



## WORK-BASED LEARNING | INTERNSHIP CLASSROOM HANDBOOK

Internships can provide experiences as unique as every person who participates. Interning is a privilege and an opportunity to help prepare you to join the workforce. ***It's not every day you have an opportunity to look into your own future!***

Name: \_\_\_\_\_ Business: \_\_\_\_\_

Host: \_\_\_\_\_ Date(s) of Internship \_\_\_\_/\_\_\_\_/\_\_\_\_

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## WHAT IS AN INTERNSHIP?

Internships allow students to gain authentic experiences in business and industry. Students' interests, strengths, and chosen career clusters/pathways determine the internship experience(s). Based on the internship experience(s), students will gain insight to their postsecondary personal learning plan and an outlook on their career of choice. The length of the internship is up to the instructor's discretion.

Specifically, an internship helps an individual:

- Identify if a career choice *fits*
- Observe the daily routine of staff
- Gain awareness of the academic, technical, and personal skills required for career/industry
- Develop and apply communication skills by interacting with and interviewing staff
- Improve resumes and/or applications
- Understand different jobs have different work environments
- Understand the connection between school, career paths, life experiences, and achieving goals
- Connect and build relationships with potential future employers

### ***Considerations for the Student***

- What information do I already know about the career and the organization?
- What do I want to know about the career?
- What do I want to know about the postsecondary options?
- What specific tasks do I want to see?
- Does the organization have specific policies I need to be aware of (such as a dress code)?
- Is there paperwork I need to fill out for the organization or the classroom instructor?

### ***Recommendations for Students***

- Keep confidentiality always
- Contact the host as soon as possible if you become unavailable
- Learn more about the career you are interested in prior to the internship (the job description, education requirements, and daily tasks, etc.)
- Take notes during the experience to maximize learning
- Come with questions to get the most out of your experience

If you have any access needs or disability accommodations you would like the host to be aware of, please disclose them in advance so adjustments can be made if necessary.

## INTERNSHIP RESPONSIBILITIES

### ***Prior to Internship***

Identify up to three different career options to intern with. Not all careers can offer internships due to laws and regulations. Classroom instructors will take into consideration similar occupations within the career cluster. Locations should be based on:

- Personally identified soft skills ([Free online resource: Bring Your “A” Game Anywhere](#))
- Interest inventory
- Appropriate vocational/aptitude assessments
- Labor market information specific to participants’ desired place of residence
- One-on-one interaction/conversation

### Internship Process:

1. The student will complete an Internship Application ([see Appendix A](#)) and submit to classroom instructor. *They may need to fill out an additional form from the business.*
2. Depending on the grade level of the intern, the student or classroom instructor will contact the business the student wishes to intern with. If the classroom instructor makes initial contact, the student *should* follow-up with the business to receive details about the internship. See [Appendix B](#), for a sample of how to schedule an internship.
3. The student will draft a location-specific Letter of Interest or Cover Letter (see [Appendix C](#)) and Resume (see [Appendix D](#)).
4. The classroom instructor should arrange a mock interview if time allows. This can be with the internship business of choice, school personnel, career advisors or other industry contacts. See [Appendix E](#).
  - a. If time does **not** allow, please take advantage DLR’s free online resource, [The Big Interview](#).
5. Complete required permission forms for business, school district and guardians. See [Appendix G](#) for Sample Work-based Learning Agreement.
6. Discuss necessary [time log](#), [journal](#), [host interview](#), and [student reflection and evaluation](#) requirements set by classroom instructor.

### Internship details to be discussed with student:

- Date
- Time and length of internship
- Location
- Contact person for participant and business
- Appropriate attire for business worksite

### ***After Internship***

1. Collect student time log, host interview and reflection requirements.
2. Provide materials for thank you to host. See [Appendix K](#).
3. Present internship experience to the class, administration, school board, or panel of judges of choice.

## TIPS FOR SUCCEEDING IN THE WORKPLACE

Appropriate behavior is important in the workplace. The following tips will help you transition into having a successful career:

1. Be punctual.
2. Address personal hygiene: cleanliness, fresh breath, etc.
3. Dress for success.
4. Have a positive attitude. Smiling is contagious.
5. Honesty is the best policy.
6. Be reliable and prompt.
7. If you do not understand something, **ask** questions, or **ask** for help.
8. Take initiative.
9. Always put forth your best effort.
10. Challenge yourself.
11. Be dependable.
12. Be self-disciplined.
13. Welcome constructive criticism.

