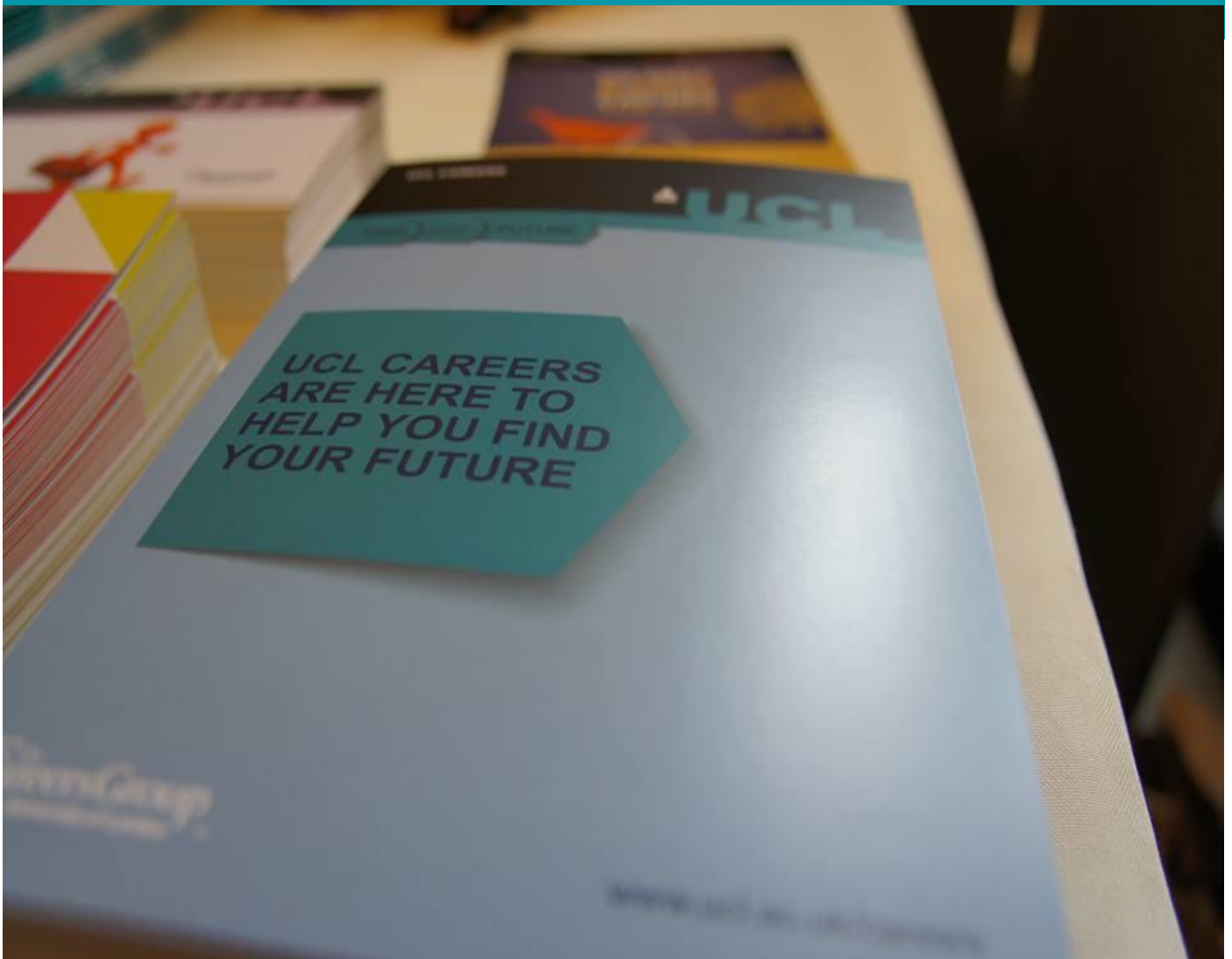




FIND *your* FUTURE

# INTERNSHIPS TOOLKIT

Information & advice to help you find an internship that is valuable and worthwhile, in the UK or abroad.



