



Wake Young Women's  
Leadership Academy

# Internship Workbook

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# Introduction

## School-to-Career

School-to-Career is an initiative — a philosophy — a method of delivering curriculum. The Wake County Public School System believes that all children learn better when information is made relevant. WCPSS believes that relevancy occurs when students link their school curriculum to workplace realities.

Wake County's pursuit of an ambitious academic achievement goal has focused attention on motivating students to excel academically in school and to make wise career choices. School-to-Career directly reinforces the school system's work towards its high academic achievement goals: more students at or above grade level, fewer students dropping out of school, and more students going on to post-secondary education or training.

Work-based learning experiences are a valuable component of the School-to-Career program. Students who participate in work-based learning experiences are prepared to be career focused and globally competitive. Work-based learning experiences provide an integration of core and technical instruction, which enhances the overall curriculum, increases learning, promotes instructional rigor and meets the educational needs of all students.

Wake County Public School System offers a variety of work-based learning (WBL) opportunities that are available to all high school students. Job Shadowing gives the student the opportunity to watch someone work for a half day. Internships are career-track jobs that link what the student is learning in school to what they are learning in the work-place. Internships require 135 or more hours of work. Short-Term Work Experiences are like Internships, but require less hours. Apprenticeships combine school work with on-the-job training. Apprenticeships started in high school continue for one or two years after high school. All of these WBL activities can occur during or after school hours.

This *Internship Workbook* provides information on the internship guidelines, student expectations, instructions, objectives, and grading rubric.

# Internship Overview

An internship is an experience in which a high school student learns by taking on a responsible role as a worker in a company or organization and then reflects on what happened while the student was in the workplace. The Internship Program is a supplement to formal classroom instruction. Its intent is to significantly add to the vitality of the instructional program and to impact the courses that a student has taken or will take. Internships are recommended for juniors and seniors, must be in good academic standing, and must have their own transportation. Students are responsible for securing their internship placement. Students must complete at least 135 contact hours and will earn a credit for the internship that will be on the transcript, although the letter grade will not be factored into the student's GPA.

Internship Requirements:

## Pre-Internship

- ✓ Conference with Internship Coordinator  
(Transportation, scheduling, counselor approval, expectations, and possible placements – must be off campus)
- ✓ Complete internship application
- ✓ Complete Code of Conduct
- ✓ Complete Internship Agreement

## During the Internship

- ✓ Complete workplace orientation
- ✓ Complete learning objectives
- ✓ Track and complete of a minimum of 135 contact hours
- ✓ Complete at least 10 journal entries
- ✓ Maintain communication with your Internship Coordinator
- ✓ Internship Coordinator will complete a site visit

## Post-Internship

- ✓ Complete electronic summary of experience  
(PowerPoint presentation, Prezi, video)
- ✓ Participate in final presentation
- ✓ Complete student evaluation
- ✓ Completed internship supervisor's evaluation
- ✓ Complete thank you cards
- ✓ Internship Coordinator will award final credit

**Internship Scheduling:** Internships do not have to correspond with the school calendar. A student is free to apply and begin the internship anytime during the school year. Credit and grades are assigned after the student completes all requirements and submits all work to the Internship Coordinator. It is highly recommended that the internship be scheduled during 4<sup>th</sup> Block.

An Internship requires a student to be at one site. Students are not allowed to intern at multiple job sites and combine hours.

# Traits of a Successful Worker

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## Responsible

- Work hard for excellence, even if a task is unpleasant.
- Pay attention to detail.
- Work toward high standards of attendance, punctuality, and attitude.

## Confident

- Believe in your own self-worth, skills, and abilities.
- Be aware of how your emotions, behavior, and attitude can affect others.
- Take responsibility for your actions.

## Sociable

- Be friendly, sensitive, and polite to others.
- Be interested in what other say to you.
- Be flexible so you can interact with people from different backgrounds.

## Self-Managing

- Know your own abilities, skills, and knowledge.
- Set realistic personal goals and be self-motivated to achieve them.
- Use others' criticism and feedback to improve yourself.

## Honest/Ethical

- Know your community's and organization's code of ethics.
- Know how behavior that violates these codes hurts individuals and the organization.
- Be committed to ethical behavior in the workplace.

