

INTERSHIP SUPERVISOR GUIDE

INTEGRATION AND SUPERVISION OF INTERNS



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CONTEXT

This document is intended to better define the roles and responsibilities of everyone involved and to inform the internship supervisor and the team about the procedures of the internship. It also provides the internship supervisor with tools to ensure optimal welcoming and guidance procedures prior to, during, and after the internship.



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INTERNSHIP GENERAL INFORMATION

THE INTERNSHIP

The internship is part of the academic and training process of a student. The welcoming and integration of an intern within a group of employees will allow the student to develop skills and competencies to enhance the university training process. In addition, an internship will also be the perfect way for the student to reinforce the in-depth comprehension of theoretical aspects learned in class and their application in a real-life context. The learning process involves, for example, the implementation of a supervised project through observation and learning from experienced workers, knowledge transfer and discussions with other team members. The internship is bound by requirements that are unique to each study program.

UNDERSTANDING THE ROLES AND RESPONSIBILITIES OF EVERYONE INVOLVED

UNIVERSITÉ LAVAL

Service de placement (SPLA)

- Guides student in the internship process and socio-professional integration;
- Helps the employer and supervisor with their university recruitment strategies and the welcoming of interns;
- Ensures that student meet the eligibility requirements for an internship and approves internship agreements;
- Oversees the assessment of the internship through the mid-internship follow-up;
- Advises student and supervisor in case of problems.

Faculty, Department & Academic Management Unit

- Develops the pedagogical and practical pathway of the curriculum;
- Deals with the academic process and evaluation of all internships.

THE INTERNSHIP ENVIRONMENT

The Employer

- Respects the agreements, both written and verbal, made with the intern concerning the length of the internship, the salary, and the internship description, etc.;
- Offers a safe and stimulating working environment;
- Complies with applicable laws and regulations regarding equity, health and safety at work ([CNESST](#) in Quebec), namely personal protective equipment, overtime, vacation pay, etc., as well as the [policy on psychological or sexual harassment](#) as defined by Université Laval.

The Supervisor

- Provides a clear internship description and set of tasks, which meet the learning objectives and represent a challenge for the intern, based on his/her competencies and skills. If required, please feel free to look at some [suggestions of tasks](#) (in French only).
- Informs the intern of the regulations regarding the work ethics and confidentiality of the organization.
- Implements optimal learning conditions throughout the internship:
 - Offers adequate availability or refers student to a third-party in case of questions or needs;
 - Guides the student in the application of the theory or the development of new skills or competencies;
 - Supervises and validates the work of the intern;
 - Provides constant feedback throughout the internship;
 - Fills out all mandatory evaluation and assessment forms as requested by Université Laval.
- Does not encourage the intern to drop out of school by offering full-time employment before graduation.
- Promptly consults with the SPLA concerning:
 - Any changes modifying the internship agreement (changes in mandate, tasks, supervisor, starting or ending periods, student's absence, etc.);
 - Any problems with the intern.

The Intern

- Must respect all the rules of the organisation and training environment where internship is held, those of Université Laval and those of [code de conduite pour les stages](#).

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BEFORE THE INTERNSHIP

ADMINISTRATIVE ASPECTS

INTERNSHIP AGREEMENT

Prior to the start of the internship, please make sure that the internship agreement is approved by SPLA (all internship agreements are confirmed by email). This step is mandatory so that the internship can be credited by Université Laval and that students are recognized by Université Laval as interns. For your company, this step can make a difference in terms of administration procedures and as to the tax credit or other possible types of financial aid available. If you must modify the content of a previously approved internship agreement, please get in touch with SPLA promptly.

WORK PERMIT FOR FOREIGN STUDENTS

Although SPLA endeavours to ensure foreign students hold the required working permit, it is your responsibility to make sure that students have all the necessary documents for an internship in Canada.

TAX CREDITS & GRANTS

If your company qualifies, you can get a tax credit for an on-the-job training period (only if the company and the internship are in the province of Québec). Please make sure that the contact information of the person responsible for the tax credit in your company is updated in the internship agreement. You can also get more information on the [programmes de subvention](#).

INSURANCE

In all paid internships, the intern is considered as one of your own employees; therefore make sure your intern gets the full insurance coverage of your company throughout the internship period.

Université Laval holds a third-party liability insurance to cover the liability of students as to potential damages, bodily harm or personal prejudice caused to a third-party within the activities and operations of Université Laval. To get more information, please visit: [Service des finances de l'Université Laval](#).

PREPARATION IN WELCOMING THE INTERN

- Inform the team of the arrival of the intern and briefly explain the mandate.
- Before the arrival of the intern, prepare the working station (desk, office supplies, computer, email address, phone and Internet access, security card) OR the equipment to be delivered to him/her for teleworking.
- Add the intern's information to your existing internal lists (emails, phones).
- Gather all documents which will be useful for the intern.
- Plan weekly meetings with the intern as well as training and observation sessions.



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DURING THE INTERNSHIP

BEST WELCOMING AND GUIDANCE PRACTICES

- On the first day, be available for most of the day to go around the office with the intern to ease the integration process.
 - Discuss about the internship with the student, talk about your and him/her expectations regarding supervision and deadlines.
 - Inquire about the intern own objectives and try to find a way to balance both of your visions of the internship.
 - Ask the student to provide you with all the mandatory information concerning the assessments and evaluations of the internship.
 - Go through the formal and informal rules of the office (health and safety, parking, schedule, cell phone policies, meals and break times, dress code, overtime, etc.).
 - Take the intern on a tour of the office and introduce him/her to other members of the team.
- Invite the student to attend informal activities to ease the integration process (happy hour in person or virtual, team sports, dinners, online games, etc.).
- Propose different training or observation periods with several members of your team (in-person training or videoconferences, tutorials, etc.).
- Offer regular feedback through planned meetings, including one during the integration follow-up and the other for an end-of-training assessment.

