



INTERNAL REGULATION

INOV CONTACTO PROGRAMME

INTERNATIONAL INTERNSHIPS

C25 EDITION

2021/2022

INTERNAL REGULATION

INOV CONTACTO PROGRAMME - INTERNATIONAL INTERNSHIPS FOR YOUNG GRADUATES 2021/2022 EDITION

I- GENERAL PROVISIONS

Chapter I - PURPOSE

Clause I

1. This Internal Regulation lays down the rules applicable to applications for and implementation of the INOV Contacto Programme.
2. The INOV Contacto Programme is supported by the European Union, under the Axis 2 Intervention Typology of the Operational Programme Social Inclusion and Employment - Youth Employment Initiative and provides a vocational internship which aims to:
 - a) Train young graduates in the area of Internationalisation through actually working, for a limited period of time, in foreign markets;
 - b) Promote the long-term hiring of young interns by host institutions abroad or in Portugal;
 - c) Address skilled graduates' shortcomings in the areas of export and internationalisation of enterprises through the development of relevant skills;
 - d) Undertake specific studies and projects in the area of export, foreign investment and internationalisation of Portuguese companies;
 - e) Collect and systematise information on international markets;
 - f) Create a network that streamlines and develops the relations of Portugal and Portuguese companies with a variety of economic actors, on a global scale, and thus create new and important opportunities for the Portuguese economy.

Chapter2- SCOPE OF APPLICATION

Clause2

This Internal Regulation applies to participants in the 2010/2022 edition of INOV Contacto - international internships for young graduates, hereinafter referred to as INOV Contacto, promoted, managed and implemented by AICEP Portugal Global E.P.E., hereinafter referred to as AICEP, within the scope of its tasks.

Chapter3- DEFINITIONS

Clause3

For the purposes of this Internal Regulation, the following definitions apply:

- a) INOV Contacto Management and Coordination - the set of powers granted to AICEP, developed and put into operation by the Department responsible for the promotion, management and implementation of the internship programme by the interns' coordinators and tutors;
- b) Local Internship coordinator - employee appointed by the host entity to ensure the monitoring and evaluation of the intern, as well as to approve the internship hours undertaken;
- c) AICEP Internship coordinator - employee of the AICEP Board responsible for the implementation of the programme, who monitors the internship either on the side of the host entity or the intern, from the time of matching to the closing session, ensuring its development and intervening whenever necessary;

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- d) Intern Tutor - representative of AICEP, in the destination country, appointed as interlocutor between the intern, the host entity and the AICEP internship coordinator, whenever there is a situation that justifies it;
- e) Matching - Process of assigning candidates selected as suitable and having certain profiles to the host entities registered to receive them, according to the requirements indicated by them.

Chapter 4 - OBJECTIVES

Clause 4

The objectives of INOV Contacto are to:

1. Contribute to the competitiveness of companies by providing young graduates with complementary training in international markets, through undertaking projects and studies in the area of export and internationalisation, as well as providing short-term experience in foreign markets.
2. Promote the skills development of young graduates through paid work experience and prepare and facilitate their entry into the labour market by improving their entrepreneurial capacity and motivation.
3. Support companies' export and internationalisation and create a complementary and up-to-date information network on international markets and sectors of activity.

Chapter 5 - TARGET AUDIENCE

Clause 5

The following are the target audience for INOV Contacto:

1. Young people who meet the following requirements:
 - a) Legally resident in Portugal;
 - b) Have completed a higher qualification (ISCED 5): a bachelor's degree (180 to 240 ECTS), or an integrated master's degree (180 to 360 ECTS), attested by the qualification certificate or equivalent, at the time of application for the programme, and, in the case of an academic degree obtained abroad, the certificate of equivalence/academic recognition issued by a competent national authority;
 - c) Are fluent in Portuguese and English, in the latter case duly proven by a certificate with knowledge assessment, and preferably in another language, in particular French, German, Spanish or Mandarin;
 - d) Have good computing knowledge;
 - e) Have the electronic means to remain in permanent contact, in Portugal and abroad, with the coordination of INOV Contacto and with the internship coordinators and tutors;
 - f) Be willing to live abroad and have the ability, with complete autonomy, to ensure normal compliance with the obligations arising from this Internal Regulation;
 - g) Are young NEETs (young people who are not in employment, education or training) up to the age of 29 years at the start date of the internship;
 - h) Possess the physical strength and psychological profile required to act in a professional capacity, in public or private, in any country in the world;
 - i) Take individual responsibility for complying with all hygiene and health and safety protection standards determined by government policies and country entry requirements, including in pandemic scenarios;
 - j) Have their tax and contribution situation in order vis-à-vis the tax administration and social security;
 - k) Are not subject to the impediments and constraints provided for in Article 14 of Decree-Law 159/2014 of 27 October;
 - l) Have no criminal record.
 - m) They must have never attended INOV Contacto, or have agreed to join the programme and subsequently withdrawn.

