The GTTP
Internship/Work Study Manual

A GTTP Global Education Project

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Each section contains:

- The benefits, roles and responsibilities for those involved.
- The individual facets of the program as it relates to the particular reader.
- The eligibility requirements and desired outcomes.
- Forms for application, acceptance and reporting where appropriate.

The short section **A Few Words About Internships** should be repeated at the beginning of each section if the sections are used as separate documents.

A Few Words about Internships

What Do We Mean by "Internships"?

Internships is a word with multiple definitions, depending on the country. What is meant by *internships* in the GTTP is:

> *A short-term practical work experience of at least 30 hours in a real workplace environment where students can begin to learn what it means to have a career in the travel & tourism industry and can see what it means to "go to work."*

Another term for internships is "work experience."

The Internship Host – Business Benefits

Why Should Your Business Have a Student Internship Program?

Direct benefits:

- Creating interest in future employment:

  As world-wide affluence grows, increasing numbers of employees will be needed by travel-associated businesses. As competition increases for educated workers, benefits accrue to the businesses that have reached out early to contact potential employees and to form a comfort zone of knowledge and understanding of the industry, and of their company.

- Locating good workers and creating bonds:

  Dedicated workers are those who become genuinely interested in a field at the beginning of their careers. These individuals tend to remain in the field of their early choice and work their way up within that field. Meeting promising individuals early is the best avenue to hiring excellent entry-level employees and keeping quality staff. And low staff turnover is economically beneficial for business in managing human resources.

Indirect benefits:

- Contact brings knowledge and acceptance:

  When employees understand other cultures, your customers have a better experience. The people in your area will understand the vital role that travel businesses play in maintaining the local economy when they experience it on a first-hand basis, from your standpoint.

- Fostering youthful interest in a vital industry:

  The panorama of widely varied types of jobs in tourism and travel are mostly unknown to students in their early teen years. GTTP internship students who have been exposed to real-life business situations have had new career paths opened to them and have pursued them avidly.

- Educating the Local Work Force:

  Internship programs take the mystery out of the job world and encourage youth to take necessary learning steps that make them desirable future job candidates. In the experience of the GTTP, when a student is exposed to a real-life business situation, he or she becomes keenly aware of the need for further learning to meet the field's

requirements. This encouragement creates a more appropriate future job pool for the industry.

What's Involved?

The Program

Duration -- 30 hours, usually experienced in 5 six-hour sessions. Additional optional in-depth program extensions may be undertaken, typically for program periods of two months. (See Addendum.)

Student Participation

The usual number of students participating in any given 30-hour session will not exceed five in a group.

Business Participation

An internship leader from the business shows the students the physical layout of the firm, describes its services and/or products, and explains the different departments and their functions. If written job descriptions are available, it will facilitate the leader's role to give them to the interns.

Students are given simple tasks in a variety of departments that will give them the "feel" of the operations and jobs. Students should be able to monitor what your employees do when they handle particular jobs. Rather than asking a student to stand at the copy machine, give the student a chance to observe how one of your employees talks to a customer, or a supplier.

Each student should have an employee "mentor" whom the student can talk to, ask questions, and have as his or her guide during the internship period. This may be the internship leader or others on your staff.

Within the allotted thirty hours, it is difficult to do more than introduce the students to the basic functions of your business. Literature (perhaps job descriptions) may be distributed describing those portions of the business that are not experienced in person.

Follow-up

Students will report to their teachers and internship coordinators on their experiences. The program will benefit from your team leader's input. A suggested form has been provided for your internship leader's comments.

Further requirements

Insurance. If the internship program is approved by the local school, students may be covered by their school's insurance for any accidents that might occur in your facilities. However, this is a matter that must be reviewed and ascertained for your specific location and business.

Labor ministry/department clearance may be required, or there may be age restrictions in your community.

Payment is usually not required for the 30-hour internship. If you determine that a longer internship period is appropriate for all or selected students, you will need to review whether or not a small salary or scholarship is appropriate. If the internship program is part of a school course, payment is not allowed in many countries.

We look forward to your participation

Thank you for considering student internships to help increase understanding of the travel and tourism industry, to teach pre-career youth of the industry's career possibilities and to bring quality young people into contact with your firm.

We look forward to your participation in the GTTP Student Internship Program. The GTTP coordinator in your area is available to discuss any facet of the program with you at your convenience.

The Guide for Workplace Supervisors

Introduction

Most students will have little experience of the world of work when they begin their placement. They will need the support that comes with close supervision.

It is also clear that there is a need for a personal contact in the host company for each student placed. Equally, the company will wish to have a member of staff responsible for contacts with the school for each individual student.

Supervisors should also find that the task of assessing how well the student has handled the work placement opportunity is aided by the EMPLOYER'S ASSESSMENT FORM at the end of this section. Please return it to the student by the last day of her/his placement. If you have time to discuss it with the students, it should offer them an interesting different perspective on how they coped with the experience generally.