# Contents

Introduction.....	3
How to use UCL Careers.....	4
Before you start your search.....	6
Thinking of doing an internship outside of the UK? .....	7
Internship searching and applications.....	7
What's already available? .....	7
Specific Sectors .....	8
The hidden job market .....	9
Assessing an opportunity.....	10
Practicalities .....	12
Managing Internship Offers .....	14
Goal setting before you start your internship.....	14
During your internship .....	15
Student Induction Checklist.....	15
Your Supervisor .....	15
Your Workload .....	15
Keep a Record.....	16
Incident & Hazard Reporting .....	16
After your internship .....	16
Evaluate what you have learned .....	16
What would you do differently? .....	17
Review your own goals and expectations.....	17
Appendix A: Application tips from previous UCL students.....	18
Appendix B: Location.....	19
Appendix C: Personal Factors .....	21
Appendix D: Host Organisation List of Expectations .....	22
Appendix E: Student Induction Checklist .....	24
Appendix F: Reporting Training or Safety Problems .....	26
Appendix G: Reflective Diary .....	27

# Introduction

UCL students are strongly encouraged to make sure that they undertake an internship before they graduate. An internship should be seen as a preparation for the world of work. Students who undertake an internship will be going through recruitment processes and will be encouraged to practise and reflect on this as much as the experience they gain during the internship itself. By choosing to source, secure and undertake an internship, you will gain a better understanding of your skills and be more able to market yourself successfully to potential future employers.

## The main benefits of undertaking an internship are to:

- provide evidence of previous work experience to potential employers
- enable you to explore a field of work/industry sector
- enable you to reflect on your strengths and weaknesses and further improve essential transferable skills such as team-working and commercial awareness
- enable you to build your confidence
- enable you to gain an understanding of how theory and research relates to practice in an employment context
- provide you with opportunities to network with industry contacts
- provide you with an opportunity to earn money

With this in mind, we hope you will use the information in this toolkit to help you to choose an internship that is both safe, and professionally and personally valuable. This toolkit is a set of recommendations and you should use it to consider what would be the right kind of internship for you.

If you already have a specific internship in mind, we hope you will use this toolkit to assess the potential risks of the opportunity and make decisions to manage this risk. The toolkit also contains practical information on working in the UK and abroad that will be useful if you are entering unfamiliar working territory.

Please note, any internship you undertake will need to be taken outside of the timetabled course requirements and students will need to comply with any relevant **visa regulations**. We recommend that full-time undergraduate students do not work for more than 20 hours a week during term time.

During an internship you will be a representative of UCL and the host organisation so you are expected to behave in a professional way. This means complying with the standards as laid down for all other employees in the host organisation which includes the need to adhere to dress codes, comply with health & safety at work regulations and abide by all other organisational rules. For example, if you are delayed or are ill on a work day then it is essential that you telephone and advise your host organisation as soon as you can. Please note that not behaving in the appropriate manner can result in the internship being terminated.

If you have any questions about the information in this toolkit, or you require further advice, please don't hesitate to contact UCL Careers using the details below.

# How to use UCL Careers

## What's available?

You are encouraged to use the range of services available at UCL Careers to help you source opportunities and to increase your likelihood of securing a relevant internship for your future careers aspirations. The ones that will be most useful to you as you are finding an internship are:

### Careers Guidance

"Short Guidance" is a confidential twenty minute 1-1 discussion with a Careers Consultant. It is used as a general start point for many students as you can discuss a range of issues such as:

- making decisions about life after UCL, e.g. choosing between work, further study or taking time out
- exploring options related to your degree
- planning your next steps to get where you want to be
- how to gain skills or work experience linked to longer term career goals while at UCL
- changing or leaving your course
- how to market your degree, skills and/or experience to employers
- what to expect at interviews or assessment centres
- feedback on aptitude test results and more...

