

Internship

Employer Guidelines

School of Business & Hospitality

Pennsylvania College of Technology

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Internship Employer Guidelines

(effective August 2007)

INTRODUCTION

Internships work! In an internship experience, the student pays tuition and receives college credit for the designated course. The employer must agree to an internship placement, by signing a Training Agreement that outlines learning objectives to be accomplished by the end of a specified period, usually a school semester or summer session.

Internships are structured work-based learning educational strategies. The goal of an internship is to integrate classroom studies with learning through productive work experiences in a field related to the student's academic and career goals. This partnership of student, employer, and educational institution benefits all partners.

Internship experiences aim to bridge the gap from school to work and provide a meaningful learning experience for the student. In addition, the student receives guidance related to job search activities, work attitudes, and assistance with issues during the employment. The student gains industry-specific skills as well as increased feelings of productivity and self-worth. It is the opportunity to "get connected" in the field, which can lead to permanent employment. Employers are increasingly requiring applicants to have work experience in their fields before permanent employment is offered. Students with internship experience have an advantage in the hiring process.

Internships within the Pennsylvania College of Technology, School of Business and Hospitality may be either a required or an elective three-credit course for students enrolled in any of the programs offered by the school. **The internship requires a minimum of 225 hours of work during the semester or summer, for three credits or a minimum of 75 hours of work per credit.**



WHY DO EMPLOYERS PARTICIPATE IN INTERNSHIPS?

Employers of internship students have noted the following advantages:

- Highly motivated trainee-level (or more advanced, depending on the student) talent whose productivity often exceeds expectations, and who often provide useful suggestions for improving your work processes.
- Generally, these students more than earn the compensation they are provided.
- Students provide temporary help during a busy time.
- Students are useful for completing special projects.
- Opportunity to observe a student's performance before possibly making a commitment to full-time employment.
- Reduces some of the expense of recruiting, training, and orienting new personnel.
- Enhances company relations with colleges and students.

In addition, a national survey of employers who have hired former internship students indicated that:

- The work performance level of these students is higher than for other recent college graduates.
- Internship students advance more rapidly on the job and are more frequently promoted to supervisory positions.
- Internship students are more flexible in assuming work responsibilities.
- Internship students are more easily recruited at considerably lower cost and have the tendency to remain with the employer for a longer period of time.

HOW DOES AN EMPLOYER BECOME INVOLVED?

Most employers become involved with the internship program in one or more of the following ways:

1. Pennsylvania College of Technology solicits the participation of an employer.
2. An employer, recognizing the benefits, requests to be considered for participation.
3. A student requests that a particular employer be considered for participation.

WHAT QUALIFICATIONS MUST AN EMPLOYER MEET?

The employer must understand and be committed to the concept of internship education. Those who can provide internship positions that meet the following qualifications are encouraged to participate in the program.

1. The job must provide educational experiences in an area directly related to the student's course of study or career goals, as determined by the College in conjunction with the employer.
2. The job must provide learning meaningful and challenging experiences for the student.
3. The job should be relatively secure in order to provide a **minimum of 225 hours** of internship experience for a three-credit class, or a minimum of 75 hours per credit.
4. The employer will cooperate with Penn College and the student in jointly developing specific learning objectives for the internship period.
5. The employer will enter into a Training Agreement with Penn College and the student; the Training Agreement will represent the contractual relationship governing the parties.
6. During and at the conclusion of the work experience, the employer agrees to assist the College in evaluating the student's performance and progress toward meeting specified learning objectives.

7. The employer must practice and sign a statement agreeing to equal employment opportunities, and must provide a safe and secure work environment for the student.
8. Students performing internships are required to maintain a log of their hours and the tasks they performed during those hours. The employer should assist the student as required in preparing and maintaining the log.

DEFINITIONS/FUNCTIONS

Student/Employee

A student/employee is currently enrolled at Pennsylvania College of Technology and has completed certain prerequisites, within his/her program and/or department. He or she has applied for an internship within the School of Business and Hospitality and has entered into a Training Agreement. The student should be considered an employee subject to same rules and regulations as other employees and will be expected to conform to company policies and procedures.

Employer

An organization that hires a student, executes the Internship Training Agreement, and agrees to the guidelines provided herein. The employer should provide appropriate notification to the student/employee of rules and regulations, working conditions, and company policies and procedures, as with any new hire.