Legal Conformity

Be sure your firm has investigated all labor laws that may pertain to the employment of secondary school students. Although strictly speaking student work internships are not usually considered to be “employment” in most places, they may fall under these laws in your country or city.

Aims of Work Experience

The basic principle underlying an internship or work experience plan is that students should be given an insight into the world of work, its disciplines and its relationships. This should start with an *overview* of what the business consists of, how it operates and what its constraints are. A student intern should be shown “what your business does.” Whether your company develops computer systems or provides catering services to airlines, there will be many different activities which, taken together, form what your business does. This is what student interns need to understand so that they can appreciate the range of career opportunities in the travel, tourism and hospitality industry.

Students should carry out meaningful work during their period of placement. The work should be planned in advance by a responsible person, and students should be given appropriate instructions before, and supervision while they working, and particuarly if they are operating any machinery or equipment.

A well-organized plan covering the main aspects of your business can help students see the real nature of various jobs and can counter misperceptions they may have previously developed about working in different branches of industry and commerce. If students are given meaningful tasks, they can demonstrate the value of their contribution and can see how it could help any company to be competitive. Working

within an industry can provide valuable career information, an insight into the responsibilities involved in going to work, some appreciation of the qualifications required for different occupations and a general understanding of what makes businesses work.

Work experience can help young people to clarify their minds as to the kind of employment for which they are likely to be best suited. But, it is not to be regarded as vocational training or the opportunity to assess individuals for particular jobs. Most important, students must not be allowed to work unreasonable hours.

Liaison with schools and other coordinating agencies

Internship programs have to be carefully planned by schools, local education authorities or other agencies. Therefore the teacher or lecturer in charge should ensure that it forms an integral part of the student's careers program. Schools are expected to prepare students for the internship program and to follow it up afterwards.

The success of each program depends on a good working relationship being established between the school and the employer.

It is hoped that initial discussions with teachers will also involve the individual employees who will directly supervise and be responsible for the students so that these employees are aware of the purpose of the program and the employer's responsibilities towards the students. For example, teachers making arrangements with employers will wish to know about any particular hazards to which students might be exposed and the general safety arrangements at the place of work. Employees who will have students in their area of work will want to know in advance if there are any particular requirements that need to be met, such as provision for handicapped students, or the need to have job descriptions available.

Employers must ensure that students are not required to work in a hazardous environment or to carry out work of an unsuitable or legally prohibited nature. Also employers must supply any special or protective clothing required.

It would be helpful for every employer to appoint a liaison person to conduct all communications with the school. Any complaints or reports of accidents or other contacts should be made by the employer directly to the school concerned, normally by the firm’s liaison employee to the teacher in charge or to the Head Teacher or Principal.

Employers should be notified, in advance, if possible, where it is known that a student will not be attending his/her work experience session. Conversely, employers are advised that absences must be reported to the school. Employers should also make the school aware of any other difficulties concerning student absence, punctuality, attitude and behavior. Each student should be required by the school or Education Authority to sign an agreement stating:

i) that s/he will not disclose any confidential information
ii) that s/he will obey all safety, security and other instructions given by the employer.

Each student's parents should undertake to see that the student carries out these obligations and in as much as employment legislation allows should confirm that the student is not suffering from any complaint which will create a hazard either to the student or to those working with him/her. Immediate and effective action should follow any employer's complaints.

Employers are requested to furnish a brief objective report on the progress shown by each student intern, covering comprehension of the basic business, attitude to work and authority, relationships with other staff, work performance, eagerness, etc.

Payment to students

Because work experience is part of the students' education, no payment is made to the student interns unless required by law. There is usually no objection to employers assisting with the expenses the students may incur for meals and travelling. Please check with the internship coordinator and the school conducting the program for additional advice.

Insurance

Employers should notify their insurer(s) that they are involved with internship or work experience programs. It is important that the range of possible risks to students is considered by the employer. The most important considerations are the risks of:
i) injury to the student themselves
ii) injury to others, employees/visitors/customers etc.
iii) damage or loss of employers' or others' property

Existing employers' insurance policies may cover students on work experience for liability, third party liability and property damage. However, employers will need to check coverage of student interns with their insurers, and the school or agency organizing the placement. Some schools or organizers of work experience may also provide supplementary indemnity insurance to cover risks not covered by employers insurance.

Health and Safety

There are a number of main safety issues. By the time the placement begins it should be clear who supervises the student placement and their responsibilities for health and safety.

Students should be made aware of :

1. The organization's safety policy and his/her responsibility to follow that policy
2. Workplace hazards including prohibited areas and rules for operating machinery.
3. The importance of complying with the rules when handling dangerous substances such as chemicals and the importance of using protective clothing and safety equipment should be made clear.
4. Good housekeeping and how it prevents accidents, for example: shutting doors, storing materials safely, and following the correct routines for starting and shutting down machinery.
5. The ways hygiene can be maintained.
6. The location of first aid facilities and appropriate accident procedures.
7. The use of the fire alarm and evacuation procedures.