For more information see <https://www.ucl.ac.uk/careers/options/advice> and book an appointment at [myUCLCareers](#)

### Applications Advice

If you already know what you're applying for and why\* and would like advice on how to improve a specific application for something before sending it off, our Applications Advisers can help. These appointments can cover applications for:

- any type of job / internship
- a volunteering project
- a further / postgraduate study course
- a PhD position
- funding
- or anything else you might be applying for

Whether your application is in the form of a CV, covering letter, personal statement or answers to specific questions on an application form, **simply bring in a draft copy plus details of what the recruiter is looking for\*** and the Adviser can go through these with you.

Book an appointment at [myUCLCareers](#)

\*Applications Advisers will not be able to give tips on how to improve a CV if you don't yet know what you're applying to and what the recruiter is looking for. A **Short Guidance** appointment will be more useful at this stage to discuss your options and to research areas of interest first.

### Practice Interviews

If you've been invited to any type of interview, you can see a Careers Consultant for up to an hour for a Practice Interview. The session would generally involve:

- a role play exercise based around typical interview questions for whatever it is you've applied for\*
- feedback from the Consultant on all aspects of your performance in this exercise such as your general interview technique and the suitability / strength of your answers for the role in question
- advice and tips on further preparation and how improve any weak areas
- time for you to ask additional questions or address any other concerns you have about the real thing

For more information and to book an appointment see  
[http://www.ucl.ac.uk/careers/about/what\\_we\\_offer/advice/pi](http://www.ucl.ac.uk/careers/about/what_we_offer/advice/pi)

\*If you don't need to practice your interview technique in this way, you can use a **Short Guidance** session if you just have a questions about what to expect and how best to prepare for the real thing.

 **Events** - <https://www.ucl.ac.uk/careers/options/events>

There are a range of ways you can meet employers on campus through UCL Careers. From careers fairs to employer presentations and sector themed weeks, meeting someone face-to-face to discuss working for their organisation can really help with your application, career planning and networking with individual employer contacts.

Sign-up to events and vacancies emails through your profile and set your preferences within your **myUCLCareers** account and be the first to find out when booking opens for events you may be interested in.

 **Develop Skills : Skills4Work** -

[https://www.ucl.ac.uk/careers/about/what\\_we\\_offer/events/skills4work/talks](https://www.ucl.ac.uk/careers/about/what_we_offer/events/skills4work/talks)

We run Employer-led workshops and panel discussions to help you understand what employers are looking for as well as to develop and promote your skills more effectively. Employers also give one-to-one coaching with application advice and interview technique-help along with guidance on how to tackle practice assessment centres.

## Where to find us and useful contacts

- UCL Careers telephone: **+44(0)20 3549 5900**
- UCL Careers email: **[careers@ucl.ac.uk](mailto:careers@ucl.ac.uk)**

We can be found on the 4th Floor of Student Central (ULU Building), Malet Street, London WC1E 7HY. Please bring your valid UCL ID when visiting us.



## Before you start your search

If you recognise the benefits of undertaking an internship – whether they are professional, personal or financial – then you are already half-way to a rewarding experience. However, the opportunities out there vary massively between organisations, so it is important that you consider what type of opportunity would be best suited to your needs.

It will help if you start thinking about this early, so you can make the most effective and targeted applications for opportunities that are right for you. The information in this document is for you to consider on an individual basis. There is no right answer, and only you will know what will suit you best.

Perhaps the most obvious thing to think about, but something that potentially will get overlooked, is **working environment**. If you are agreeing to spend time working for an organisation, it is important that you are going to enjoy it as much as possible. If you are struggling with the everyday culture of the organisation, it will be hard for you to get as much out of your work.

