Developing cross-sectoral cooperation for youth employability in the Western Balkans

ERASMUS-YOUTH-2021-CB

Internship framework

After the 8 week e-learning session, and the bootcamps , the participants of the project can go to startup/IT companies for a 6 week internship programme.

During the internship program the companies give a mentorship service for the participants, and they can get real labol-market experiences as an intern.

The framework of the internship programme have four basic:

1. Educational approach
2. Programme measures for supporting learning processes of the interns
3. Roles and responsibilities of the internship private business and civil society partners
4. Success indicators for the pilot internship programme

1. Educational approach of the internship programme:

The aim and spirit of the programme is in line with the project's objectives and European values.
The aim of the intership programme is to give practical support to the knowledge acquired through the e-learning process and the bootcamp.

Principles of the programme:

1. Learner centred

2. Flexible and Adaptable

3. Inclusive

4. Planned

5. Voluntary

Goal setting of internship programme: helps the supervisor plan the assignments and provide the intern with valuable experience.

Mentorship: motivates and empowers interns to identify their own challenges in the development process and get insightful feedback every step of the way.

Training: helps your interns put their newly acquired knowledge into practice and expand their soft skills.

Professional Development: the goal of an internship program is to produce competent and skilled developers that ideally would turn into full-time employees.

Operational activities (Onboarding process for interns)

Contact interns prior their first day to confirm
Their exact start date /Their time of arriva

Documentation they need to bring with them (like their ID)
Kickoff: show the work area for the intern: work station or seating area, items (computer, printer etc.), kitchen, toilet, social room.

Provide interns with necessary hardware and software, and accounts. If applicable, let them choose their preferred computer accessories (for example, let them select between a mouse or a trackpad.) Ask your IT team to set up intern email and software accounts. For as long as they're employed with you, interns should be able to communicate with their coworkers and access tools they need for their job.

Show the company email, company email contacts, and work group email groups , Group messaging app (for example Slack, Messenger, SnapChat).

Show the general project management software (for example Trello, Asana, MS Project or any ERP software).

Ensure hiring managers are well-prepared for their interns. They should know their interns':

1. Project(s) they'll participate in
2. Regular job duties
3. First tasks

Their first-day schedule For example: trainings, product demos, meetings with managers and colleges.

Help interns fill out HR paperwork. This might be a recent graduate's first professional job. They may not be familiar with employment terms and tax documents. Make sure a support member of your HR team is by their side to answer any questions.

Help interns set up their work stations. Inexperienced employees mightn't be familiar with company equipment and software. Give them simple instructions, provide manuals and ask

your IT department to check whether they've properly installed necessary tools, like anti-virus systems.

Offer welcome kits and company swag. Show interns you're excited they're joining your company.

Schedule role-specific trainings. To make sure that interns make real contributions to your business, train them on tasks they'll undertake and tools they'll use.

Present the company departments, functions and organizational chart. Interns might not have the chance to interact with everyone in the company, so give them an overview of your operations and your teams' structure.

Announce interns' hiring to the company. Prompt your employees to introduce themselves to your new intern during their first day and week at work.

Arrange group meetings and activities. It's important that interns become part of your company culture, like your long-term employees. So, make them feel comfortable and help them get to know their coworkers by inviting them to a group lunch or an after-work activity.

2. Programme measures for supporting learning processes of the interns

Internship programs are beneficial to participants, the organisation and of course, companies – this must be a win-win-win situation.

The mentorship is one of the key moments of the internship program.
Participants receive hands-on experience that provides a practical view to accompany their education. They also gain invaluable networking opportunities, exposure to general business principles and perhaps even access to executives who can share meaningful wisdom and advice.

The first step: Assign a mentor. If you don't have the time to run a full training session on company policies and work habits, assign an employee as a mentor to guide interns and answer their questions.

What are the benefits to companies of a successful internship program?

A formal mentoring program can be a powerful strategy to engage and develop employees within an organization.

How can we unlock the full potential of mentoring?

In order to create a program that satisfies the needs of mentors and mentees, an organization must match the right participants together. No one wants to see mentees drop out, or mentoring relationships fizzle before they've even begun to engage in any real development. To provide your participants and the organization the best chance at success, follow these four vital steps to effective matching.

Identify the Purpose of the Mentoring Program

There must be clearly defined objectives for the mentoring program. Without clear purpose, organizations often make large assumptions in the matching process, guessing what criteria makes sense to match on, as opposed to mapping it to the organizational goals for the program. This can lead to poor matches, dissatisfied participants, low engagement, and ultimately, a waste of time for the everyone involved.Understanding the purpose of the program will help you establish criteria and determine the type of matching you'll want to use. It will also help formulate the mentorship goals and key metrics you'll collect in order to know if the program is successful. Identifying the goal of the program will be your guide post throughout the rest of the matching process.

Determine the Type of Matching for Mentors and Mentees

With the program's overall purpose in mind, it's time to choose what type of matching you'll implement in the program, depending on the needs of your organization. You can use a number of criteria to determine which matching will work best for your company, including:

- Requirements for mentors and mentees to participate

- Number of participants

- Amount of administration resources available to work on matching process

- How much say or influence you'd like to give participants in the matches

The preferences of the people involved should be an important consideration in this process. When participants have some say in the choice of their mentor or mentee, they're more likely to be invested, improving the chances the match is a good fit for both parties and beneficial to the organization.
Once you've determined your criteria, it's time to decide on your matching method and timing.

3. **Roles and responsibilities of the internship private business and civil society partners**

    General Intern duties and responsibilities:

    ● Fulfilling tasks assigned by a mentor.
    ● Performing clerical duties.
    ● Managing the relevant company accounts.
    ● Event handling or planning.
    ● Job shadowing.
    ● Learning soft skills related to the industry.

4. **Success indicators for the pilot internship programme**

    6 week and 8 hour/day,
    1 mentor-matching program ,
    real labor market experiences for interns
    contacts and networking for interns
    future plans,
    review the tasks and give a valuable feedback