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2. Entities with the following typology:
 - a) Portuguese companies with their own structures or with partners located in foreign markets and/or with ongoing internationalisation processes;
 - b) Multinational companies with an important presence in Portugal and with a high strategic weight for the country's economy, or that are located in markets with high potential for Portugal;
 - c) International organisations dedicated to intervention in the area of internationalisation;
 - d) Other public or private entities, whose main mission is to promote the internationalisation of Portuguese companies and their exporting activity, which are important at national level and represent a strong contribution to the international integration of Portuguese companies, namely the external peripheral services of the MNE (Ministry of Foreign Affairs), the services of aicep Portugal Global, E.P.E., and the external teams of the Portugal Tourism Institute, I.P.

II - INTERNSHIP

Chapter 6 - SELECTION PROCESS

Clause 6

The process of selection and admission to INOV Contacto, conducted by AICEP, includes the following steps:

1. Formalisation of the internship application by candidates, by completing online the application form provided on the website at www.inovcontat.pt, together with the requested documentation. The candidate must then duly confirm it by the same method, using for this purpose their personal identification number as well as the application number that is provided at the time of submission.
2. Candidates for the internship are pre-selected by examining the application forms and documentation submitted, considering in particular:
 - a) The areas of training, final grades and complementary studies, which may be increased;
 - b) Linguistic knowledge, which may be increased.
3. Recruitment and selection of candidates for the internship, carried out by AICEP in conjunction with a specialist company hired for this purpose, by conducting evaluation tests for the selected candidates, to be undertaken at a place and date to be indicated by AICEP, and whose results are considered for the purpose of suitability for the programme.
4. Selection of host entities based on registration forms submitted online, considering:
 - a) The proposed internship programme;
 - b) Its strategy for integration into external markets;
 - c) The company's level of innovation and sector of activity;
 - d) The prospect of hiring young people after the internship;
 - e) The history of participation in previous editions.
5. Combining the profile of the selected candidates with the qualifications desired by the entities enrolled in the programme, which may result in one of the following situations:
 - a) The entity validates the profile of the recommended candidate and, in this case, the programme coordination considers the vacancy filled and formalises the invitation to the candidate;
 - b) The entity does not validate the candidate's profile and, in this case, the programme coordination, if there is another entity registered for the same type of internship, resends the candidate's profile to that new entity for validation;
 - c) If the candidate is rejected consecutively by two or more entities, they will exit the matching process and will not be invited to join the programme. If accepted, item a) will apply.
6. Invitation to the candidate to join the programme;
7. Written response to the invitation by the candidate;

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8. The formal acceptance of the invitation by the candidate implies the acceptance by the latter of the entity and country that are indicated for the internship, which is irrevocable, insofar as INOV Contacto allows a single internship opportunity for each one, according to the number of vacancies in the edition, given the hierarchy of candidates considered suitable in the selection process.

