



Career
Academies
UK

**Internship
logbook
for students**

This logbook belongs to

(Name)

(Mobile number)

(School/college)

(Tutor name & contact number)

aspire... accelerate... achieve...



Having an intern at Cadbury has been a positive experience from both sides. We have benefited from Christopher's fresh view and it has made us look at our processes and challenge why we do things. This scheme has been so successful that the site has agreed to take two interns next year.



Rachel Eagle, UK Export Finance
Manager, Cadbury

Dear Career Academy student

This logbook contains important information that will help you prepare for your internship and help you keep a record of what you are learning whilst you are working.

Work on your logbook every day and at the end of each week. Think about and record what you have learned. It will help you to:

- focus on the tasks and goals that you set with your internship supervisor
- reflect on and evaluate your internship experience – with your internship supervisor and tutor.

For those students undertaking a BTEC WorkSkills Level 3 Award or BTEC Personal and Business Finance, completion of this handbook is a key part of your qualification.

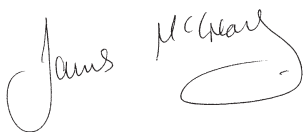
There is space to write in this logbook, but don't feel restricted. Each section should be filled out and you can staple in any extra pages as you need them. And, of course, don't lose this book!

As well as benefiting your studies, we're sure that you will use your internship as an opportunity to demonstrate your competence and initiative to all those you meet. The positive impression you make will be invaluable in the future when seeking a reference or a permanent position. Some interns have been offered jobs by their internship employer – either for university vacations or permanent roles after graduating from the Career Academy programme. So don't lose the friends and contacts you make during the internship. Remember, every field or occupation creates its own small world of contacts – and relationships within the network really do matter.

Recognise too that you are creating an impression of the entire UK-wide Career Academy programme through your performance on the job. Our future is in your hands. We hope that you will ensure that the next generation of Career Academy interns will be warmly received by your employer. If you have been given an 'A' lapel pin, the symbol of the Career Academy movement, wear it with pride throughout your internship!

This is a fantastic opportunity – make the most of it.

With best wishes,



James McCreary
Chief Executive
Career Academies UK



Contents

Page

Your project	5
Your internship at a glance	7
Skills and attributes you need for your internship	8
Your internship interview	9
Internship advice from employers and previous interns: DOs	12
... and DONT's	13
You and your internship supervisor	14
Induction	15
Internship supervisor monitoring and feedback	20
Some frequently asked questions	21
Learning logs	23
Evaluating your internship performance	32
Reflecting on your internship	35
Your post internship presentation	37

“

Before I started with Foot Anstey I didn't know whether I wanted to go into finance or law. Now that I have had the chance to experience financial work I can't wait to get my qualifications and get out there and start to enjoy working in finance.

”

Danielle, on her internship at Foot Anstey, Plymouth.

Your project: investigation of your internship employer and the sector in which it operates

On completion of your project you should understand and be able to demonstrate

- the structure and purpose of the organisation
- the functions of the organisation
- the sector the organisation operates within
- the responsibilities an individual has on internship
- the expectations of an individual whilst on internship
- your own personal and work skills
- the setting of specific, realistic goals for developing personal and work skills whilst on internship

When and how should you begin your project?

- You should start your project as soon as you are told where you are likely to be going for your internship. At this stage you should be able to access the employer's website and conduct internet searches to find out more. Textbooks will also provide you with the underpinning knowledge and understanding of some of the topics you will be investigating.
- Alternatively, you may decide to begin your project once your internship starts. Either way, you will have to find your own time or – only if your supervisor allows you – time during your internship to complete your project.

Knowledge about your employer

- Which type of organisation is it? Eg, public limited employer (plc); private limited employer (ltd); partnership; local authority; charity; franchise.
- What sector does it operate in? Eg, finance, banking, law, retail, engineering, manufacturing.
- What function of the business will you be working in? Eg, accounts, treasury, IT, marketing, human resources.
- What is its scope? Eg, national, international, global.
- Who are its competitors (national; EU; global) and what are its links with them?
- What is its purpose? Eg, sales, profit, not for profit.
- What are the mission, aims and objectives of the organisation?
- How is it internally structured? Eg, organisational charts; functional interdependence; staff organisations and roles.
- What policies and procedures does the organisation use?