## Large organisations

- Internships in large organisations typically tend to be more structured schemes that are advertised widely and often feed into graduate programmes. For this reason, they tend to be very competitive and they run during the summer vacation period. The majority of large companies will run schemes under specific areas e.g. marketing, sales, finance, HR. If you are hired to work in one area it is most likely that you will undertake most of your work in this area. It may be harder to move across areas or to get a 'big picture' idea of the organisation during a short internship.
- Large internship schemes tend to offer more structure and formal training. You are likely to have a line manager and potentially a separate mentor who can offer assistance throughout the internship.
- Your workload is likely to be outlined to you at the beginning of the internship.
- Occasionally, larger companies will offer accommodation either free or subsidised for the length of the internship. In most cases a salary above National Minimum Wage (NMW) will be offered.
- The application process for large organisation internship schemes is typically quite long, with the deadline for summer internships falling in the previous autumn/winter. You are encouraged to apply early as deadlines may close earlier than advertised if they receive enough applications.

## Smaller organisations

- Smaller organisations may offer a different working environment. You might be in an office with just one or two other people, or you might share the space with other organisations. This might be the first time that a small organisation has hired an intern.
- The benefit of interning at a smaller company is that you could work directly with or close to more senior members of staff, such as the CEO or founder. This can give you the opportunity to learn more about a wide variety of aspects of the business like business development, marketing and sales. It can also mean that you are given tasks across a wider range of areas, as there are less assigned responsibilities and more of a culture of everyone working together on everything. This can teach you valuable adaptability and teamwork skills.
- You may have been hired to complete some work during a busy period, meaning your colleagues might have less time to help you. This might mean you are forced to work more independently. For some people this can be liberating and can teach you how to use your initiative. Others might find this too lacking in structure and prefer having more guidance.

## Thinking of doing an internship outside of the UK?

Do your research and check risks **before** you apply to work outside the UK.

- For up-to-date travel advice, consult the Foreign & Commonwealth Office website <https://www.gov.uk/foreign-travel-advice>. The advice per country is often divided up into areas, so even if risk from conflict is high in one area, it may not be so in others within the same country. This website also provides useful information on local laws and customs.
- Look at the information about jobs outside the UK on the UCL Careers website at <http://www.ucl.ac.uk/careers/opportunities/jobs/work-abroad>
- You may also find the country profiles on the **Prospects** website and the **GoinGlobal** website helpful to try to understand a little about the country you are thinking of going to – see the information at <https://www.ucl.ac.uk/careers/opportunities/jobs/work-abroad>
- The Go International site <http://www.go.international.ac.uk/content/work-placements> includes case studies from students working or studying abroad, and funding information.
- TargetJobs has developed specific information for **international students seeking work outside the UK**

## Internship searching and applications

If you haven't worked in the UK before, we recommend that you start to familiarise yourself with the UK job market as early as possible before you start applying for internships. Make an appointment with a Careers Consultant so you can start planning a sourcing strategy and you can learn about and be ready for different recruitment practices.

- A high percentage of UK jobs are found via the 'hidden' job market/speculative approaches (see below for more information on this). Start to think about who you already know in your network who can help you with your job search.
- The Plain English Guide contains some advice for writing business emails in the UK: <http://www.plainenglish.co.uk/free-guides.html>

## What's already available?

Most students will start their job search online. It is a good idea to register for some general job sites so you can get an idea of what kind of opportunities are advertised. A selection of these are below, however there are many more available.

- **Vacancies on myUCLCareers** - any employer specifically targeting current UCL students or recent graduates will advertise details of their vacancies on [myUCLCareers](#). Here you will find jobs which are exclusively for UCL candidates and also jobs where employers are targeting UCL students and graduates alongside others.
  - Vacancies **will show all roles (application details will be specified for each role)**
  - UCL Managed Opportunities" **will only show roles where UCL Careers are shortlisting for the employer.**
- **RateMyPlacement** only advertises internships and placements so is a good place to look. You can create an account to get tailored opportunities sent to your inbox.
- **Enternships** – opportunities to kick-start your career.
- **Inspiring Interns** – graduate recruitment agency which also has paid internships suitable for undergraduates.
- **Bright Network** – exclusively lists paid internships.
- **GoThinkBig** – placements, internships, programmes and events to help build your career.
- **TargetJobs** – internship advice and opportunities in a variety of sectors including management consultancy, IT, finance and engineering.
- **Work In Startups** – dedicated website for roles in start-up companies. Ensure you check if a role is paid before applying as not all opportunities on this website pays NMW.