Chapter 7 - STRUCTURE AND DURATION OF INOV CONTACTO EDITIONS

Clause 7

1. The editions of INOV Contacto consist of the following sequential phases, which must all be attended:
 - a) Phase 1 - internship in Portugal: The internship begins with a training period in Portugal that includes:
 - i) Intensive international practice course (Campus), which begins after interns accept the invitation to join, with mandatory attendance at all its modules and training sessions;
 - ii) Training period in a real work context, the realisation and duration of which will be defined according to the interest and availability of the host entities in Portugal;
 - b) Phase 2 - internship abroad: At the end of the internship in Portugal, and after completing all the formalities necessary for entry/stay in the destination country, phase 2 of the internship begins, at the place designated and communicated during phase 1, and ends with the delivery of the Final Report and the return of the interns to Portugal, as defined in this Internal Regulation;
 - c) Phase 3 - closing seminar of the edition: the edition of INOV Contacto is formally closed with a seminar - Closing session - held jointly with the intern group and the AICEP team, during the working day, under the theme "return management", which also includes a joint evaluation of the edition and delivery of certificates with the respective final evaluation.
2. AICEP reserves the right, whenever necessary, to change the destination country, the temporary relaxation of the phases of the programme and the introduction of alternative working models for operating the internship and, ultimately, its cancellation, if there is a definitive impossibility of carrying it out due to delays, difficulties or any other reasons not attributable to the same, such as:
 - a) The entity is unable or unwilling to continue the internship;
 - b) The impossibility of issuing visas or completing other formalities necessary for entry or stay in the country where the internship will take place, in a timely manner;
 - c) The occurrence of any kind of unforeseen calamity such as epidemics, pandemics, conflicts or disturbances of public order in the destination country and/or in the world in general, which prevent the internship taking place.
3. AICEP assumes no responsibility for any mismatch between interns' expectations and the tasks defined by the host entity or the assigned destination country.

Chapter 8 - INTERNSHIP PROGRAMME

Clause 8

1. The global internship plan is defined by AICEP, taking into account the internship programmes previously proposed by the host entities in the registration forms, which are submitted on the INOV Contacto website, reflecting their internationalisation projects and intentions to export into foreign markets.
2. An agreement is concluded between AICEP and the intern, under which the latter undertakes to comply with the global internship programme defined in Portugal and abroad, the draft of which is included as Annex I to this Internal Regulation.
3. Any change to the internship plan must be communicated to AICEP, either by the intern or by the local internship coordinator.

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4. A Protocol is concluded between AICEP and the host entity defining the conditions and responsibilities between them and vis-à-vis the intern, the draft of which forms part of this Internal Regulation as Annex II.

Chapter 9 - SCHEDULE, TIME AND PLACE WHERE INTERNSHIP WILL TAKE PLACE

Clause 9

1. The timing and location of the internship are defined by AICEP, taking into account the internship objectives and programmes.
2. The internship does not include holidays.
3. During the internship period and whenever the proper performance of the internship so warrants, AICEP reserves the right to change the intern's host entity and/or destination city/country.
4. The intern, once working at the host entity, must respect its working hours, complete and submit an attendance sheet every month for approval, which is available on the INOV Contacto extranet (NetworkContacto platform), for validation by the local internship coordinator.
5. During the internship period abroad, the intern may not leave the destination country without express authorisation from AICEP in coordination with the host entity.
6. Absence on working days during the probationary period, in Portugal or abroad, may only be authorised and justified by AICEP if a situation of force majeure occurs as follows:
 - a) Absence due to force majeure, which, whenever foreseeable, must be communicated, for the purposes of authorisation, at least three days in advance (72 hours) in writing to the local internship coordinator and to AICEP;
 - b) Notwithstanding the authorisation referred to in the previous paragraph, AICEP reserves the right, after analysing the situation in question, to discount from the grant, meal allowance and/or accommodation allowance, an amount equivalent to the period of absence.

Chapter 10- INTERNSHIP COSTS

Clause 10

1. Within INOV Contacto, AICEP covers the following costs, per internship:
 - a) During Phase 1:
 - i) Monthly training grant, determined according to the social support index (IAS), in the amount corresponding to twice that index;
 - ii) Meal allowance, under the terms established for Public Administration employees;
 - iii) Occupational accident insurance - governed by the provisions of the legal regime for compensation of damages arising from accidents at work - Law 98/2009, of 4 September, and other complementary legislation;
 - iv) Help with costs, up to a maximum amount of €30 (thirty euros) per day, for accommodation during the period of the Course referred to in Clause 7(1)(a)(i), upon approval of the respective proof of expense. This sum is not offered for days on which training is given remotely (online);
 - b) During phase 2, in addition to the costs provided for in the previous paragraph:
 - i) Accommodation allowance, from the day of departure abroad until the last actual day of the internship in the destination country. The grant is calculated by indexing to the last table of the cost of living index published by the United Nations and is not subject to any update during the period in question. These figures appear in the [Grant/Allowance Table](#) published on our website;
 - ii) Round trip between Portugal and the internship country, by air and/or other public transport in economy class, to the destination;