Completing your project

You are advised to complete your project in two parts:

- The structure and function of the employer.
- The sector in which the employer operates.

The parts contain a series of tasks which you must complete in full to provide sufficient evidence for the grading criteria.

Part one: the structure and function of the employer

Task one – Describe the employer in terms of the:

- employer name
- type of organisation
- competitors of the organisation.

Task two – Describe the following in relation to the employer:

- Structure.
- Function.

Part two: the sector in which the employer operates

Task one – Describe the sector in relation to the employer.

Task two – Analyse the sector in which the employer operates by explaining how the employer 'operates in' and 'is performing in' the sector you have described above.

To complete this task you will probably need to conduct both primary and secondary research using the suggested research methodology below. You are advised to work closely with your internship supervisor for support and guidance. Also ask your Partner in Business (if you have one) for further support.

Research methodology

To complete your project successfully the following research methodology is recommended:

Primary research

- Informal discussion with internship supervisor and Partner in Business.
- Face-to-face interviews with employees in the organisation.
- Observation in the workplace.

Secondary research

- Desk research using textbooks, business magazines, journals, etc.
- Website navigation including employer website and websites of competitors.
- Internet searches to find information and data including news articles and sector statistics.
- Internal research to discover employer literature and documents, including employee induction materials, business plan, strategic plan, Articles and Memorandum of Association.

“

I felt part of the team from day one and have really gained in confidence over the past six weeks. I have really learnt to use my own initiative and to ask if I need help. My IT skills have developed too and I would really like to thank the team at Finning for giving me this great opportunity.

”

Claire, on her internship at
Finning International, Cannock

Your internship at a glance

During the summer term, you will be informed about your internship with a supporting employer by the Career Academy Coordinator at your school or college.

Name of your internship employer

What has your Career Academy Coordinator or the employer told you about your internship? What do you know about the internship job role?

What have you found out about the employer? **Do plenty of research so you're prepared!**

Skills and attributes you need for your internship

What skills and attributes do you think you will need for your internship?

Which of these are you good at?

Which of these do you need to improve?

Strategies to improve job interview skill

Your internship interview

The internship usually takes place for six weeks between early July and August.

But before then, you will probably be invited for interview by the employer. 'First impressions' start when you get a call inviting you to interview.

- Think about your voicemail message if they call when you're in class with your phone switched off. Does it sound mature and business-like?
- Taking the call in a crowded canteen or playground is not a good idea! Find somewhere quiet – ask to ring the employer back if necessary. It may be better to apologise and offer to call them back at a more convenient time – but explain why.
- Make sure you get all the details and sound enthusiastic. They don't have to hire you!

The interview is an opportunity for the employer to meet you before the start of your placement and for you to see where and with whom you might be working on internship. Make sure you are dressed for success and that you look as though you are taking the experience seriously.

Be prepared to answer questions such as: "What would you like to consider as your future career?" or "With what you know about this organisation, why would you like to do an internship here?"

It's only natural to be nervous, but remember that the interviewer is keen to see you succeed.

Arriving at your interview

- Check how to get to the organisation and how long the journey will take.
- Allow plenty of time so that you are calm when you arrive. Lateness gives a very bad impression.
- Let someone know when you arrive at the organisation – report to the reception/main office. Give the name of the interviewer that you have come to see.

Communications

- Shake hands with the interviewer when you arrive and when you leave.
- Smile!
- Try to look at the interviewer as much as possible during the interview.
- Speak up so the interviewer can hear you.
- Don't just answer yes or no to questions. Take your time, think about your answers and try to respond fully.
- Try to give positive answers even if you're not completely sure.

Questions you might want to ask during your interview

How will I find out if I've been accepted for the internship? (Your placement is not an automatic right.)

If I am selected...

