



# Internship Guide

## Internship Fact Sheet

*A fact sheet that provides a definition and learning objectives for the activity.*

## WBL Connector Checklist

*A checklist of steps to guide WBL Connectors in creating and supporting successful internships for all parties.*

## Learner<sup>1</sup> Checklist

*A checklist for learners participating in the internship that facilitates deeper learning from the work-based learning experience.*

## Teacher/Faculty Tip Sheet

*Tips for teachers and faculty that encourages ways to connect the internship to the broader curriculum.*

## Employer Tip Sheet

*Tips for employee volunteers participating as an internship host to support their engagement.*

## Employer Fact Sheet

*Facts about internships to help employers decide whether their company or organization can participate.*

## Remote and Virtual Options Sheet

*An options sheet for WBL Connectors describing remote and virtual internship approaches and activities.*

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<sup>1</sup> Learners include K-12, community college and college students; youth and young adults engaged in workforce development programs; and adults participating in career development activities.

## Implementation Tools

Unpaid Internships Fact Sheet

*A fact sheet for employers to help understand when interns need to be paid.*

USDOL Fact Sheet #71: Internship Programs Under the Fair Labor Standards Act

*The regulations governing internships from the federal government.*

What Every Worksite Supervisor Should Know

*Suggestions and tips for internship supervisors.*

Work-Based Learning Plan and Evaluation

*A guide and evaluation tool that helps guide and assess the internship experience.*

Remote and Virtual Fact Sheets

*Supplemental resources designed to help support remote or virtual activities.*



## Internship Fact Sheet

### Internship

An Internship is a highly structured, time-limited, Career Preparation activity in which learners<sup>2</sup> are placed at a worksite to participate in and observe work firsthand.

Internships provide learners the opportunity to learn by doing real work and being productively engaged in the workplace. They may provide the opportunity to work in teams, work on a project, or rotate through several departments and job functions.

Internships are one activity in the continuum of authentic work-based experiences provided through Earn & Learn.

### Internships are designed to:

- Promote hands-on experience in a field of interest.
- Provide productive value for the employer.
- Provide exposure to a wide range of careers and jobs within the industry.
- Offer opportunities to develop, practice and demonstrate employability skills.
- Build occupational knowledge.
- Create awareness of the education needed to be successful in the industry.

### Internships are structured to:

- Enhance workplace knowledge and career awareness.
- Help build the skills required for specific occupations.
- Expose learners to a wide spectrum of workplace activities.
- Support key academic concepts, as well as technical and occupational skills development.

### Internships are supported by:

- learner preparation in the classroom.
- Internship design with the employer partner.
- Employer host orientation and ongoing troubleshooting.
- Multiple opportunities for reflection on the experience, both verbally and in writing.
- Employer assessment of skills acquisition.

### Internships are connected to:

- Classroom learning.
- Individual career development/training plans.
- A sequence of educational, training and workplace activities.
- The learner's next steps.

Internships take place for a minimum of 60 hours with more hours being optimal. They may be paid or unpaid, depending on whether the learner is performing productive work for the employer and other factors.<sup>3</sup>

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<sup>2</sup> Learners include K-12, community college and college students; youth and young adults engaged in workforce development programs; and adults participating in career development activities.

<sup>3</sup> See USDOL Internship Factsheet #71 <https://www.dol.gov/agencies/whd/fact-sheets/71-flsa-internships> or the Unpaid Internships Fact Sheet

## Internship Support Materials

### Checklists, Tip Sheets and Fact Sheets

- WBL Connector Internship Checklist
- Learner Internship Checklist
- Teacher/Faculty Internship Tip Sheet
- Employer Internship Tip Sheet
- Employer Internship Fact Sheet

### Documents, Forms and Implementation Tools

- Unpaid Internships Fact Sheet
- USDOL Fact Sheet #71:  
Internship Programs Under the Fair Labor Standards Act
- What Every Worksite Supervisor Should Know
- Remote and Virtual Fact Sheets