During your internship, make sure to bring:

- ✓ Questions for host
- ✓ Contact information (host name, address of business, phone number)
- ✓ Host evaluation
- ✓ Time log
- ✓ Journal entries

# INTERNSHIP CHECKLIST

## *Prior to Internship*

### **Due Date**

### **Initials** (Classroom Instructor)

- Up to 3 internship opportunities Interested In
- Internship application
- Initial business contact
- Letter of Interest/Cover Letter
- Resume
- Obtain internship details
- Mock interview
- Parent permission
- Student contract

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## *During the Internship*

- Student Time Log
- Student Journal Entries
- Host Interview

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## *After Internship*

- Turn in Participant Questions with responses
- Turn in Internship Reflection
- Present Internship Reflection to Panel
- Send thank you to host

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# APPENDIX A:

## INTERNSHIP APPLICATION

Student Name: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Expected Graduation Date: \_\_\_/\_\_\_ (MM/YYYY) Birthdate: \_\_\_\_\_

### Work Experience

Job Title: \_\_\_\_\_ Company: \_\_\_\_\_

Start Date: \_\_\_/\_\_\_ (MM/YYYY) End Date: : \_\_\_/\_\_\_ (MM/YYYY)

Description of Duties: \_\_\_\_\_

Job Title: \_\_\_\_\_ Company: \_\_\_\_\_

Start Date: \_\_\_/\_\_\_ (MM/YYYY) End Date: : \_\_\_/\_\_\_ (MM/YYYY)

Description of Duties: \_\_\_\_\_

Volunteer Experience: \_\_\_\_\_

**Skills:** (List computer, technical, leadership or other job-related skills you possess; include any certificates you may hold)

**Leadership Activities, Extra-curricular Activities, Honors and Awards:** \_\_\_\_\_

**Other – Interests and Career Goals:** *Why do you want to complete an internship?* \_\_\_\_\_

**Post-Secondary Plans to Date:**

## APPENDIX B:

### HOW TO SCHEDULE AN INTERNSHIP

- Call the employer during business hours.
- When you first call, introduce yourself and the purpose of your call.
  - EX: *Hello, my name is \_\_\_\_\_ and I am a student from \_\_\_\_\_ High School. For my work-based learning class I am to complete and internship. I would like to learn more about \_\_\_\_\_ as a career. I am wondering if I could speak with someone about interning with your business.*
- They business may need time to consider or check with supervisors. Please give them the appropriate contact information:
  - Classroom instructors' email, students email or school phone
- Thank them for their time.
  - *I appreciate you giving me your time! I look forward to hearing from you.*
  - *I appreciate you giving me your time, I'm sorry we can't make something work. Thank you anyway, bye!*
  - *I appreciate you giving me your time! I look forward to working with you. I will contact you in the future to touch base on location, attire and other details.*
- Contacting at a later date:
  - Ask for specific information about appropriate attire for the industry or organization.
    - *What is the appropriate clothing to wear? Is there any safety information I should have ahead of time?*
  - Ask for directions.
    - *What is the best way to get to your location?*
  - Arrange a specific meeting place.
    - *Where should I meet you? Where are you located in the building?*
  - Confirm the date, time, and meeting place. Confirm the phone number you should use in case anything changes.
  - *Let me be sure I have everything down. I will meet you at \_\_\_\_\_ on \_\_\_\_\_. What is the best number to reach you if anything changes? Thank you very much. I look forward to seeing you.*



## APPENDIX C:

### SAMPLE LETTER OF INTEREST/COVER LETTER

Jane Doe  
2330 N. Maple Ave. #1, Rapid City, SD 57701  
Cell Phone: (605) 555-2326  
Email: [example@yahoo.com](mailto:example@yahoo.com)

Dear Mr. Labor,

I recently took a career assessment, which indicated I have an underlying interest in automotive technology.

This internship at Labor Auto Repair will give me a closer look at a career I want to know more about. I like to figure out how and why things work and would like to combine that with my desire to help others. Specializing in maintenance for one of the most relied-upon daily necessities would be an extremely rewarding career.

While I am just beginning to explore careers in the automotive technology industry, I am reliable, willing to learn, and have the aptitude and perseverance to have a bright future in the industry.

I look forward to the internship opportunity with your business and learning all about what a career as an automotive technician has to offer.

Sincerely,

Jane Doe

## APPENDIX D: RESUME TEMPLATE

# FIRST NAME LAST NAME

Address · Phone

Email · [LinkedIn Profile](#) · [Twitter/Blog/Portfolio](#)

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To replace this text with your own, just click it and start typing. Briefly state your career objective or summarize what makes you stand out. Use language from the job description as keywords.

### EXPERIENCE

DATES FROM – TO

**JOB TITLE**, COMPANY

Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

DATES FROM – TO

**JOB TITLE**, COMPANY

Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

### EDUCATION

MONTH YEAR

**DEGREE TITLE**, SCHOOL

It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.

MONTH YEAR

**DEGREE TITLE**, SCHOOL

It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.