Emergencies

1. In case of accident or sickness or any other emergency, the employer should notify by telephone and without delay the Head/Principal of the student's school and the student's home, if a home telephone number is given.
2. Students must be allowed to use whatever first aid facilities the employer provides.

EMPLOYER'S ASSESSMENT FORM

Student's full name_____Gender F__M__

Employer_____Phone_____

Supervisor's full name_____Department_____

Number of working days completed by student_____

What are the student's best qualities and strengths as evidenced during the internship/work experience period?

Where could the student improve?

Further comments about this student

Further comments about the internship/work experience program

Please use back of page for additional comments

EMPLOYER'S ASSESSMENT FORM

A = Very good **B** = Good **C** = Satisfactory **D** = Poor/Unsatisfactory **E** = Very poor

Please place check marks in the following table indicating the student's performance in each of the stated areas.

	A	B	C	D	E
Attitude Toward Work:					
Understanding of the business					
Understanding of health/safety					
Interest in the work					
Relating to People:					
Relationship with supervisor					
Attitude to other staff					
Attitude to customers					
Motivation:					
Enthusiasm					
Initiative					
Punctuality					
Attendance					
Personal Appearance					
Personal Qualities Shown:					
Adaptability					
Self-confidence					
Trustworthiness					
Skills demonstrated:					
Oral					
Listening					
Written					
Numerical					
Practical (were applicable)					

Signed_____ Date_____

Thank you for participating in the internship/work experience program

Please use back of page for any additional comments

A Parent's Guide to GTTP Student Internships

Why should my child be in a work/study program?

Work/study programs, also called internships, help your child to prepare for his or her adult working life.

Currently, about 1,300 companies provide student internships under the GTTP's world-wide programs. Many of these firms are large corporations in the travel and tourism (T&T) industry who want to ensure that young people coming into the work force know them and understand the career opportunities that they offer. Other companies that provide internship opportunities are local companies that want to grow their businesses and support their local communities. These are some of the fastest growing businesses in the world – the Travel &Tourism industry is projected to grow more quickly than any other sector in the near term.

Direct, hands-on experience with staff in the work place takes the mystery out of job world and encourages youth to take the steps necessary to make them employable. Interns form bonds with the people on the job. Basic facts of operating successfully in the adult world are brought home in a practical, clear way. These include wearing proper attire, the need to be punctual, listening to directions and following them, getting along with co-workers, and seeing how their individual actions (or inaction) can affect the success of a business operation.

In a student internship program, young people begin to understand the practical use of subjects taught to them in theory in a classroom, and they are able to apply their learning in an environment of adults who know the value of that knowledge.

Your child has studied in school for many years, but as you know, this is not very much like what she or he will find in the workplace. An internship is an opportunity to have a short-term real-life work experience. If your child is chosen for an internship program, it is chance for your son or daughter to:

- understand the way a business works
- understand what it takes to be successful on a job
- gain first-hand work experience
- get used to a real job setting and see what happens there
- meet and know people who are on the job
- be able to ask questions about jobs they may never have thought about
- see people doing jobs they never knew about
- learn about jobs that are available close to home
- help them decide what they will do in the future.

Employers who learn that a particular student is cooperative, follows instructions, and learns well in the workplace are more likely to hire that student when she or he is no longer in school. Establishing a good relationship with an employer is a key to finding satisfying employment later on, whether it is with this employer or with another firm.

Knowing what to expect at a job is the first step in preparing well for the years your son or daughter will spend in the workplace. This is an excellent opportunity to learn what's ahead.

The travel and tourism industry is a very important to your locale. Your child will be better able to find a good job in this area when she or he understands what it takes to work in a real place of employment in the industry

What is the work/study program like?

Programs vary, but your child will normally spend 30 hours in the internship program. In some programs, your child will go to the workplace every day for one week. In other programs, a student will attend for one day a week over a few weeks' time. Before your child goes to the job, she or he should learn as much as possible about the company where the placement will be.

On the job, students will first be introduced to the company and learn what people do there. Your child will learn what the company does, what services it performs or what goods it sells, and how it earns its income. Interns will be taken from one section or department to another and see each task that is performed. They will be expected to help perform some of the more simple tasks. After the internship is over, your child will fill out assessment forms and give them to the teacher. The employer will also fill out an assessment form for each intern. Back at school, your child will discuss the job experience with the teacher and other students. The assessment forms will help the teacher in personal counseling with your child, and in discussing the experience.

How much time will it take from my child's studies?

Internship programs are designed to complement your child's study program. They vary in length, but are usually 30 hours long. These programs are intended to give your child clearer ideas about the work place, but are **not** training programs for specific jobs. Longer programs may be available in your country, but the GTTP internships are an introduction to the working world and to careers in travel & tourism.

