

# VIP@work

vocational internship placements

# INTERM INTERN TOOLKIT

## Internship Planning Workbook



Erasmus+

This project has been  
funded with support from  
the European Commission

## Contents

Introduction .....	3
About the Internship Planning Workbook .....	3
How to benefit from this Action Plan Template .....	3
Your Organisational Needs.....	4
Designing and resourcing our Internship Programme .....	5
Steps to recruiting our first Intern .....	8

## Introduction

### ***About the Internship Planning Workbook***

This Internship Planning Workbook is a valuable tool in our INTERM INTERN TOOLKIT which the business owners are encouraged to work on and fill out with the help of their business advisor. The workbook offers a place for you to gather your ideas and plans for your first internship including the role your new intern will fill, how you plan to recruit them, who will supervise them etc.

This workbook has been designed to be completed in conjunction with the VIP@work Employer Briefing Mentoring Session.

### ***How to benefit from this Action Plan Template***

Please use this workbook to create your SME plan to take on your first intern. This plan will assist you to clarify the role for your first intern and take you through the steps involved in taking them on.

The completed plan will convince you and others (e.g. training partners) that you have prepared for this new development in your SME and will derive maximum benefit from taking on your first intern, building your skills as an intern employer and hopefully taking on many more interns in the future.

## Your Organisational Needs

*How can an Internship benefit your company and what do you need to know to successfully run one.*

An Internship is:

The benefits of Internships to our company engaging in an Internship Programme are:

1.

2.

3.

Some of the challenges we might face when developing our first Internship Programme are:

1.

2.

3.

We can overcome these challenges by:

1.

2.

3.

Other thoughts on our needs with regard to establishing our first Internship:

## Designing and resourcing our Internship Programme

*What our Internship Programme will ideally look like*

What need will the Internship Programme fulfil in our organization?

Will the intern be responsible for one major project, or involved in a variety of smaller projects?

Meeting the needs of the Intern – what are the 5 most important things we need to consider.

- 1.
- 2.
- 3.
- 4.
- 5.

What talents, academic background and experience does our intern need to have? (Deciding on qualifications early on will guide the selection of the best candidate.)

Talent 1.

Talent 2.

Academic Knowledge 1.

Academic Knowledge 2.

Experience 1.

Experience 2.

Who will be primarily responsible for the intern(s)?

Name:

Current Role in our company:

Does the proposed Intern mentor/supervisor have the skills required to supervise and train an inexperienced person? Do they require any training or support to assist them in this new task?

Skills of the proposed Intern Mentor:

Training/Support the Intern Mentor will require:

### ***Setting up structural partnerships in conjunction with VET and intermediaries***

Most employers use an external training organisation to provide the education aspect of Internship training. There are typically two main types of training organisations – colleges of further education and independent training providers, which can be in the private or voluntary sector.

The academic institution that we select to work with will depend on the type of skill we are looking to build, proximity to our location and their overall track record relative to supporting similar programs.

The table below is designed to help us determine who the most suitable training organisation for us to work with:

Training Organisation 1:

Address:

Training Organisation 2:

Address:

Training Organisation 3:

Address:

Partnering with the right education provider:

Let's consider the questions below Insert ✓ if yes, insert X if no.	T1	T2	T3
Do they align well with the skills we are trying to develop?			
Do they have curriculum that is similar to our needs?			
Do they have the latest equipment?			
Does their curriculum reflect newest practices?			
Do they have a good track record partner with other companies?			
Is the college close to our location?			
Do they have exemplary graduation rates?			

### ***Accessing Internship and/or Training/Employment Supports***

What type of supports do we need to successfully run an internship programme?

Who do we need to contact about internship supports?

Support Provider 1.  
Contact Number:

Support Provider 2.  
Contact Number:

Support Provider 3.  
Contact Number:

## Steps to recruiting our first Intern

### *Things to consider to find the right Intern for our organisation*

Finding the right intern for our company will require us think and operate outside of our usual recruitment processes. Typically, when we hire someone for a job they have experience and/or training qualification before they start with us. Hiring an intern is different, in that we are hiring “a blank canvas”, someone with the potential to grow and develop into a trained professional and a valued member of staff with our support and guidance.

There are several steps we need to take to recruit our first intern, these are:

#### 1. Writing the person/job specification

A person specification should include essential and desirable knowledge criteria, previous experience and the specific skills you’re looking for in the successful candidate.

A job description should include a job title, the main duties and purpose of the role, information about the company and the job location. Use the box below to capture these details for your new Intern position.

