



Education and Culture DG

## Lifelong Learning Programme

# MANUAL FOR THE INTERNSHIP COORDINATOR

<http://www.internship2industry.eu>



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It is normally the coordinator from the sending organisation who will initiate the placement process. There are many benefits, for all parties, that mobility can provide and the coordinator from the sending organization has a crucial role, be it in providing information, contacting partners abroad or following up the progress of the trainee.



### **Phase 1 - Before the Internship Period**

All the steps prior to the actual stay of the trainee in the foreign company are essential to ensure a smooth transfer into the new environment: information to all parties, selection and matching processes and logistics.



### **Phase 2 - During the Internship**

The placements are a constituent part of the training, and therefore the trainees need to be advised, supervised and evaluated. Among other participants, the sending partner's coordinator has a very important role to play on the follow-up stage.



### **Phase 3 – At the End of / after the Internship**

All parties involved have an interest on getting a feedback of the process that will be useful for the evaluation, validation and certification of the skills gained abroad.



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## 1 PHASE 1 BEFORE THE INTERNSHIP PERIOD

### 1.1 Finding suitable partners and internships



#### What?

Make sure available work places are suitable for the students' learning pathway. If the hosting partner is a company a suitable workplace should be provided which meets the needs and profiles of the participants. If the hosting partner is a college a suitable workplace will be provided with collaborating companies.

#### Why?

##### Short term benefits:

Trainees will improve competencies and skills

Trainees will experience real world work situations

Trainees have the opportunity to improve their language skills

Hosting partner will have extra quality human resource

Employees have opportunity to improve knowledge about other cultures and languages

##### Long term benefits:

Improves employability for trainees

Hosting partner is able to recruit quality workers for the company

Hosting partner is able to feedback to vocational education and training colleges

#### How?

A letter of intent is sent to the potential hosting partner, describing the project (See examples in Coordinators' Tools section)

The hosting partner decides whether the proposal is feasible and may propose changes. At the stage telephone or email are considered the best form of communication unless it is the first collaboration of partners, when a preparatory visit is recommended if financial viable

#### Mind!

It is advisable that the terms and conditions of the activity be put on paper (in the letter of intent) so as to avoid misunderstandings.

No personal data about the participants is exchanged at this stage, as the final selection has not yet taken place.

**DOCUMENTS:** M1\_1.1\_D1 Activity plan example.pdf  
M1\_1.1\_D2 Matrix of Competences-example.pdf

**FORMS:** M1\_1.1\_F1 Description of the Project.doc  
M1\_1.1\_F2 Letter of Intent-example.doc

**LINK:** Diploma Supplement Europass:  
<http://europass.cedefop.europa.eu/europass/home/vernav/InformationOn/EuropassDiplomaSupplement.csp>

## 1.2 Reaching the actors



### What?

School/company staff, trainees and parents need to be informed about the student's placement possibilities, framework conditions and criteria, funding, general organisation procedure, etc.

The coordinator will set guidelines for all persons who are or want to get involved in an internship.

### Why?

The Coordinator aims to provide perfect placements which match the trainees' needs and expectations with those of the company. This will include finding appropriate accommodation, caring about language and cultural aspects and obtaining funding for travel and subsistence

As possible sources of funding, sometimes local, regional or national authorities have special budget lines for the financing of mobility projects; another, very common source of funding are the EU-promoted programmes, such as Leonardo da Vinci for IVET or Erasmus for Higher Education. National Agencies are the competent bodies that should be addressed for applications.

These actions are necessary to make sure that the participants (students, apprentices, workers) are well informed about all aspects of the internship so as to have the possibility to take part in European mobility and make a successful placement abroad.

### How?

The coordinator collects information by checking websites, reading information material, attending information events, contacting persons from platforms, national agencies, intermediary organisations, potential hosting colleges and companies and/or other organisations to discuss possibilities.

Then, the coordinator informs the school and company staff through web platforms, conferences, and information events, (Level 1)

The coordinator of a sending college/company informs the workers, apprentices, trainees (and their parents if minor) through parents' meetings and intranets. (Level 2)

All coordinators guide potential participants via email, telephone and talks.

Level 1)

Web site for all the target groups containing information about:

What pathways are available for an internship program

Participating countries and how to get there

How to finance the internship

Level 2)

Meeting with target groups; information about the following subjects needs to be delivered:

Good practices with examples

Information about the objectives of internship

Information about application procedures

Presentation by former internship trainees

### 1.3 Application of trainees



#### **What?**

Is the process by which the potential participants express their desire to take part in a mobility project.