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- iii) Personal accident insurance, which includes accidents arising from natural disaster risks and socio-political risks, and international health insurance, under the terms of the coverage contracted by AICEP.
2. The grant, meal allowance and accommodation allowance are paid monthly to interns, providing for:
 - a) Retention of 25% of the amount corresponding to one full monthly grant to be returned after the end of phase 2 and when:
 - i) Full compliance with all the intern's obligations referred to in clause 19 of this Internal Regulation is confirmed;
 - ii) Any penalties for any non-compliance provided for in clause 28 of this Internal Regulation are deducted.
3. After phase 3, an additional payment will be made in the amount of €30 (thirty euros) to the interns present at the closing session.
4. The amount earned as an internship grant is subject to withholding of Individual Income Tax and Social Security contributions, in accordance with the legislation in force.
5. During phases 1 and 2 of the internship, if there is a need to move more than 50 km from the intern's area of residence, whether in Portugal or abroad, the host entity must arrange and financially assure an accommodation and/or relocation solution, as the case may be.

Chapter 11 - OWNERSHIP OF STUDIES AND WORKS

Clause 11

The global internship programme may include research, thematic or geographical work of an economic nature.

Clause 12

Studies and work carried out by interns within INOV Contacto are the property of AICEP, which reserves all rights legally granted to authors, including the right to amend, publish in whole or in part and make available.

Clause 13

1. Interns hereby authorise AICEP to use their image, name, professional position and testimony, recorded in photographs and/or videos and/or other documents, in promotional campaigns aimed at promoting INOV Contacto, as well as in the publication of articles and works produced within the scope of their internship, without prejudice to and in addition to the provisions of Clause 18 of this Regulation;
2. The authorisation referred to in the previous point entitles AICEP to use, free of charge, including through direct or indirect third party licencing, any promotional materials that are produced, as well as their dissemination throughout Portugal and abroad, in particular through the following means: I) posters; (II) flyers; (III) presentations; (IV) homepage; (V) advertisements in magazines and newspapers and/or on the internet, including banners; (VI) ad panels; (VII) videos; (VIII) television (IX), cinema; (X) radio programmes and (XI) social networks (Facebook, Instagram, LinkedIn, Twitter).

Chapter 12 - MANAGEMENT AND COORDINATION OF THE INTERNSHIP

Clause 14

The management and coordination of INOV Contacto is the responsibility of AICEP, which will work, if necessary, with other entities.

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Clause 15

The management and coordination of INOV Contacto, at AICEP, is entrusted to:

- a) AICEP's Board of Directors, which is responsible for the management of the measure;
- b) The AICEP Department responsible for the implementation of INOV Contacto;
- c) Local internship coordinators appointed by the host entities;
- d) Internship tutors, appointed by AICEP in the destination countries, where applicable.

Clause 16

1. The management and coordination of INOV Contacto is responsible for:
 - a) Aligning the objectives of the internship programmes with those of the measure;
 - b) Monitoring the implementation of the internship;
 - c) Evaluating the intern's performance;
 - d) Reviewing the final report.
2. During the three phases referred to in Clause 7, each intern has an internship coordinator at AICEP to whom they must report.
3. The name and contact of the AICEP internship coordinator are communicated to the intern after the international practice course (phase 1).
4. During phase 2 of INOV Contacto, an internship tutor can be appointed who supervises the intern in preparing the work/studies requested, in line with the objectives and needs defined for them.

Chapter 13 - ABSENCE REGIME

Clause 17

1. This means the absence of the intern during the normal probationary period which they are obliged to complete.
2. Absences may be justified and unjustified.
3. The reasons determining the absence, when foreseeable, must be communicated in writing to the AICEP internship coordinator as soon as the intern becomes aware of them.
4. Where the reasons determining the absence are not foreseeable, the intern must communicate them in writing to the AICEP internship coordinator within 24 hours after their confirmation.
5. It is up to AICEP to decide, on a case-by-case basis, whether or not to consider the reasons given for absences justified, as well as to require the intern to prove the reasons given.
6. In order to comply with the provisions of the preceding paragraph, the mandatory procedure contained in Clause 9 of this Internal Regulation will be taken into account.
7. Failure to comply with the obligations imposed in the preceding paragraphs renders the absences unjustified, punishable under Clause 28 of this Internal Regulation.

