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Terminology

Intern: a student or trainee who works, sometimes without pay, in order to gain work experience or satisfy requirements for a qualification.

Unpaid internship: is the internship that company does not reimburse the intern since there is an agreement with the university under Erasmus programme which undertakes the financing and covering medical insurance of the interns.

Internship manager: the person from the company who is responsible for all actions related to the interns from the receipt of their application or drafting and publishing the announcement for seeking interns, to the end of their internship apart from their supervision

Mentor/tutor: the person from the company who is responsible to assist intern to achieve his learning objectives and assigned tasks, evaluates the progress and gives feedback.

ERASMUS is the programme of European union that usually is used for the student internships



INTRODUCTION

This policy and procedure manual is a resource guide for managers, supervisors, and human resources professionals. It provides guidance in hiring unpaid student interns.

A. INTERN POLICY

The provisions of Internship Policies and Procedures Manual confer no new privilege, right of appeal, right of position, transfer, demotion, promotion, recall, reinstatement nor any other employment right or benefit for any individual. This manual does not constitute an express or implied contract. It provides general guidance that cannot form the basis of a private right of action. The principles and procedures set forth in this manual are subject to change and may be modified, suspended or revoked without notice in whole or in part.

B. ESTABLISHING AN UNPAID

INTERNSHIP FOR STUDENTS

An internship is a planned program to provide a student with a meaningful learning experience applicable to the student's field of study. This requires structured assignments coupled with

appropriate supervision, evaluation, and feedback. Learning objectives will be developed when considering a student internship opportunity. It is beneficial to have clear job duties that identify the learning objectives or a defined project scope that demonstrates how the learning objectives for each individual will be met.

ANCE will accommodate unpaid interns when possible (i.e. sufficient staff to supervise, enough learning-based assignments available). Students will be accepted on a first-come first- served basis.

ANCE has the **internship manager** who is responsible for all actions related to the interns from the first receipt of their application to the end of their internship apart from their supervision during their internship. Actually, the internship manager is the focus point for interns and the link with the organization.

The procedure for establishing a student internship is as follows:

1. **Review Enrollment Criteria.** To qualify as a student intern, students must meet



one of the three following enrollment criteria:

- a. The candidate is currently enrolled as a student and has internship information provided by their school.
- b. The student has been accepted into an educational institution (e.g., transitioning from high school to college); or
- c. The student is not currently enrolled but is qualified to work during the summer break. The student must provide proof of continued future enrollment (e.g. enrollment in the fall will qualify).

2. Define the Work Plan. Prior to accepting an unpaid intern, ANCE should define a work plan for the intern designed to provide meaningful experience applicable to the student's field of study. Internship criteria may come with specific requirements and assignments from the intern's school.

3. Nominate the mentor/tutor. Usually this role is undertaken by the General manager of ANCE. However, there is also the possibility the latter to assign the role

of an intern mentor to another staff of the organization.

3. Complete the Hire. Once the work plan has been developed and reviewed, ANCE may proceed with hiring the unpaid intern.

C. PRIOR TO THE INTERNSHIP:

preparing

First step in the internship procedure: Applicants who are searching for internship opportunities reach out to us, by sending their resume and a letter of interest.

ANCE evaluates the applicant based on this first contact and replies with a follow-up email. In case the evaluation is positive, the applicant is asked to complete an Internship Application Form (ANNEX I). Following this, a Skype interview is being arranged so as to discuss further the qualifications of the intern and the expectations that both sides have from their collaboration.

During the Skype interview: The Internship Manager has to present the mission and the fields of activity of ANCE. The Internship Manager informs the intern on the very good working conditions, the cooperative and friendly members of the



team, as well as the work hours. Intern's work hours depend on the Internship Agreement with the University. Last but not least, it needs to be clarified that internships are unpaid.

Given the positive outcome of the interview, the application is approved and the intern's supervisor/mentor should review the work plan and provide an overview of what the student will be doing. Afterwards, the intern has to send the Internship Agreement that needs to be signed by the Academic Institution, the host organization and of course the intern itself. The details of the internship, e.g. the duration and the work hours, are described within the Agreement.

Prior to the interns' arrival in Athens, we request some information on their arrival flight (date & time), their contact number and their accommodation. Based on their home address, we provide them with directions on how to reach the office using Google Maps. We draw their attention on the address where the internship will take place: *40 Vatatzi str, 11472 Athens (1st floor).*

D. THROUGHOUT THE INTERNSHIP

Our organization's intention is that interns learn from us as much as possible. Therefore, we try to introduce them in all of our activities and help them whether to gain experience in their field of expertise or to build expertise in a new field.