#### **Why?**

To collect the necessary information and choose an appropriate participant in a mobility project.

#### **How?**

By completing necessary documents before a certain deadline, which can vary between different sending partners.

**FORMS:** M1\_1.3\_F1 Trainees Self Assessment Questionnaire.doc

M1\_1.3\_F2 Activity Plan for Self Assessment.doc

M1\_1.3\_F3 Trainees Commitment.doc

M1\_1.3\_F4 Trainees Application Form.doc

**LINKS:** Europass CV,

<http://europass.cedefop.europa.eu/europass/home/vernav/Europasss+Documents/Europass+CV/navigate.action>



## 1.4 Selection of trainees



### What?

Process of choosing the most suitable participants according to quality criteria set by the sending organization.

### Why?

This process is necessary since there might be more applicants than available placements and it is desirable to give this opportunity to trainees who will gain the most from this opportunity.

### How?

By applying certain criteria established by the sending partner.

Although each sending organization will have its own selection criteria, the final selection is usually based on the information provided in the letter of application and personal interview, the evaluation of the teaching team and the academic results.

In general, it is considered that the trainee with the best academic results is not necessarily the best suited for the internship abroad, other personal characteristics such as open-mindedness or self-confidence being considered as important

**FORM:**            **M1\_1.4\_F1 Assessment Grid for Selection of Trainees.doc**



## 1.5 Matching Process



### What?

During this phase the coordinators of the sending and hosting partner have to match the trainee profiles with the potential placements provided by the companies.

### Why?

When the matching is successful, there are mutual benefits for both parties.

If there is a poor match between the skills and expectations of the trainee with the needs and expectations of the company, there will be no satisfactory outcome of the internship.

### How?

The procedure to match trainees and workplaces can be initiated by either the sending or hosting partner.

The coordinator of the sending partner sends all available information about the trainee to the hosting partner: training pathway, trainee's profile, CV (Europass).

The company investigates and gives feedback to the sending partner about possible matches of trainees and available workplaces. Alternatively, the company provides information about the tasks within available workplaces for the trainees.

The sending partner and the hosting partner agree on the matching.

The chosen workplace is proposed to the trainee.

**DOCUMENTS:** M1\_1.5\_D1 Work Place Description SVS(Sweden).pdf

**FORMS:** M1\_1.5\_F1 Company and work place information.doc

M1\_1.5\_F2 Internship Activity Plan.doc

**LINKS:** Europass CV,

<http://europass.cedefop.europa.eu/europass/home/vernav/Europasss+Documents/Europass+CV/navigate.action>

## 1.6 Practicalities



### What?

The organisation of the practical arrangements concerning the period of internship, which include accommodation, travelling, insurance and agreements.

### Why?

It is important to have a flexible organisation, provide security, meet legal requirements, provide a good basis for a successful cooperation and to secure the quality of the entire internship process.

### How?

The coordinator of the sending partner takes care of:

- travelling arrangements
- preparing a timetable
- social security aspects
- accident and public liability insurances.
- insurance and information about p.p.e. (personal protection equipment)
- internship agreement between sending partner, participant and company
- if necessary, internship contract between sending partner and participant (with the parents if under-age)
- accommodation (in coordination with the hosting company)
- local transport (in coordination with the hosting company)
- budget
- risk evaluation

**FORMS:**        **M1\_1.6\_F1 Budget Estimation.doc**  
                      **M1\_1.6\_F2 Internship Agreement (Catalonia).doc**

## 1.7 Preparation and training



### What?

The sending organisation informs the trainees about practical arrangements and work placements. The coordinator/tutor prepares them for living and training in a new culture in another country, which might include language courses.

For the establishment of new partnerships, preparatory visits are an option allowing to know each other better before taking the final decision of actually carrying out the internship.

### Why?

To inform the trainees so that they are well prepared for the internship abroad. To avoid misunderstandings and unrealistic expectations.

### How?

The trainees can be informed through several means

- Information at parent meetings.
- Information letters.
- Providing job descriptions to the trainees.
- Information about cultural differences.
- Interviews with former internship trainees.
- Language courses are considered of great importance for the trainee's self confidence and eventual success of the experience

**LINKS:**        **Practical arrangements & information – Trainee's Manual,**  
<http://www.internship2industry.eu/trainees/eng/1-before-the-internship/1.3/>

**Preparation for the workplace – Trainee's Manual,**  
<http://www.internship2industry.eu/trainees/eng/1-before-the-internship/1.4/>

**Preparation for living in a foreign country – Trainee's Manual,**  
<http://www.internship2industry.eu/trainees/eng/1-before-the-internship/1.5/>

## 2 PHASE 2 DURING THE INTERNSHIP

### 2.1 Receiving trainees



#### **What?**

The host organisation will meet the trainees on arrival and show the facilities in the local area so that they can easily manage everyday life on their own.