- can you tell me more about the work I'll be doing and the team I will work with?
- how should I dress?
- is there anything that you would need me to bring on my first day?
- who should I report to on my first day?

You can find our 'Internships – A guide for students' briefing DVD in the member's area of the Career Academies UK website. Visit www.careeracademies.org.uk

Your internship interview: record of your interview

Complete with your internship interviewer

Interviewer surname: Dr/Mr/Mrs/Miss/Ms	You may prefer to attach your interviewer's business card here instead of completing their contact details
First name:	
Organisation:	
Position/job title:	
Work address & postcode:	Floor number:
	Room number:
Telephone:	Email:
Interviewer's signature:	Date:

Notes

Note anything else useful from your internship interview, eg, employment details, contacts, location details, website addresses and facts.

Your internship interview: record and evaluate what you did and what you learned during your interview

What were your feelings and impressions about the interview?

What skills do you think you used during your interview?

Are there parts of the interview that you feel you could have done differently or improved?

Do you feel the interview went well and why?

What did you learn about the potential employer?

Other thoughts or comments about the potential employer or the interview

Internship advice from employers and previous interns: DOs

Have ready access to the telephone number for your tutor and your internship supervisor where you work.

Remain alert and energetic throughout your working day.

Be polite and cooperative.

Take an interest in your employer. Ask for materials relating to its history, products, business activities, etc. Understand the importance of your job in relation to the responsibility of other employees in your area; other departments; the organisation as a whole.

Dress for success – in smart business clothes and shoes. Pay attention to personal hygiene and remember it can get very hot in some workplaces during the summer.

Arrive on time each day. A 9am start means that you should be at your desk, working at 9am. If you want to have breakfast, make coffee, or hang up your coat, arrive at work early. A 5pm finish works the other way round. It should be the earliest time you get up from your desk to leave.

Be alert and wary of socialising with strangers when commuting to work.

Read a quality newspaper every day. How does the national and world news affect your employer? Your job?

Ask questions – you're on an internship primarily to learn. Admit if there's something you don't understand and take responsibility if you make a mistake.

Listen carefully when instructions are given. If necessary, take notes. Follow instructions – there may be a reason why a job must be done in a particular way.

Have confidence. Work hard, seriously and effectively, as though your internship was a permanent job. Gain as much experience as possible and try to make a meaningful contribution to the workplace.

Expect that problems will occur. Know who to turn to if you have problems on the job. Perseverance, patience and a pleasant personality will help you to overcome, or at least cope with, any difficulties.

Learn and follow office protocols: dress code, schedule, etc.

... and DON'Ts

Don't disclose any information you may see. The records you handle are confidential.

Don't watch the clock. Be a dedicated, enthusiastic employee.

Don't chew gum.

Don't eat at your desk where customers or colleagues are affected.

Don't use work email for personal messages, even if your colleagues do. Many employers make this a disciplinary offence – you can get sacked for doing it.

Don't use inappropriate language.

Don't use the web for personal surfing – even if you're told that you can. Employers record where you've visited and if you go to a prohibited site, even by accident, you can be disciplined for doing so.

Don't use your mobile phone at work. Ever. Wait until you're out of the office before you use it. Even if other people in the office use theirs, you will be the one who's thought to be wasting employer time. If you absolutely must make a personal call, ask permission to use the work telephone. If you are given permission, make it short – this is a business telephone.

Don't enter the office wearing earphones, or use your MP3 player while on the job.

Don't risk damaging or hurting yourself on a machine you don't know how to operate. If you are told to use equipment that is unfamiliar to you, ask for instructions.

Don't shout across the office or working environment to work colleagues.

Don't expect special treatment. This only inhibits relationships with others and your supervisor and colleagues may not take you seriously.

Don't send an email to anyone important in the organisation without getting your supervisor to check it first. They'll know whether office politics demand particular ways of phrasing things.