# What do Employers Expect of Me as an Intern?

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## Employers expect me to:

- Come to work every day. . .on time.
- Make smart decisions.
- Follow directions.
- Concentrate on my work and care about the quality of my work.
- Read, write, and calculate well.
- Recognize problems and find solutions.
- Finish a job when I'm supposed to without sacrificing quality.
- Be honest and dependable.
- Take the lead and work hard.
- Communicate well and get along with other people, especially customers.
- Dress properly and practice good grooming.
- Be cooperative.
- Have a positive attitude.

## Skills for Success in the 21<sup>st</sup> Century:

### *What skills are employers looking for?*

#### 1. THE ABILITY TO LEARN

With technology changing so rapidly, more than ever, employers are searching for employees who can acquire, process, and apply new information.

#### 2. THE BASICS: STRONG READING, WRITING, AND MATH SKILLS

Companies are increasingly demanding that their new employees have these basic skills.

#### 3. GOOD COMMUNICATION SKILLS – ESPECIALLY LISTENING AND SPEAKING SKILLS

Good communication skills are the single most important factor in workplace success after having an understanding of one's job.

#### 4. GOOD INTERPERSONAL COMMUNICATION SKILLS – ESPECIALLY GOOD ATTITUDE

A good attitude about one's job and motivation to take initiative on important issues and ideas are key to being successful in any job.

#### 5. CREATIVE THINKING AND PROBLEM-SOLVING SKILLS

People who can recognize and define problems, come up with new approaches and solutions and put them into action help a company stay competitive. This is a very important skill employers are looking for in this tight economy.

## WCPSS School to Career Internship Program

### INTERNSHIP SUPERVISOR: GUIDELINES FOR BEGINNING INTERNSHIP

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*The student intern should complete the learning objectives prior to meeting with the supervisor.*

The student should begin the internship by discussing with you the learning objectives and the intern's responsibilities. The expectation is that the two of you will review these and adjust them to the needs of the internship provider.

Efforts have been made to match the student's learning objectives with the internship provider. However, the needs of the provider will supersede the original expectations of the student so long as they are related to the school system's goals of the student's internship experience.

Intern \_\_\_\_\_ school year \_\_\_\_\_

Intern's industry-related Learning Objectives:

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Intern's Responsibilities:

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We have discussed the intern's Learning Objectives and have listed the intern's responsibilities with those objectives considered.

Internship provider \_\_\_\_\_ Supervisor \_\_\_\_\_  
Organization

Intern \_\_\_\_\_ date \_\_\_\_\_

## WCPSS School to Career Internship Program

### INTERNSHIP JOURNAL

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The internship journal provides an opportunity for you to write about your learning experience. There are several ways that you can use your journal to examine your internship experience. Some of its uses are to examine new knowledge and skills, to discover what you feel as a result of experiences in your internship, and to reflect on your own learning. In your journal you can reflect on successes or problems, as well as anxieties or other feelings you have about your class or your internship. You may record your responses to difficulties that come up during the course of your internship. In addition, you may record your personal reactions to teachers, internship coordinators, supervisors or co-workers or groups you take part in. You may use the journal to record any problems you are having that interfere with your learning experience.

Ten (10) journal entries are required over the course of the internship.

#### **Required Journal Entries:**

1. Define the purpose of the business/organization – what they do, structure, who are their customers, etc. What is your job description – what will you be doing, who will you work with, where do you fit in, etc.?
2. How has your classroom experiences prepared you for the internship? What do you wish you had learned prior to the internship?
3. How has this experience affected or changed your career/college plans?
4. What do you feel is your main contribution to your internship site? What have you done at your internship that makes you proud? Why?
5. What have you learned about yourself and what you want in a career?
6. How is the internship meeting or not meeting your expectations and why?
7. Describe the work atmosphere. How are decisions made, is it cooperative or competitive, what is the dress code and work ethic of the organization?
8. What other careers have you observed in your internship that you would like to learn about and why?
9. What are some acronyms or terms that you have learned that are related to the industry.
10. What major problems or frustrations have you experienced or observed in your work? How did you handle it?

## WCPSS School to Career Internship Program

### ELECTRONIC SUMMARY

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As part of the final exit project, student interns must put together an electronic summary of their experience. Students can use PowerPoint, Prezi or some type of video presentation. Parents and internship supervisors are welcome to attend the presentation.

The Presentation must include the following:

- Description of the organization
- List of duties, responsibilities, and specific skills required
- What you gain from this experience
- Pictures of student and pictures of the facility
- Pictures of supervisor and/or others who were influential in the experience
- Relationship of internship experience to classes/coursework
- Summarize overall experience
- Explain your future career plans after high school
- Be creative





# WCPSS School to Career Internship Program

## INTERNSHIP TIMESHEET

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Students are required to track their internship hours by date/time. A copy of the completed time sheet must be turned in to the Internship Coordinator at the end of the internship. Make copies of this form as necessary. Please have the Internship Supervisor sign it upon completion of the internship to verify the total hours worked.