College

Pennsylvania College of Technology provides educational credits for training. The Department Internship Coordinator for the particular department of the School of Business and Hospitality from which the internship emanates will work with the employer and student to determine learning objectives and will monitor the program. The Department Internship Coordinator coordinates activities of participating students, maintains records, and will be the point of contact for employers with problems and/or questions.

Department Internship Coordinator

Generally there will be a faculty member in the department in which the student is enrolled or has selected an internship, who will approve the Learning Objectives set forth in the Training Agreement and will supervise the student's internship work experience. The Department Internship Coordinator will serve as the College contact for the student's work supervisor and will issue a grade for the student, taking into consideration input received from the employer.

Training Agreement

Document signed by all parties to outline the nature of the job and the anticipated learning experience.

Learning Objectives

Describe job tasks in terms of learning experiences anticipated to take place on the job. The objectives are developed by student, employer, and the Department Internship Coordinator. A job description can serve as all or part of the learning objectives.

Job Site Visit

The Department Internship Coordinator may visit the employer to determine suitability of site, review learning objectives, and execute the Training Agreement. A second visit may be made mid-point to review student progress. If the Department Internship Coordinator is unable to make an on-site visit, the mid-point review will be conducted via a telephone interview. A final visit or telephone call is made at the conclusion of the internship to evaluate student performance. It is important that the student and job supervisor be available during the visits and/or telephone contacts and every effort made to accommodate their schedules. Supervisors are always free to contact the Department Internship Coordinator at any time to discuss the student's progress or other issues which may arise relating to the work experience.

Evaluations

Employers are asked to assess whether each Learning Objective has been met. This information will be used by the Department Internship Coordinator, along with student's Activities Log and Narrative Report, to determine the grade. The employer should be accurate and fair in assessing whether the student has met the learning objectives.

ON-THE-JOB CONCERNS

- Students are required to notify both the employer and the Department Internship Coordinator if a prolonged absence from the job is necessary. Short term (1 to 2 days) absences should be dealt with according to employer policy; however, for excessive or extended absences, the employer is asked to call the Department Internship Coordinator as soon as possible. Often an intervention may be able to address the problem or issue and alternatives can be offered.

- In some cases, termination of employment may be necessary. This may be initiated by the employer or the student and may be for a variety of reasons from incompatibility to a lack of adequate work. Pennsylvania College of Technology requests that the employer notify the Department Internship Coordinator as soon as possible if termination arises. This will allow an attempt to resolve the issues through faculty intervention and assist the student. Timely notification is important. **Please keep in mind potential financial repercussions to the student if an internship is terminated before completion.**
- Students need supervision and feedback, both positive and negative, from their job supervisors. This enhances the employment experience. Other benefits include:
 - The employer will learn of any problems being experienced by the student which may adversely affect learning and/or productivity.
 - The student feels part of the employer's organization, and that his or her work is contributing to its success.
 - The employer will be given the opportunity to point out any shortcomings that may be evident in the student's work habits or skill level and to offer constructive criticism when warranted.

WAGES, SALARIES, AND STIPENDS FOR INTERNS

Financially compensating an intern is a tradition based on the very sound principle that learning by doing is more effective than learning by observation. Compensation greatly enhances the likelihood that the internship student will be assigned meaningful and productive tasks. In short, a paid intern becomes a worker, not a watcher. Pennsylvania College of Technology students bring definitive and valuable skills to their jobs and become productive quickly. Generally, we strongly suggest that they be paid at a rate equal to that of other employees performing similar tasks at the same level of productivity.

OTHER INFORMATION

These "Internship Employer Guidelines" are intended as a general introduction to the School of Business and Hospitality Internship program. Hopefully, they will serve to answer most employer questions. A key factor in the success of internships is built-in flexibility, which allows custom tailoring to meet the needs of individual students and employers.

Welcome! Best wishes for a long and productive association with the Pennsylvania College of Technology and the School of Business and Hospitality

If you have further questions, please contact the Department Internship Supervisor or the School of Business and Hospitality:

School of Business and Hospitality
Pennsylvania College of Technology
One College Avenue
Williamsport, PA 17701

(570) 326-3761

SAMPLE FORMS APPLICABLE TO STUDENT INTERNSHIPS THROUGH THE *SCHOOL OF BUSINESS AND HOSPITALITY* ARE ATTACHED TO THESE GUIDELINES.