You and your internship supervisor

Complete with your internship supervisor at your first meeting

Supervisor surname: Dr/Mr/Mrs/Miss/Ms	You may prefer to attach your supervisor's business card here instead of completing their contact details
First name:	
Organisation:	
Position/job title:	
Work address & postcode:	Floor number:
	Room number:
Telephone:	Email:
Supervisor's signature:	Date:

- At your first opportunity, establish the expectations and limits of the internship with your supervisor. Assure them that you want to learn and will make every effort to make the internship worthwhile. Establish a good working relationship so you can freely discuss what you are getting or not getting from the internship.
- Call your supervisor no later than 9am if you're ill and can't go to work. If you become ill on the job, ask your supervisor for permission to leave.
- Monitor your own progress; your supervisor and fellow employees will take you more seriously.
- Don't neglect to have regular meetings with your supervisor for feedback on projects. Keep yourself visible.
- If you need more guidance, discuss it with your supervisor. However, respect his/her other responsibilities and work schedule – there is a time and a place to ask for help.
- Don't require constant supervision.
- Observe the supervisors. What special characteristics do they have that have helped them succeed? Do you have these traits?
- Make sure you give a good impression. You will be evaluated by your supervisor at the end of the internship and you might want a reference from them in the future.

Induction

Your employer should cover the following main points during your induction:

- Hours of work, attendance and punctuality.
- Dress code.
- Work location (floor/room/desk area).
- Job role, main contacts and initial tasks.
- Expectations for the internship.
- Security procedures/pass to enter building.
- Health and safety rules/contact person.
- Fire precautions and first aid.
- Need for any personal protective clothing.
- Dangerous machinery.
- Data protection and storage of information.
- Office etiquette.
- Telephones and mobile phones.
- IT and use of the internet.
- Pay, sickness, holidays.
- Any travel tips about your place of work (nearest tube/train station, bus routes etc).
- Tutor visits.
- Respect for diversity.

Induction: health and safety

Find out about your employer's health and safety policy

Induction: your employer's policies and procedures relating to data/information

How does your employer record, store securely and report data/information?

What is your employer's policy on confidentiality and data protection?

What securities are in place for protecting your employer's data/information? This includes how that information is protected against competitors.

Explain how the employer's data/information is shared internally (eg, with employees) and externally (eg, with stakeholders)

Induction: structure of your internship

Complete with your supervisor

Name/s of the department/s or functional area/s that you are working in during your internship

List your key responsibilities in relation to your internship

What skills do you think you can apply? (**refer back to page 8**)

“

Before I started the internship I was really nervous, but I soon realised that I could do the job well and that I really liked the people I was working with. I now definitely want to go to university and Lloyds TSB have offered me further work next summer when I complete Year 13!

”

Tom, on his internship at
Lloyds TSB, Bristol

Induction: action plan for your internship

Complete with your supervisor

Task: what will I do?	By when?	Achieved?
Student's signature:	Date:	
Supervisor's signature:	Date:	

“ My internship was an amazing experience, which taught me how to portray a positive image of myself, work in an adult environment and talk to people with confidence. It made me even more certain about what I want to do. I can't thank everyone who organised my placement enough for all the time they put in!

”

Joshua, on his internship at
Coventry Building Society, Coventry

Induction: your internship tasks

- Accuracy and thoroughness are important. Try not to make mistakes, but don't be defensive if you do. Learn from your mistakes.
- If more than one person gives you work, ask your supervisor which task takes priority.
- If the workload is less than you are capable of, ask your supervisor for more to do. If you have free time, offer to help your colleagues, find something work-related or work on your project/log book. Never be idle.
- If occasionally assigned some routine work, be helpful and complete the task with the same high standard of performance you would apply to your other work.
- Don't be 'pigeon-holed' into doing one task. Seek new responsibilities and challenges.
- Take notes when being given a task, or if you go to a meeting.
- Follow through on whatever you undertake. Deadlines are important. At the end of the internship, don't leave any unfinished work in such a condition that no one else can continue from where you left off.

