

TRANSNATIONAL INTERNSHIP CHECKLIST

for Mentors/Tutors to organize quality transnational internships



1. INTRODUCTION

This CHECKLIST was created within PLACET Project (www.placet.org). It aims to help and facilitate the way hosting institutions prepare, support, monitor, evaluate and certify transnational internships. We believe that if hosting institutions allocate some time and resources for a strategic and inclusive planning of the internships, their success and quality will rise proportionally.

Therefore, what this CHECKLIST proposes is a comprehensive and sequential list of steps and actions that we, in PLACET consortium, consider fundamental and/or desirable for everybody to follow, in order to better organize a transnational internship, as a tutor or as a person in charge of a hosting institution. They are the result of many years of partners' experience, during which they have matched trainees with companies, supported planning, monitoring and evaluation processes from both trainees' and tutors' points of view. Conciliation of interests is fundamental. Trainees have an urge to learn and do new things while hosting companies and tutors want to be able to both teach and learn from trainees, as well as continuing to take ahead their core business, delivering quality products and services.

2. ASSUMPTIONS

This checklist was developed by a network of partners that work as sending and hosting intermediary organisations, but also as project promoters. Therefore, when conceiving this checklist, some conditions and requirements were taken for granted. It is important to clarify them for a deeper reading and understanding of this CHECKLIST.

2.1. SELECTION PROCESS

We assume that any trainee that is engaged in a mobility scheme, in this case transnational internships, had to apply and participate in a selection process. Here, social and personal skills as well as professional profile were appreciated, among other specific requirements. This means that this trainee has for sure a minimum set of characteristics that assure a basic positive starting point for all parties involved.

Some of the items that you can evaluate and take into consideration can be: motivation, life plans, internship expectations, training needs, language skills, intercultural skills, autonomy, and resilience. The means to assess these aspects can be, among others, motivation letters, specific application

forms, CVs and interviews.

2.2. PRE-DEPARTURE PREPARATION

It is also taken for granted that trainees of mobility programmes had, before departing, a preparation session that focused not only on logistic issues, but also internships and mobility connected topics like: what is an internship, how to behave in an internship, cultural shock, intercultural aspects to consider, etc. If it is a funded initiative, it is useful to inform the participants on its framework, on the Programme goals and on the specific project objectives and characteristics.

This aspect is seen as fundamental in Erasmus +, as it was in the previous E.U. Programmes, as e.g. the Lifelong Learning Programme, where Leonardo da Vinci and Erasmus were developed among others.

2.3. INTERMEDIARY HOSTING ORGANISATION SUPPORT

It is also assumed that there is a an intermediary organisation at the destination, taking care of a series of issues, not only tutoring, but also accommodation, local transports, paperwork, health and insurance aspects, support for emergencies, etc. . This gives the important advantage to let the trainee concentrating on the internship.

3. THE CHECKLIST

Please be aware that this check list tries to be detailed and at the same time to cover the diversity of possible internships, namely when it comes to duration and professional sector. Although there are common aspects, it is, for example, quite different to organize an internship for an administrative assistant than for a veterinary. The same applies to the internship duration: 1 week is different from 1 year.

We will present this checklist in 2 parts:

1. **The checklist on short version to tick off steps** – In the first part you will find a short version of the checklist, with the “name” of the step or procedure only, with a check box, you can tick off ();
2. **Extensive step-by-step overview of the checklist** - in this second part, you will find an extensive checklist, with some details on what each step means.

As we acknowledge that sometimes tutors and/or hosting organisations do not have all the time, resources or information to go through all the steps, we highlighted the ones we consider essential. You will find in the checklists a column called **Type**. With this we mean the level of importance given to each step. To keep this checklist simple and user friendly we defined only 2 scales: Fundamental (represented by an “F”) and Optional (represented by an “O”).