### Resources

- Remote Internships  
"CareerReady Work Learn\_Grow\_Remote Internship Industry Partner Guide"  
[http://wbltoolkit.cte.nyc/wp-content/uploads/2021/01/20.3.3-CareerReady-Work-Learn\\_Grow\\_Remote-Internship-Industry-Partner-Guide.pdf](http://wbltoolkit.cte.nyc/wp-content/uploads/2021/01/20.3.3-CareerReady-Work-Learn_Grow_Remote-Internship-Industry-Partner-Guide.pdf)
- Virtual Internships  
2020 Virtual Internships  
<https://sites.google.com/site/virtualinternshipswbl/2020-virtual-internships>

### **Tips for Success** **Work-Based Learning Essential Elements**

Quality Internships include structured activity before, during and after the experience. Pay attention to these tips to ensure meaningful experiences that result in enriched learning.

- ✓ Conduct Effective Planning
- ✓ Prepare for Success.
- ✓ Identify Learning Objectives.
- ✓ Create Authentic and Engaging Experiences
- ✓ Connect to Careers
- ✓ Support Learner Growth
- ✓ Ensure Activities are Safe and Legal
- ✓ Provide Ongoing Support
- ✓ Provide for Reflection, Presentation and Feedback.
- ✓ Connect to the Learner Next Step
- ✓ Assess and Document the Experience

Sustaining and growing Internships and all other work-based learning activities depend on maintaining positive relationships with the employers who are providing opportunities. These employers should be treated as valued customers and partners with frequent check-ins to address participation needs as they arise.

## Connector Internship Checklist

Quick tips for Work-Based Learning Connectors<sup>4</sup> to ensure successful internships.

### Before the Internship

- Review the Fact Sheet and any required forms.
- Meet with teachers/faculty and discuss how they can help with student/learner selection, internship design, reflection activities and support the classroom connection. Share the Teacher/Faculty Tip Sheet.
- Maintain regular communications with teachers/faculty.
- Design and develop the internship with the employer.
- Arrange for learner interviews.
- Debrief following the interviews.
- Have the employer sign the worksite agreement.
- Identify interested learners and review resumes.
- Select and refer qualified learners matched to employer specifications.
- Confirm placement details by providing both the employer and learner an offer letter.
- Conduct a site visit to address key legal or safety issues.
- Prepare hosts by providing an orientation and determining the preferred frequency and method of contact.
- Prepare interns by sharing the learner checklist.
- Develop specific learning objectives for their WBL plan.

### During the Internship

- If possible, meet with the intern and worksite supervisor at the workplace and observe workplace activities. Finalize training plan and make appointments for any future visits.
- Assist the worksite supervisor in completing the Employer Evaluation of learner performance at the mid-point and completion of the internship.
- Facilitate learning by coordinating opportunities for interns to reflect on their internships in the classroom and regularly assess progress using evaluations.
- If applicable, monitor intern timesheets and payroll. Resolve any issues that may arise.

### After the Internship

- Conduct follow-up activities by reviewing the completed evaluations with the intern.
- Help interns update their career plan and think about any next steps they would like to take to further their career goals.
- Provide avenues for feedback on the effectiveness of the internship and make recommendations for adjustments in the future.
- Coordinate opportunities for student/learner reflection with teachers/faculty to help make the connection between this internship, classroom learning and next steps.
- Document the experience in ELENA and provide reports to all parties.

#### Sample Internship Timeline

##### Five months in advance:

- Develop and design the internship.
- Confirm student/learner availability and schedule with appropriate stakeholders.
- Get signed worksite agreement.

##### Three months in advance:

- Review resumes.
- Schedule interviews.
- Process results.
- Confirm placement details.
- Conduct a site visit.

##### Two months in advance:

- Prepare internship hosts.
- Prepare interns.
- Prepare teachers.

##### Two weeks in advance:

- Confirm details with all parties.

##### On the start date:

- Check in with the intern and employer.

<sup>4</sup> This includes Earn & Learn work-based learning connectors and others who facilitate, arrange and support work-based learning activities for students or other learners.

## Learner<sup>5</sup> Internship Checklist

Internships can give you valuable experience in the workplace. It is a really exciting time because you get a preview of what your life could be like working at a job in an area of interest to you.

You'll meet many new people and learn a lot, so pay close attention and think about the possibility of this being a job for you one day.

