



## Internships Resourcing Guidelines

VSO aims to offer high quality internships which provide interns with the opportunity to:

- Learn a profession in the workplace and acquire knowledge from experts
- Work in a framework which will allow them to develop existing and new skills
- Consolidate learning from their academic studies
- Work in a diverse environment, contributing to the development of VSO

In order to promote fair and productive internships, VSO aims to adhere where practical to the following principles:

### Recruitment

Intern recruitment should be first discussed with your business partner or regional/country people manager. The internship vacancy will need to be uploaded and approved on VSO Recruit in the same way as an employee vacancy. Recruitment should be conducted in an open and transparent way to enable fair and equal access to available internships. The advertisement should give a clear indication of how long the internship will last and, at interview, the intern should be told that there is no expectation the internship will lead to an employee contract.

[See accompanying process flow map for further guidance on Recruitment Process.]

### Induction

Interns should receive a proper induction to VSO to allow them to fully integrate. Particularly for those coming straight from university, interns may find the workplace intimidating. It is important to introduce them to the team and the values of the organisation to help them integrate smoothly. Where possible, interns should attend the global employee online induction event organised by the Learning & Development team.

### Line management\*

The intern's line manager should ensure they allow sufficient time in their work schedule to provide support, act as a mentor, discuss expectations, review performance and provide constructive feedback. It is particularly important to have frequent meetings with the intern during the initial stages as they get comfortable in the role. Pairing the intern with a work "buddy" can provide further support.

### Treatment

During their time with VSO Interns should be treated with exactly the same degree of professionalism and duty of care as regular employees. They should not be seen as 'visitors' to the organisation, or automatically assigned routine tasks that do not make use of their skills.

### Duties

Interns should be involved in research and other projects which relate to/build on their academic studies. They SHOULD NOT be given the full work responsibilities that would normally fall to an employee. If in doubt, speak to your Business Partner/Regional People Manager. Managers should

attempt to offer exposure to a variety of tasks so that internship is a true learning experience for the individual.

### Duration

Internships typically last for 2-3 months. Although they can be extended beyond this point there should be clear benefit to both parties in doing so. Interns are not contractually obliged to work any set hours. Although they can agree to work up to 5 days per week, flexibility should be provided so that they can meet other commitments such as study, attending recruitment fairs, interviews etc. In certain cases, the number of hours per week that a (current) student can devote to an internship may be limited, for example where the intern is on a student visa or their University imposes its own restrictions.

### Cost

VSO interns are voluntary roles and are therefore unpaid. However, VSO will reimburse travel and lunch costs in line with the expenses policy. The team hosting the intern will be required to cover the cost of these expenses from its own budget.

### Policies

Interns will be required to abide by the standard VSO policies such as, health & safety, confidentiality and code of conduct, among other relevant policies.

### Feedback

Interns should be given the opportunity to provide feedback on their experience, enabling VSO to reflect on its own performance in delivering internships. As part of the continuous monitoring and evaluation of the internship programme, please send any suggestions for improvements to your business partner.

These principles should **contribute to the experience and development of the intern** and **improve organisational performance** by allowing VSO to get the most out of interns.

\* Suggested topics for discussion at review sessions include:

- What has the intern learned and how have they developed during the internship?
- In what ways have they been able to consolidate learning from their academic studies when in the work place?
- What projects have they completed or contributed to?
- How well do you and the intern think they have performed and have they have met objectives?
- What are their strengths and weaknesses, and where have they shown real aptitude?
- What have been their biggest/proudest achievements?
- In what ways are they better prepared for a career beyond the internship after it has been completed (this can include 'soft' skills as well as specific technical skills)?
- What areas for development do you suggest that they concentrate on in future roles?

To help the flow of the conversation, it can be beneficial to give the questions to the intern in advance so that they have time to think about the topics that you will be discussing.

The guidelines below are from the UK; however, the information may be useful to non UK managers as well:

[www.acas.org.uk/media/pdf/e/4/Internships\\_that\\_work.pdf](http://www.acas.org.uk/media/pdf/e/4/Internships_that_work.pdf)