By the end of your internship, you should be able to:

- describe your responsibilities
- know and report where information comes from and goes to
- prepare source documents without supervision
- know the importance of working in a team
- demonstrate professional dress code and etiquette
- demonstrate professional and effective telephone, IT, business and report writing skills
- demonstrate professional and effective presentational skills.

Induction: giving and receiving feedback

By the end of your internship you should be able to:

- give constructive feedback
- discuss reasons for avoiding giving and receiving feedback
- describe techniques for giving feedback
- identify skills required to give and receive feedback
- demonstrate skills required to give and receive feedback
- review your own skills in giving and receiving feedback
- recommend improvements to own skills when giving and receiving feedback
- describe ways reflection can be used in a work placement
- explain the benefits of reflection on a work placement to develop personal and work skills

Induction: measuring your performance

Complete with your supervisor

During and at the end of your internship there will be an opportunity to assess your performance. With your supervisor during induction:

- look at the evaluation sheets (pages 33 and 34)
- work out together what you should be doing/how you should be performing to achieve, for example, a 5 (exceptional) compared to a 4 (good)
- think about how the grades will be applied to your internship experience including: completion of work, work quality, time management, drive, capacity to learn, attendance and punctuality, working with others, work etiquette and adapting to work life (see page 32 for more detail).

Internship supervisor monitoring and feedback

You should meet with your supervisor weekly to evaluate how you are progressing. Note below anything that is going well or needs improvement. It may cover your development, understanding and completion of tasks, motivation and attitude, team work, etc.

Week one: (including your induction and settling in to the internship)

Supervisor's signature:

Date:

Week two:

Supervisor's signature:

Date:

Week three:

Also fill out first evaluation form (page 33) with your tutor/internship supervisor – this could happen in week two or three.

Supervisor's signature:

Date:

Week four:

Supervisor's signature:

Date:

Week five:

Supervisor's signature:

Date:

Week six:

Also fill out final evaluation form (page 34) with your tutor/internship supervisor. A copy of this **must** be returned to Career Academies UK by your tutor.

Supervisor's signature:

Date:

Some frequently asked questions

I am not sure if I am legally allowed to work in the UK – what do I do?

If you and your parents have arrived in the UK and you are not sure of your immigration status and whether you are able to work, please contact your school/college as soon as possible to resolve your status.

I've lost my National Insurance number – what do I do?

You should have a National Insurance number on a blue and red plastic National Insurance number card with a long number (which looks something like AB 12 34 56C) printed on it. You don't need the card, it's the number that's important. If you can't find your National Insurance number card and don't know the number, you can contact the National Insurance Registrations Helpline on 0845 915 7006 (lines are open 8.30am to 5.00pm - Monday to Friday) or fill in form CA5403. For more details use the following link <http://www.direct.gov.uk>

Will I pay tax and National Insurance?

You are liable for tax and National Insurance in the same way as other workers. You can earn a certain amount each year before you start paying tax and your internship will not take you above this threshold. However, if you already have a part time job the totals combined could exceed the tax threshold. Ask your employer for a P38 Inland Revenue Form. As long as you complete and return this form to your employer they will not deduct income tax. You will, however, have to pay National Insurance contributions. For more information please go to: <http://www.hmrc.gov.uk/ni/index.htm>

What are my rights during my internship?

- You are a temporary employee, employed for a fixed time period (generally six weeks).
- You will not be issued with a formal employment contract.
- You will be expected to adhere to the rules and regulations of your employer, including any relevant sections of their employee handbook or compliance manual. These should be given to you during your induction. You may also be asked to sign a temporary staff acceptance form.
- Your hourly rate of pay will be at or above the Minimum Wage for your age.
- Rest breaks provided under the Working Time Regulations for young workers aged 16 and 17 are more generous than for adult workers. The law provides for an uninterrupted break of at least 30 minutes for young workers who work for four and a half hours or more.

Am I entitled to holiday or sick pay?