Chapter 14 - RIGHT TO INFORMATION AND CONSENT TO PROCESSING OF PERSONAL DATA

Clause 18

1. With the express consent of the candidates for INOV Contacto, AICEP collects personal data exclusively for the purpose of operating INOV Contacto.
2. The processing of the data referred to in the preceding paragraph is based on the applicable legislation and the contracts concluded within INOV Contacto and may involve the transfer of the data to third parties involved in the process and their retention for the legal period established by the co-financing entities of this public measure.
3. Candidates may be asked to consent to the processing of personal data for purposes other than those provided for in legislation or other INOV Contacto regulations.

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- Candidates are guaranteed the right of access, rectification or erasure of their data, as well as the rights to restrict processing and of data portability, with the limitations provided for in the applicable legislation, upon written request through the electronic form provided for this purpose on the AICEP website (www.portugalglobal.pt on the privacy policy page, under the heading "Rights of data subjects"), in accordance with the AICEP privacy policy, and are also entitled to lodge a complaint with the supervisory authority.

Chapter 15 - INTERN'S OBLIGATIONS

Clause 19

- At the time of submitting their application, the intern candidate must provide:
 - Proof of their academic degree and its final grade, issued by the educational institution attended: bachelor's degree (180 to 240 ECTS) or integrated master's degree (180 to 360 ECTS). Where a bachelor's or master's degree has been obtained abroad, the certificate of equivalence issued by one of the following institutions must be submitted:
 - Portuguese public university;
 - Portuguese public polytechnic institute;
 - Directorate-General for Higher Education.
 - Proof of qualification in the English language issued less than 4 (four) years ago by an institution certified by the Directorate-General for Employment and Labour Relations or by the Ministry of Education, evaluating the parameters of reading, writing, listening comprehension and oral expression, using the scale defined by the Common European Framework of Reference for Languages. Proof of qualification in the English language issued by a University of Cambridge/ESOL examination centre, with a final grade of C1 or C2, according to the Common European Framework of Reference for Languages (CEFR), grants the candidate an increase of 1 (one) point in the pre-selection;
 - Candidates who, at the time of application, submit proof of qualification in the English language issued by an official University of Cambridge/ESOL examination centre, with a final grade of C1 or C2 according to the Common European Framework of Reference for Languages (CEFR), will be favoured in pre-selection;
 - Curriculum Vitae in Portuguese and English (in Europass format);
 - Other Certificates (of knowledge of other languages or advanced training).
- During the recruitment and selection process, the intern candidate must submit:
 - Motivation Letter in English (maximum 1 page);
 - Original and copy of the English language certificate or language level test;
 - Original and copy of the degree and/or other qualifications certificate (i.e., advanced academic training or other languages);
 - Copy of citizen card or identity card;
 - Copy of tax identification card and Social Security card, for candidates who do not hold a citizen card;
 - Clean criminal background check;
 - Residence card for intern candidates who are non-nationals;
 - Proof of absence of tax debts;
 - Proof of absence of social security debts;
 - Proof of tax domicile in Portugal;
- Intern candidates who accept the invitation to join INOV Contacto must submit:
 - Internship Agreement attached to this Internal Regulation, duly signed and initialled;
 - Declaration on their honour that they possess the physical strength and psychological profile required to act in a professional capacity, in public or private, in any country in the world;