Who will make sure my child is treated well at the workplace?

Your child's teacher, the employer and a coordinator have all helped prepare for the period of work experience. The employer usually asks one employee to be a supervisor for the students when they are at the company. All legal, health and safety issues have been carefully examined and your child's well-being has been carefully taken into consideration. In addition, internship programs are often cleared by local education authorities and other government agencies.

Employers are required to conform to the laws as they affect young people. They must make sure that students are not required to be in hazardous areas in their workplace, and that they are not asked to carry out any tasks that are unsuitable or illegal for youngsters. Employers must supply proper protective clothing where it is necessary. Provisions are made in advance to accommodate handicapped students at the work site.

Will my child be paid for a work/study internship?

Because internship is part of a student's education, there is no payment unless it is required by law. Certain employers may want to help out with transportation costs, meals or other minor costs, but they are not required to do so. Each internship and each employer is different.

What can I do to help my child benefit from his or her work experience?

You can help your child by supporting his or her efforts, and you can help

- make sure she or he gets to work on time
- make sure the employer is called if your child is sick or cannot be there
- make sure your child is neat and appropriately dressed for the work site
- encourage your child to pay attention to the job-place rules
- encourage your child to fill out all the forms during and at the end of the internship
- discuss the experience with your child

Employers look for these things in a job candidate:

- Positive Attitude
- Enthusiasm
- Outgoing Personality
- Independence
- Leadership Ability

Encouraging these qualities in your child will help him or her to make a good impression in the workplace, at school and in life.

And remember….

Your child's teacher, principal or the internship coordinator is available to speak with you if you have any questions not answered in this booklet. Please feel free to look through the other sections, particularly the Student section, so you can see what is required of your child to complete a successful work/study internship.

A Teacher's Guide to GTTP Student Internships

Introduction

Why have a student internship/work experience program?

Currently, about 3,000 companies provide student internships under the GTTP's programs world-wide. Many of these firms are large corporations in the travel and tourism (T&T) industry who want to ensure that young people coming into the work force know them and understand the career opportunities that they offer. Other companies that provide internship opportunities are local companies that want to grow their businesses and support their local communities. These are some of the fastest growing businesses in the world – the T&T industry is projected to grow more quickly than any other sector in the near term.

Direct, hands-on experience with staff in the work place takes the mystery out of job world and encourages youth to take the steps necessary to make them employable. Interns form bonds with the people on the job. Basic facts of operating successfully in the adult world are brought home in a practical, clear way. These include wearing proper attire, the need to be punctual, listening to directions and following them, getting along with co-workers, and seeing how their individual actions (or inaction) can affect the success of a business operation.

In a student internship program, young people begin to understand the practical use of subjects taught to them in theory in a classroom, and they are able to apply their learning in an environment of adults who know the value of that knowledge.

Careers today are infinitely more varied and complicated than when they were ten or twenty years ago. Management and labor careers, based on the lightening-like advances in computer technology, have evolved into highly differentiated specialties. Most of these use sophisticated computer programs and hi-tech information technology (IT) tools in communication, transportation and industrial fabrication.

Outside of professional personnel or human resources specialists, most of us in the adult world are not aware of the careers available to youth today. Student interns are exposed to a wealth of new career possibilities for their futures.

In the practical workplace, students become aware of the need for English-speakers in commerce and industry. They see how important it is to listen and to communicate clearly in the job world. They apply their skills, discover their strengths, and overcome prejudices they may have acquired concerning the T&T industry.

As the world's fastest growing industry, T&T offers unparalleled opportunities to the youth of many nations, especially in countries where jobs in natural resources or

manufacturing industries are scarce. A student internship program will bring home the very real way T&T helps your national and local economy.

So, as you may see, an internship program is a good opportunity for your students to better understand possible career choices, to visualize themselves in the workplace community and to affirm their academic learning and their skills in the real world.

Not only the student gains from work experience under the GTTP program. Teachers find it useful to see how their students have been evaluated by their workplace supervisors and by themselves. Teachers may want students to share their new knowledge and work experiences with their classmates. Class exercises for all can be based on the association between academic knowledge and its use in the workplace.

Preparing your students for internships

First steps

1. Even before identifying potential students for the program, contact should be made with interested businesses in your community. Your GTTP Coordinator will help with this task. Business locations should be within reach of transportation available to all your students, and the transportation should be affordable. If a business is located far from the student's home, the business may want to help out with transportation expenses.

2. An appointment should be made with each firm involved to have their internship coordinator visit with you in your school. In this meeting, you can fully discuss the proposed internships, including how many students should take part. During the discussions, you will ascertain any health and safety requirements for the students (eg. students in wheelchairs may not be able to enter certain locations, asthmatic students may not be able to enter dust-producing factory operations, etc.)

