
Disney Internships & Programs

Contact: Disney Internships & Programs
P.O. Box 10000
Lake Buena Vista, FL 32830

Website: [Disney Programs Experience](#)
Email: [Disney Programs Support](#)

Credit Recommendation: This internship experience is recommended for three to nine credits (based on duration of program) in the upper division baccalaureate degree category. A minimum of thirty working hours per week is required for this internship.

- Summer Program (3-5 months) = 3 semester credits (360-600 hours)
- Spring or Fall Programs (6-8 months) = 6 semester credits (720-960 hours)
- Spring Advantage or Fall Advantage (9-12 months) = 9 semester credits (1,080-1,440 hours)

Disney Internships & Programs offers participants the opportunity to gain on-the-job work experience with a world-renowned company. The Walt Disney Company is a global entertainment and media conglomerate known for its storytelling, iconic brands, and diversified business segments. This internship provides students with supervised professional experience in a corporate setting. Students will apply academic knowledge to real-world business challenges, develop workplace competencies, and reflect on their professional growth. This internship supports learning outcomes that follow the National Association of Colleges and Employers (NACE) competencies.

LEARNING OUTCOMES:

- Investigate the heritage, culture, and business standards of a Fortune 100 company.
- Demonstrate specific property awareness by investigating the brand and uniqueness of the area.
- Demonstrate familiarization of a specific work location.
- Learn the basic understanding of regulatory requirements within specific lines of business.
- Demonstrate understanding of the specific line of business and how it ties to the overall objectives for the *Walt Disney World®* Resort and The Walt Disney Company.
- Increase understanding of specific lines of business by acquiring new knowledge or skills.
- Practice adaptability and a growth mindset.
- Assess customers' needs and provide help relevant to their unique situation.
- Investigate career and professional development opportunities within the *Walt Disney World®* Resort and The Walt Disney Company.
- Utilize the Disney Internships & Programs work experience to identify transferable skills.

DISNEY INTERNSHIPS & PROGRAMS REQUIREMENTS:

Program Participation:

To receive credit opportunities for Disney Internships & Programs, students must successfully complete their internship program as outlined in their offer package. Students who do not successfully complete their internship program will not be eligible to receive credit for this internship. Exceptions to this policy will be handled on a case-by-case basis by Disney Internships & Programs Administration.

Learning Components (Required and Optional):

Outlined on pages 3-4 of this syllabus.

DISNEY INTERNSHIPS & PROGRAMS RESPONSIBILITIES:

- Disney Internships & Programs, and designated representatives, agrees to provide adequate training, supervision, facilities, and equipment to achieve the on-the-job objectives.
- Maintain appropriate records of internship program participation, training, and fieldwork experience.
- Provide a safe, supportive, and inclusive environment.
- Deliver legendary guest service training.
- Supply career-launching development opportunities and tools.
- Comply with all appropriate federal and state employment regulations as required by law.

STUDENT RESPONSIBILITIES:

- Students must successfully complete their internship program as outlined in their offer package.
- Honor, respect, and be accountable for daily responsibilities.
- Be an active participant and take pride in their work.
- Take ownership in their own personal and career development.
- Make unforgettable moments with our customers.
- Understand and adhere to the outlined learning objectives for the work internship program. These objectives are the source of record for the student's basis for credit recommendations.

Disney Internships & Programs is pass/fail. To earn a passing grade, participants must complete all the required components listed above.

SUPPORT AND RESOURCES:

- **Independent study hall** provides dedicated weekly study time for students enrolled in online courses.
- **Exam proctoring services** are available to all participants residing in Flamingo Crossings Village for the duration of their program.
- **Dedicated well-being counselor access** is offered onsite at Apprentice Hall and is available to all students.
- **Our mental health and wellness initiative** promotes positive habits and provides practical tools, resources, and opportunities through a diverse range of events and activities.
- **Program Champions** in operational areas are managers trained to support students by focusing on the work-based learning portion of the program.
- **Learning Unlocked** is a class that provides a comprehensive overview of available learning offerings, learning policies, Academic Support resources, and the process for registering and earning learning certificates.
- **Recruiter Office Hours** give students the opportunity to ask questions about topics such as program extensions, part-time or full-time roles, Disney corporate internships, and more.

