**Guidance notes for Internships**

**What is an Internship?**

An internship provides individuals with an opportunity to gain meaningful professional experience to enhance their employability skills. There are also many benefits for the organisation in running a high quality internship programme, such as gaining a new motivated member of the team, bringing new skills, fresh ideas and perspectives to the organisation and potentially improving productivity.

Internships can vary in their duration but we recommend a meaningful period of approx six months. An intern can undertake generic work or can be engaged to undertake a specific project and may include the following:

* Undergraduate, graduate and postgraduate placements:
* Students in further education, such as sixth form, adult education and specialist colleges
* Adults wishing to pursue a new career path (this category includes people who may not have attended further or higher education)

Internships may take place during vacation periods, in between courses or after a student has finished higher education.

The following are not considered to be internships:

* Placements that are a compulsory to a higher or further education course, which have been contractually agreed by the employer, student, and or college/university.
* Work tasters/work shadowing where people simply observe for a period of time and do not perform any work
* Work unrelated to the pursuit of a professional career
* Work undertaken by students that is not related to the pursuit of a professional career.

**Expenses**

Interns will not be paid for the work they undertake but will be compensated for expenses occurred such as mileage expenses.

**CRB Checks**

All interns will be expected to complete a CRB check and disclose any criminal convictions in line with the Rehabilitation of Offenders Act 1974 (Exceptions order 1975) this should be done as part of the recruitment process.

**What should happen prior to taking on an Intern?**

Before you decide whether to take on an intern it is important to consider what you will expect to gain from employing an intern and also what professional skills and insight you have to offer. You must be fully prepared to offer an induction into the organisation, and be able to manage and supervise interns appropriately. Prior to recruitment employers should:

* Identify the work the intern will be responsible for, what team they will work for/with and what projects they will work on
* Establish how the internship will provide the intern with the opportunity to acquire new skills and experience
* Agree the skills and knowledge that the intern needs to demonstrate
* Ensure that there is capacity to support the intern

**Recruitment**

Interns should be recruited in the same way to regular employees. The recruitment process should be conducted in an open and rigorous way to enable fair and equal access to available internships.

Advertisements for the position should include:

* A clear indication of the main duties and responsibilities, and information about what skills and experience the intern can expect to gain. Which projects they will be expected to work on/how many teams they will work with during their internship
* Expected working hours, start date, information regarding expenses ( travel expenses)
* Clear information about the length of contract (recommended no longer than 6 months). Interns should also be advised about whether there is an opportunity to develop the position into a permanent post.

All applications should be treated on an equal basis and comply with legislation on equality and diversity. A draft application form can be found at the end of this document.

Interviews should be conducted in the same way as for regular employees, although questions should take into consideration the limited work experience of an intern. The questions should focus on attributes such as employability skills, e.g., problem solving, team working, and communication skills. Sample interview questions can be found at: <https://nationalcareersservice.direct.gov.uk/advice/getajob/interviews/Pages/top10interviewquestions.aspx>

**Induction**

Interns should receive a proper induction into the organisation at the beginning of their internship. It is important that this is done properly and in the case of Adult Social Care in accordance with the Common Induction Standards. Starting a new position can be very intimidating especially if it is the intern’s first experience of the world of work. The induction should involve:

* A description of the organisation, outlining its structure, objectives and values
* A full introduction to colleagues
* A tour of facilities
* Practical day to day to issues, including how to claim expenses and health and safety procedures
* A description of day to day duties and expectations
* Information regarding where to go if they have any concerns about their fair treatment at work

**Treatment**

Interns should be treated with the same degree of professionalism and duty of care as regular employees. The intern should be given as much responsibility and diversity in their work as possible. Paid employees should:

* Ensure that interns are made to feel part of the organisation and are not just treated as visitors
* Provide interns with work to develop their skills, based on their work plan, and professional/learning objectives
* Recognise and be aware of issues relating to health and safety, insurance and working time regulations (1998)
* Consider part time internships to provide opportunities for those who have responsibilities as carers
* Provide interns with equal access to annual leave in line with statutory requirements

**Supervision and Mentoring**

Interns tend to be inexperienced and may require more supervision and support than regular members of staff. Good management and supervision will assist with the intern becoming more productive and developing quicker. A dedicated person(s) with time set aside should be scheduled to act as a supervisor and mentor, and they should:

* Provide ongoing feedback and support
* Follow the supervision and performance management policies
* Act as a point of contact for any concerns
* Agree and revise the learning objectives for the internship with the intern

**Exit interviews, Feedback and References**

On completion of the internship, the employer should provide:

* An exit interview, providing opportunity to give feedback on the organisations performance, and also an opportunity for the intern to give feedback to the employee regarding how they have found the placement and the quality of internship we have delivered
* A reference/testimonial detailing the work they have undertaken the skills they have acquired and their performace during the internship.

Appendices

Internship agreement

Application form

**Partnership Agreement/Protocol Document**

**between Walsall Adult Social Care and Inclusion Directorate**

**and** \*\*\*\*\*\*\*\*\*\*\*\*\*

This partnership agreement will be for the period \*\*\*\*\*\*\*\*\*\*\*\*\* Any changes required during the 6 months will be agreed by both parties and put in writing.

