

INTERNSHIP DESK SET-UP HANDBOOK

VIP@work

vocational internship placements



With the support of the
Erasmus+ programme
of the European Union



Erasmus+

VIP@work

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SETTING UP AN INTERNSHIP DESK IN FIVE EASY STEPS

1. The where - designate a space



2. The what - provide logistics



3. The who - assign a person responsible



4. Fill the space - deliver the right information



5. Get loud - make the desk visible physically and online



? WHAT IS THE VIP@WORK PROJECT



VIP@Work

This project focuses on **vocational internship placements** by building the capacity of business support organisations by developing support structures which facilitate Small and Medium-sized Enterprises to become internship employers.

VIP@Work project is funded under the **Erasmus+ programme**, Key Action 2: Strategic Partnerships for vocational education and training (VET). Vocational internships enable students to gain relevant working experience, in order to be well prepared for the labor market. However, Europe-wide limited internship placements are available. VIP@work tries to enlarge the demand for interns, by promoting internships. VIP@work believes that business support organisations can have an essential role in this. By developing support structures, they can facilitate small- and medium-sized enterprises to become internship employers.

? WHAT IS AN INTERNSHIP DESK



An internship desk

is a **physical information point** or **help desk**, set-up within an organisation (business support, VET college, public library, chamber of commerce etc.), which serves as a source of information on internships and an internship network hub.

What information does it offer: availability of internships in the respective area, legislative environment concerning internships, contact lists of potential interns, VET colleges and student organisations in the area = internship network information.

How can we help: we provide all you need to know about internships in your area.

Who can we help: whether you're a future intern or a company which is looking to hire one.

THE HOW TOS



STEP 1 THE 'WHERE'

Space planning

Start setting - up your very own internship desk by **designating the space** where it will function

It can be **an area of the reception** or welcome desk; a desk in the library; a part of the information section bookcases for your public; the help-desk which you may already have functioning for other purposes

Whichever space you choose, keep in mind it has to be **visible** and **easily accessible** for the interested visitors.

THE HOW TOS



Logistics

When you've designated the area where the internship desk will function, take into account the physical amenities it has to contain:

- **area for storing and displaying information material:**

the ideal setting would contain a bookcase for storing leaflets

- **a sitting area,** a desk with chairs, where the guest can actually sit and take down notes or have a conversation with the communications counsellor.

However, since the goal is to get the information out there, a part of your welcome desk/station or information bookcases, tables would also be very helpful, as long as it is clearly aimed at informing about internships and it contains the appropriate information sources.

THE HOW TOS

STEP 3 THE 'WHO'



Human factor

You have a **space** and you have the **logistics**. All you have to do know is find the right person(s) from your staff which can properly guide both the companies and the people interested in internships.

So who will do the job is a crucial part of your internship desk, it is the lively part of it. Surely, you wouldn't want just a bunch of leaflets and posters waiting to be picked up, but you want a functioning help desk which entails the **human factor**.

The person who gets this task will have to be trained in what internships are all about and know all the information your info point can provide. What makes this part easy is that taking care of the requests is not a full time job so it can be just one extra task on the receptionist's to-do list.

THE HOW TOS



You have the space and you've assigned the task of counselling internship information seekers to a member of your staff. Now it's time to fill the station, bookcases, desks with **the right material**: brochures, printouts, leaflets containing all the data concerning internship givers and receivers.

These brochures should be available at chambers of commerce, hubs, VET colleges, employment offices in your area.

- **Helpfull tip**: printout a number of copies of the Vip@work projects' tools: the INTERN package - Internship Intermediary training and practical tools and the Win-Winternship course for SMEs. Also, be sure to provide: lists with **available internships** in your area, **contact information of internships seekers**, up to date **legislation concerning internships**.

THE HOW TOS



Advertise the existence of an internship desk

Internship desks are meant to get the information to the stakeholders, so people need to visually get the signal that such information is available in your organisation.

Firstly, **properly delimitate the internship desk area**, so that it is clear for the visitor what that section of your welcome station deals with. Use posters indicating what it is and what it does, in very few words.

Secondly, create a **digital persona** of your internship desk, advertise it's existence on your website and social media platforms and let people know where you are and how can you help.

INTERNSHIP DESK AT A GLANCE





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