

# National Taiwan Normal University

## 學生校外實習申訴及爭議處理要點

### Directives for Student Appeals and Dispute Resolution for Off-Campus Internships

Approved on December 10, 2024

1. The National Taiwan Normal University (hereinafter referred to as “the University”) *Directives for Student Appeals and Dispute Resolution for Off-Campus Internships* (hereinafter referred to as “the Directives”) has been formulated pursuant to Article 7 of the *Regulations for Off-Campus Internships for Students of National Taiwan Normal University*.
2. Students who enter into a dispute with their internship organization shall immediately report the issue to their advisor. The relevant college, department, institute, or degree program shall coordinate with the internship organization to jointly develop an improvement plan. If the student does not agree with the proposed improvement plan, they may file an appeal in accordance with these Directives. If the dispute arises between the student and the college, department, institute, or degree program, these Directives shall not apply. In such cases, the student shall file an appeal under the University’s Student Appeal Handling Regulations.
3. A student wishing to file an appeal (hereinafter referred to as an “appellant”) shall complete an Off-Campus Internship Student Appeal application form. The completed form shall be submitted to the college-level Student Off-Campus Internship Committee. Upon receipt of the appeal, the committee shall hold a meeting to deliberate the case. The committee may invite, as necessary, legal counsel, representatives from the internship organization, or other relevant personnel to participate in the meeting. After deliberation, the committee shall issue a written response to the appellant outlining the decision reached.
4. If the appellant disagrees with the decision issued by the college-level Student Off-Campus Internship Committee, they may file a further appeal by completing an Off-Campus Internship Student Further Appeal application form. The completed form shall be submitted to the University-level Student Off-Campus Internship Committee. Upon receipt of the further appeal, the University-level committee shall hold a meeting to deliberate the case. The committee may invite, as necessary, legal counsel, representatives from the internship organization, or other relevant personnel to participate in the meeting. After deliberation, the committee shall provide a written decision to the appellant.
5. All levels of the University’s Student Off-Campus Internship Committee shall ensure the confidentiality of all materials related to appeal and further appeal cases. This includes but is not limited to the appellant’s personal information, appeal content, individual opinions of committee members, meeting records, and final decisions. The same confidentiality requirements shall apply to further appeal cases.
6. Each college, department, institute, or degree program shall conduct pre-internship briefings or equivalent sessions prior to the commencement of student internships. These sessions must clearly inform students of all relevant internship regulations, rights, responsibilities, and available appeal procedures. The purpose of these briefings is to ensure the protection of students’ rights and interests throughout the internship period.
7. The Directives and any amendments thereto shall be implemented upon passage by the Career Development and Industrial Internship Committee and approval by the University President.