3. You will then choose the students who will participate.

Preparing the students for their internships

1. Students should be made very well aware of the basic requirements of the workplace:
    - Be on time
    - Be properly dressed
    - Be pleasant and courteous
    - Listen carefully
    - Follow instructions
    - Pay strict attention to safety and health regulations

If a student will be late or absent from the workplace she/he MUST call the employer's internship leader (BEFORE the absence) and explain why. Transportation or other difficulties beyond the student's control must be reported to the employer as soon as possible.

Employers are advised that absences must be reported to the school, and that they advise the school of any other difficulties concerning student absence, punctuality, attitude and behavior. You should require each student to sign an agreement that states

i) that she/he will not disclose any confidential information

ii) that she/he will obey all safety, security and other instructions given by the employer.

A suggested form is on the next page, but the employer may want to supply his or her own form. (See also the Internship Acknowledgement Form in the Addendum section.)

Workplace Confidentiality Form

Date_____

School_____

Teacher/School Coordinator_____

Business internship leader _____

Student name_____

I hereby promise that any confidential information made available to me during the internship (work experience) program at _____ will remain confidential. I will not tell anyone else confidential information as long as it has been brought to my attention that it is confidential.

In addition, I will obey all safety, security and other instructions given by the employer

The Coordinator's Role in GTTP Student Internships

Introduction

As coordinator, you are responsible for bringing the student internship programs together so that they run smoothly and efficiently. You will be integrating the actions of all of those involved: employers, students, teachers, government agencies and education authorities.

You will have the opportunity to coordinate a program of value to all members of the program. Benefits include the fact that:

- Students gain exposure to real-life job and new opportunities
- Employers meet potential job candidates and create interest in their firms and in their industry
- Teachers add depth and reality to their students' education.
- Governments benefit from a greater understanding of a local industry that produces high revenues and extensive job growth
- Governments and their agencies benefit from an informed citizenry
- Education authorities add learning programs at no cost to government.

This guide will help you to accomplish the various steps necessary to put a student internship program into effect.

Communicating with governmental authorities

Before an internship program can begin in your country, it will be necessary to consult with local and national government authorities that have jurisdiction over educational programs. In addition, you will need to research the local governmental regulations that are concerned with labor and employment, youth and children, and workplace safety and health.

A good beginning will include:

- Consulting with education authorities for any necessary permissions to introduce the work/study programs into schools.

- Researching labor laws to ascertain requirements concerning minors in the workplace, hours of employment and if payment is required for student work/study.

- Researching other regulations that may affect the program.

- Identifying tourism and travel businesses that are interested in hosting a student internship program.

- Locating schools that will be accepting of the principles and benefits of an internship program.

A GTTP consultant will be pleased to assist you at the preliminary stages to ensure that potential participants are identified and the program is on track.

Working with the schools

After receiving clearance from the principal or headmaster, a close working relationship with the teachers who participate will help make the program successful. Criteria for choosing the pupils who take part will be determined by the teachers, but you will want to encourage them to choose students who:

- have a positive attitude
- are enthusiastic
- have an outgoing personality
- are independent
- have leadership ability

The students should also be academically qualified, and have a good command of the local language. They should also have good communications and comprehension skills.

Working with employers

A student internship program is an unparalleled opportunity for employers in the rapidly-growing travel and tourism industry to identify well-qualified future employees and to network with the community. Students who experience the inside of a business will be likely to talk with their parents and relatives about the firm and their experiences there, spreading the word about job opportunities at the firm right now.

When local community people understand the workings of the travel and tourism business, they are less likely to feel distanced from the tourists and visitors that come to their home towns. Greater community understanding means better acceptance of an industry that creates jobs and wealth for the community.

Employers should name a staff member to be responsible for the internship program and to work with the students. You will be in touch with the employer from the early phases of the program, but if it is feasible, you should visit some of the workplaces while students are learning there.

After the program is completed, you will want to speak with employers and teachers alike to gain perspective on their levels of satisfaction with the way the program progressed. This will allow you to make improvements and streamline the operation of every phase.

The Student Intern – Rewards and Responsibilities

Why participate in an internship/work experience program?

Its main purposes are to help you to:

• Understand the way a business works and what it takes to be successful;

• Be aware of how a business can be affected by things outside its control;

• Gain first hand experience of a working situation;

• Get used to doing a job in a real working environment;

• Meet and get to know people who are working;

• Be able to ask questions of people who are in work about things you may not have thought of before;

• Learn about jobs you may not have come across before;

• Decide what kind of work you would eventually like to do.

Preparation for your work experience

Your teachers will have helped to prepare for your period of work experience. Whether or not you have actually met a representative of the firm you are joining, it would be good preparation to read some basic written information about it and what it does, as well as more specific information about its policies concerning personnel, including matters of health and safety.

When you first get to work your employer will see that you are introduced into the business to give you a real idea of what it is all about, how you fit in and the basic rules to follow.