Date	Arrival Time	Departure Time	Total Hours	Date	Arrival Time	Departure Time	Total Hours
TOTAL HOURS:				TOTAL HOURS:			

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Internship Supervisor Signature

date

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Student Internship Signature

date

## WCPSS School to Career Internship Program INTERNSHIP SITE VISIT CHECKLIST

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Student Intern \_\_\_\_\_

Internship Location \_\_\_\_\_

Internship site visit date & time \_\_\_\_\_

*The student intern must provide any specific driving/parking directions to the Internship Coordinator.*

- The student is responsible for coordinating the date and time of the site visit with the Internship Coordinator and Internship Supervisor.
- The site visit should occur at approximately half way through the internship.
- The goals of the site visit include:
  - Accountability/verification of student work and hours
  - Open communication between the Internship Coordinator, Student Intern, and Internship Supervisor
  - Student intern will perform and/or describe their internship responsibilities and communicate how they align with the intern's learning objectives
  - Internship Supervisor may provide feedback on the intern's work thus far
  - Remind the student and inform the supervisor of the upcoming internship presentation
  - Determine any follow-up if necessary

**WCPSS School to Career Internship Program**  
**ORGANIZATION SUPERVISOR INTERN EVALUATION**

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Intern's name: \_\_\_\_\_

Number of hours worked: \_\_\_\_\_ Organization: \_\_\_\_\_

Supervisor Name & Title: \_\_\_\_\_

Brief description of intern's experiences: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Note to sponsor:** This form was developed to help the Internship Coordinator assign the student's academic credit. It is suggested that you share this evaluation with the student intern before sending to the Internship Coordinator. We realize that not all categories listed below may be applicable to this particular internship. Please check only those items you feel comfortable evaluating. Thank you for your assistance and cooperation.

Personal Qualities	Excellent	Above Average	Average	Below Average	Not Applicable
Accepts and fulfills responsibilities					
Exercises good judgment					
Is friendly and courteous					
Accepts and understands the needs, feelings, and faults of others					
Is accepted well by other employees					
Is dependable					
Is willing to accept suggestions					
Conscientious in fulfilling assignments					
Follows directions					
Work is neat and accurate					
Is honest and sincere					
Reports to site on time					

Personal Qualities	Excellent	Above Average	Average	Below Average	Not Applicable
Calls if unable to attend					
Is cooperative and industrious					
Is creative					
Shows initiative					
Is flexible and adaptable					

Please evaluate overall performance:

Circle one:      10      9      8      7      6      5      4      3      2      1  
                          Excellent      Above Average      Average      Below Average

Comments:

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Supervisor's signature \_\_\_\_\_ Date \_\_\_\_\_

Will you or your organization be interested in hiring future interns? \_\_\_\_\_

If you are not the contact person, who is? \_\_\_\_\_

Please check one box below:

- Please **share** this evaluation with the intern.
- Please **do not** share this evaluation with the intern.

Please return this form (both sides) to the attention of Diane Cadavid mail it to:  
 Wake Young Women's Leadership Academy  
 Attn: Diane Cadavid  
 301 Ashe Avenue  
 Raleigh, NC 27606

If comfortable, you may give the completed form to your intern to turn in to the internship coordinator.

**WCPSS School to Career Internship Program**  
**STUDENT INTERNSHIP EVALUATION**

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The following questions are designed to help you summarize the internship experience. You may draw from your journal entries. Please answer these questions at the conclusion of your internship.

1. Student Name: \_\_\_\_\_

2. Where did you complete your internship?

\_\_\_\_\_

3. What occupation specific skills did you observe/practice/learn?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What is your overall rating of this program as a learning experience?

Excellent: \_\_\_\_\_ Good: \_\_\_\_\_ Poor: \_\_\_\_\_

4. If you had an excellent or good learning experience, what made it good or excellent?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. If your experience was less than satisfactory, please explain.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Instructions:** The following list describes features of an internship experience. Please describe your particular experience by circling the appropriate number from 1 to 5.