- For six weeks work you can expect two days holiday pay. Some employers may give all their staff more holiday than the minimum and you may qualify for more holiday.
- Your employer may want you to take the holiday entitlement during the internship, in which case you will need to apply for this leave in line with their standard procedure. You may need to wait until you have worked enough days to accrue your holiday before you are allowed to take it. Alternatively, the employer may not allow you to take holiday during the internship and will make a payment in lieu at the end of the internship.
- As you will be working for less than three months you will not be entitled to Statutory Sick Pay. Your employer may or may not pay you for any time off due to illness.

Am I allowed time off work to see my doctor?

There isn't a general legal requirement for your employer to give you time off for medical appointments. However, your employer may be flexible on this, and you should ask about their arrangements.

Asking questions

- Don't pretend that you understand or know how to do something when you do not. Ask questions until you understand what you're expected to do. (You should be able to explain what you do to others.)
- Employers don't respond well to employees who simply say "I don't understand." Pinpoint exactly what aspect of something you do not understand and why. Employers recognise this as a valuable skill.
- Take notes when receiving an answer to a question.
- Try not to ask the same question. If a response does not answer your question, rephrase the question.

Getting along with your colleagues

- If you have a problem, try to resolve it yourself. If you can't, ask your supervisor to help you. If this is not effective, ask your Career Academy Coordinator or tutor for help.
- Pitch in and help when things are busy. Be willing to stay after 5pm if there is a particular task to be done.
- Discuss your progress with other interns; sharing feedback and strategies can help you all learn faster.
- But remember that socialising is restricted to lunch and after work. Be at your desk during the working day; let your supervisor know if you must leave the work area.
- Don't cause any negative feelings between your office and others.
- Don't get involved in 'office politics'. These are generally no-win situations. Be an impartial observer.

Tips for using the telephone professionally

Answering the phone

- Answer by the second or third ring.
- Use a standard greeting when answering the phone.
- Speak clearly. Avoid slang and jargon.
- Thank the caller and replace the receiver gently.

Taking a message

- Take a message if the person your caller wants to speak to is not available.
- Ask for the following information when taking a message:
Name, job title, employer of person calling, their phone number and what the message is about.
- Repeat the key elements of the message to the caller to ensure it's correct.
- Write down the date and time of call.
- Distribute messages promptly.

Learning log: What has frustrated or pleased me during my internship?

Work with your internship supervisor to ensure that you are completing the learning log correctly.

Week one:	1
Week two:	
Week three:	
Week four:	
Week five:	
Week six (final week):	

Learning log: Tasks/goals set by my internship supervisor. What did I do? Describe and identify achievements. Give evidence of achievements.

Work with your internship supervisor to ensure that you are completing the learning log correctly.

Week one:

2

Week two:

Week three:

Week four:

Week five:

Week six (final week):

Learning log: What skills/new skills or ways of doing things enabled me to complete my tasks/goals?

Work with your internship supervisor to ensure that you are completing the learning log correctly.

Week one:

3

Week two:

Week three:

Week four:

Week five:

Week six (final week):

Learning log: What decisions and other things I did took me towards my agreed tasks/goals?

Work with your internship supervisor to ensure that you are completing the learning log correctly.

Week one:

4

Week two:

Week three:

Week four:

Week five:

Week six (final week):

Learning log: How have I changed the way I do things to achieve my tasks/goals? What was the result?

Work with your internship supervisor to ensure that you are completing the learning log correctly.

Week one:

5

Week two:

Week three:

Week four:

Week five:

Week six (final week):

Learning log: What do I now see differently? What things have I learned about myself?

Work with your internship supervisor to ensure that you are completing the learning log correctly.

Week one:

6

Week two:

Week three:

Week four:

Week five:

Week six (final week):

Learning log: What challenges have I faced? What did I avoid or find difficult? Is there anything I have yet to achieve?

Work with your internship supervisor to ensure that you are completing the learning log correctly.

Week one:

7

Week two:

Week three:

Week four:

Week five:

Week six (final week):

Learning log: What I have learned about my colleagues and their role/career?

Work with your internship supervisor to ensure that you are completing the learning log correctly.