3.1. CHECKLIST – TICK OFF

F	Before	1.	Get to know interns' profile	<input type="checkbox"/>
F	Before	1.1.	Europass CV	<input type="checkbox"/>
O	Before	1.2.	Application Form	<input type="checkbox"/>
O	Before	1.3.	Motivation Letter	<input type="checkbox"/>
O	Before	1.4.	Portfolio	<input type="checkbox"/>
O	Before	1.5.	Health Form	<input type="checkbox"/>
F	Before	2.	National Legislation	<input type="checkbox"/>
O	Before	3.	Organisation Benefits	<input type="checkbox"/>
O	Before	4.	Inform or involve the organisation	<input type="checkbox"/>
F	Before	5.	Reference Persons	<input type="checkbox"/>
F	Before	5.1.	Identify a tutor	<input type="checkbox"/>
O	Before	5.2.	Identify co-responsible person(s)	<input type="checkbox"/>
F	Before	6.	Special equipment	<input type="checkbox"/>
F	Before	7.	Internship acceptance and work plan	<input type="checkbox"/>
F	Before	8.	Prepare the work place	<input type="checkbox"/>
F	Days before	9.	Presentation Interview	<input type="checkbox"/>
F	First day	10.	Training Agreement	<input type="checkbox"/>
F	First day(s)	11.	Welcome and integration	<input type="checkbox"/>
F	First day(s)	11.1.	Meeting with the tutor	<input type="checkbox"/>
O	First day(s)	11.2.	Future opportunities in the organisation	<input type="checkbox"/>
F	First day(s)	11.3.	Present the organisation	<input type="checkbox"/>
O	First day(s)	11.4.	Specific procedures	<input type="checkbox"/>
O	First day(s)	11.5.	Hand out a welcome folder	<input type="checkbox"/>
F	First day(s)	11.6.	Present team(s) and department(s)	<input type="checkbox"/>
O	Beginning	12.	Daily record	<input type="checkbox"/>
F	Beginning	13.	Daily monitoring / initial evaluation	<input type="checkbox"/>
F	Middle	14.	Intermediary evaluation	<input type="checkbox"/>
O	Middle	14.1.	Register the evaluation	<input type="checkbox"/>
O	During	15.	Make publicity	<input type="checkbox"/>
F	During	16.	Make regular checks	<input type="checkbox"/>
O	During	17.	Bring the trainee to the social life of the organisation	<input type="checkbox"/>
O	During	18.	Challenge the intern	<input type="checkbox"/>
F	End	19.	Final evaluation of the internship and of the trainee	<input type="checkbox"/>
F	End	19.1.	Register the final evaluation	<input type="checkbox"/>
O	End	20.	Evaluate the hosting organisation	<input type="checkbox"/>
O	End	21.	Ask the trainee a self-evaluation	<input type="checkbox"/>
F	End	22.	Certificate	<input type="checkbox"/>
O	End	23.	Recommendation letter	<input type="checkbox"/>
O	End	24.	Farewell	<input type="checkbox"/>
O	After	25.	Evaluate with the team	<input type="checkbox"/>
O	After	26.	Keep contact	<input type="checkbox"/>
O	After	27.	Add trainee to your networks	<input type="checkbox"/>

