1504: Internships

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Section: Training
Subject: Internships
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Policy Owner: Director Learning & Development

Policy

Overview

Our guiding philosophies include:

- We believe in being a contributing member of our community and industry
- We are committed to ongoing training and team member education
- We value our company’s image

It is with these values in mind that we value an internship partnership between Massey Services and our neighboring learning institutions. These internship positions create a mutually beneficial opportunity for local students to learn key business systems while also providing a resource for our company’s projects and programs as well as a potential source to fill future talent needs.

The Learning & Development Department provides internship opportunities for either academic credit or on the job experience however academic credit requests are handled between the intern and their respective educational institution.

General Internship Program Schedule

Internships can follow one of several tracks. These include:

- Departmental - the intern works within a single department on multiple items

- Project - the intern focus on a single or series of connected projects
- Cross functional - the intern works in various departments and projects/responsibilities

We offer internship opportunities in various departments, including:

- Learning & Development
- Business Analysis
- Operations
- Marketing
- Accounting
- IT/Reporting

The typical internship schedule is based on a normal 14-week semester; however the program is flexible if needed to accommodate non-traditional semesters. The basic format is as follows:

Before Start

- If required by the intern's educational program the Learning & Development Department will assist the sponsor draft the intern’s learning agenda
- Schedule/arrange professional development activities such as lunches with key team members
- Sponsor selection and learning agenda confirmation

Week 1

- Complete HR on-boarding process
- Share learning agenda
- Introduce the interns to their sponsors
- Discuss expectations and what they hope to learn; set goals for internship
- If there are multiple interns let them get to know each other
- Interns spend time in a service center.

Weeks 2-7

Meet one-on-one with sponsor (office meeting or lunch)

Arrange for project status check in meeting with supervisor

Sponsor meets with supervisor weekly to check up in intern

Mid-Internship

- Review learning goals
- Give specific feedback on strengths / challenges
- Assign project presentation to be given at the end of the internship

Week 7-13

- Meet one-on-one to check in on project status
- Arrange a sponsor lunch at least every other week
- Invite the intern to attend departmental meetings as deemed appropriate
- Review intern’s updated resume to make sure they are describing accomplishments well

Final Week

- Coordinate presentation by intern to a small to medium size group (sponsor, supervisor, Learning & Development, etc.)
- Conduct final review
- Conduct feedback survey
- Host a thank you lunch
- Provide references as requested (LinkedIn, letter of recommendation, etc.)
- Provide feedback to education institution (if required)

Individual Internship Program Task Needs

Learning & Development will centrally manage all interns. They will:

- Assign each intern a sponsor. This sponsor will be responsible for coaching and general oversight of the individual intern. The sponsor does not have to work in the department the intern is assigned to (direct supervision will be determined based upon intern program needs).
- Work with the sponsor to determine the program goals.
    - What are the objectives for both the intern and Massey Services?

- Determine the intern’s responsibilities.
- Determine supervisor’s responsibilities.
- Determine the expected timeline for the internship.
- Ensure all materials, equipment, office space and other needs are available.
- Determine the internship evaluation method
  - General evaluation
  - Program/project specific evaluation

Internship Program Compensation

Compensation will be dependent upon the intern’s educational level. Compensation will be paid by the department providing the internship. For interns working in an immersion program, cycling through various departments, the Learning & Development department will be responsible for management and compensation.

The following chart shows the starting compensation per educational level.

Education Level	Hourly Compensation
High School	$10.00
Undergraduate	$12.00
Graduate	$15.00

Compensation changes can be made only with the President’s approval.

The company may choose to employ students, such as a team member’s child, for part time positions. These positions are not internships and are not subject to this policy. Refer to PP-1202 for more information.

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