Things to Remember

• Try to find out as much information as possible about the company you are joining beforehand; it will help you to settle in and enjoy the work experience period.

• Make sure you know how you are going to get to and from work.

• Always arrive on time, but if you are unavoidably delayed, apologize and

explain why.

• Pay close attention to instructions you are given about the job. Make notes if it will help you.

• Always ask questions if you are not sure about something – you are not expected to know everything and it is better to ask if you are in doubt.

• Your attitude to the job is important - you cannot always be smiling, but try to be pleasant to people and do the best job you can. Positive attitudes to your employer, the people you are working with and to customers can often contribute to the success of a business.

• ALWAYS OBEY SAFETY REGULATIONS EXACTLY- they are for your safety and that of others. Make sure you know the Health and Safety procedures for your workplace and your responsibilities for yourself and others.

• Take the opportunity to find out as much as you can about work by talking to people and using your eyes and ears.

• If you are sick always phone early and tell your supervisor - do not just stay away.

• If you have any problems not connected with the internship work, call your school.

• If you have any problems with your internship work, talk to your supervisor about them - it is part of the supervisor's job to help you.

• Make the most of your work experience opportunity in every way you can. How much you get out of it will depend a great deal on you.

• Ensure that each day you complete a daily record of what you have done.

• At the end of week one make sure that you have completed the week's record.

• At the end of your placement make sure that all your records and the Employer's Assessment Form have been completed so that you can hand them all in at school when you go back.

And most importantly:

- Be polite, tidy and dressed appropriately
- Be on time

STUDENT'S DAILY RECORD

Please list below the activities which you undertake each day you work. Provide details of any specific experiences, both good and bad.

WEEK OR DAY WORKED	**NOTES**	**SECTIONS OR DEPARTMENTS INVOLVED**
Monday or Day 1		
Tuesday or Day 2		
Wednesday or Day 3		
Thursday or Day 4		
Friday or Day 5		

Please use back of page for additional comments

Student's Work Assessment

Ask these questions at the end of the first week and see if you can discuss them with your work supervisor.

1. What does the business *do* and how does your job fit in?

2. What aspects of the work have you been most involved with?

3. What aspects of the work would you like to have more involvement with?

4. What new things have you learned form the work?

5. How does the way you do your job help the business to be more successful?

6. Other comments (things you liked or didn't like about the internship/work experience opportunity).

If your program is of longer duration than one week, you should discuss specific reporting requirements with your teacher.

Please use back of page for additional comments

My Views on the Internship/Work Experience Program

We hope you've found the work experience interesting, useful and enjoyable. We recommend that you keep the work records you have made as they should be very useful when you return to school.

Here are three last important questions:

1. What have you learned about the business and what you can do to make it work well?

2. Describe how your internship/work experience has given you responsibility and whether it has helped you gain more confidence in yourself, and helped you discover your own skills, talents and interests.

3 If you were your supervisor, how would you grade yourself?

(A = Very good, B = Good, C = Satisfactory, D = Poor, E = Very poor)

	A	**B**	**C**	**D**	**E**
Effort					
Punctuality					
Appearance					
Ability to understand instructions					
Attitude towards others					

Thank you for being part of the program, and good luck back in school.

Addendum for Optional Extension Programs
&
Sample Documents

Introduction

This addendum comprises two parts: a discussion of internships of various lengths and sample documents for use in internships programs.

Long-term internships

Globally, most student internship programs in the GTTP sphere are of a 30-hour duration and are directed to secondary school students. These are sufficient to introduce a student to the new surroundings of a real-life working situation, but are not long enough to provide comprehensive work experience.

For this reason, summer programs for both secondary and college students have evolved. These are of proportionally greater value to employer and student alike, in that they provide the chance to get to know the workplace and the requirements of a specific job function in depth. They offer exposure to jobs that require training, such as those that involve meeting the public. These jobs require a degree of maturity and interpersonal skills usually not reached until the final years of secondary school or during college.

Summer internship programs may be of one or two months' duration.

They provide opportunities for students to

- Gain an in-depth introduction to the world of work
- Use interpersonal skills and knowledge
- Learn new interpersonal and technical skills
- Acquire in-depth hands-on experience in the travel and tourism industry
- Provide the ability to make informed career decisions

Sample documents for creating internships

1. Announcement of internships to schools
2. School acceptance form, S-1
3. School declines, form S-2
4. Invitation letter to travel and tourism firms
5. Company acceptance form E-1
6. Interview agenda
7. Guidelines for student interviews
8. Criteria for internships interview
9. Interview questionnaire
10. Letter to schools of internship acceptance
11. Intern acknowledgement form
12. Briefing Session confirmation to student
13. Student reminder
14. Confirmation letter to company
15. Long-term internship report submissions

Sample program announcement to schools

Dear

We are pleased to inform you that the GTTP Internship/Work Study Program is available to students of your school. Selected students [in the junior year, senior year] will be chosen to participate in a [30 day, one-month, two-month] internship with a travel-related company.