	<u>Practically</u> <u>Never</u>		<u>Sometimes</u>		<u>Very</u> <u>Often</u>	
1. Had adult responsibilities	1	2	3	4	5	
2. Had challenging tasks	1	2	3	4	5	
3. Made important decisions	1	2	3	4	5	
4. Offered input that was accepted	1	2	3	4	5	
5. Did interesting tasks	1	2	3	4	5	
6. Performed tasks instead of observing	1	2	3	4	5	
7. Received training to do tasks	1	2	3	4	5	
8. Received clear instructions	1	2	3	4	5	
9. Had freedom to develop and use my own ideas	1	2	3	4	5	
10. Worked with adults who took a personal interest in me	1	2	3	4	5	
11. Had freedom to explore my own interests	1	2	3	4	5	
12. Had a variety of tasks to do	1	2	3	4	5	
13. Received help when needed	1	2	3	4	5	
14. Was appreciated when I did a good job	1	2	3	4	5	
15. Received feedback about my performance	1	2	3	4	5	
16. Felt I made a contribution	1	2	3	4	5	
17. Applied things I learned in school to my internship	1	2	3	4	5	
18. Achieved my original goals for this internship	1	2	3	4	5	

What have you learned or what areas have furthered your development as a result of your internship?  
Evaluate your experiences and check the appropriate response for each question.

**Have You Gained:**

**Yes**

**No**

**Don't  
Know**

- |  |       |       |       |
|--|-------|-------|-------|
| 1. Realistic attitudes toward other people such as elderly, handicapped, government official, professional, etc? | _____ | _____ | _____ |
| 2. Self-motivation to learn, participate and achieve?  | _____ | _____ | _____ |
| 3. Self-concept (sense of confidence, competence and awareness)?   | _____ | _____ | _____ |
| 4. Willingness to try new experiences?   | _____ | _____ | _____ |
| 5. Sense of usefulness in relation to community?   | _____ | _____ | _____ |
| 6. Assertiveness and independence?   | _____ | _____ | _____ |
| 7. Ability to accept consequences of your actions?   | _____ | _____ | _____ |
| 8. Knowledge of community organizations?   | _____ | _____ | _____ |
| 9. Responsibility for your life?   | _____ | _____ | _____ |
| 10. Awareness of community problems?   | _____ | _____ | _____ |
| 11. Awareness of community resources?  | _____ | _____ | _____ |
| 12. Realistic ideas about the world of work?   | _____ | _____ | _____ |
| 13. Knowledge about a variety of careers?  | _____ | _____ | _____ |
| 14. More efficient use of leisure time?  | _____ | _____ | _____ |
| 15. Ability to narrow career choices?  | _____ | _____ | _____ |

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Student Intern

Date

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Internship Coordinator

Date

# WCPSS School to Career Internship Program

## INTERNSHIP RUBRIC

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Name \_\_\_\_\_

Presentation Date \_\_\_\_\_

**RUBRIC:**

Paperwork	15%
Journal	30%
Electronic Summary & Presentation	30%
Supervisor Evaluation	25%

**Portfolio Paperwork:**

- Cover page
- Internship Agreement
- Code of Conduct
- Learning Objectives
- Time Sheet
- Student Evaluation
- Resume
- Minimum of 5 photos on the job
- Copies of thank you notes

\_\_\_\_\_

Journal

\_\_\_\_\_

Electronic Summary & Presentation

\_\_\_\_\_

Supervisor Evaluation

\_\_\_\_\_

Total

\_\_\_\_\_

A      B      C      D      F



**WCPSS School to Career Internship Program**  
**INTERNSHIP APPLICATION**

*Prerequisite for the Student Intern*

An internship is primarily designed for students in 11<sup>th</sup> and 12<sup>th</sup> grade. The internship should align with the student's college and career goals

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

Student ID#: \_\_\_\_\_ Current Grade Level: \_\_\_\_\_ Counselor: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: home: \_\_\_\_\_ cell: \_\_\_\_\_  
work: \_\_\_\_\_

Parent /Guardian's Name: \_\_\_\_\_

Student e-mail: \_\_\_\_\_ Parent e-mail: \_\_\_\_\_

Career Objective: \_\_\_\_\_

Please explain the reasons for wanting to participate in the Internship Program and what your plans are after graduating from high school.