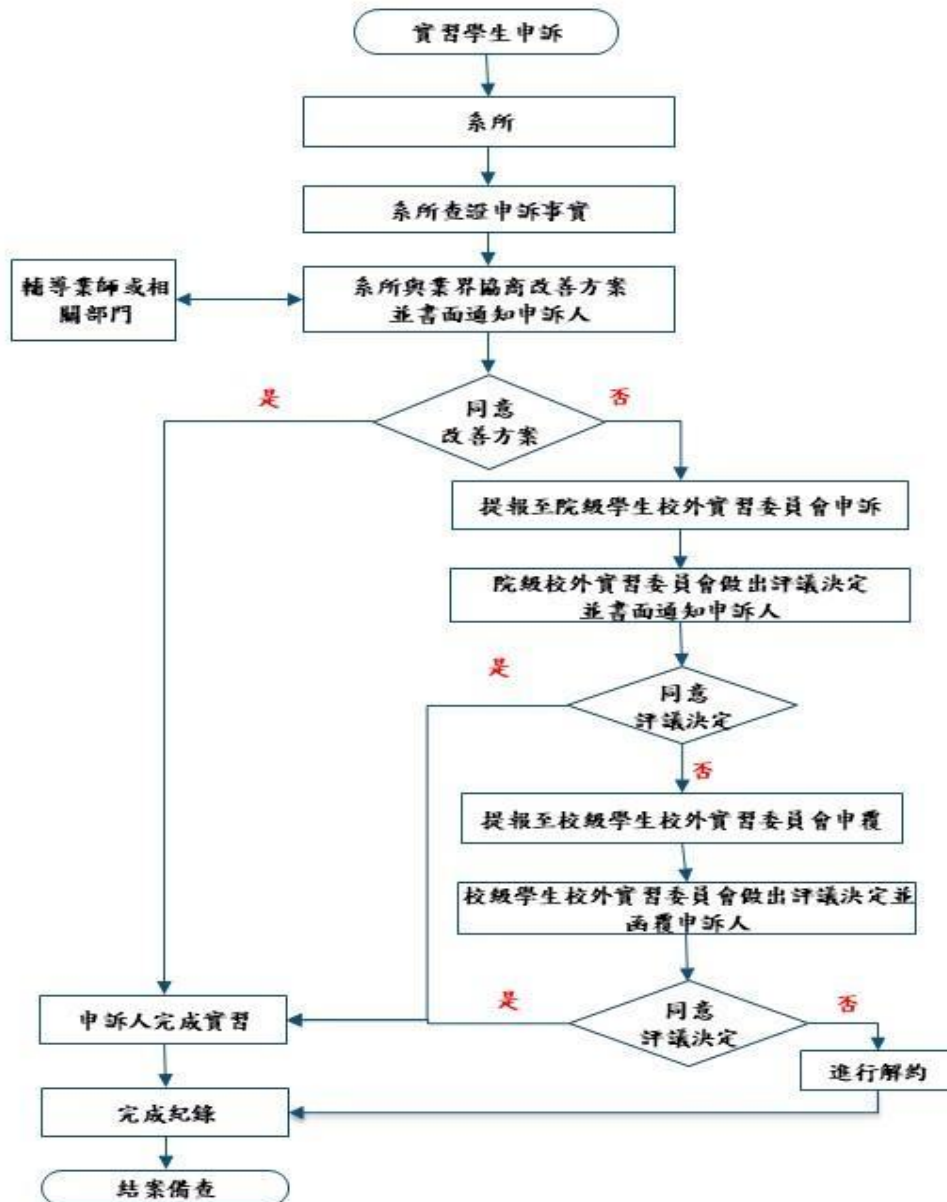
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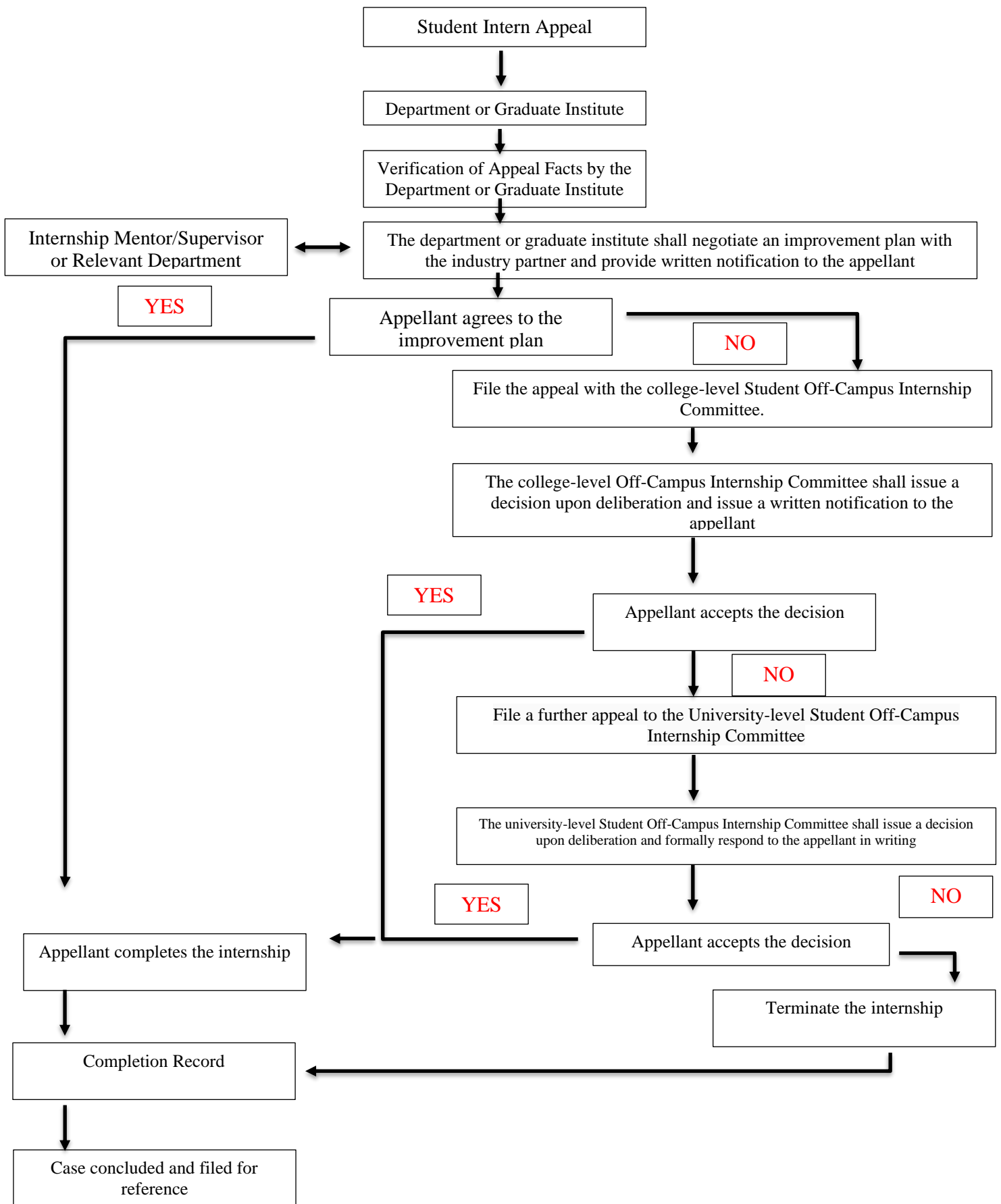
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# National Taiwan Normal University

