career.

Written by Lina Melkonian.
Članak 5.

U slučaju da tijekom obavljanja stručne prakse dođe do bilo kakvih promjena od izvorno predanog obrasca za registraciju (promjena vremenskog perioda obavljanja prakse, lokacije ili mentora) student je dužan odmah obavijestiti Ured za stručnu praksu RIT Croatia.

Članak 6.

U slučaju da student ne ponaša se u dosje studenta. Gradnja prakse (Employer Evaluation Form i Student Evaluation Form) do početka 11 tjedna semestra u kojem obavlja stručnu praksu (prema Akademskom kalendaru RIT Croatia). Stručna praksu neće biti priznata u slučaju da student predaje evaluacijske obrasce nakon zadatog roka.

Obrasci iz stavka 1. i stavka 2. ovog članka sastavnii su dio ovog Pravilnika i nalaze se u njegovu privitku.

Članak 7.

Ovaj Pravilnik stupa na snagu danom donošenja, a primjenjuje se od 1. prosinca 2013. godine.

Članak 8.

Ovaj Pravilnik objavljuje se na oglasnoj plodiži i internetskoj stranici RIT Croatia.
The co-op Registration Form must contain the accurate and complete information: co-op time period, company address, department and position description, contact person.

In a case of any changes from the initially submitted co-op registration form (change of co-op time frame, location of mentor change) student has to inform the Co-Op Office immediately.

In order to receive a grade for a registered co-op, students submit the two evaluation forms (Employer Evaluation Form and Student Evaluation Form) to the Co-op Office by the Monday of the 11th week of the co-op semester (according to the Academic calendar). Co-op will not be accepted in case of late submission of evaluation forms.

Forms from Paragraph 1 and Paragraph 2 of this Article are a part of this Bylaw and can be found in Appendix.

Article 5.

The Co-op Office conducts random co-op checks (based on the information provided on the co-op registration form).

If a student fulfilled all minimum requirements from the Article 5. of this Bylaw and received a satisfactory employer’s evaluation, co-op will be graded with the grade “S” (Satisfactory)

If a student did not fulfill all minimum requirements from the Article 5. of this Bylaw and received a unsatisfactory employer’s evaluation, co-op will be graded with the grade “F” (Failure) and student will have to repeat the co-op.

If during the random co-op check it was discovered that student was not working from location or with the employer as indicated on the registration form, co-op will be graded with an “F” (Failure) grade and student will have to repeat the co-op.

If a student received an “F” (Failure) grade for any co-op block and has not repeated the co-op before the last semester of the study program, the student will not be able to graduate.

In exceptional circumstances when a student has relevant work experience before starting the undergraduate program, the co-op may be waived. The waiver must be approved by the Co-op Office.

Article 6.

Registration Form and Evaluation Forms, and other co-op documentation are archived in students’ files.

Article 7.

While on co-op, students are representatives of RIT Croatia and are expected to act appropriately in performing their job duties, responsibilities and behavior, and promote values of RIT Croatia- as stated in the Bylaw on Studying at RIT Croatia, Ethical Code, moral norms and acceptable academic behavior at RIT Croatia and other relevant documents.

In case of a legitimate reason for terminating a co-op placement, a student should report to the Co-op Office immediately.

Disciplinary action will be taken in the instance that a student does not fulfill his or her contractual obligations or in case of inappropriate behavior. Disciplinary cases are referred to the Ombudsman and the Associate Dean for Academic Affairs.

Article 8.

The Bylaw will become effective from the day of enactment and will be implemented from December 1, 2013.

The Bylaw will be published on the RIT Croatia notice board and web page.