

HEALTH CAREERS ACADEMY



Internship Site Information



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PROJECT LEAD THE WAY

PLTW

Health Careers Academy High School
Principal Traci Miller
Stockton Unified School District
931 East Magnolia Street, Stockton, CA 95202
<https://hca-susd-ca.schoolloop.com/>
(209) 933-7360

Potential Internship Site Letter

Dear Potential Internship Site,

Thank you for your interest in providing internship opportunities for the students of Health Careers Academy. We appreciate your willingness to be a part of an educational program that provides students with valuable knowledge and insights into career planning and the world of work.

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Health Careers Academy has been coordinating work based learning opportunities for high school students for the last four years. Work-based learning encompasses internships which are structured opportunities for students to understand the relevance between classroom learning and the world of work, while participating as productive employees in a company or organization. These work-based opportunities allow students to explore areas of personal and career interest, to acquire the skills necessary to be successful employees and to formulate goals and plans for their futures.

The enclosed packet is designed to assist you in preparing an internship opportunity and planning of the student in your place of business. It includes the following information:

- Employer Guidelines for Working with Interns
- The Role of the Workplace Supervisor
- Steps for Employers Requesting and Hosting Interns
- Answers to Questions Frequently Asked by Employers
- Preparing for Your Student
- Supervising Teenagers
- Creating and Planning Intern Projects

Also included in this packet is the Employer Request Form for interns. If, after reading these materials, you are interested in hosting an intern, please complete the form and return it to the front office at Health Careers Academy. We will then begin the process of matching your needs and interests with those of one or more of our students and we will have a parent/student orientation where expectations are clearly defined.

Throughout your involvement in our program, our staff is available should you need assistance of any kind. We can assist in creating the internship position and provide ongoing support during the internship to solve problems or answer questions. It is our goal to make the internship a meaningful experience for the students and the employers participating in the program.

Thank you so much for your interest. We are confident that you will come to embrace the PASSION HCA students demonstrate. We look forward to working with you. Please feel free to contact us at (209) 933-7360 should you have any questions.

Sincerely,

Traci Miller

Traci Miller

Principal

tmiller@stocktonusd.net

Maxine Areida

Maxine Areida

Work Experience Instructor

MaxineAreida@stocktonusd.net

Employer Guidelines for Working with Interns

Basic Responsibilities

- Understand the students' goals and objectives in joining the internship program.
- Clarify internship responsibilities with the students and direct worksite supervisor before the internship begins.
- Stress the importance of nondisclosure/confidentiality as it applies to your specific worksite.
- Stress the importance of conduct rules and reasons for immediate termination of internship.
- Review safety rules and emergency procedures, including location of emergency exits, fire extinguishers and first-aid kits.

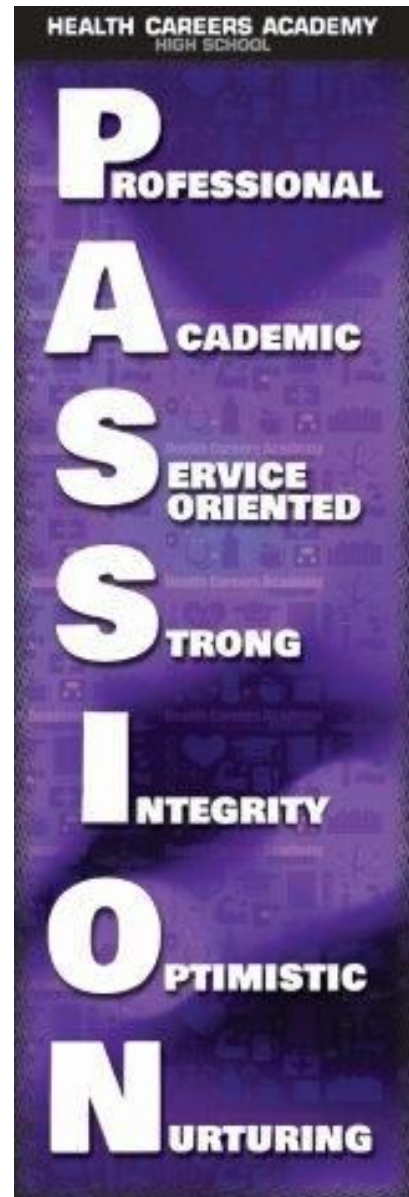
Even the most motivated student needs help from you to do their best during the internship. Things only you can provide include:

- Specific and realizable goals towards which to work
- Tasks which promote new skills
- Tasks that keep students involved
- Feedback on the student's progress, strengths and weaknesses
- A comfortable and safe environment
- Effective ways to cope with possible frustrations and problems
- Long-term projects
- Open channels of communication with you
- Clear boundaries for acceptable and unacceptable behavior

Feedback

Feedback is most useful when it is frequent, honest and constructive. Here are some strategies you can use:

- Meet with each student on a regular basis
- Review what each of you sees as progress
- Define areas that still need improvement
- Make concrete suggestions for improvement
- Focus on what the student is doing right rather than what he/she is doing wrong



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The Role of the Workplace Supervisor

The role of the workplace supervisor is to act as a role model, trainer and mentor. You will assist the student(s) make the connections between the world of work and the importance of doing well in school.