Intern _____ Program _____ Date _____
(please print)

Employer/Supervisor _____
(please print)

Address _____ City/State/Zip _____

Phone _____ Fax _____ E-mail _____

Intern's immediate supervisor _____ Work period _____ to _____
(please print)

Hours per week _____ Rate per hour _____

Please read the below *RESPONSIBILITIES* prior to signing the Training Agreement

Student: Adhere to all employer policies and *Student Responsibilities* booklet; make every effort to complete Learning Objectives during work period; notify employer and Faculty Coordinator of any illness or emergency that interferes with completion of program; and contact Faculty Coordinator prior to terminating program/placement.

Employer: Provide varied work experience and training opportunities as described below under Learning Objectives and in the *Employer Guidelines* booklet; and assist the College in evaluating the performance of the student; provide a safe and healthful working environment and meet with student and College representative as needed; provide the number of work hours needed per credit. **Please contact the Faculty Coordinator if you have any questions or concerns.**

College: Provide the student with instruction in job related skills prior to placement; meet with the employer to review the Learning Objectives; periodically visit the student at the Internship site where geographic location permits; grant credit for completion of successful work period.

Employer/Supervisor _____ Student _____
(signature) (signature)

College Representative/Faculty Coordinator _____
(signature)

Affirmative Action Statement

_____ hereby affirms it is an equal opportunity employer, offering employment without
(name of organization)
regard to race, color, religion, sex, national origin or age and provides Equal Employment Opportunity to handicapped individuals,

disabled veterans, and veterans of the Vietnam era.

Name _____ Title _____ Date _____
(signature)

****This original signed agreement is to be returned to the School Office.***

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School of Business & Hospitality
INTERNSHIP EMPLOYER GUIDELINES

Student _____ Date _____

Employer or Institution _____

Address _____

Person Contacted _____

RATING (Faculty Coordinator assesses student's performance from interview with employer and student. Any deficient areas should be noted with recommendations/interventions for correction.)

Assessment	Superior	Satisfactory	Needs Improvement
Attendance			
Punctuality			
Appearance			
Attitude			
Quality of Work			
Meeting Learning Objectives			
Interpersonal Skills			
Sense of Responsibility			
Overall Performance			
Maintaining Log			

COMMENTS: _____

Faculty Coordinator _____
Signature

STUDENT
NAME _____ DATE _____

EMPLOYER _____

Instructions to supervisor: Please check the appropriate category. Please comment on any "Needs improvement" ratings.

I. APPEARANCE

_____ Always appropriate to environment
_____ Acceptable
_____ Needs improvement (*please explain*)

II. ATTENDANCE

_____ Excellent
_____ Satisfactory
_____ Needs improvement (*please explain*)

III. PUNCTUALITY

_____ Excellent
_____ Satisfactory
_____ Needs improvement (*please explain*)

IV. DEPENDABILITY

_____ Exceptional
_____ Satisfactory
_____ Needs improvement (*please explain*)

V. JUDGMENT

_____ Demonstrates good judgment
_____ Satisfactory
_____ Needs improvement (*please explain*)

VI. INITIATIVE

_____ Seeks out work to be done
_____ Satisfactory
_____ Needs improvement (*please explain*)

VII. WORK PERFORMANCE

_____ Excellent
_____ Satisfactory
_____ Needs improvement (*please explain*)

VIII. COOPERATION

_____ Works exceptionally well with others
_____ Satisfactory
_____ Needs improvement (*please explain*)

IX. CUSTOMER OR CLIENT RELATIONS (*if applicable*)

_____ Excellent with customers/clients
_____ Satisfactory
_____ Needs improvement (*please explain*)

X. INTEREST IN WORK

_____ Enthusiastic
_____ Interested
_____ Lacks interest

XI. TECHNICAL KNOWLEDGE AND SKILL LEVEL

_____ Highly competent
_____ Satisfactory
_____ Needs improvement (*please explain*)

XII. OVERALL RATING

_____ Excellent
_____ Satisfactory
_____ Needs improvement (*please explain*)

Would you consider this student for another internship? Yes _____ No _____

Would you consider this student for full-time permanent employment? Yes _____ No _____

Would you consider another intern? Yes _____ No _____

COMMENTS ON PROGRESS IN ACHIEVING LEARNING OBJECTIVES _____

PERSON COMPLETING REPORT _____ DATE _____

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