

IMMERSE

Summer Start-up Internship Programme

Student Handbook

24 May 2023



IMMERSE Start-up Internship Programme Intern Handbook

Introduction

This handbook is designed to introduce you to the [IMMERSE Start-up Internship Programme](#).

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1. IMMERSE Start-up Internship Programme Introduction

1.1. Welcome to TU Dublin IMMERSE Start-up Internship Programme

As the programme coordinator, I am pleased to welcome you to the TU Dublin IMMERSE Start-up Internship Programme.

This internship handbook is an important document and forms part of your internship record for your internship.

It must be filled in on an on-going basis, with the log book being filled in at the end of every week during which you are on the internship. As soon as it is filled in, you must sign it yourself and submit to the IMMERSE coordinator. It will be reviewed by the internship coordinator, who may visit you at the internship location and speak to you and your start-up mentor.

Satisfactory completion of the period of internship, includes, but may not be limited to;

- ➔ a completed log book,
- ➔ a completed reflective journal report,
- ➔ a presentation, and
- ➔ a positive completed mentor feedback questionnaire (the Internship Evaluation Form).

The purpose of the Start-up Internship module is to provide you with an opportunity to gain in-work experience relevant to start-up operations and to build their career profile. The start-up can be a commercial, social, or non-for-profit enterprise.

An internship is designed to provide you with an experiential learning experience. For this you will have the opportunity to ask questions and receive feedback on their performance. As Interns you will be assigned a mentor who will be encouraged you to create an open line of communication and comfortable working relationship with you, as this will play a large role in the internship experience. The role of mentor will be to provide you with meaningful guidance and to assist you with a task or project. The role of supervisor is important as this will be the individual assigning the projects that you will work on and the individual who is responsible for the professional projects/situations you will experience. Through the internship you can learn a lot regarding the ideas and approaches of a start-up or SME that they can take this forward to future roles.

During the internship, I am your TU Dublin GROWTHhub contact person and you can reach me by email at gloria.rull@tudublin.ie.

I hope you will enjoy your internship and that from it, you will learn more about the world of new venture, entrepreneurship – and, also perhaps, about yourself.

Glòria Rull
GROWTHhub Partnership Lead
www.tudublin.ie/growthhub

1.2 What is an internship

- An internship is a period of practical training, carried out by a student within a company or organisation, or in this case a start-up enterprise.
- Internships are flexible and the start-up should develop the internship around the needs of their business. For example, internships can be arranged around key tasks or projects that have to be carried during the internship period.

1.3 Internship benefits for the student

- An internship with a start-up gives the intern direct access to the entrepreneur leading the start-up, providing a valuable learning experience for potential entrepreneurs.
- While traditional internships can help the intern get a better sense of one department of a company, in a start-up internship the intern will have exposure to most areas of the enterprise and is more likely to get an insight into how the organisation works as a whole.
- There may be opportunities to work in multiple roles and because the intern will be working with a smaller team and they are more likely to be involved with their work and will learn a lot more.
- Start-ups and SMEs are fast-paced and often are still evolving and growing. Therefore, the intern can get to watch the business change even over the duration of a short internship.
- The intern can learn a lot regarding the ideas and approaches of a start-up or SME that they can take this forward to future roles.
- An internship experience offers potential for recruitment to that start-up and will be a distinctive CV experience when the intern graduates and enters the job market. Unlike at a larger company where the intern's work can more easily be overlooked, in a smaller organisation everyone's work is essential and the mentor or supervisor will see, and evaluate their work, providing personal feedback over the course of the internship.

1.4 Internship Contact details

IMMERSE coordinator: gloria.rull@tudublin.ie

Personal

Student name		Telephone number	
Student number		Email	

Company

Company name		Company mentor	
Address		Mentor email	
		Mentor telephone number	

Internship duration

Date of commencement		Date of completion	
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2. Professionalism and On-Site Conduct Expectations

Professionalism, in general, refers to how people behave while on the job--many aspects of professionalism are also known as soft skills. Showing respect in the appropriate way and conforming to the largely unwritten guidelines on behaviour. How you present yourself to clients/customers, co-workers, and supervisors is just as important to being a successful intern/employee as your actual job/task performance.

- How you behave as an individual
- How you make use of the communication tools available
- How you act in the team and company that you work in
- How you deal with external business contacts

Here is a list of the most important components of professionalism:

2.1. Punctuality and Dependability

When a company accepts a student as an intern, the expectation is that the intern treats their internship like any paid job. Hours and days of attendance are agreed upon at the beginning, and the intern is expected to be at the site for those days and number of hours agreed, unless there is a legitimate reason (e.g. illness, family emergency) that causes the intern to miss work. If such a situation arises, the intern should follow the company's procedure for reporting missing work, at minimum contacting their manager/ supervisor.

While being at your internship when you are expected there is always important, for an internship it is even more necessary because an internship is a supervised work experience. In many cases, the site supervisor modifies their schedule to work with and supervise the intern, so unless an intern has negotiated for a flexible schedule--when an intern does not report to the site as expected, and/or does not report at the consistent days/times agreed upon, that is not only unprofessional but might also be considered disrespectful of the site supervisor and his/her time.