CONSTRUCTIVE FEEDBACK IN THREE EASY STEPS :

1. Mention the positive points of the work done so far
2. Suggest some elements which could be improved
3. End the meeting with a general positive appreciation

- Acknowledge the end of the internship through a special recognition or a more formal activity (appreciation lunch or happy hour).

COMMUNICATION: THE KEY TO INTEGRATION

Arriving at an internship and integrating into a new team is a stressful time for many students. Teleworking can accentuate this feeling, as well as reduce opportunities for interaction. To facilitate integration and communication, determine quickly and clearly with your intern which technological tools to use (Teams, Slack, texting, etc.) and the practices associated with them (disconnection policy or other). Do not hesitate to check in regularly and include them in meetings and discussions.

HOW TO DEAL WITH PROBLEMS

The performance at work or behaviour of your intern is not up to your expectations? Have you thought about these simple solutions?

- Plan for a moment and proper place where you can meet and discuss with the student about the problems.
- Share your own perceptions with the student.
- State what your expectations are and identify ways for the student to reach them.
- Double-check that the student's comprehension meets your expectations by asking to reformulate the objectives and ways to reach them.
- Prepare the follow-up meeting to assess improvements.
- Consult with SPLA so that you can get some advice through the process. Do not wait until the mid-internship follow-up to talk to SPLA or ask for help.

INTEGRATION FOLLOW-UP

SPLA offers support throughout the internship process. Therefore, the employment counsellors must be aware of any difficulties encountered in the internship to intervene in an appropriate manner and propose optimal solutions for both parties. In order to ease the internship process and make sure it runs smoothly, a follow-up assessment with both you and your intern will be done between the first-third and half portion of the internship. The main purpose of this follow-up is to ensure that the intern's integration goes as planned, both personally and professionally. The assessment is done to get an overview of how the internship is going and no official mark is awarded at that time.

The type of follow-up may vary from one faculty or program to another or if the internship takes place in a remote region. The follow-up assessment can be done through:

- email (a short form to filled out online);
 - by phone*;
 - by videoconference;
 - in person (directly at your office)*.
- *SPLA will send you an email to plan a day and time.

EVALUATION OF THE INTERNSHIP

Towards the end of the internship, it is the responsibility of the intern to inform and provide the supervisor with the requirements of the final evaluation. For many internship courses, the supervisor will have to evaluate the student. A form will be sent to him/her for this purpose by the student before the end of the internship.

We strongly recommend planning an internship summary meeting with the intern to discuss the final evaluation. It is a good opportunity to provide the intern with your overall appreciation of the internship, to acknowledge the positive aspects of the internship and to mention the aspects that need to be improved.

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AFTER THE INTERNSHIP

SELF-EVALUATION

Whether or not it is your first experience as a supervisor, we believe you should take time to evaluate yourself as a supervisor once the internship is over. You can write down what has worked well in the process or what must be changed upon your next internship supervision to help you enhance your competencies as a supervisor.

PROOF OF PARTICIPATION FOR TAX CREDIT (FOR QUÉBEC EMPLOYERS ONLY)

If your company qualifies for a tax credit for an internship, SPLA will provide you the document *Attestation de participation à un stage de formation admissible* that will have to be included in your company's next income tax declaration. The person identified in the internship agreement as the one responsible for the tax credit in your company will be receiving it around one month after the end of the session in which the internship has taken place:

- at the end of September for summer internship,
- at the end of January for a fall internship,
- at the end of May for a winter internship.

If you have not received the *Attestation* for the indicated period, please check in your trash mailbox as it is sent by email. If it is not there, please get in touch with SPLA.

APPENDIX : CHECKLIST - INTERNSHIP SUPERVISION

		STEPS	✓
BEFORE THE INTERNSHIP	Preparation and planning of the internship	Check that the internship agreement is approved and have a copy of the confirmation (by email).	
		Prepare all documents to be given to the intern.	
		Prepare the working stations (desk, office supplies, computer, email address, phone) OR the equipment to be delivered to him/her for teleworking.	
		Add contact information of the intern to existing lists of emails and phone numbers.	
		Inform the team of the arrival of the intern.	
		Plan observation moments, pairing with other team members or useful trainings.	
		Carefully plan the first week of the internship.	
DURING THE INTERNSHIP	Welcoming and integration	Introduce the intern to other team members and show him/her around.	
		Inform the intern of the rules of conduct in force in the organization as well as the means of communication to use.	
		Determine the preferred means of communication and explain the tasks and deadlines by offering training if necessary.	
	<i>Start date :</i> _____	Discuss respective expectations of supervision and schedule meetings (monitoring performance and progress).	
	Supervision and follow-ups	Keep the student informed as to your appreciation of the internship, both for positive and negative points.	
		Write down all require information and fill out the the integration follow-up.	
		Plan a mid-internship meeting with the student.	
End of internship	Get all information on the requirements of the final evaluation and fill out the mandatory documents.		
	<i>End date :</i> _____	Do an overall summary with the intern.	
AFTER THE INTERNSHIP	Self-evaluation	Write down what has been positive and what needs to be improved throughout the process.	

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