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- c) To present, when required, the EU COVID Digital Certificate, in accordance with [Regulation \(EU\) 2021/953](#), in order to guarantee, without any constraints, namely, obtaining visas and movement/stay in the destination country, as well as access to the facilities of the host entities
 - d) Declaration on their honour that they are fully responsible for all expenses that are not expressly referred to in this Internship Regulation as being covered and/or eligible to be covered by INOV Contacto, as well as for those that exceed the amounts covered by occupational and/or personal accident insurance, referred to in point 1 of Clause 10.
 - e) Evidence of unemployed status issued by the IEFP;
 - f) Declaration of their "NEET" status;
 - g) "ESF participant" form;
 - h) Passport;
 - i) Colour photograph.
4. The intern must also:
- a) Report to the AICEP representation, at the beginning of phase 2, whenever the internship takes place in the same urban area or, when this does not happen, make contact by email to the diplomatic mission in the place where the internship takes place;
 - b) Reside in the country or geographical area designated by AICEP to carry out phase 2 - internship abroad;
 - c) Accept any change of host entity and/or destination country/city, which AICEP may wish to make to ensure the proper development of the internship;
 - d) Report immediately to their assigned AICEP internship coordinator any difficulty involving the internship itself or related to the conditions existing at the internship site, as well as any anomalous situation they may encounter during the internship;
 - e) Make available to the respective AICEP internship coordinator, within one week after the start of phase 2, a telephone contact, which can be used whenever necessary, or in case of emergency;
 - f) Complete the internship in full, including attending all complementary activities within the scope of the internship when required to do so, under penalty of loss of all pre-established benefits and incurring the penalties provided for in this Internal Regulation;
 - g) Complete the internship with full and punctual attendance, without the right to holiday;
 - h) Respond by email, within 48 hours, to requests addressed to them by the AICEP internship coordinator and/or INOV Contacto coordination, providing, for this purpose, and from the beginning of the internship, an email address that allows them to remain in permanent contact, in Portugal and abroad;
 - i) Perform, within the established deadlines, the tasks and work entrusted to them by the coordination of INOV Contacto, the AICEP internship coordinator, or other AICEP employees assigned to INOV Contacto, their tutor and/or the internship host;
 - j) Communicate to their AICEP internship coordinator any interruption in the host entity's activity and, during that period, carry out the tasks assigned by AICEP;
 - k) Behave in an agreeable and respectful manner, in particular towards the AICEP internship coordinator and all AICEP employees in Portugal and abroad, as well as towards the internship host entity;
 - l) Not make use, outside the scope of the respective internship, of the information, contacts, relationships, work and studies undertaken;
 - m) Not use the AICEP and/or INOV Contacto brand, during and/or after the internship, without prior authorisation, which must be requested from the respective AICEP internship coordinator or, in their absence, from the management and coordination of INOV Contacto;
 - n) Diligently carry out the tasks entrusted to them under the global internship programme;
 - o) Assume the capacity and financial willingness to cover all expenses that are their sole responsibility,

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namely those described in point 2 of Clause 6 of the Internship Agreement;

- p) Ensure the safeguarding and proper use of any assets entrusted to them, either by AICEP or by the host entity, from the first to the last day of the Edition;
- q) Provide AICEP, upon request, with information on their participation in INOV Contacto, professional development and relevant economic information within the NetworkContacto knowledge network, for a minimum of three years from the date of completion of the internship;
- r) Commit to fully comply with the internship agreement, signed at the time of accepting the invitation to join INOV Contacto;
- s) Comply with the obligations arising from this Internal Regulation, the rules of POISE - Operational Programme for Social Inclusion and Employment and all other legal provisions applicable to INOV Contacto.

III - FINAL EVALUATION AND GRADE

Chapter 16 - PERFORMANCE APPRAISAL AND EVALUATION ELEMENTS

Clause 20

1. The intern's performance is evaluated by the management and coordination of INOV Contacto, as well as by the local internship coordinator, or whomever they delegate.
2. In addition to complying with all the issues referred to in the previous clause, the evaluation of interns focuses on:
 - a) Attendance and punctuality in meeting the pre-established deadlines;
 - b) Professionalism in the performance of tasks and attitude towards the internship;
 - c) Initiative, ability to integrate into the work team and autonomy in solving problems and unexpected situations;
 - d) Quality of individual and group work in which the intern is involved and which is assessed against the following criteria:
 - i) Degree of achievement of the proposed objective;
 - ii) Scientific accuracy;
 - iii) Originality, not factoring in any studies or work that contain total or partial copies, without prejudice to any civil and criminal liability arising from situations of plagiarism or counterfeiting set forth in law, for which the perpetrator may incur penalties;
 - iv) Clarity and quality of presentation.

Chapter 17 - EVALUATION REPORTS

Clause 21

Upon request of the AICEP internship coordinator, the intern and the host entity must, within the period stipulated for this purpose, draw up progress reports for the internship.

Clause 22

The conclusion of the internship is formalised with the delivery of the Final Report by the intern, which must take place by the last day of phase 2, without prejudice to their presence in phase 3 of the internship.

Chapter 18 - FINAL GRADE

Clause 23

The final grade for the internship is decided by the management and coordination of INOV Contacto, based on the

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following opinions:

1. The AICEP service responsible for the implementation of INOV Contacto;
2. The local internship coordinator;
3. The intern's tutor in the destination country, where applicable.