### Have you done all that you can to prepare for your internship?

- Think about the kind of internship you might like to have. Once you've asked around about what's available, decide on the one that fits best for you and apply for it.
- Turn in all required forms and complete any assignments.
- Create a resume' and prepare for your interview.
- Practice your "elevator pitch" introduction (who you are, why you're interested in the internship, what you are studying and what your career goals are).
- Do some research. Find out what you can about the company and the position.
- Have questions ready for the employer.
- Map out the location and leave early enough to ensure you arrive 10 minutes before the interview. Plan out what you are going to wear for this important first meeting.
- Once you have a placement confirmed, CONGRATULATIONS! learn all you can about the company, the internship and what will be expected of you.

#### Getting Ready for Your First Day

- Map out employer location and plan to get there 10 minutes early.
- Dress professionally.
- Bring your ID and any other forms that you need.
- Know the name of your supervisor and who to ask for when you get there.
- Relax and smile!

### Have you thought about what you can do to make your internship a big success?

- Talk to a teacher or faculty member about what your learning goals are. Think about what you want to learn, the skills you'd like to develop, and work with your worksite supervisor to improve them. Include these in your WBL Training Plan.
- Go to the orientation and any trainings that your worksite supervisor asks you to.
- Make sure you understand your duties and complete all assigned tasks.
- Ask questions if something is unclear!
- Regularly talk with your connector, teachers/faculty and parents/guardians about how it's going at your internship.
- Track your hours and submit your timesheet (on time) to be paid!
- Consider keeping a daily journal about what you are learning and experiencing.

### When your internship is over, how will you keep moving your career forward?

- Participate in ongoing self-reflection activities and classroom assignments. What were you able to accomplish and what did you learn through this experience?
- Send a thank-you letter to your worksite supervisor and ask if you can use him/her as a reference on your resume' or connect on LinkedIn.
- Update your resume' based on new skills and experiences gained and record the experience in your career development plan.
- Think about what you would like to do next to move your career plans forward.

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<sup>5</sup> Learners include K-12, community college and college students; youth and young adults engaged in workforce development programs; and adults participating in career development activities.

## Teacher/Faculty Internship Tip Sheet

Note: If you're coordinating an Internship, review the Connector Internship Checklist.

### Internships are designed to:

- Promote hands-on experience in a field of interest.
- Provide productive value for the employer.
- Provide exposure to a wide range of careers and jobs within the industry.
- Offer opportunities to develop, practice and demonstrate employability skills.
- Build occupational knowledge.
- Create awareness of the education needed to be successful in the industry.

#### Did You Know?

Internships can support classroom curriculum and allow for learners to see and apply practical applications of key academic concepts.

Learners who participate in internships while in High School or College pay more attention in class, enjoy higher graduation rates and better employment outcomes later in life.

### Before the Internship

- Give the work-based learning connector information about learners<sup>6</sup> who are ready for an internship. Talk about how you can support interns in reflection activities.
- Review the Connector Internship Checklist with the work-based learning connector and decide who will facilitate each activity.
- Help match learners to specific internship opportunities based on their skills and interests and the employer's needs.
- Help learners prepare for the interview, including their "elevator pitch" and how to dress.
- Have learners research the employer and identify career options/pathways of interest.
- Work with the intern to define their learning objectives for their WBL Training Plan.
- Let interns know how they will be evaluated on their internship performance.
- Explore what concepts in the classroom might be demonstrated in the workplace.
- Distribute and collect all required forms.

### During the Internship

- Work with the work-based learning connector to document learning objectives.
- Design and coordinate concurrent learning activities in the classroom.
- Provide opportunities for interns to reflect on their experience - in the classroom, both verbally and in writing.

### After the Internship

- Review completed evaluations with interns. Discuss and record next steps.
- Work with the work-based learning connector to finalize documentation of student learning. Together, assess the effectiveness of the internship and make recommendations for adjustments.
- Provide opportunities for learners to reflect on their internships or showcase their work through presentations or demonstrations.
- Help interns update their career development plan.

### Go Deeper

- Guide learners through a comparison of the culture and style of the workplace with others they have observed, including behavioral and communication expectations.