The purpose of the internship program is to provide an opportunity for students to

- Gain an introduction to the world of work
- Build opportunities for future employment
- Apply skills and knowledge acquired in school to the workplace
- Learn new skills, both technical and personal
- Acquire hands-on experience in the travel industry
- Make informed career decisions

The tentative internship program will be offered:

Dates:	[Beginning and ending dates]
Duration:	[30 days, one month, two months]
Time:	[Office hours of designated company]
Venue:	[Participating travel & tourism firms]
Allowance:	[If applicable]

Each school may nominate [1,2,3] outstanding students to participate in the program. Please take note that the student should possess the following qualities; maturity, willingness to learn, ability to follow instructions, outgoing character and pleasant personality. The students will be interviewed for the available internships and the final decisions will be made by the GTTP program coordinator.

Please fill in the enclosed form (GTTP Program Application Form S-1) with a photocopy of the student's report card and mail it to this office no later than [date]. If you have any questions regarding the internships, please don't hesitate to contact me at [telephone number].

If your school chooses not to participate in the internship program, please mail [or fax] back the enclosed reply form (Decline Internships, S-2)

GTTP Program Application Form S-1

To: **GTTP Internship/Work-Study Program**
[address]

Deadline: [date and day of the week]

Applicant to complete this section:

Attach photograph here

Student Name:_____Age: _____

Name of School:_____

Address: _____

Previous Participation in GTTP Travel & Tourism Course:

Year attended_____ Grade Achieved:_____

Hobbies and Extra-curricular school activities: _____

_____

Home address: _____ Phone: _____

Please state why you want to be a work/study intern: _____

_____

_____

Student signature: _____ Date:_____

To be completed by the teacher:

Recommendations about the student in terms of personality, academic and social performance in school, character, etc.

_____

_____

_____

Decline GTTP Internships, Form S-2

To: **GTTP Internship Program**
[mailing address]
[fax number]

From: [Name of School]

Unfortunately, we are not able to participate in the GTTP Travel and Tourism Internship/ Work Study Program at this time because

(Please check the appropriate box)

_ We need more information on the Program

_ We have no qualified students

_ Our students are not in the proper grade level

_ None of our students are interested in the Program

_ Other (please describe)

_____

_____

_____

Signed: _____

Title:_____

Name: (please print)_____

Sample invitation letter to travel & tourism organizations

Ms./Mr. _____
Executive Director
XYZ Travel Association
Address
City

RE: Student internships in travel and tourism

Dear _____,

I am writing to ask your assistance in arranging internships (work-study apprenticeships) for [Secondary School, College] students this [spring, summer, fall]. The purpose of the internship is to provide an opportunity for the students to

- Gain an introduction to the world of work
- Build opportunities for future employment
- Apply skills and knowledge acquired in school to the workplace
- Learn new skills, both technical and personal
- Acquire hands-on experience in the tourism and travel industry

Benefits to participating travel and tourism organizations include:

- Identifying promising potential staff members
- Creating an understanding of the industry in the community
- Creating interest in working for the organization

The tentative internship program will be offered to students:

Dates:	[Beginning and ending dates]
Duration:	[30 days, one month, two months]
Time:	[Office hours of designated company]
Age of student:	About [age]
Allowance:	[If applicable]

Please complete the enclosed form, GTTP Student Travel and Tourism Internships, Form E-1, and fax it to the GTTP Program Coordinator at _____ by [date]. If you have any questions about the internships, please don't hesitate to call me at _____.

Yours truly,

GTTP Student Travel and Tourism Internships, Form E-1

To: **The GTTP Student Internship Coordinator**
FAX: [number]

From: [Name]
[Company name]

Participation notification deadline: [date]

(Please check the appropriate boxes)

_ **We are pleased to offer _____internships for travel and tourism students.**

_ Sorry, but we can't offer any internships at this time, because_____

_____

Possible jobs/activities: (please name and describe):
_____

_____

_____

_____

Student requirements (if any): _____

_____

_____

Suggestions/Comments on internships:_____

_____

_____

Contact Name:_____ Telephone: _____

Guidelines for Student Internship Interviews

Group Interview Agenda

1. Take photographs
2. Discuss purpose of internship
3. Introduce and discuss available jobs
4. Form groups by job/employer interest
5. Group interview
6. Individual interviews
7. Selection
8. Briefing session
9. Discuss with chosen students:
    - Parent's written permission
    - End of term date
    - Counseling on appearance, clothing and being on time
    - Give students your contact information for the future.