Intern Job Title:

Intern Duties:

Intern Duration:

Other Internship Details:

#### 2. Advertising the Internship Vacancy

There are a number of ways to advertise our internship vacancy, tick which methods we will use:

- ☐ word of mouth
- ☐ training organisation listings
- ☐ social media
- ☐ local press
- ☐ advertising on national internship vacancies website
- ☐ job/career/recruitment websites



### 3. Inviting Applications

On receipt of expressions of interest, we will follow up with prospective intern candidates for more information. The type of information we will be requesting is:

- Education History
- Subject/Qualification(s)
- Work Experience/History
- About You
- What are your strengths?
- What personal skills would you like to improve?
- Is there anything we can do to help you at interview?
- What are your hobbies, interests or achievements?

### 4. Shortlisting our Potential Interns

Shortlisting is the process of selecting the candidates that we will undergo with potential interns we wish to take forward to the next stage whether this is formal interview, group assessment or any other method.

Shortlist of suitable candidates will be created by more than one person to help to avoid possible bias. Compiling our shortlist, we will look at matching the job description and person specification to the intern applications. The starting point will be eliminating those who do not have the basic requirements for the job.

Once we have our shortlist, we will liaise with our training organisation to notify the shortlisted candidates by telephone, e-mail or letter. At this stage, we will inform the candidate of the following:

- Where and when the interview will be taking place
- Any additional information we would like them to bring along
- Details of any practical test we might like them to do
- The name and job titles of the interview panel members.

### 5. Interview Process

Being well prepared for the interview makes it easier on us and easier on the prospective interns. The most traditional interview method is to ask questions but we could also include activities or tasks – this will be up to the discretion of the interview panel.

The interview panel will be responsible for planning the interview questions. It is quite likely that the

majority of candidates will be aged 16 – 24 and therefore might not have a great deal of experience outside of the educational environment. By tailoring our questions to reflect this, we will be able to gain a greater insight into their attitudes and behaviours. Ideally two or more people will conduct the intern interview.

On the day - How to start the Interview:

It is our responsibility to set the atmosphere for the interview for example, ensure that we:

- Welcome the candidate to our organisation
- Introduce ourselves and other members of the panel
- Explain the format of the interview
- Outline the job role and how it fits within the company

Here are some sample interview questions that we will use:

- What is your biggest accomplishment to date? (could clarify with school project, personal achievements if struggling for examples).
- Describe a project (enter the trade specific) you have worked on either at school, a hobby, or job. What did you learn? What was good and would you do anything differently?
- We have a very strict health and safety policy. What do you understand about this policy and why is it important in the work place?
- Describe a situation when you have had to deal with a difficult customer/ colleague (at work, school or clubs). How did you deal with them and why?
- This is a busy role that requires accuracy and attention to detail. How would you manage your workload and avoid mistakes?
- What are the key factors for a successful team? What do you think contributes to a poor one?
- Your manager asks you to do something you don't know how to do. What do you do and why?
- A customer complains about something you don't see is a problem. What do you do and why?

On the day – Closing the Interview:

Once all the questions and/or practical tests have been completed, the panel will explain the next stages in the recruitment process also giving the candidate an idea of the timescales involved. The intern candidate will then be given some time to ask any questions that they might have. Lastly, the

panel will thank the candidate for attending.

Note: the panel must ensure they write up accurate notes as soon as possible after the interview, to record what has been said and their notes on the candidate's strengths, weaknesses etc.

#### 6. Selecting the Successful Candidate

Once you have selected a candidate, a phone call to notify them of their success is good practice, followed by an official 'offer letter' offering them the position. You will also need to notify your training organisation as they may take on the role of notifying any unsuccessful candidates.

## Training and mentoring, key to success

### *Developing a learning culture in our company*

In our company, we understand the value of learning and knowledge acquisition for all staff. We are committed to developing the following learning culture (please create a mission statement for your learning culture below.)

In our company, learning already takes place in the form of:

We are committed to developing a personal learning plan for each individual in our company.

Staff Member 1:

Learning Goal:

Learning Strategy:

How we will evaluate the success of the Learning Goal:

Staff Member 2:

Learning Goal:

Learning Strategy:

How we will evaluate the success of the Learning Goal:

Staff Member 3:

Learning Goal:

Learning Strategy:

How we will evaluate the success of the Learning Goal:

Training and Mentoring for our New Intern - Once the intern has settled in and feels like a comfortable member of the team, we will tailor our management style to account for their inexperience.

We will:

- ☐ keep our apprentice motivated and engaged by keeping management positive.
- ☐ adopt a conversational approach rather than an instructive one. We will ask them for their opinion and value what they have to offer.
- ☐ ensure the goals we set are achievable and sustainable. Setting unrealistic goals will make our apprentice feel inadequate and unmotivated.
- ☐ provide regular feedback. If they've done a good job, or faltered in any areas, we will keep them on the right path with focused training.

## Additional Notes

*Other relevant ideas/thoughts*