2.2. Attitude

Attitude as it relates to professionalism refers mainly to how you come across in your dealings with people, how other people perceive how you act. An appropriate attitude for most workplaces is one of confidence (without cockiness), politeness with friendliness, and being helpful without being completely submissive. Your attitude with co-workers and supervisors is as important as your attitude with customers/clients. In most workplaces, multiple people with varying personalities need to work together to accomplish the company or organization's goals. Therefore, having a professional attitude is an important part of being easy to work with and able to contribute to a group.

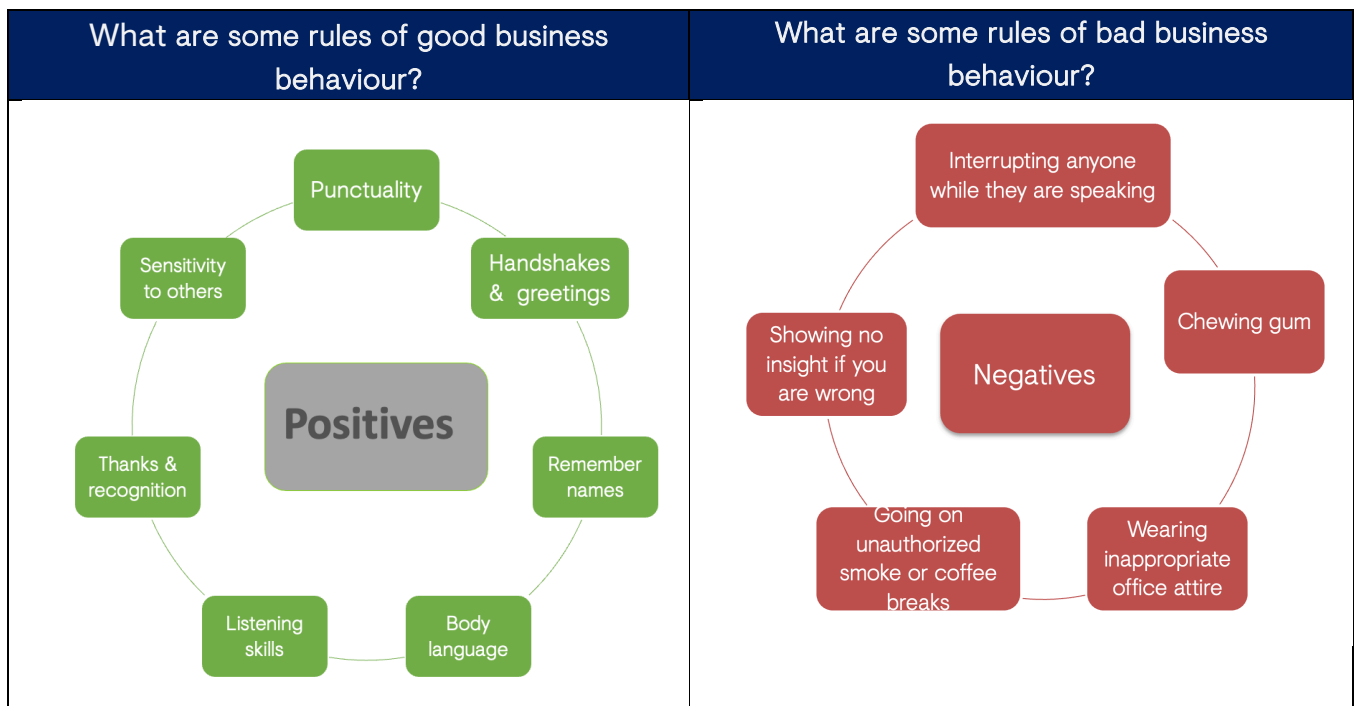
As an intern, it is important to be aware of what you do not know, what your limitations are, and to be careful to not make assumptions that could cause you to appear arrogant. However, you should demonstrate assertiveness and willingness to try tasks/software/technology you have not used/done before.

2.3. Appearance

A clean and tidy appearance is crucial if you want to be taken seriously at work. If the office has a dress code make sure to adhere to it. If there is no clear policy please make sure you present yourself well.

Dress expectations for business have relaxed significantly in the last few decades, however, many businesses do have some form of dress code or expectations of their employees. Be sure to discuss with your manager/supervisor what the dress code is or what the expectations are for you and pay attention to what the other employees are wearing. If you are in a customer/client-facing position, be sure to confirm if there are higher dress expectations for meetings, etc. than for regular office times.

2.4. Example Business behaviour



3. Internship Assessment

The CPD Certificate Start-up Internship is a 10 ECTS module.

The student is required to participate in the internship for a minimum of 8 weeks (or equivalent).

The module is assessed on a Pass/Fail basis only, and all the following elements must be passed:

1. Fully completed weekly **internship logbook**.
2. Fully completed **learning report**.
3. Delivery of a 15 minute **presentation** detailing the internship experiences and learning.
4. **Company Internship Evaluation Form** completed at the end of the internship by the host company supervisor/mentor with satisfactory ratings.