3.2. CHECKLIST STEP BY STEP

TYPE	WHEN	WHAT	DESCRIPTION	
F	Before	1. Get to know interns' profile	Study the profile of the trainee that is being proposed.	<input type="checkbox"/>
F	Before	1.1. Europass CV	Use the CV to get to know who the trainee is: technical skills, studies, hobbies, language skills, previous experiences, life path... If you require/receive CV's in Europass format, it will be easier for you to read through and compare CV's.	<input type="checkbox"/>
F	Before	1.2 Application Form	This form is very important and most common among Intermediary Organizations, as it systematizes fundamental information for the whole programme. In this form, there are details as aims, expectations, needs and tasks desired for the internship that can help you establishing a plan (in complement or not of the Motivation Letter).	<input type="checkbox"/>
O	Before	1.3 Motivation Letter	You can also ask a motivation letter in order have a greater insight into the trainee's expectations, preferences and personal plans.	<input type="checkbox"/>
O	Before	1.4 Portfolio	If you work in an artistic sector or other that use portfolios, ask for it. This way you can better appreciate the fit of the trainee with your organisation, in terms of aesthetic, style and choices.	<input type="checkbox"/>
O	Before	1.5 Health Form	The Health Form is also important and common among Intermediary Organisations. This form contains information on aspects like allergies, limitations; diseases that are fundamental to be known in order assure the safety and well being of the participant. As it contains sensitive information, it has to be protected and dealt with carefully.	<input type="checkbox"/>
F	Before	2 National Legislation	Check your national regulations to be sure you comply with everything when it comes to internships, namely insurance, payment, timetable, social security, etc.	<input type="checkbox"/>
O	Before	3 Organisation Benefits	In case your organisation gives special benefits to workers, verify if they are applicable to interns. If yes, prepare them: e.g., canteen, keys/ entrance/identification cards, personal email and transport support. This will give him/her a feeling of acceptance and belonging.	<input type="checkbox"/>
O	Before	4 Inform or involve the organisation	According to your organisation culture, you can: <ul style="list-style-type: none"> • Inform the team of the arrival of a trainee, her/his skills and expectations and of the work plan; • Consult the team for the need of a trainee and what they envisage as tasks so you can integrate their proposals and suggestions in the work plan and internship acceptance. Anyway, raise awareness to the fact he/she is a foreigner and this demands tolerance and extra attention to what he/she might need from everybody, not only the tutor. An internship should be a collective responsibility.	<input type="checkbox"/>
F	Before	5 Reference Persons	Clarify the trainees' reference persons.	<input type="checkbox"/>

TYPE WHEN		WHAT	DESCRIPTION	
F	Before	5.1. Identify a tutor	You can do this in conversation with the team. It is important to choose someone that can make time for the trainee, that is patient and attentive and that is trained/experienced in the professional area where the trainee will work.	<input type="checkbox"/>
O	Before	5.2. Identify co-responsible person(s)	It is important to name a second person - a reference - to whom the trainee can turn to in case the tutor is absent or if he/she meets difficulties in the relation with the tutor.	<input type="checkbox"/>
F	Before	6. Special equipment	Does he/she needs to bring any special equipment, e.g., computers, clothes, etc.? Or everything is provided by the organisation. This information should be included in the internship acceptance and work plan.	<input type="checkbox"/>
F	Before	7. Internship acceptance and work plan	<p>Officially inform about the acceptance of the internship.</p> <p>Send a proposal of the work plan that you specifically designed for the trainee. Be clear that it is a proposal that can, within some limits, be negotiated to meet the trainee's needs and expectations.</p> <p>This plan should be as clear as possible regarding the work objectives, tasks and techniques to apply, departments involved, etc.</p> <p>Keep it open and flexible in order to fit in trainee's suggestions and adjustments needed in face of the actual developments of the internship.</p> <p>Include in the plan the formal/official evaluation moments (see ahead).</p> <p>Probably you have already a general proposal that fits all interns. Anyway, be sure you verify and adapt it to the person you are expecting to receive.</p>	<input type="checkbox"/>
F	Before	8. Prepare the work place	Prepare the physical place where the trainee will be: e.g., clear up a working space; have minimum equipment like notebook, pen, pencil, post-it, clips; configure specific software, like email account and signature, Skype, etc.	<input type="checkbox"/>
F	Days before	9. Presentation Interview	<p>Some days before the start of the internship, after the trainee has arrived in the country, meet him/her.</p> <p>This is a good moment to review the work plan agreed and check details like timetable, free time, etc. For this, you need to ask about personal plans, tasks preferred or hated, what benefits he/she expects of working in this organization, what improvements are needed in his/her CV.</p> <p>Use this time to make fundamental clarifications like the culture and values of the organization, behaviours expected (organizations can value more or less individualist/collective attitudes, competitive/cooperative behaviours, value or not change/status quo, etc.).</p> <p>Re-evaluate and adjust the plan after this introduction.</p>	<input type="checkbox"/>
F	First day	10. Training Agreement	<p>Do not forget that in the first day a Training Agreement should be signed. This is fundamental for the transparency of the internship, but also to officially recognize the trainee towards public authorities responsible for work related issues and for insurance purposes.</p> <p>Some programmes require specific templates. In any case, you can ask the intermediary organisation to provide general and specific programme templates of internship agreements.</p>	<input type="checkbox"/>