The agreement sets out the nature of the work placement opportunity available and the level of support the intern will receive from ASCI and also what the intern will need to do in return.

The agreement may be terminated at any point by either party with reasons provided.

**What will ASCI do?**

* Provide a work placement opportunity for a maximum of 6 months within a professional social work setting
* Provide a structured learning and development plan which clearly sets out the learning objectives
* Provide supervision and mentoring as necessary
* Pay travelling expenses commensurate with 0.30p per mile or reimburse cost of an appropriate travel pass. This does not cover expenses between home and work place.
* Provide assistance with application form completion and interviewee skills training/coaching and if appropriate a post placement testimonial
* Will explain WMBC recruitment policies and procedures including operation of the social care and inclusion recruitment microsite

**What will** \*\*\*\*\*\*\*\*\*\*\*\*\* **do?**

* Complete all necessary pre-placement documentation. These are available from Sharon Middleton, Workforce Development, Email: [middletons@walsall.gov.uk](mailto:middletons@walsall.gov.uk)
* Respond positively to supervision and feedback
* Uphold the Directorate’s vision and values and Council’s Code of Conduct
* Turn up for work as agreed on time and dressed appropriately
* Convey a professional image of the Directorate to service users and partners
* Abide by the Directorate’s policies and procedures including equal opportunities, data protection and safeguarding policies and GSCC Code of Conduct
* Be honest in terms of own capability
* Maintain the security of individuals data/identity
* Participate in any relevant training/meetings

Signed: ............................................... \*\*\*\*\*\*\*\*\*\*\*\*\*

*Signed: ............................................... Head of Service*

Date: ...................................................

**Intern Application Form**

**Before you can be considered for an internship, we need some information about you. If you need help in completing this form, please phone the Adult Social Care and Inclusion Workforce Development Team where a member of staff will be able to help you. If you need more space to answer, please use no more than one additional sheet of paper. The information you give will be treated as confidential and will not be given to anyone else who does not need to see it.**

Please write clearly in black ink.

1. **Contact Type**

Please tick your preferred method of communication**.**

Phone Letter Email Fax

# 2. Personal Details:

Title: First Name: Surname:

Full Address:

Postcode

Telephone Number: Email:

Date of Birth: (dd/mm/yy) Gender: Male Female

Do you have a disability? Yes No

Do you need support with your application? Yes No

If Yes, what is the nature of your disability and what adjustments might you need in order to participate fully in your work placement/volunteering opportunity?

**3. Contact with Social Care & Health and Assessment**

Have you had any previous contact with Social Care & Health? Yes No

If yes, please specify:

All your details will be checked against Social Care & Health Directorate records.

# 4. Rehabilitation of Offenders

Rehabilitation of offenders Act 1974 (Exceptions Order 1975). Please list below details of any convictions against you, giving dates, type of offence, sentence and or fine imposed.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**You will be required to complete a Criminal Records Bureau Check**

**5. Equal Opportunities Monitoring:**

To enable us to evaluate the effectiveness of our Equal Opportunities Policy please tick the relevant box below.

Ethnic Origin:

WHITE BRITISH  INDIAN

WHITE IRISH  PAKISTANI

WHITE OTHER  BANGLADESHI

WHITE AND BLACK CARIBBEAN  OTHER ASIAN

WHITE AND BLACK AFRICAN  BLACK CARIBBEAN

WHITE AND ASIAN  BLACK AFRICAN

OTHER MIXED  OTHER BLACK

CHINESE

OTHER ETHNIC GROUP

**6. Employment Status**

Please tell us your employment status.

Employed Full-time Part-time Unemployed Self-employed

Education Full-time Part-time Unemployed due to disability/sickness

In other training Other Specify

**7**. **Commitment and Availability**

Interns must undergo training, both initial and continuing, as well as attend supervision meetings.

Please tick availability to attend initial training: Daytime □ Evenings □ Weekends □

Please confirm dates and times that you would be available \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If selected for an internship could you commit to be available for at least 6 months? Yes □ No □

Do you have your own transport to use whilst volunteering? Yes □ No □

**8. Please indicate what days you are available to work (please tick the box)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| Morning |  |  |  |  |  |  |  |
| Afternoon |  |  |  |  |  |  |  |
| Evening |  |  |  |  |  |  |  |

**9. Hobbies, Interests and Venues**

List 3 of your main interests or hobbies and list 3 venues you attend regularly.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**10. Supporting Information**

**11. References**

Please provide details of two people (not relatives) who would be able to supply a reference for you. One of the references may be visited.

Name Name

Address Address

Postcode Postcode

Telephone Telephone

How Known How Known

### 12. Confirmation of Details

Falsification of information on this form will result in your application not being pursued or your approval as a volunteer being terminated if you have already been approved as a volunteer.

I confirm that the details in my application are to the best of my knowledge correct:

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATA PROTECTION

The information on this form may be held on computer where it is subject to the provisions of the data protection act. The act requires the Council to safeguard this information and the use made of it. You have certain rights under this act and council staff will inform you of what these are should you wish