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<sup>6</sup> Learners include K-12, community college and college students; youth and young adults engaged in workforce development programs; and adults participating in career development activities.

## Employer Internship Tip Sheet

Through an Earn & Learn internship, learners are placed at a worksite for a defined period of time to participate in and observe work firsthand.

Internships provide a direct benefit to the employer and give learners<sup>7</sup> the opportunity to learn by doing real work and being productively engaged in the workplace. Interns may work individually, in teams, work on a project, or rotate through a number of departments and job functions.

When hosting an intern or launching an Internship program at your company, keep the following success factors in mind.

### Did You Know?

Interns are learning about your industry and are considering how they might prepare for and begin their career.

Students who participate in internships while in High School or College enjoy higher graduation rates and better employment outcomes later in life. Many return and become valuable regular employees with the companies where they interned.

### Before the Internship

- Contact your Earn & Learn connector to discuss hosting an intern. If/when you decide to move forward, interview and select the intern.
- Work with the work-based learning connector to develop and design the internship.
- Determine who supervises and guides the intern.
- Review the informational packet provided by the intern's school or college.
- Meet with the connector and the intern to finalize learning plans and agree on an ongoing communication strategy.
- Inform other staff members and employees that an intern will be at the workplace.

### During the Internship

- Provide a workplace orientation for the intern.
- Consider ways the intern can develop work readiness skills (ask the connector for a copy of a list of the skills) and be exposed to a range of careers in your industry.
- Identify opportunities that will support the intern's academic, occupational and work-readiness skill development and assist the intern in working toward learning objectives.
- Think about ways you can serve as both a coach and supervisor.
- Communicate successes and opportunities to the connector that can be used to enhance the value of classroom connections.
- Use the WBL Training Plan and Evaluation to assess the intern's performance at a mid-point and completion of the internship. Discuss it with the intern and the connector.

### After the Internship

- Hold a debriefing session internally at the company. Review the effectiveness of the Internship program and make suggestions for improvement.
- Complete the WBL activity evaluation.

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<sup>7</sup> Learners include K-12, community college and college students; youth and young adults engaged in workforce development programs; and adults participating in career development activities.



## Employer Internship Fact Sheet

Through an Earn & Learn internship, learners<sup>8</sup> are placed at a worksite for a defined period of time to participate in and observe work firsthand.

Internships provide a direct benefit to the employer and give learners the opportunity to learn by doing real work and being productively engaged in the workplace. Interns may work individually, in teams, work on a project, or rotate through several departments and job functions.

### Why is an Internship important for learners?

- Everybody needs a first job, and for many, an internship provides that opportunity.
- An internship provides exposure to a wide range of careers and jobs within the industry and a chance to explore a field of interest.
- Those that participate in an internship experience higher graduation and completion rates and better employment outcomes later in life.
- Helps develop occupational knowledge and the ability to perform successfully in the workplace.
- Offers an opportunity to develop, practice and demonstrate new skills and to learn what education and skills are needed to be successful in the industry.
- Gives young people a chance to develop adult and team relationships.

### What are the benefits to my company?

- Introduces potential future workers to job opportunities with your company.
- Exposes learners to the skill needs, educational requirements and career opportunities in your industry.
- Brings new energy and a fresh perspective to your workplace.
- Shows your employees that you are committed to supporting education and helps them understand how to communicate with the next generation of workers.
- Provides opportunities for existing workers to develop supervisory skills.
- Allows for you to observe potential future workers in a long-term interview process.
- Promotes an understanding of the role and contributions of your business in the community.
- Offers a public relations benefit.

### What do I need to do next?

- Contact your Earn & Learn work-based learning connector and work with him/her to design the internship.
- Arrange for a presentation to your employees.
- Consider any impacts on company policy.

### Resources

- Distribute the Employer Internship Tip Sheet to interested employee volunteers.

**Program Level:** 11<sup>th</sup> grade or higher  
**Employer/Intern Ratio:** 1:1 (maximum 1:5)  
**Duration:** 6-8 weeks, 60 or more hours  
**Location:** Workplace  
**Costs:** Wages (sometimes subsidized)  
**Special Considerations:** Internships may be paid or unpaid, depending on whether the student is performing productive work for the employer and other factors.

See USDOL Internship Factsheet #71  
<https://www.dol.gov/agencies/whd/fact-sheets/71-flsa-internships>

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<sup>8</sup> Learners include K-12, community college and college students; youth and young adults engaged in workforce development programs; and adults participating in career development activities.

## Remote and Virtual Internships Options Sheet

### Introduction

Translating an internship to remote or virtual settings proves to be one of the more straightforward of all the Work-Based Learning activities, as long as the activity and tasks of the internship can be completed remotely. While internships are generally conducted in the workplace or with a partner organization, in some cases interns may engage in an internship remotely and connect to their internship host and team members electronically via telephone, Skype, Zoom, WebEx, Microsoft Teams or some other technology. There are also virtual simulations available where a learner<sup>9</sup> can select a particular career or occupation, conduct online research and then address and complete one or more mock work assignments for review by a teacher or connector.

### Remote Internship Options

*Remember, remote activities promote "live" learner contact with adult professionals and front-line workers via the use of technology.*

#### Remote Internships

In a remote internship, a learner is engaged in his or her internship remotely. Many industries and employer partners have recently shifted to a model where their employees work from home-based settings. Most of these employers have established protocols, communications systems and supports to ensure that work is productive, employees are engaged and connected to each other. These same protocols apply to interns who are completing their internship from home.

#### Creating a Remote Internship

To design an effective and meaningful virtual internship, look to what has been successful for in-person internships with your industry partners or your organization. The first step is identifying projects that are appropriate for remote interns, such as those appropriate for an entry-level worker, that require minimal oversight. Consider the age, academic status, and skill set of your interns. Projects assigned to the interns should have clear and attainable goals. Informing interns of the connections between their projects and how they contribute to the organization can provide students an invaluable perspective.<sup>10</sup>

#### Remote Internship Resources

"CareerReady Work Learn\_Grow\_Remote Internship Industry Partner Guide"  
[http://wbltoolkit.cte.nyc/wp-content/uploads/2021/01/20.3.3-CareerReady-Work-Learn\\_Grow\\_Remote-Internship-Industry-Partner-Guide.pdf](http://wbltoolkit.cte.nyc/wp-content/uploads/2021/01/20.3.3-CareerReady-Work-Learn_Grow_Remote-Internship-Industry-Partner-Guide.pdf)

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<sup>9</sup> Learners include K-12, community college and college students; youth and young adults engaged in workforce development programs; and adults participating in career development activities.

<sup>10</sup> Adapted from "'CareerReady Work Learn\_Grow\_Remote Internship Industry Partner Guide' NYC Department of Youth and Community Development, with Grant Associates and the NYC Center for Youth Employment, 2020.

### Steps to Success

- Review the Internship Guide.
- Distribute and review checklists and tip sheets to all parties.
- Recruit Internship hosts or work with existing Internship sponsors to design and implement remote internship experiences.
- Pair learners with appropriate internship opportunities. Facilitate learner choice and preference.
- Arrange interviews with Internship Host, who selects the intern via an online interview.
- Create an individualized WBL plan with the Internship host, WBL Connector and Intern.
- Teacher Supports the internship, the work-based learning plan, and checks in with the Intern and host regularly.

### Special Considerations

- Ensure equity in learner access to technology to effectively participate in the internship.
- Help learners think about time management and how to focus on tasks when participating in a remote internship.
- Consider school policy relayed to online interactions.

### Virtual Internship Options

*Remember, virtual activities are generally simulations and provide learners with employer exposures through recordings, on-line research, and related classroom activities.*

#### Virtual Internships

Virtual Internships are simulations where a learner or group of learners can select a particular career or occupation, conduct online research and then address and complete one or more mock assignments for review by a teacher or WBL connector.

#### Virtual Internship Resources

<https://sites.google.com/site/virtualinternshipswbl/home>

The activities on the Virtual Internships website can be used in several different formats. The educator may:

1. Lead the class as a group exploring one of the internships.
2. Assign the activities for out of class work.
3. Have learners work in groups on chosen internships.
4. Have learners work independently on a chosen internship.