TYPE	WHEN	WHAT	DESCRIPTION	
F	First day(s)	11. Welcome and integration	Of course this step of welcoming and integration of the trainee has to be prepared before the 1 st day of the internship.	<input type="checkbox"/>
F	First day(s)	11.1. Meeting with the tutor	Prepare a meeting with the tutor to welcome and give all the relevant information and to take him/her on a tour to the places and persons considered fundamental (see next steps).	<input type="checkbox"/>
O	First day(s)	11.2 Future opportunities in the organisation	If there is the possibility or interest in case of success to extend the stay of the trainee, either within a new internship or as a worker, you can make it clear from the beginning. This might motivate the trainee to work harder and raise his/her satisfaction.	<input type="checkbox"/>
F	First day(s)	11.3 Present the organisation	Extensively present the organisation - services/ products, history, strategy and ambition, mission, values, culture, dimension, other offices or teams (in case the organisation is spread in different places).	<input type="checkbox"/>
O	First day(s)	11.4. Specific procedures	Information about specific procedures, safety regulations and other relevant information that help the trainee to behave adequately and integrate the team and organisation rhythm should be given in the first day.	<input type="checkbox"/>
O	First day(s)	11.5. Hand out a welcome folder	Besides all the information passed, prepare a folder with all relevant information. It might be essential for the trainee to read calmly afterwards or to come back to it when necessary. In this folder, you can include all information mentioned previously: organisation presentation, information about team and departments, important contacts, work plan, etc.	<input type="checkbox"/>
F	First day(s)	11.6. Present team(s) and department(s)	Personally go with the trainee and introduce him/her to all the persons of the team/department, telling who is who and who does what, so he/she knows who to go to for support. In case of small organisations, you probably will present the whole team. Be sure the trainee has all the contacts (tutor and other reference persons) that are important for the general internship matters and for specific tasks.	<input type="checkbox"/>
O	Beginning	12 Daily record	You can have an instrument that helps keeping a record of the evolution of the internship. Some fundamental items are: assiduity/punctuality, tasks performed, problems faced, changes introduced, learning results. This can be filled by the trainee, by you or by both. It will be important in the evaluation sessions. It is also important to have and presence list, signed by you and the participant that clarifies the dates and timetable of internship. You can ask the intermediary organisation working with you to provide templates.	<input type="checkbox"/>
F	Beginning	13 Daily monitoring / initial evaluation	In the first days (or in the first period, depending on the length of the internship), be sure you take at least 5 minutes per day to be with the trainee and check his/her initial feelings, reactions, doubts, challenges, etc. Do not forget that this first period is mostly about getting to know, integrating and training.	<input type="checkbox"/>

TYPE	WHEN	WHAT	DESCRIPTION	
F	Middle	14 Intermediary evaluation	Have an official/formal evaluation of the internship between the tutor and the trainee. If relevant, at a later stage, you can bring into the meeting the rest of the team to contribute to evaluate the work done, the performance, if the plan needs to be changed for the remaining time. Note: This moment should be integrated in the internship plan. Use the daily record for this step.	<input type="checkbox"/>
O	Middle	14.1. Register the evaluation	Fill out a form to register the most important evaluation items and reflections. This form can be the same of the final evaluation. The intermediary partner can provide a template.	<input type="checkbox"/>
O	During	15 Make publicity	If you can, publicize the internship and recognize publicly its added value. You can use a website, social networks or newsletters.	<input type="checkbox"/>
F	During	16 Make regular checks	Each 2 weeks (of course this regularity depends on the duration of the internship) meet the trainee to talk about the internship, his/her stay in a new country/city, novelties and learning outcomes already gained, problems and challenges, wishes and suggestions for improvement, relation with colleagues. By doing this you might solve issues and problems as soon as they show up, avoiding them to grow and install. To introduce needed changes on due time is the key to make the best use of the internship and benefit from it.	<input type="checkbox"/>
O	During	17. Bring the trainee to the social life of the organisation	Integrate the trainee in the social life of the company: informal meetings, lunches/dinners, celebrations, games, parties. Make sure workers are aware of the importance of this aspect. Many times they are the organisers of socialisation and events within and outside the company, that the tutor or head of the organisation might ignore.	<input type="checkbox"/>
O	During	18 Challenge the intern	Never forgetting initial talks, be aware to recognize opportunities to develop new and different tasks and projects that can be important for you and that can please the trainee. Probably this extra help can allow you to develop actions you have lost in your tray, waiting for you to have time and resources.	<input type="checkbox"/>
F	End	19 Final evaluation of the internship and of the trainee	This moment is fundamental. Going back to the planning stage and working plan, you will have the items to discuss and evaluate the trainee and the internship. Some transversal evaluation items are: autonomy, initiative, work load organisation, punctuality, assiduity, social skills, motivation, etc. Note: This moment should be integrated in the internship plan. Use the daily record for this step.	<input type="checkbox"/>
F	End	19.1. Register the final evaluation	Have a grid to write and deliver the trainee your appreciation, covering both professional skills and social and personal aspects. Give this evaluation signed and stamped (if applicable) to the trainee. This form can be yours or it can be facilitated by the intermediary or sending organisation.	<input type="checkbox"/>