## Specific Sectors

There are specific vacancy sites for most job sectors. The Jobs & Employer profiles on **Prospects** are a good way to source these. As well as for finding open vacancies, sector-specific sites are useful for getting a sense of the range of jobs and organisations available. Use them to help build up a list of employers you would like to work for. The list below includes some of these, grouped by sector – please note this list is not exhaustive so you should do your own research at the same time.

- **Banking & Finance**
  - [TargetJobs](#)
  - [Inside Careers](#)
- **Creative Arts & Culture**
  - [Arts Council England Jobs Listings](#)
  - [Creative Choices](#)
- **Engineering**
  - [GradCracker](#)
- **Environment**
  - [Environment Jobs](#)
  - [Green Jobs](#)
  - [Countryside Jobs](#)



- [CIEEM](#)
- [Renewable UK](#)

### **IT & Technology**

- [GradCracker](#)

### **Law**

- [The Law Society](#)

### **Life Sciences**

- [Nature](#)
- [The New Scientist](#)
- [Royal Society of Chemistry](#)

### **Media/Publishing**

- [Mediargh](#)
- [Media Nation](#)
- [The Association of Authors' Agents](#) (use their Members Directory to identify agencies to approach speculatively)
- [Diary of a Publishing Intern](#)
- [Gorkana Jobs](#)

### **Management Consultancy**

- [Management Consultancies Association](#) (use their Members Directory to identify companies to approach speculatively).

### **Marketing, Advertising & PR**

- [Market Research Society](#)
- [Media Nation](#)
- [Mediargh](#)

### **Politics & Public Affairs**

- [W4MP Jobs](#)
- [Public Affairs Networking](#) (use their Resource Centre to identify companies to approach speculatively).
- [Jobs Go Public](#)
- [InternsNetwork](#)

Many employers and vacancy sites have a presence on Twitter. Following them can help keep you up to date on their recruitment deadlines and current vacancies.

## **The hidden job market**

Sometimes the job you want may not be advertised as frequently as you would like. You can increase your chances of finding employment by sending a **speculative application** directly to a company. This may be useful when there is no formal internship scheme, such as for a charity, social enterprise or SME.

Speculative approaches can be seen as a way of 'getting your foot in the door' by asking for an informal chat with someone, visit the offices or perhaps to do some work shadowing. The hope is that the initial thread can lead, perhaps via one or two more interactions, to something more robust such as an internship. There is no guarantee that the initial interactions will lead to anything further but if you make tailored approaches to several organisations you will have more of a chance of sourcing an internship you want.

At the same time, use your own **personal network** of people who you can approach for advice or further contacts. These can be relatives, family friends, tutors, or somebody you met at an event. If you are going to be making speculative applications, make some time to maintain your personal contact network, as you never know when these connections will be useful.

## ► Tips for making speculative applications

**See [How to find and apply for Unadvertised Jobs](#)** and if you get stuck book a **Short Guidance appointment** at [myUCLCareers](#)

- **Research roles and sectors** you are interested in using resources such as **[Prospects](#)** and **[Careers Tagged](#)** – also research actual companies and organisations in the field through jobs pages, membership bodies (institutions and associations) and Google search using key words.
- **Find out what specific companies/organisations do**, who they work with, who works for them and who their competitors are. Research using their websites, any events they are participating in and any contacts you have made at the company/organisation.
- **Make a list of your target companies/organisations**. Contact them to see what opportunities they might be willing to offer – remembering that it may be best to start with asking for something small like an informal chat.
- **Target your application/cover letter** to the company/organisation you are applying to. Demonstrate:
  - Why you are interested in an internship at that company/organisation and how this relates to your interests and passions
  - How your own skills/experience matches to what they do (for example how do your course modules fit with the organisation and work they do).
  - Any suggestions you may have in terms of what you think you could do for them but let them know that you are flexible and open to suggestions from them.