## 學生校外實習申訴及爭議處理流程

### Procedures for Student Appeals and Dispute Resolutions for Off-Campus Internships





Note: Please refer to the Ministry of Education's Reference Manual for Promoting Off-Campus Internships in Colleges and Universities

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## National Taiwan Normal University Student Off-Campus Internship Appeal Application Form

<b>Appellant's Basic Information</b>			
College		Department	
Name		Student ID Number	
Course Name		Advisor	
Phone Number		Email Address	
Internship Period	From 202___ / ___ / ___ to 202___ / ___ / ___ (yyyy/mm/dd) (Total _____ hours)		
<b>Internship Organization Information</b>			
Company Name			
Internship Mentor/Supervisor		Phone Number	
Internship Location (Address)			
<b>Details of the Appeal (Please provide a list format explanation of the date, time, event details, handling process, etc.)</b>			
Date of Appeal	YYYY/MM/DD		
<b>Intern student signature</b>	I declare that the information provided in this appeal form is true and accurate, and I acknowledge that I am aware of the University's procedures for handling appeals and disputes.		

In accordance with the University's *Off-Campus Internship Appeal and Dispute Resolution Procedures*, students must first go through coordination between their department and the internship organization to develop an improvement plan. If the student does not accept the proposed plan, only then may this form be completed and submitted to the college-level Off-Campus Internship Committee for appeal.

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**National Taiwan Normal University**  
**Student Off-Campus Internship Appeal Handling Record Form**

<b>Appellant's Basic Information</b>			
College		Department	
Name		Student ID Number	
Course Name		Advisor	
Phone Number		Email Address	
Internship Period	From 202___ / ___ / ___ to 202___ / ___ / ___ (yyyy/mm/dd) (Total _____ hours)		
<b>Internship Organization Information</b>			
Company Name			
Internship Mentor/Supervisor		Contact Phone Number	
Internship Location (Address)			
<b>Resolution Details</b>			
Appeal Details			
Decision			
Resolution Outcome	<input type="checkbox"/> Remain at the original internship organization <input type="checkbox"/> Transfer to a new internship organization <input type="checkbox"/> Terminate the internship <input type="checkbox"/> Other		
Responsible Officer's Signature		Date	
Department Head's Signature		Date	
College Dean's Signature		Date	

Colleges and departments are requested to retain the meeting minutes of the college-level Student Off-Campus Internship Committee for further reference.

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**National Taiwan Normal University**  
**Student Off-Campus Internship Further Appeal Application Form**

<b>Appellant's Basic Information</b>			
College		Department	
Name		Student ID Number	
Course Name		Advisor	
Phone Number		Email Address	
Internship Period	From 202___/___/___ to 202___/___/___ (yyyy/mm/dd) (Total _____ hours)		
<b>Internship Organization Information</b>			
Company Name			
Internship Mentor/Supervisor		Contact Number	
Internship Location (Address)			
<b>Reason for Further Appeal</b>			
College-level Student Off-Campus Internship Committee Review Decision	Further Appeal Statement and Explanation		
Date of Further Appeal	YYYY/MM/DD		
Intern Student Signature	I declare that the information provided in this appeal form is true and accurate, and I acknowledge that I am aware of the University's procedures for handling appeals and disputes.		

In accordance with the University's *Student Off-Campus Internship Appeal and Dispute Resolution Procedures*, students must first go through coordination between their department and the internship organization to develop an improvement plan. If the student does not agree with the proposed plan, only then may this form be completed and submitted to the college-level Off-Campus Internship Committee for further appeal.

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**National Taiwan Normal University**  
**Student Off-Campus Internship Further Appeal Handling Record**  
**Form**

<b>Appellant's Basic Information</b>			
College		Department	
Name		Student ID Number	
Course Name		Advisor	
Phone Number		Email Address	
Internship Period	From 202__ / __ / __ to 202__ / __ / __ (yyyy/mm/dd) (Total _____ hours)		
<b>Internship Organization Information</b>			
Company Name			
Internship Mentor/Supervisor		Contact Phone Number	
Internship Location (Address)			
<b>Resolution Details</b>			
Appeal Details			
Decision			
Resolution Outcome	<input type="checkbox"/> Remain at the original internship organization <input type="checkbox"/> Transfer to a new internship organization <input type="checkbox"/> Terminate the internship <input type="checkbox"/> Other		
Responsible Officer's Signature		Date	
Department Head's Signature		Date	
College Dean's Signature		Date	

Colleges, departments, institute, and Career Center are requested to retain the meeting minutes of the college-level Student Off-Campus Internship Committee for record-keeping purposes.