### SKILLS

List your strengths relevant for the role you're applying for

- List one of your strengths
- List one of your strengths
- List one of your strengths
- List one of your strengths

### ACTIVITIES

Use this section to highlight your relevant passions, activities, and how you like to give back. It's good to include leadership and volunteer experiences here. Or show off important extras like publications, certifications, languages and more.

## APPENDIX E:

### MOCK INTERVIEW QUESTIONS

1. Tell us about yourself.
2. Why are you leaving your previous job?
3. Why do you want to work here?
4. What can you tell us about this company?
5. How would your co-workers describe you?
6. What are your weaknesses?
7. What strengths would you bring to our team?
8. Tell us about a challenge of an organization you were in and what you specifically did to help the organization solve the problem.
9. What do you believe sets you apart from other candidates?
10. Do you have any questions about our company?
11. Where do you see yourself in five years?
12. What tools and techniques do you use to organize your work and meet deadlines?
13. Tell of a time you made a mistake on the job. How did you handle this?
14. Do you prefer working with a group or alone? Please explain.
15. Tell us about a time you were given little direction to complete a project. How were you successful or unsuccessful?

## APPENDIX F: INTERNSHIP HOST INTERVIEW

Student Name: \_\_\_\_\_

Date: \_\_\_\_\_

Host's Name: \_\_\_\_\_ Title: \_\_\_\_\_ Business Name: \_\_\_\_\_

Please sit down with your internship host while interviewing them, it will give them a better opportunity to explain their answers vs. emailing or having them complete independently.

1. How/why did you become interested in this career?
2. What were the first steps you took to get started on this career path?
3. Can you give me a brief job description of your position and duties?
4. What are the qualifications and training required for your job?
5. What degrees and/or certifications are needed to enter this field?
6. Where did you go to school, and would you recommend it? Are you aware of other schools that provide good training in this field?
7. What types of technology are common to this career field?
8. What personal characteristics does someone need to be successful in this career?
9. How do you see this job field changing in the next five to ten years?
10. What do you consider to be the most rewarding parts of your day and/or your career?
11. What do you consider to be the "biggest headache" or most tedious part of your daily job?
12. What is the dress code required for your job?
13. Do you have to/get to travel in this job?
14. What benefits are offered by your employer?
15. How many hours a week do you work?
16. Is your job stressful? If yes, in what way?
17. What is the salary range for someone in this career field?
18. What courses and experiences do you think were most beneficial to you when you were in high school?
19. Is there anything you wish you had known about your career choice before entering into this field?
20. What advice would you give to someone like me aspiring to have a job like yours in the future.
21. What is the burnout like for someone in this position?

# APPENDIX G:

## SAMPLE WORK-BASED LEARNING AGREEMENT

### WORK-BASED LEARNING AGREEMENT

**Student Employee:** High school student engaged in a work-based learning opportunity.

**Supervisor:** Student employee’s supervisor at the entity hosting the work-based learning opportunity.

**Classroom Instructor:** Instructor overseeing the work-based learning opportunity for the school.

1. The student employee should report to work on time and notify the supervisor of arrival.
2. The student employee should request permission from the supervisor in advance to be absent from work if special circumstances arise. The student employee should also notify the classroom instructor of the planned absence.
3. The student employee should always contact the supervisor and classroom instructor if it is impossible for the student to show up for work or to report for work on time. If a student employee has not arrived at the worksite within 15 minutes of the scheduled time and has not checked in with the supervisor, the supervisor should attempt to contact the student and classroom instructor.
4. The student employee should immediately bring any problems or concerns pertaining to the job to the supervisor's attention.
5. The student employee will consult the classroom instructor regarding any difficulties at the training site or related to the training program.
6. The student employee will perform the duties assigned to the best of the student’s ability.
7. The student employee will dress appropriately for the job as specified by the supervisor.
8. The student employee is responsible for transportation to and from work.
9. If the student employee does not meet the supervisor’s work expectations, the student may be terminated at the discretion of the entity hosting the work-based learning opportunity. The supervisor will notify the classroom instructor in the event of termination.
10. The student employee agrees to not divulge any privileged or confidential information to anyone including classmates and relatives. If the student employee breaks this agreement, the student will be subject to disciplinary action, including termination of participation in the program and will be responsible for damages arising from any irresponsible actions on the student’s part.
11. The supervisor agrees to provide hands-on experience and train the student employee for the agreed upon hours.
12. The supervisor will assist in the evaluation of the student employee’s progress towards the student’s training plan.

By signing below, I agree to the terms above.