3.1. Internship Logbook and Learning Journal

You are required to keep a weekly Logbook and Learning Journal detailing the activities you performed during that week.

The content should be a concise description of the tasks worked on during each week of the internship and should clarify the context of each task, e.g.:

1. **Main duties and tasks undertaken** (state changes in location or reporting relationships and whether dealing with public, etc.)
2. **Self-evaluation** of your performance in the above
3. **Learning from start-up operations**

The weekly Logbook and Learning Journal helps you to think about a particular event, and analyse what went well or what didn't go quite so well. This gives you an opportunity to reflect on your understanding of a particular concept or to how handle a similar event in a better way in the future.

The purpose of writing this Logbook and Learning Journal is to facilitate individual reflection for you and add to your learning from the experience. As a learner on this module, you may try to create meaning from the learning experience by trying to re-frame the experience. This can involve re-examining the problem (learning experience) from one or more theoretical platforms. It can also mean trying to create meaning during or after the learning experience.

A very important element of journal writing is candour, and a keen use of "gut" feelings and reflective skills. Try answering important questions such as:

- ➔ Observation: What did I see?
- ➔ Analysis: What did I feel? What did I learn?
- ➔ Synthesis: What can I or am I going to do about it?

You should write your thoughts freely, without regard to grammar, spelling or punctuation. Editing can be done later. The point is not to stop the flow of your thoughts. You will find your reflective journal less of a chore if you take a few minutes at the end of each week to make your observations, record your thoughts and ideas and then attempt to analyse and synthesise those experiences.

In addition to the weekly submissions to your Logbook and Learning Journal, the final section of this report will be an overall reflection on your internship experience including an action plan for your future development.

Writing brief responses to some of the following questions might help you start:

- What was the moment(s) this week when I felt most disconnected or disengaged in my internship activities? The moments when you felt you were just going through the motions?
- What was the situation that caused me the greatest anxiety/distress on the internship?
- What was the event that took me most by surprise on the internship - something I observed or did myself?
- Of everything that I did on this internship, what would I do differently if I had the chance to do it again?
- What do I feel proudest of in my participation on the internship?
- What were my expectations/aspirations for completing this internship?
- Feel free to ignore these questions and suggest your own. They are only an aid to get you started.

The structure of the Logbook and Learning Journal including advice on reflective learning will be provided at the internship orientation. You are required to submit the Logbook and Learning Journal to the IMMERSE Coordinator at the end of the internship period.

Confidentiality of Reflective Journal: This journal will be treated as a private document.

Assessment: Assessment is made on the extent to which there is evidence that the participant has moved beyond description to commentary and reflection.

3.2. Presentation

At the conclusion of the internship, you will be required to make a formal presentation of 15 minutes duration to a GROWTHhub panel. It should summarise all key headings that are in their learning report.

Suggested format for the internship presentation:

Slide	Content	Details
1	Company description	Description of the company, e.g. sector, start-up status, number of employees.
2	Project/tasks	Detail of your main duties and responsibilities.
3	Key achievements	Review of your key achievements to date.
4	Lessons learned	Explanation of your key learning over the period of the internship including as to how this learning relates to your entrepreneurship ambitions.
5	Reflection	Reason to participate on the internship and reflection on how internship may influence your future career direction

1. Appendices

Appendix 3.1 – Weekly Logbook and Learning Journal template



Weekly Logbook and Reflective Learning Journal

Student Name & Number:

Start-up Internship Company Name:

Date:

Summary of assigned tasks this week	
Learning event of the week	
What happened?	
What did you learn? (Learning point)	
How may this affect your practice in the future?	

Appendix 3.2 – Internship Evaluation Form

IMMERSE Start-up Internship Programme

Internship Evaluation Form - Host Start-up Company's Final Assessment of Student's Performance

Form to be filled by the company supervisor/mentor and submitted to gloria.rull@tudublin.ie by the end internship.

Internship Details

Student name		Company name	
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Internship Evaluation

What benefit has the intern been to your company to date?					
What would you describe as the student's key strength(s) while on the internship?					
Suggested areas of development for the student for the benefit of their future career					
Select intern's knowledge rate in relation to company expectations on this internship Scoring: 1 - Learning 2 - Met expectations 3 - Exceeded expectations N/A - not applicable for this role	Requirements	1	2	3	N/A
	Achievement of duties & responsibilities				
	Communication skills - verbal				
	Communication skills - written				
	Contribution to company				
	Critical Thinking				
	Disciplinary Knowledge				
	Flexibility / Adaptable				
	Integrity				
	Leadership / Self-motivated?				
	Learning from experience				
	Organisation/coordination skills				
	Problem Solving/Analytical Skills				
	Project Management				
	Punctuality/reliability				
	Reflection on own abilities				
	Relationship with customers				
	Relevant IT skills				
	Self-presentation -> Pride in the quality and presentation of work				
	Teamwork				
Willingness to learn					
Willingness to take initiative					
Work ethic					
Working Independently					
Any other comments?					

Mentor signature:

Date: