

# PROGRAM STAFF TIP SHEET

## Internship: Success Factors

### A tip sheet for Learn & Earn Program staff

When designing and implementing the Internship program for youth engaged in the Learn & Earn Program, keep the following success factors in mind.

#### **BEFORE THE INTERNSHIP**

- ❑ Define systems to support the Internship program.
  - › Define your Internship program structure (time, intern expectations, host expectations, staff support, etc.).
  - › Develop strategies to assess employer suitability for hosting interns.
  - › Define program staff support to ensure high-quality Internships.
- ❑ Develop an effective employer/organization engagement strategy.
  - › Design and develop the Internship with the employer or organization.
  - › Facilitate interviews of youth and young adults.
  - › Follow up and debrief the interviews.
  - › Determine the worksite supervisor's preferred form and frequency of contact.
- ❑ Identify and recruit youth and young adults.
  - › Identify interested and qualified youth and young adults.
  - › Select and refer qualified youth and young adults, matched to employer/organization/supervisor specifications.
- ❑ Prepare youth and young adults for the Internship.
  - › Have the youth and young adults identify learning objectives for the Internship.
  - › Document learning objectives on the Work-Based Learning plan and evaluation tool.
  - › Have youth and young adults research the company or organization and build an awareness of the culture of the work environment.
- ❑ Prepare supervisors for the Internship.
  - › Assist the employer or organization and team members in designing the Internship.
  - › Provide an orientation for the Internship host. Include information on timesheets and evaluation forms.
  - › Provide tip sheets to the Internship host on how to conduct a high-quality Internship.
  - › Help the Internship host understand how to best work with youth and young adults.
  - › Let them know you are there to help if any issues arise.
  - › Define an ongoing communication strategy and feedback protocols for the experience.

- ❑ Address logistics.
  - › Confirm placement details.
  - › Distribute and collect appropriate permission forms.
  - › Address any additional logistical issues such as transportation or safety gear.
  - › Identify who will serve as the point of contact at the school and with the employer.

## **DURING THE INTERNSHIP**

- ❑ Provide intern support.
  - › Meet with youth and young adults and worksite supervisors at their workplaces and observe workplace activities. Make sure that these visits are pre-arranged with the Internship host and do not disrupt the workflow in the workplace.
  - › Regularly assess progress and impact of Internship.
- ❑ Provide worksite supervisor/Internship host support.
  - › Support the worksite supervisor in serving as both a supervisor and coach.
  - › Assist the worksite supervisor in completing an evaluation or assessment of intern performance through the Internship.
  - › Maintain ongoing communication with and/or provide reports to the employer or organization.
  - › Communicate with the worksite supervisor and monitor workplace activities according to schedule.
- ❑ Facilitate learning.
  - › Help ensure that activities in the Internship are authentic and engaging, and provide opportunities to learn about a range of careers within the industry.
  - › Provide opportunities for youth and young adults to reflect on their Internships in the classroom or workshops, or through reflective activities such as journaling.

## **AFTER THE INTERNSHIP**

- ❑ Reflect on learning.
  - › Provide opportunities for intern reflection.
  - › Review the completed evaluations or assessments with the intern and discuss and record next-step options.
- ❑ Conduct follow-up activities.
  - › Carry out an assessment of intern learning outcomes.
  - › Document intern learning and record the experience.
  - › Assess the effectiveness of the Internship and make recommendations for adjustments in the future.
  - › Provide avenues for feedback on the effectiveness of the Internship. (If possible, meet with the worksite supervisor and intern to debrief the experience.)
- ❑ Provide classroom or workshop experiences that help youth and young adults make the connection between this Internship and their next steps.