List courses you have taken or are currently taking that are directly related to the internship and your career goals:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Briefly describe any work, volunteer experience, or job shadowing experience you may have:

Please describe the type of industry or environment you would like to be working in for the internship, including the duties/tasks you would like to handle or be exposed to:

List two high school teachers who can attest to your performance as a student:

Name:

Position:

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

I want to intern:  Fall Semester  Spring Semester

Internship to be scheduled:  during 4<sup>th</sup> Block  after school  other \_\_\_\_\_

Counselor's Comments:

Counselor's Signature: \_\_\_\_\_

Do you have an Internship Sponsor/Mentor lined up to intern with?  Yes  No

Internship Site – Name of Business: \_\_\_\_\_

Internship Sponsor's Complete Name: \_\_\_\_\_

Internship Site Complete Address: \_\_\_\_\_  
\_\_\_\_\_

Internship Site Telephone #: \_\_\_\_\_

I hereby certify that the information on this application is true and accurate to the best of my knowledge.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
date

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
date

## WCPSS School to Career Internship Program

### STUDENT INTERN CODE OF CONDUCT

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- I will be punctual and conscientious in the fulfillment of my commitment and duties.
- I will accept supervision graciously.
- I will conduct myself in a dignified, courteous, and considerate manner.
- I will take any problems, criticisms, or suggestions to my supervisor.
- I will follow all company policies and procedures (dress code, safety, training, etc.).
- I will always knock on closed doors.
- I will not discuss or ask about the amount of money other employees earn.
- I will not chew gum or eat food while working.
- I will not bring friends to the worksite.
- I will not solicit the organization or employees for donations, fundraisers, etc.
- I will always notify my supervisor if I am not able to report for work.
- I will only work when and where assigned.
- I will refrain from loud talking and inappropriate laughing.
- I will not use company phones for personal calls.
- I will not use my cell phone for personal use while on the job, including texting.
- I will not surf the Internet, use personal email, or play games while on the job.

*Interns follow the same code of conduct as other members of the team. I further understand that all business information is confidential and any dissemination of this information could lead to legal prosecution. Always remember that you are representing WCPSS to the public.*

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Intern signature

Date

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Intern name - printed

**WCPSS School to Career Internship Program**  
**INTERNSHIP AGREEMENT**

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

Organization: \_\_\_\_\_

Supervisor Name & Title: \_\_\_\_\_

Supervisor Email: \_\_\_\_\_

Organization Address, City, Zip: \_\_\_\_\_

Organization phone#: \_\_\_\_\_ FAX #: \_\_\_\_\_

Internship start date: \_\_\_\_\_ Number of weeks: \_\_\_\_\_ # Hours per week \_\_\_\_\_

**The Student Intern agrees to:**

1. Undertake activities that provide a comprehensive view of the organization and that focuses on the roles, responsibilities, and functions of the organization sponsor.
2. Communicate desired learning objectives to the Internship Supervisor.
3. Consult with the Internship Coordinator on a regular basis.
4. Be regular in attendance and on time to assigned internship and notify the Internship Coordinator and internship supervisor should accident or illness occur.
5. Conform to the regulations of the organization (dress, conduct, etc.)
6. Understand that dropping the internship will result in a withdrawal/failure.
7. Understand the Internship Coordinator and the organization must give permission to terminate the internship.
8. Complete all WCPSS internship credit requirements.
9. Abide by any regulations, practices, and procedures of the Wake County Public School System and the Wake County Public School System Internship Program.

**The Internship Coordinator agrees to:**

1. Review the student intern's learning objectives and internship responsibilities.
2. Monitor the student performance during the internship.
3. Maintain contact with the internship supervisor.
4. Conduct a site visit and schedule meetings as needed with the student to advise the student intern on appropriate behavior, performance standards, and academic information.
5. Assess the student intern using the WCPSS internship rubric.

**The Parents/Guardian agree to:**

1. Provide transportation for the student to and from the internship location.
2. Encourage the student to complete all requirements of the internship program.
3. Provide automobile, health and accident insurance for the student.
4. Report any concerns regarding internship to the Internship Coordinator.

**The Internship Supervisor agrees to:**

1. Provide a challenging learning situation for the student intern.
2. Assist the student intern with project ideas.
3. Assign a mentor to work with the student intern and evaluate all work products.
4. Confer with student intern to provide feedback on strengths and areas to be improved.
5. Verify student's hours.
6. Notify the Internship Coordinator if the student intern is not attending the internship promptly and regularly.

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Student Intern Signature \_\_\_\_\_ date \_\_\_\_\_ Internship Coordinator Signature \_\_\_\_\_ date \_\_\_\_\_

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Parent/Guardian Signature \_\_\_\_\_ date \_\_\_\_\_ Internship Supervisor Signature \_\_\_\_\_ date \_\_\_\_\_