You can do this by:

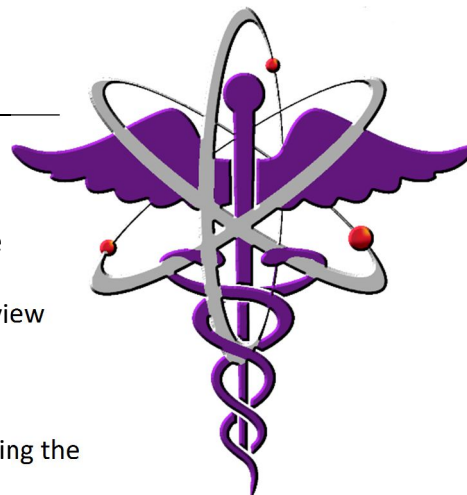
- Explaining carefully expectations of the company.
- Providing training, mentoring and ongoing guidance.
- Providing continual feedback on performance.
- Written evaluation provided by Health Careers Academy High School. Meet with the student at the end of the internship to provide assessment results.
- Showing the relevance of schoolwork. Students may observe and practice how English, Math, problem solving and other basic skills are used each day on the job.
- Demonstrating necessary workplace skills. Students should be introduced to the skills required for success in your field of work.
- Emphasizing teamwork. Students will discover how each person and department plays an important role in the production or service delivery process.
- Assigning work projects and monitoring performance against the workplace standards.
- Monitoring attendance, ensuring compliance with workplace policies, introducing the intern to other employees and providing training, as well as frequent encouragement and feedback.
- Being available when the intern is working. If you need to be away, designate someone to fill in for you.
- Providing feedback to the Health Careers Academy High School representative about any changes in the students' schedules, about any performance difficulties or about any other problems with the placement.
- Supporting students who may have required assignments in order to receive credit for internship.

Steps for Employers Requesting Interns

1. Please read the entire packet and the cover letter. This packet contains important information you should be aware of.
2. Complete the form entitled **Employer Request for Interns** enclosed in your packet. Please complete a separate form for each available position, specifying how many interns could be accommodated in that category.
3. Return the **Employer Request for Interns** form(s) to Health Careers Academy High School, attention Maxine Areida/Traci Miller.
4. A Health Careers Academy High School representative will contact you to forward pre-screened student resumes, or they can directly match students for each position – whatever you prefer.
5. If you would like, internship interviews can be set up by the school representative or by your worksite. In some cases, interviews will not be necessary. In any case, please forward the names of the students selected for the internship to your school site representative.
6. Sign **Internship Agreement** form. After the start and end date is established, the school site representative will set up and appointment to meet with each student and his/her respective supervisor to sign the **Internship Agreement** form.
7. A final evaluation will be mailed to you at the end of the internship. Please complete the evaluation, review it with your intern (very important) and mail back to the school site representative.

If you have any questions or any problems with placements,
please contact Maxine Areida at (209) 933-7360 ext 8667.
We are here to help make this a successful experience for all!
Thank you!

Answers to Questions Frequently Asked by Internship Sites



How do I begin?

Start by filling out the form entitled Employer Request for Interns. We will find the most appropriate students to fill the internship position(s). You will then receive a call from us to answer any further questions and set a time for you to interview one or more students.

Are the students paid for their internship?

This varies depending on the business or organization providing the internship. Some interns receive salaries, stipends or scholarships. If you are using the intern in an employee role, no less than the minimum wage should be paid to the students. When students are paid, a work permit is required.

Who selects the intern?

Students will be screened by the school site representative, taking into consideration their skills and interests, before referring them for a specific internship. You will be contacted and one or more students will be referred to you for interviews. At the conclusion of the interview(s), you may offer an internship or not. You will inform the school site representative which student(s) have been selected.

How long is an internship?

Internships can run from six weeks to ten weeks, but for the student's NAF Certification, they must complete two internships of 60 hours each or one 120 hour internship. The internship allows the student and the employer some flexibility to determine a mutually agreed upon time for the student to work. Whatever the time agreement, the emphasis is on creating an experience that will allow the student to experience a real work setting.

What about insurance?

For unpaid students at your worksite, insurance is taken care of through Stockton Unified School District's Work Experience Program. For paid internships the student would be covered by the employer's normal Workers' Compensation Insurance, just as if the intern were an employee.

What if it's just not working?