## General Advice for Applications

- Make sure your CV is up to date. Information about CVs and cover letters is on **[Careers Tagged](#)**.
- Refer to our document in **Appendix A ‘*Application tips from previous student applications*’** to avoid the most common errors when writing a CV and covering letter.
- Use evidence-based examples from across your degree, from previous experience and from extra curricula activities to show employers just how diverse your abilities are.
- Get your application/CV/cover letter checked by a **UCL Careers Application Adviser** (book appointment at [myUCLCareers](#)) so they can help you make the most of it.
- **Keep a record of your applications in a spreadsheet** so that you can track what you have applied for and what stage you are at in the process. This will help if you are contacted unexpectedly by an employer that you have approached and also remind you who you need to follow up with.

## Assessing an opportunity

You should be confident that you will enjoy the role and that it will 'suit' you, whilst also assessing the risks associated with the individual opportunity (which includes the organisation, the type of work and yourself) – are you going to be in an environment that will enable you to get the best professional/personal outcome?

Consider the following six factors when assessing an opportunity:

## Location / regional factors

- If you are thinking about doing an internship abroad, you should ensure you conduct thorough research before starting out. You may find some useful information on the [UCL Careers](#) website and on the [Study Abroad](#) website.
- You may also find the country profiles on the [Prospects](#) website and the [GoinGlobal](#) website helpful to try to understand a little about the country you are thinking of going to.
- The [Go International](#) site includes case studies from students working or studying abroad, and funding information.
- TargetJobs has developed specific information for [international students seeking work outside the UK](#).
- You may be working in an unfamiliar location, even in your home country. See **Appendix B: 'Location'** for useful information about working in the UK and abroad.
- A high risk region would be one at significant risk of civil disorder, crime or similar danger – see countries where the Foreign and Commonwealth Office (FCO) [advises against travel](#). The advice per country is often divided up into areas, so even if risk from conflict is high in one area, it may not be so in others within the same country. This website also provides useful information on local laws and customs.

## Work / industry factors

- Will you be working in a higher-risk sector or situation?
- An example of high risk would be doing community work with known high risk groups of clients, working in a laboratory with lots of different chemicals or operating heavy machinery. A lower risk would be office-based work.

## Travel / transportation factors

- An example of high risk would be if you were required to drive other people or drive an unfamiliar vehicle. Also if you had to undertake significant travel or use local transport facilities that were known to be high risk.

## General/environmental health factors

- Do the risks in this area require mandatory and specific health protection e.g. inoculations, or special protective equipment? Is the environment going to be extremely hot or cold, and will you be working outside?

## Insurance limitations

- Some locations, activities and/or circumstances are excluded from travel/other insurance cover that is usually provided by the employer. You might have to pay for insurance cover yourself. In the event of 'normal' working in the UK, the employer should provide insurance. If you are working abroad, this can be more difficult, but you should do what you can to get this, or you will have to get it yourself. Insurance should cover you for any liability due to property damage, safety issues with others, as well as if you become ill or get injured as a result of your work.

## Individual student factors

- The personal risk factors involved in your assessment may be less tangible and they may only be known to you, so you are the best judge of these situations. See **Appendix C: 'Personal Factors'** for more information.

# Practicalities

## Contracts and Insurance

You should ensure that certain things are outlined to you before you start work. These include:

- Your payment
- Your hours of work
- What days/dates you will work
- What you're meant to be doing
- Any other aspects around insurance and health & safety

Anything verbal or written is a contract, but it is preferable for you to get the information in writing so that you have a record of what is expected of you and what they are offering you.

It is also important that you review the legitimacy of the internship before you start it by also making sure you have the following information:

- Does the host company have in force a current Health and Safety policy (or the equivalent for anything that is international) which you will be covered by during the internship?
- Does the host company have current Employee's and Public liability insurance policies (or the equivalent for anything that is within a government department or international) which you will be covered by during the internship? If not, you will be working with no insurance cover and you may want to take out your own insurance should any problems occur – you need insurance cover for any liability due to property damage, safety issues with others, as well as if you become ill or get injured as a result of your work. Please note, you will also need extra cover if your internship is abroad (eg. travel, health and repatriation insurance – see section on **Insurance and Health in Appendix B: 'Location'**)
- Will you have a supervisor in the organisation who you can go to for guidance and support during the internship? If not, what would you do if you needed help?