Sometimes, mainly when the trainees are under age, it is advisable that a trainer from the sending organization accompanies the trainees, either at the beginning and/or end of the stay, or even throughout the whole period in the hosting country.

#### **Why?**

The trainees have to get into the daily routines quickly, since the internship at the company often starts at once. If the host organisation helps the trainees to settle down in the area, many small problems can be avoided.

#### **How?**

The trainees and the coordinator of the host organisation will have a look at the apartment together. The coordinator will hand out a map of the area. They can take a walk in the area and show bus stops, restaurants and where to withdraw or exchange money, buy food and bus tickets. It's important to exchange phone numbers so they can get hold of each other during the internship period.

If a trainer from the sending organization accompanies the trainees, his/her responsibilities would include paying visits to the hosting companies to make sure everything is working according to expectations, dealing with unexpected situations, witnessing and helping with the final evaluation of the internship.

**DOCUMENTS: M1\_2.1\_D1 Checklist for Welcoming Trainees.pdf**

**M1\_2.2\_D2 Checklist for Accompanying Trainers.pdf**

**LINK** **Internship Supervisor Job Description - Manual for the Internship Supervisor**  
<http://www.internship2industry.eu/supervisors/eng/1-before-the-internship/1.1/>

## 2.2 Tutoring: introduction & follow up on the workplace



### What?

The trainees must be introduced to the company, either by the tutor of the sending partner, who usually accompanies them on their first day at the workplace, or by the coordinator of the hosting organisation.

If the training agreement has not been signed previously, it must be done at this point

The tutor and the supervisor (sometimes the trainee will also take part in the decision) agree on the procedure for the supervision of the trainee. Even if the supervisor has the main responsibility, the coordinator of the hosting country will visit the company to verify that everything is being carried out according to the agreed conditions.

### Why?

For the trainee, a work placement may represent a completely new situation. So, it's very important to make the introduction/reception welcoming for the trainee.

The trainee is carrying out a training activity that will require a validation, so it is important to regularly monitor the learning process during the internship.

### How?

On the first day in the company, the trainees can go on their own or accompanied by the tutor of the sending partner, the coordinator of the hosting partner, or both. Sometimes, if there is an intermediary organisation, the tutor of the hosting partner can also be present. They revise the conditions previously agreed and other relevant information.

Sometimes the placement agreement has already been signed by all parts before the arrival of the trainee in the company. However, in most cases, this document is signed by the company on the first day of the placement. It should not be signed later, since it is the document marking the start of the activities for the trainee. General conditions such as timetable, insurance and other aspects are revised. The tutor presents the documents to be used for monitoring the work placement (Monitoring notebook for work experience in Europe or equivalent)

It is advisable to keep a record of the daily activities, so that they can be evaluated and certified by the company and validated by the sending partner. The trainee should have regular meetings with the supervisor and have mail contact with the sending organisation. If the trainee has written a monitoring notebook, it should be revised and approved by the supervisor during the last week of the internship

Sometimes, the tutor of the sending partner or the coordinator of the intermediary organisation in the hosting country will visit the trainee in the workplace in order to check their progress in the company.

**FORMS:**        **M1\_2.2\_F1 Trainee's Folder (example Catalonia).doc**  
                      **M1\_2.2\_F2 Trainee's Logbook & Assessment Form (example Belgium).doc**  
                      **M1\_2.2\_F3 Trainee's Folder (example Belgium/Sweden).doc**

**LINKS:**        **Introduction to the Company - Manual for the Internship Supervisor**  
<http://www.internship2industry.eu/supervisors/eng/2-during-the-internship/2.1/>  
                      **The Introductory Interview - Manual for the Internship Supervisor**  
<http://www.internship2industry.eu/supervisors/eng/2-during-the-internship/2.2/>  
                      **Giving Feedback - Manual for the Internship Supervisor**  
<http://www.internship2industry.eu/supervisors/eng/2-during-the-internship/2.3/>

### **3 PHASE 3 AT THE END OF / AFTER THE INTERNSHIP**

#### **3.1 The trainee's report & assessment**



##### **What?**

The trainee is expected to write a report of the stay and the activities carried out during the internship.