The internship experience must work for the employer, the student and the school. The school site representative will assist with communication, will make periodic contacts and help out with any problems that may develop. We acknowledge the possibility of unsuccessful placements and encourage the employer and the student to recognize when the placement isn't going well. The school site representative will assist the employer and the student in making an orderly transition. In addition to the real life experience students receive, they will also be earning a grade for a class.

How does having an intern benefit my business?

- Ensure that students entering the workforce will be adequately trained, thus alleviating some of the burden of future training costs to create a pool of potential applicants
- Influence on the kinds of skill(s) students will develop, including those needed in your industry

- Expand the interpersonal, training and supervisory skills of current employees as they mentor interns
- Increased company morale
- Contribute to the community and assist schools by providing meaningful educational opportunities
- Building vibrant schools and communities
- Positive exposure

Preparing Internship Sites for Your Student Intern

Student Orientation

The key to a successful internship is to develop clear expectations, skills to be mastered and projects or tasks to be accomplished. Just like new employees, student interns benefit greatly from a thorough orientation of the workplace. The student's orientation should take place the first day and be clear and specific. The more information you provide, the more successful the internship will be.

Creating an Internship Description

It is essential to have a clear concise internship description that outlines the skills to be learned, and tasks or projects for which the student will be responsible. A clear job description can be used as a tool for supervising and evaluating the intern's performance and knowledge.

Training

Effective training is an important part of the internship experience. Four steps to effective training:

1. Preparation
 - a. Develop a training plan listing the tasks and skills required for an internship
 - b. Decide when and how training will be accomplished
 - c. Decide who will conduct the training
2. Telling and Showing
 - a. Describe what should be done
 - b. Demonstrate how to do the task
 - c. Ask questions, check for understanding
3. Practice
 - a. Allow intern to do the task
 - b. Correct errors
 - c. Ask interns to describe what they are doing
4. Performance
 - a. Allow interns to work on their own
 - b. Designate someone to go to for help
 - c. Check frequently for progress
 - d. Ask questions
 - e. Provide feedback on performance

Key Elements of a Quality Internship

- The nature of the internship is related to the educational goals and career interests of the student
- The student, worksite supervisor and school site representative design the internship experience
- The student has expressed his/her desired internship outcomes
- At the internship site, the intern has an immediate supervisor who provides directions or instructions and close supervision initially, then supervision as necessary
- There is periodic evaluation of learning by the worksite supervisor and the school site representative
- When the targeted level of competence is acquired, the intern is introduced to new responsibilities

Supervising Teenagers

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The Rules of the Workplace

Teenagers often need to be told things about the workplace that you might assume “everyone knows.”

- What are they being paid per hour (if applicable)?
- When will they get their paycheck (if applicable)?
- What is the protocol if they have a schedule conflict?
- What should they do if they cannot come to work?
- What happens if they are late? Absent?
- Who depends on the work they do? What happens if they do not produce?
- How will their work be evaluated?
- What happens if they have more than one supervisor? If their supervisor changes?

Set Goals

Decide on goals with the students and ask them to pay attention to their own progress. Encourage them to stretch and achieve. Ask them what they would like to accomplish in relation to the work-based learning plan and tell them what you think would be a reasonable and measurable set of goals toward which to work. For example, if a student wants to achieve “Advanced” skill level in a certain area, develop a project with him/her that will help the student attain the goal.

For an internship to be a learning experience, students need to be given tasks that make demands on their intelligence and their skills. Whenever possible, shape the job requirements to take advantage of the particular talents of each student.

Encourage Involvement

Teenagers have a lot of energy. They need to be active participants, not passive observers. Encourage their involvement and give them enough work to test their capacity. When the pace of work changes and there is little for them to do, help them learn another skill.

Give Feedback

Teenagers need to hear you say how they are doing. Like other workers, they thrive when they know their efforts are valued, even if they do not succeed at everything they do. That is why it is important to give them feedback, to identify their strengths and talents, to help them accept mistakes as part of the learning process and to encourage them to persist and master new skills. Schedule frequent, short sessions to evaluate the student; this fosters open communication between supervisor and intern.

Foster Communication

Be willing to answer what might seem to be obvious questions. Encourage the students to ask questions about anything they don’t understand or about any specific interests they might have. Ask the student questions about him/herself to create rapport.

Always feel free to contact your HCA school site representative.

Creating and Planning Projects for Interns

The following template can be used for internship site coordinators to develop and implement projects for interns to complete. Below each heading, find questions to consider as you prepare.

Project Goals

- What is the end result of this project for you?
- What will the intern gain from completing this project?

Project Skills

- What skills does the intern need to have in order to complete this project?
 - What skills should the intern have PRIOR to starting this project?
 - What skills will the intern GAIN from completing this project?