TYPE	WHEN	WHAT	DESCRIPTION	
O	End	20 Evaluate the hosting organisation	Ask the trainee for his/her opinion on the hosting organisation. Be curious about what he/she thinks of the plan/work, people and hosting structure and strategy. This will be fundamental for you to improve. To avoid evasive feedback, you can create a simple form/questionnaire around particular topics. You can use the ones of this checklist and/or others that are relevant to your organisation.	<input type="checkbox"/>
O	End	21. Ask the trainee a self-evaluation	Ask the trainee to make a self-evaluation (oral or written) regarding all items under evaluation (work plan, organisation, etc.), but especially regarding his/her efforts, contribution, motivation, relationships with colleagues, relation with tutor.	<input type="checkbox"/>
F	End	22 Certificate	At the end, give the trainee a certificate (e.g. attendance certificate, Europass mobility certificate) so he/she can attach it to his/her CV, proving this experience and the new skills/knowledge acquired. Be detailed on it: dates, tasks, organisation information and contacts, tutor and/or responsible name, department, date, signature, stamp. You can also require templates to the intermediary organisation working with you.	<input type="checkbox"/>
O	End	23 Recommendation letter	If you and the organisation consider the internship has been a success, due to the contribution and integration of the trainee, you should consider giving this extra support to the trainee, as it might help him/her to improve his/her career opportunities.	<input type="checkbox"/>
O	End	24 Farewell	Prepare a farewell moment, involving at least the people that were more important for the internship. It does not need to be big, but it has symbolic value. It can be enjoying some snacks or drinks at the end of the work day and/or giving a small gift/souvenir.	<input type="checkbox"/>
O	After	25 Evaluate with the team	Meet the team in order to evaluate the internship from the team's side and from the organisation point of view: what did the trainee bring, what did he/she gained, did the initial plan worked, what did we do good, what should we improve for the next trainees.	<input type="checkbox"/>
O	After	26 Keep contact	Plan to exchange communication with the trainee regularly, especially in the first period. The stress of arriving to a new place is well known, but the stress of leaving and going back to the departure place as a different person is also a reality. Your support can make a difference.	<input type="checkbox"/>
O	After	27. Add trainee to your networks	Include the trainee in your social or professional networks and in the networks of the organisation (e.g. LinkedIn). In this way you can both take a look at each other progresses and pathways taken after the internship ended.	<input type="checkbox"/>

PLACET OUTCOMES

1. Poster: [Project Poster](#) (»)
2. Leaflet: [Project Leaflet](#) (»)
3. Videos: [Good Practices –Interviews with Hosting Company Tutors”](#) (»)
4. Survey: [Company Needs](#) (»)
5. Brochure: [Information on Mobility Programmes](#) (»)
6. Guide: [Mentoring & Tutoring: Short Guide on Essentials to Quality Mentoring and Tutoring of an International Internship](#) (»)
7. Guide: [Intercultural approach to internships](#) (*available soon*)

CONTACTS

- TALK TO US:
Give us feedback on this checklist, we always want to improve. For information, doubts & suggestions, write us:
www.placet.org/#!about/cjn9
- VISIT OUR WEBSITE:
www.placet.org