The report is addressed to the tutor of the sending partner (but a copy of it should also be sent to the tutor of the hosting or intermediary organization).

The trainee should also include in the report a self-evaluation of their experience.

The trainees must be aware; their mobility could have had several sources of funding, which means an economic report will have to be handed out once the experience is over.

##### **Why?**

In order to check that the objectives set up at the beginning of the process have been achieved and to know to what extent the internship has covered the trainee's expectations.

The conclusions drawn from the report may be of great use to improve future experiences.

##### **How?**

The trainee writes an evaluation of his experience during the internship using the document or the form supplied by the tutor of the sending partner.

Sometimes the same monitoring notebook includes a section that covers different issues and aspects for the trainee to complete.

The trainee, the supervisor and the tutor of the hosting partner should have a final meeting in order to evaluate the experience.

The trainee should also have a final meeting with his tutor in the sending partner to evaluate the whole period.

Sometimes an oral presentation is made by the trainees either in the sending or the hosting partner, or both, sometimes at the same company.

The economic report requires all receipts and invoices must be kept by the trainees and handed to the coordinator of the sending institution.

**FORMS:**        **M1\_3.1\_F1 Internship Assessment of the Trainee (Belgium).doc**  
                      **M1\_3.1\_F2 Internship Assessment of the Trainee (Sweden).doc**

**LINK:**            **Assessment Conversation - Manual for the Internship Supervisor**  
<http://www.internship2industry.eu/supervisors/eng/3-after-the-internship/3.1/>

## 3.2 Evaluation & assessment of the internship period



### What?

Identify the skills and competencies acquired by the trainee and evaluate other general aspects such as punctuality, autonomy, team work.

Other aspects to be evaluated are related to the organization:

- Was the selection of candidates adequate?
- Was the information provided useful?
- Was communication between partners effective?

### Why?

It is important to evaluate the internship process because the trainee needs to know the competences and the skills acquired.

The tutor of the sending company and the supervisor need to know whether the original objectives were met.

### How?

A meeting between the tutors of both the sending and the hosting partners with the supervisor at the end of the internship allows the partners to evaluate and discuss the progress and the results of the internship and the quality of the activities carried out by the trainee.

The supervisor fills in the evaluation report/grid provided by the tutor.

The tutor of the sending partner writes a final report containing, the conclusions of the meeting with the supervisor in order to improve the organization of further internships.

**FORMS:** M1\_3.2\_F1 Internship Evaluation by the Trainee.doc

**LINK:** Evaluation of the Internship Process - Manual for the Internship Supervisor

<http://www.internship2industry.eu/supervisors/eng/3-after-the-internship/3.2/>

### 3.3 Validation / Certification



#### What?

At the end of the internship period, the company delivers a certificate to the trainee which must include dates, number of hours, and field of activity (sector).

This certificate is issued to the trainee in all cases, even if the experience has not led to successful results.

The validation of the training abroad within the trainee's pathway can be achieved by a variety of means. One possibility is the certificate and the evaluation report included in the proposed monitoring notebook including the documents used by the sending partner for the validation. Other equivalent documents could be used for this goal.

The EUROPASS\_MOBILITY documents, which will be delivered to the trainee as a proof of the experience, must be filled in and then signed by the company; the tutor of the sending partner, the coordinators, or the trainee should make sure that these documents are correctly completed as it can be used as another tool for certification and validation.

The sending partner will introduce all the data and information used in the first phase of the internship.

#### Why?

Mobility experiences have to respond to training needs of the participant and they must meet the set objectives.

Certification is a document which proves that an internship has occurred within certain conditions (period, dates, tasks...) without mentioning the results of it.

Validation is the process that leads to a recognized experience by means of a document that can be included in the trainee's training pathway.

#### How?

A certificate of the internship period can be delivered by the company according to its own model or following the proposal of the tutor of the sending partner.

The documents necessary for the validation of the experience may vary from one educational institution to another. It is usually the sending institution that validates the internship period in the light of the documents issued throughout the experience (company's certificate and evaluation, logbook, etc.).

**FORMS:**        **M1\_3.3\_F1 Company's Certificate.doc**  
                      **M1\_3.3\_F2 Sending Institution's Certificate.doc**

**LINKS:**        **Europass Mobility Document,**  
<http://europass.cedefop.europa.eu/europass/home/vernav/Information+and++Support/National+Europass+Centres.csp>