Project Resources

- What equipment/resources will the intern need?
 - Examples: computer, work space, appropriate contacts, office equipment, staff, etc
- How will the intern know what resources/equipment are available to them?
 - Examples: staff listing, handbook, office equipment training, etc

Choices for the Intern

- Can the intern choose how he/she will complete this project or is it predetermined?
- Can more than one approach to completing the project be used or are there specific steps necessary?

Project Planning

- What is the timeline for this project?
- What are the major deadlines?
- Is it necessary to set up meetings as this project progresses?
- How can you make sure your intern is focused on completing this project?

Evaluation and Project Completion

- How will you evaluate your intern's work?
- How will you evaluate your intern's experience?
- How will you evaluate your supervision of your intern?
- Will this project outcome be displayed? Presented? Used in daily work by others?
- Can the intern keep a copy of the completed project?

Employer Request for Interns



Title of Internship Position: _____

Name of Organization: _____

Address, City, Zip: _____

Contact Person: _____ Title: _____

Phone: _____ Fax: _____ Email: _____

Department: _____ Number of Internships Available: _____

Brief Description of Your Organization:

Internship Description:

Qualifications/Skills Desired (required skills/classes, health certifications, etc):

Benefits to Interns (What they will learn):

Term of Internship:

Approximate Internship Hours Per Week: _____ Preferred Days: _____

Business Hours: _____ Compensation: Non Paid Paid (hourly rate \$_____) Stipend (\$_____)

How did you hear about this program?

Health Careers Academy High School Internship Training Agreement

Student Name:

Student ID:

Internship Site:

Internship Site Supervisor:

Internship Site Supervisor Job Title:

Internship Site Address:

Internship Site Phone:

Internship Supervisor Email:

Duration and Hours of Internship:

Start Date: _____ End Date: _____

Frequency: Sat Sun Mon Tues Wed Thurs Fri

Start Time: _____ End Time: _____

1. Intern's Responsibilities

Insert the student's professional learning goals in priority order.

2. Additional Job Requirements

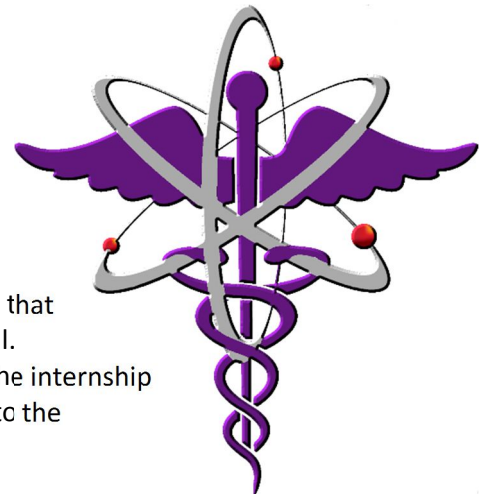
3. Dress Code

4. Site Supervisor Responsibilities

Insert the site supervisor's responsibilities here.

5. Confidentiality Agreement:

Since the intern will be working with client/customers, the employer asks that information to which the intern has access will remain strictly confidential. Violation of any of these confidences shall be grounds for removal from the internship program and from the internship site premises. This information applies to the following, but is not restricted to those items mentioned here:



- a. Names and addresses of clients/customers
- b. Financial information about clients/customers or internship site
- c. Bank or depository institution used by internship site or supervisor
- d. Personal information about internship site, supervisor, or clients/customers
- e. Internal operations of internship site

6. Method of Transportation (How will you get to your site?)

7. Code of Conduct

As an intern, I understand that I will be required to follow the following standards of appropriate workplace conduct while I am on the job:

- a. I will be punctual and conscientious in the fulfillment of my commitment and duties
- b. I will accept supervision graciously
- c. I will conduct myself in a dignified, courteous, and considerate manner.
- d. I will take any problems, criticisms, or suggestions to my supervisor.
- e. I will follow all company policies and procedures (dress code, safety training, etc.)
- f. I will always knock on closed doors.
- g. I will not chew gum or eat food while working.
- h. I will not bring friends to the work site.
- i. I will not accept tips.
- j. I will always notify my supervisor before I am expected if I am not able to report for work.
- k. I will only work when and where assigned.
- l. I will refrain from loud talking and laughing.
- m. I will not use company phones for personal calls, and I will refrain from using my personal cell phone.
- n. I will not discuss race, religion, or politics with customers.
- o. Interns are required to follow the same code of conduct as other members of the work place. Always remember that you are representing the company and Health Careers Academy High School to the public.
- p. I will adhere to the HCA PASSION standards at all times while conducting my internship responsibilities.

Parent/Guardian Consent

By signing below, all parties agree to comply with the roles and responsibilities set forth in this contract and these guidelines.

Worksite Supervisor/Date

Student Intern/Date

School Site Representative/Date

Parent/Guardian/Date