ANCE's General Manager (GM) is intern's immediate supervisor and therefore, responsible for the allocation of tasks. However, all the members of the team can assign work to the intern, as long as it is approved by the GM. A record is being kept with the tasks that have been assigned to the interns.

ANCE must regularly review the duties performed by student interns to ensure that they are engaged in meeting their learning objectives. It is recommended that the student intern provide a presentation and/or written report at the end of the internship to demonstrate how the learning objectives were met.

E. TERMINATION OF THE INTERNSHIP

The employment relationship may be terminated by either party at any time



without cause or prior notice. Upon termination of the internship, ANCE is encouraged to work with the student intern to determine whether the objectives of the internship program were met.

When the internship ends, a report is being submitted to the interns, that includes a history of the tasks that have been assigned to them. Moreover, they are provided with a recommendation letter that describes the internship experience in detail. ANCE has to complete the Evaluation Form that is being sent by the University. This is of high importance since interns earn academic credits based on this form. At the same time, it is asked from the interns to complete the exit survey (ANNEX II)

As a token of appreciation and gratitude, ANCE team offers a gift to the intern and a symbolic amount of money.

F. OTHER SOURCES FOR INTERNS

Apart from the candidates' application that ANCE receives, there is also the possibility ANCE announces a job position

for internship. In this case, the announcement is published in ANCE's social media, ANCE's website and also it can be sent to the universities.

When the appropriate intern comes up, the announcement must be removed from everywhere that it is posted in order to stop receiving new applications.

IMPORTANT INFORMATION FOR 2020-2021 INTERNS

As the **COVID-19** situation continues to change rapidly, we acknowledge the concern and uncertainty this have on the internship arrangements. All stakeholder's safety and wellbeing is on our top priority.

ANCE will strictly follow the government instructions that will have been issued by the time of every internship.

We will be in contact with all interns to answer any of their questions, discuss these specific circumstances and a plan going forward.



ANNEX I

INTERNSHIP APPLICATION FORM

PERSONAL INFORMATION

Surname:	Name:
Date of Birth:	Nationality:
Phone number:	E-mail:
Academic Institution:	Level of education completed:
Language skills:	Availability:

HOW DID YOU HEAR ABOUT ANCE?

- INTERNET SEARCH
- UNIVERSITY, COLLEGE, CLASSMATES
- FRIEND
- OTHER (please specify.....)

AREAS OF INTEREST

- ENVIRONMENT– SUSTAINABLE DEVELOPMENT
- HUMAN RIGHTS – SOCIAL SOLIDARITY
- CULTURE – EDUCATION
- COMMUNICATION
- ADMINISTRATIVE SUPPORT
- OTHER (please specify.....)

PLEASE ANSWER BRIEFLY THE FOLLOWING QUESTIONS:

1. Why did you apply to our organization for an internship? Tell us the driven factor for this decision.



2. What are your expectations from an internship?

3. Describe the ideal working environment for you.

4. Skills Expected to be gained or enhanced from an Internship:

5. Personal Interests/Hobbies:

6. Additional information that ANCE should know:



7. Describe your personality with a few words:

8. Why should we choose you as our intern?

GENERAL CONDITIONS

In compliance with Regulation (EU) 2016/679 concerning the protection of personal data and the respective Greek Legislation, please note that the data to be included in this application will be retained in the files of ANCE, will not be exploited for any purpose other than participation in ANCE's actions and programs as an intern and that third parties will not have access to them. For more information please see our [privacy policy](#).

I Accept

Date and Signature

Please send back the completed form within 5 days to the following email: ance@ance-hellas.org.

For any queries do not hesitate to contact Ms Mina Zografaki, Administrative officer – Internship manager (mzografaki@ance-hellas.org, +30 210 82 15 044)



ANNEX II

Exit survey for interns

Dear intern,

We hope you enjoyed your learning experience with ANCE. In order to learn from your experience with us, we would appreciate you taking the time to complete this exit survey. Survey responses provide valuable information that ANCE can use for improving the learning experience of student interns.

Name:

Supervisor/Mentor:

Area of Study/Major:

Dates of Internship:

School Level (circle one): High School, Undergraduate, Graduate, Post-graduate/Fellowship

Tell us your experience	Strongly agree	Agree	Disagree	Strongly disagree
I was able to develop skills related to area of my educational study				
I understood the learning objectives of my internship				
I received feedback on progress toward meeting my learning objectives				



Please provide any additional comments

Thank you for completing the survey. Your responses are valued and appreciated.

Please send completed surveys to: mzografaki@ance-hellas.org