Clause 24

The different evaluation elements are classified into six levels: Bad, Insufficient, Sufficient, Good, Very Good and Excellent.

Clause 25

1. If the intern disagrees with the final grade for the internship, they may present a duly substantiated appeal to the coordination of INOV Contacto, within 10 (ten) days from the day of the Closing session.
2. AICEP will consider the appeal in accordance with legality criteria and will provide a reasoned response within no more than 30 days.

IV - INTERNSHIP END AND NON-COMPLIANCE

Chapter 19 - WAYS THE INTERNSHIP ENDS

Clause 26

The internship comes to an end in the following situations:

1. Completion of the internship, as provided for in this Internal Regulation, in particular by:
 - a) Full compliance with the internship schedule defined by AICEP, or
 - b) Completion of at least three and a half months of internship abroad (phase 2) and, cumulatively, the hiring of the intern by the host entity.
2. Termination of the internship by the intern, the AICEP or the host entity;
3. The removal of the intern from INOV Contacto.

Chapter 20 - TERMINATION OF/REMOVAL FROM THE INTERNSHIP AGREEMENT

Clause 27

1. The intern may terminate the Internship Agreement at any stage by notifying AICEP of the decision and its reasons in writing at least ten days before the day on which the termination is to take effect, except in circumstances of force majeure.
2. Force majeure is deemed to be any abnormal and unforeseeable circumstances which, regardless of the will of the intern, make it impossible to comply with the obligations arising from this Internal Regulation, in particular natural disasters, epidemics, fires, general strikes, riots, wars, embargoes or acts of sabotage on the premises of the host organisation or the intern becoming seriously ill.
3. In the event of termination and/or removal, in accordance with the following clause, the intern is obliged, in any of the phases, to return to AICEP the full amounts received by way of grants and accommodation allowance, and must also reimburse the amounts that have been spent by AICEP on travelling to/from the internship location, by air and/or other public transport in economy class.
4. If AICEP considers that the reason invoked by the intern for termination is appropriate, it may decide that the returns and reimbursements provided for in the preceding paragraphs will not apply or will be mitigated.



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Chapter 21 - PENALTIES FOR NON-COMPLIANCE BY THE INTERN

Clause 28

1. Situations of non-compliance with the provisions set out in the clauses of this Internal Regulation and the Internship Agreement may, taking into account their severity, cumulatively or otherwise, lead to:
 - a) Total or partial suspension, temporarily or permanently, of grant and/or accommodation and meal allowances;
 - b) Removal from INOV Contacto.
2. Notwithstanding the provisions of the preceding paragraph, where there are unjustified absences, grants, meal and accommodation allowances are not payable.
3. Failure to comply with point 4 of clause 9 will result in a penalty equivalent to one internship grant or, in the event of a repeat offence, removal from the internship.
4. Failure to comply with the deadline for delivery of the work, as provided for in point 4(i) of clause 19 will result in the suspension of the amount corresponding to one internship grant.
5. Failure to deliver the final report on time according to the provisions of clause 22 will result in reimbursement of the amount earned equivalent to one internship grant.
6. If the intern is indebted to AICEP, this will result in non-award of the attendance certificate.

V - NETWORKCONTACTO PLATFORM

Chapter 22 - ACCESS

Clause 29

Access to the NetworkContacto private platform is granted from the first day of the internship and remains active in the post-internship period exclusively when:

1. The probationary period is completed in compliance with the norms of this Internal Regulation;
2. The final grade obtained is equal to or greater than Sufficient;
3. The final global evaluation of the INOV Contacto intern justifies maintaining access to all the functionalities and benefits that this platform provides as a complementary tool for the internship;
4. The intern maintains personal and professional conduct in line with the objectives and requirements of INOV Contacto;
5. There is no irregular situation on the part of the intern resulting from their participation in INOV Contacto.

VI - FINAL PROVISIONS

Chapter 23 - OMISSIONS

Clause 30

All matters not provided for in this Internal Regulation, the specific rules of INOV Contacto, the internship agreement, European Union rules and other applicable rules shall be decided by AICEP.

Lisbon, January 2022

ANNEXES

[Annex I - Draft Internship Agreement](#)

[Annex II - Draft Internship Protocol](#)