_____	(____)_____-_____	_____
<b>STUDENT EMPLOYEE NAME</b>	<b>STUDENT EMPLOYEE PHONE</b>	<b>SCHOOL / INSTITUTION</b>
_____	____/____/____	
<b>STUDENT EMPLOYEE SIGNATURE</b>	<b>DATE</b>	
_____	____/____/____	(____)_____-_____
<b>GUARDIAN SIGNATURE (If under 18)</b>	<b>DATE</b>	<b>GUARDIAN PHONE</b>
_____	(____)_____-_____	
<b>SUPERVISOR NAME</b>	<b>SUPERVISOR PHONE</b>	
_____	____/____/____	
<b>SUPERVISOR SIGNATURE</b>	<b>DATE</b>	

## APPENDIX H:

### INTERNSHIP SAMPLE TIME LOG & JOURNAL ENTRIES

#### SAMPLE TIME LOG

Date	Time In	Time Out	Mentor Signature

#### SAMPLE JOURNAL ENTRIES

Monday, August 21:

- Brief three to five sentence description of what was completed during the internship on this day.

Tuesday, August 22:

- Brief three to five sentence description of what was completed during the internship on this day.

Wednesday, August 23:

- Brief three to five sentence description of what was completed during the internship on this day.

Thursday, August 24:

- Brief three to five sentence description of what was completed during the internship on this day.

Friday, August 25:

- Brief three to five sentence description of what was completed during the internship on this day.

## APPENDIX I:

### INTERN REFLECTION/EVALUATION OF INTERNSHIP

After completing the internship, please take the time to reflect on your experience by answering the following questions and creating a presentation or product to represent what you have learned.

1. Describe the job site you visited.
2. What type of work activities did you observe during your experience?
3. What did you like best about your experience?
4. What did you like least about your experience?
5. Did you encounter any challenges?
6. What surprised you most about what you observed or learned?
7. Would you consider a career in the industry in which you shadowed? Why or why not?
8. Did the internship experience influence your career choice or goals? How?
9. If you wanted to have the job you interned with, what might you do to prepare for the opportunity?

### EVALUATION

Thank you for participating in the internship program. Please help us evaluate the experience by responding to the following items. The information will be helpful in improving our program.

*(Low= Strongly Disagree, Fair= Somewhat Agree, High= Strongly Agree)*

	<b>Low</b>		<b>Fair</b>		<b>High</b>
Able to observe occupation that interested you	1	2	3	4	5
Had enough time to ask appropriate questions	1	2	3	4	5
The entire worksite was toured	1	2	3	4	5
Able to assist with some of the work	1	2	3	4	5
Interning experience was helpful	1	2	3	4	5
How would you rate your experience	1	2	3	4	5
Basic understanding of qualifications for industry	1	2	3	4	5
Host was welcoming and helpful	1	2	3	4	5
I would recommend others participate in this program	1	2	3	4	5

Additional Comments:

# APPENDIX J:

## HOST EVALUATION OF INTERN/INTERNSHIP

Student's Name: \_\_\_\_\_

Internship Mentor: \_\_\_\_\_ Title: \_\_\_\_\_

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### THE INTERN:

*(Low= Strongly Disagree, Fair= Somewhat Agree, High= Strongly Agree)*

	Low	Fair	High		
Participant arrived on time daily	1	2	3	4	5
Participant's attire was appropriate	1	2	3	4	5
Participant promptly communicated if they would be absence/tardy	1	2	3	4	5
Participant displayed a professional manner	1	2	3	4	5
Participant was courteous and polite	1	2	3	4	5
Participant maintained focus during discussions	1	2	3	4	5
Participant asked appropriate & meaningful questions	1	2	3	4	5
Participant related well to host and others	1	2	3	4	5
Intern was appropriate for interests/attitude/maturity	1	2	3	4	5

1. What skills would you suggest the student improve to ensure workplace success?
2. What did you observe as the strengths of the student that should be encouraged and developed?
3. What recommendations would you make to the student about coursework or career-related experiences that may benefit them in the future?
4. Would you be willing to participate in this program again?
5. What suggestions do you have for improving the internship experience for the student and/or the host?



## APPENDIX K:

### THANK YOU LETTER TO HOST

After you complete the internship, please show your appreciation by writing a thank you card to the business. Write your letter and prepare the envelope right after completion. It is important to mail the letter immediately. Remember the following:

- Be neat
- Watch spelling
- Begin the letter with a sentence that specifically thanks the host for allowing you to spend time at his/her business
- State something specific that you learned or enjoyed during the experience

Your Name

Your Street Address or PO Box

City, State, Zip Code

Date (Month, Day, Year)

Host name, Title

Name of Business

Street Address

City, State, Zip Code

Dear \_\_\_\_\_,  
(Name of Host)

Paragraph 1: Thank your host for the opportunity to do the internship.

Paragraph 2: Describe some of the things you learned as a result of the internship experience.

Paragraph 3: Add any additional comments you have.

Sincerely,

\_\_\_\_\_  
(Your Name)