Week one:

8

Week two:

Week three:

Week four:

Week five:

Week six (final week):

Notes

During your six weeks, note anything else useful from your internship, eg, meetings or training attended, new skills and experiences, tips from colleagues, employer procedures and etiquette, work roles and career paths, time management techniques and research.

Evaluating your internship performance

You'll see the following categories in the form overleaf. The questions on this page will help you self-assess your performance.

Completion of tasks

Have you completed short term tasks set by your supervisor or colleagues?
Have you completed long term tasks set by your supervisor or colleagues?
Have you asked for more work?
Is there any outstanding work?

Work quality

Is your work of a thorough and professional standard?
Have you put all your effort into your work?
Have you checked for accuracy or asked a colleague to check your work?

Time management

Have you met your short term deadlines?
Have you met your long term deadlines?
How well have you prioritised your work?

Drive

How have you demonstrated enthusiasm and commitment to your work and the internship?
Have you thrived on challenging work or exceeded your own expectations?

Capacity to learn

Do you have the ability to take instructions easily?
How well have you understood the work that you are doing?
Have you progressed in your understanding of new areas of work?

Attendance & punctuality

Have you turned up to work every day?
Have you been on time in the morning and after lunch breaks?

Working with others

Have you been working with your team?
How easy is it to relate to, and work with, your team members?
Has it been easy to share and complete work with your team?
Have you enjoyed working with your team?

Work etiquette

How professionally have you behaved in the working environment?
Have you learned more about, for example, working practice, dress code, team work, telephone manner, appropriate use of the computer/internet and mobile phones, speaking to customers or clients, employer values?

Adapting to work life

How have you adjusted to going to work full time?
How have you found the travelling to and from work?
Has the internship provided you with an opportunity to understand more about the world of work?

First internship evaluation (to be completed in week two or three)

This evaluation should be carried out with your internship supervisor and visiting tutor. If you are doing a BTEC WorkSkills Level 3 or Employability unit this form provides evidence of your learning.

Day-to-day activity

Provide a brief description of current duties (refer to your action plan on page 18)

Evaluation of intern performance

	Intern self-assessment	Employer assessment	Please rate according to scale: 5 = exceptional 4 = good 3 = satisfactory/sound 2 = unsatisfactory 1 = poor
Completion of tasks			
Work quality			
Time management			
Drive			
Capacity to learn			
Attendance and punctuality			
Working with others			
Work etiquette			
Adapting to work life			

Issues for action

For intern

For employer

For school/college

For Career Academies UK

Final internship evaluation (to be completed in the final week)

This evaluation should be carried out with your internship supervisor and visiting tutor. If you are doing a BTEC WorkSkills Level 3 or Employability unit this form provides evidence of your learning.

Assessment of intern performance		
	Intern self-assessment	Employer assessment
Completion of tasks		
Work quality		
Time management		
Drive		
Capacity to learn		
Attendance and punctuality		
Working with others		
Work etiquette		
Adapting to work life		

Please rate according to scale:
 5 = exceptional
 4 = good
 3 = satisfactory/sound
 2 = unsatisfactory
 1 = poor

Supervisor's comments about intern performance

Please complete a short narrative report on each aspect of the intern's performance. All comments will be shared with the intern and may be used as part of their ongoing record of achievement. Feedback also helps us improve our preparation for future internships.

Completion of work

Work quality

Time management

Drive

Capacity to learn

Attendance & punctuality

Working with others

Work etiquette

Adapting to work life

Meeting expectations

Reflecting on your internship

It's very important to record all aspects of your internship!

Write an in depth analysis of at least three achievements in each box on the following.

These should be positive and encouraging comments made by your internship supervisor, colleagues and your tutor. They should follow the pattern within your internship diary of all your experiences.

Your skills

Your knowledge

The experience you have gained during your internship

Your confidence

What did you enjoy most and why?

What did you enjoy least and why?

Did the internship live up to your expectations? Explain why.

Write a statement that could give other Career Academy students a flavour of the internship you have undertaken and its value. Try to include your views on the skills, qualities and attitudes needed to make a success of the internship.