Unless you can satisfy yourself that you will be safe and supported during the internship we would advise you to find a different one where you will be.

If the company doesn't have a written agreement, you can ask them if they'd like to use **Appendix D: 'Host Organisation List of Expectations'**.

### ■ **Convention de Stage / Convenio – Agreements for internships abroad**

Employers in some European countries may ask you to get an agreement signed by UCL before you can undertake an internship with them. For more information about this, see <https://www.ucl.ac.uk/careers/opportunities/jobs/work-abroad>. You should be aware that no UCL department will be able to sign an agreement that commits UCL to providing workplace insurance for you and that you will be responsible for arranging appropriate insurance to cover you during your internship.

## Working hours and travel

It is likely that you will be undertaking a full-time internship (rather than part-time) outside of term time. You should think about whether your working hours are set, or more flexible? If you are working during term, think about how you will balance the demands of your academic course with regular working. Remember that your academic requirements **must** be met. We recommend that full-time undergraduate students do not work for more than 20 hours a week during term time.

Your hours of work should be written into your contract and comply with **Working Time Regulations**. Some employers, such as financial institutions, ask employees to work long hours and this is part of the culture of the sector. They may ask you to sign a contract/agreement where you opt out of the usual right to work no more than 48 hours over a seven day period. Consider this carefully as it is often normal practice in the industry you have chosen but you can exercise your right to opt out of such an agreement.

Before you accept an internship, consider how you will get to and from work every day (and whether this will be at rush hour). You will also want to factor potential travel cost into your budget.

## Accommodation

If you are going to be working outside of term time, think about where you will live and how you will pay for it. How will you find a place before you start, and how easy will it be to get a short-term let in the area? In some cases you may be able to find accommodation via [UCL Residences](#) for the summer in London.

## Payment

Before starting an internship, you should know how much, by what means and how often you will be paid. Read about [National Minimum Wage](#) (for opportunities in the UK) and who is entitled to it - an employer is legally obliged to comply with this legislation. If the internship does not meet NMW legislation you need to think about whether you should proceed with it.

Make sure you know if you will be paid directly into your bank account, with Income Tax and National Insurance contributions being deducted beforehand by your employer.

If you are working for a registered charity under NMW exemptions you may not be paid a salary. However, there are certain expenses that you can be paid (such as travel and subsistence). You will most likely have to pay money up-front and provide your employer with receipts to be reimbursed.

If you are going to be working outside of the UK, find out if there is a minimum wage in that country. How does it compare to the average cost of living? The [GoinGlobal](#) website has information on the cost of living in different countries.

If you are being hired on a [self-employed](#) basis, you will most often have to send the organisation an invoice before you are paid. If you are self-employed you will be responsible for [paying your own Income Tax and National Insurance contributions](#). **Please note that international students with a Tier 4 Visa are unable to work on a self-employed basis.**

## Paying tax as a student

Your tax and National Insurance contributions depend on how much you earn. There is an amount you are allowed to earn before you have to pay Income Tax or National Insurance and you can find out about this at the [Government website](#). You will be taxed on anything you earn above this.

## Getting a National Insurance Number

You need to have a National Insurance Number in order to work in the UK. You can be looking for work and you can start work without one but you'll need to apply straightaway once you secure a job. If you have not already got a National Insurance Number, call 0845 600 0643 to arrange an appointment with your local job centre. See more information about getting a [National Insurance Number](#).