Required Learning Components	Learning Objectives	Learning Outcomes	Evaluation Measurements
1. Traditions	Investigate the heritage, culture, and business standards of a Fortune 100 Company.	Increased awareness of our common goal, customer service guidelines, customer expectations, individual accountability, history of the company, and working with integrity.	- Exemplifies exceptional customer service. - Demonstrates their role in achieving our common goal of creating happiness. - Respects the heritage and traditions of the company.
2. Welcome to Operations	Immerse frontline employees in their role. Learn how to create extraordinary experiences for customers following internal customer service guidelines.	Recognize safety in the workplace, provide excellent customer service, and effectively process customer needs.	- Demonstrate safety guidelines with customers and coworkers. - Provide exceptional customer experiences. - Contribute to running an efficient operation.
3. Park- or Resort-Specific Orientation	Demonstrate specific park or resort awareness by investigating the brand and uniqueness of the area.	Have awareness of park/resort heritage and traditions and gather information on various attractions, services, and unique opportunities for the customer.	- Develops and maintains positive relationships with coworkers. - Creates a positive customer experience. - Understands property mission/vision. - Displays ownership and accountability. - Respects the heritage and traditions of the company.
4. Work Location Orientation	Demonstrate familiarization of a specific work location.	Increased understanding of the workplace and the surrounding areas, introduction to trainers and leadership team, and obtain on-the-job training.	- Develops and maintain positive relationships with coworkers. - Creates a positive customer experience. - Displays ownership and accountability. - Respects the heritage and traditions of the company. - Attends work regularly.
5. Line of Business Training	Learn the basic understanding of regulatory requirements within the student's specific line of business.	Learn about safety, bloodborne pathogens, hazardous materials, internal guidelines, and other training as required by the student's specific line of business.	- Promotes teamwork. - Makes customer-focused decisions. - Follows internal guidelines and processes. - Understands the line of business mission/vision. - Follows workplace expectations and upholds ethical standards. - Displays ownership and accountability. - Respects the heritage and traditions of the company. - Use industry-relevant tools, software, and digital platforms to complete tasks efficiently.
6. On-the-Job Training	Demonstrate understanding of the specific location and line of business role expectations and the tie to the overall objectives of the <i>Walt Disney World®</i> Resort and The Walt Disney Company.	On-the-job training to understand their specified role within a line of business, firsthand application of knowledge and skills acquired in Line of Business training, and fundamentals of customer service.	- Takes part in periodic reviews and check-ins with trainer during on-the-job training. - Has final review with leader at completion of training. - Reflects on inclusive practices within the organization.

			• Develops and maintains positive relationships to promote teamwork. • Provides/welcomes regular feedback. • Initiates interactions with customers and creates a positive experience with customer-focused decisions. • Shares customer feedback with others. • Displays ownership and accountability.
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Optional Learning Components	Learning Objectives	Learning Outcomes
Supplemental On-the-Job Training	Increase understanding of the line of business by acquiring new knowledge or skills. Training is available based on operational need and student performance.	Learn additional knowledge or skills to improve customer interactions, broaden skills to apply to new role and/or location, and investigate other areas of opportunities to gain experience, new knowledge, or skills.
Professional and Personal Development Courses	Gain skills, resources, and hands-on experience that will guide the student's exploration in their career and personal life.	Learn additional skills to pursue personal and professional development in areas such as personal finance, well-being, and career exploration.
Disney Behind the Scenes	Explore the unique learning opportunities provided by living and learning at Walt Disney World Resort.	Expand horizons with experiential learning that is unique to working at Walt Disney World Resort, including learning about the company's storied heritage and innovative history, delving deep into hospitality-focused topics, and making connections between the classroom and their frontline jobs.
Insights into Career Possibilities	Hear from subject matter experts across a wide range of roles within various segments of The Walt Disney Company, including but not limited to Disney Entertainment, Disney Experiences, and ESPN. These sessions give students direct insight into industry practices, career paths, and the creative and operational excellence behind each segment.	Gain insight into the vast career possibilities and variety of jobs within The Walt Disney Company, and make meaningful connections between the speaker sessions and their own career trajectory.