What effect, if any, has this internship had upon your career ideas and short and long term goals?

You will also need to follow up on your internship experience with your tutor in the autumn term. Your tutor will provide you with feedback from your internship supervisor. This is a good opportunity to learn from what went well and what didn't!

Your post-internship presentation

Following your internship you should prepare and deliver a 10 to 15 minute (including questions) presentation to an audience that might include, where appropriate:

- your Career Academy tutors and other interns
- your internship supervisor
- your Partner in Business
- Career Academy Local Advisory Board members, parents and school/college governors.

You might deliver your presentation in the final week of the internship (ie, at the workplace) or back in school/college in the autumn term.

The focus of your presentation

- Your reflections on your experiences while on your internship.
- What you have learned and what, if anything, you need to address to improve your employability skills or career aspirations.
- Describe situations in which presentations might be used.
 - Why?
 - Where?
 - When?

What your presentation should cover

- An introduction to the employer you worked for, your job role and responsibilities, and how this fitted into the organisation.
- What you have learned about your employer as a result of completing your project.
- How you have developed during the internship.
- The contribution you made to the employer – including what you are most proud of.
- What you found most challenging.
- The skills you applied and developed.
- What and who made the most impact on you.
- What you enjoyed most/least – and why.
- Your views on how well the programme and induction prepared you for the internship. Could you have been better prepared?
- How your experience has made you more employable or ready to go to university – and why.
- What gaps you have identified in your experiences, knowledge and skills and how you addressed these.
- The impact of the internship experience on your career aspirations.

Resources you could use

- Employer information.
- Your project.
- Your internship logbook.

Tips: preparing slides

- Don't put too much information on the slides – just short bullets. Slides should be visual aids for your audience, not the text of everything you're going to say.
- If you are talking about something complicated – perhaps use a picture (eg, a flow chart) but don't use irrelevant pictures.
- Use a consistent graphical layout.
- It should take about two minutes, on average, per slide – so keep that in mind.

Tips: presenting

- Start with telling your audience what they are going to hear in your presentation. Ask them to wait until after the presentation to ask questions or make any comments. (Then remember to encourage them to do so when you get to the end of your presentation.)
- Don't try and cover everything in your presentation – just the most important parts.
- Use practical examples to illustrate what you are saying.
- Practice talking freely (rather than reading or memorising long notes). This will help you to talk naturally – which is more enjoyable to listen to.
- Practice speaking loudly, clearly and s-l-o-w-l-y. It's very easy to speed up without realising it when you're nervous.
- Stand with both feet solidly on the floor. Don't slouch. Good body language contributes to a good presentation.
- Don't fiddle with your hair, a pen, etc. This will just distract your audience from what you're saying - and looks unprofessional.
- Don't be scared of a blackout or 'errms' – just try and carry on or move onto something else.
- Look at your audience (not into their eye – round them or over their heads), not at the board/screen, not at your notes, your shoes nor the corner of the room.
- Make sure to be seen by everyone without blocking any slides.
- An occasional look at your slides is fine and you can point at things – but remember the slides are not your audience. Don't read from your slides.

“

I was given the responsibility to obtain relevant information from the Financial Times, and update exchange rates. I couldn't afford to make any mistakes as false information may affect a lot of activities in the business. I mixed with people of all positions and built a network. It was really sad to leave Shire and I can't believe it was over so quickly.

”

Tawanda, Career Academy graduate from Guildford College, on his internship at Shire Pharmaceuticals

Career Academies UK

25 Canada Square

Canary Wharf

London

E14 5LB

T: 020 7986 5494

F: 020 7986 5497

E: info@careeracademies.org.uk

www.careeracademies.org.uk

Career Academies UK leads and supports a movement of over 900 employers and 120 schools & colleges, working together to raise the aspirations of 16 to 19-year-olds.

Chair: Dr Heather McGregor

Chief Executive: James McCreary

Registered Charity Number: 1092891

Registered Company Number: 04428178

With thanks to the Career Academy students pictured and to Shelley Williamson for the photography.