Criteria for Student interviews

1. Personality and Attitude (20%)
    - Positive Attitude
    - Enthusiasm
    - Outgoing Personality
    - Independence
    - Leadership Ability

2. Academic Qualification (20%)
    - Travel and Tourism knowledge
    - Native language
    - English, other languages
    - Computer knowledge

3. Communications skills (30%)
    - Interactive skills
    - Comprehension
    - Persuasion skills

4. Travel & Tourism Potential (30%)
    - Match of Job with Candidate
    - References/Recommendation
    - Ambition/Career Path

Student Interview Questionnaire

(Please print)

Name:_____

Address: _____

School: _____

Age: _____

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(Check the appropriate boxes)

1) Language ability:

_ [Local Language] _ English _Other (specify) _____

2) Computer skills:

_ Microsoft Windows

_ Word

_ Excel

_ Other_____

3) Past work experience:

Company	Position	How long

4) What do I know about the prospective host/employer? _____

_____

_____

5) **Why I want to work for this organization:**_____

_____

_____

_____

Sample Student Acceptance Letter to Schools

TO: [teacher]
[school]

From: **GTTP Program Director**

Date: [date]

Subject: **The GTTP Student Internship Program**

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Congratulations! Your student ______________[name of student] has be selected from the students internship applicants interviewed on __________[date] to take part in the GTTP internship program.

We would like to offer ______________[name] the following student internship:

Period: [period of internship]

Time: [beginning and ending hours and days to be worked]

Place: [host organization an address]

Allowance: [where applicable]

Ms./Mr. _________[student intern name] is invited to join me in my office for a detailed briefing regarding the internship:

Date: [day and date]

Time: [hour of appointment]

Place: [The GTTP Coordinator's address

Important: Please ask your student to bring along the attached acknowledgement form, already signed by all parties as specified. If you have any questions, please feel free to contact me at _________[telephone number].

Internship Acknowledgement Form

To: **The GTTP Coordinator**

From: [student name]
[school]

Date: [date]

This serves to acknowledge that neither the GTTP Student Internship Program, the [your country] **Education Ministry, nor the** [host organization] **will be liable for loss, damage, or injury to person or property occasioned by irresponsible acts or behavior of the student during the period of internship.**

_____

Principal: Signature, print name, date

_____

Parents: Signatures, print names, date

_____

Student: Signature, print name, date

Sample Student Briefing Session Confirmation

Thank you for attending the briefing session with the GTTP Coordinator. Details of your internship are as follows:

Period:	[duration and dates]
Company:	[host company name]
Address:	[address, suite] [section, town]
Job:	[job title]
Office Hours:	[hours and days]
Allowance:	[where applicable]
Dress Code:	[where required]
First day of work:	[day and date]
Job contact:	[host company designated supervisor]
Meeting Place:	[where to meet on first day]

If you have any questions, don't hesitate to contact [name and contact information of GTTP coordinator]. We wish you a stimulating and enjoyable internship!

Student reminder

What an internship can do for you:

- Gain first-hand experience of a working situation
- Get used to doing a job in a working environment
- Meet and get to know people who are working
- Be able to ask questions about things that you may not have thought of before
- Be able to see people doing a range of jobs that you may not have seen before
- Help you to decide what kind of work you will eventually do

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Things to remember:

- Make sure you know how to get to work and how long it takes to get there
- Always be on time, but if you are unavoidably delayed, apologize and explain why
- Pay close attention to instructions about the job
- Always ask questions if you are not sure of something
- Your attitude on the job is important – be pleasant to people and do the best job you can
- Use the opportunity to learn as much as you can - talk to people and ask questions – use your eyes and ears
- If you are sick ALWAYS call early and tell your supervisor – NEVER just stay away
- You cannot be absent from the internship or quit the program without the express permission of the GTPP Coordinator
- If you have any problems with the internship, contact the GTTP Coordinator
- Be polite, tidy and dress appropriately

Sample internship confirmation letter to host company

Dear _____:

On behalf of the GTTP Travel and Tourism Student Internship Program, I would like to thank you for arranging [one, two, three] internships for our students as follows:

Office hours:

Lunch hour:

Dress Code:

Place:

Allowance:

Contact person:

We recently conducted an exhaustive interview with candidates for the position[s], and this [these] student[s] were selected as best qualified for internships at your company:

Name of Student	Name of School	Internship period

The students will be briefed about internship details. Let me know if there is any special information we can pass on to them.

In the event of public announcement that all schools are to be closed as a result of adverse weather or other reasons, the internship[s] will be cancelled for those days.

If you have any questions on the internships, please don't hesitate to contact me at _____[telephone number]. Enclose are the students' data for your records.

Yours truly,

Summer Student Internship Reporting

Don't forget!

Your must submit a report at the termination of your internship period to the GTTP Coordinator.

The Report will consist of:

1) A summary in no more than two pages noting your internship experiences.

2) A description of

    - the internship activities, knowledge and skills acquired, personal experiences of value, observations, etc.

    - general comments on the internship: what did you like most? What did you like the least?

    - Recommendations to the GTTP Coordinator on how to improve future internships

Length of report:

Not less than three pages.