## Working in the UK as a non-UK student

If you have a Tier 4 General Student Visa you are usually limited to a maximum of 20 hours work per week during term time but you should check your visa as it may have a different limitation on it. During vacation periods there are no restrictions on the number of hours that you can work, providing you have no restrictions listed on your visa. However UCL PGT and PGR students need to be aware that they are deemed as having no vacation periods. See the International Student Support information at <https://www.ucl.ac.uk/iss/immigration-visa/working-in-the-UK/work-during-studies> for more information on this. For further information on working during your studies, please see the UK Council for International Student Affairs ([UKCISA](#)) [website](#). If your Visa says you cannot work, you must not work. If you have a Student Visitor Visa, you must not work.

The only exception to working hours during term-time is if you are doing a placement that is as a compulsory part of your academic course. Please note, if you are doing an internship outside of term time or as part-time work this will not be a compulsory part of your academic course.

If you are an EEA or Swiss National, there are no restrictions on the type of work you may do. Croatian nationals need permission to work, for further information please see the [UKCISA website](#).

You may find this information from TargetJobs useful:

- ▶ [International students' guide to job hunting in the UK](#)
- ▶ [Getting work experience as an international student](#)

## Managing Internship Offers

You've survived the application process, the interview and possibly an assessment centre or video interview in between – and now you've been offered an internship. Well done!

However, we recognise that the careers decision-making process doesn't end there. Maybe you've received an offer and you're still waiting on the outcome of another application, or you're not 100% sure this is the internship for you.

- ▶ In this situation we would strongly encourage you to speak to a Careers Consultant at UCL Careers, to discuss your concerns and to be guided in your decision making process. Book a Short Guidance appointment at [myUCLCareers](#).
- ▶ Managing offers is a delicate situation, so consider your position carefully before accepting or rejecting an offer.
- ▶ If you have a number of internship applications/interviews at the same time it is reasonable for you to require an offer to be confirmed in writing before cancelling other applications. However, once you have accepted an offer (even verbally) this is considered binding and you should withdraw all other ongoing applications as soon as a firm offer has been accepted.
- ▶ What you should avoid is accepting the first offer and then withdrawing your acceptance if you are later offered a more attractive job. A verbal or written acceptance forms a contract between yourself and the employer and renegeing on an acceptance is considered bad practice.
- ▶ Remember that HR/recruitment staff move around organisations, and they remember names!
- ▶ References – always ensure that you have up to date contact details for your references before providing the information to employers. Mistakes could delay your start and will look very unprofessional. It is good etiquette to ask your referees permission before giving their name to a potential employer, just to give them a heads up that someone may contact them soon. Employers will usually ask to contact references after you have been interviewed for the final time and the employer has offered you a position, they may say the offer is “*conditional upon receiving satisfactory reference*”. This means that until they have heard back from your referees to verify some details about you then your offer is not set in stone and could be withdrawn.

## Goal setting before you start your internship

- ▶ By thinking about your skills and goals **before the internship begins** you can make it as relevant as possible for your needs. You should consider your own personal and professional development. Make an honest **assessment of your skills and experience** highlighting those areas which you consider to be your strongest and weakest. Record this (you may want to use **Appendix G: 'Reflective Diary'**)
- ▶ Ask yourself what you are aiming for after the internship in terms of skills, knowledge, organisational awareness and sector knowledge.
- ▶ Are there particular **'technical' skills** that you would like to gain or improve? These could vary from the use of a specific software application, to being more familiar with the processes surrounding a formal business meeting, through to learning the skills involved in cold calling a potential client.
- ▶ You may want to develop your wider **'behavioural' skills**, such as communication, team work, client focus, attention to detail and more.

- You may also want to increase your knowledge of the country, culture, sector or industry within which your organisation operates – for example, what are some of the key elements currently causing impact on the sector, are they different to the UK, who are your organisation’s competitors, and how does your organisation market itself and claim that it is different from the others?
- The internship will also give you an opportunity to develop your commercial awareness, for instance furthering your understanding of the structure of a typical organisation – for example, what the different departments are, how they communicate with each other, and what processes need to be followed.
- Whilst on the internship you will develop a network of contacts that might be useful later on in your career planning.
- Whatever the area of development, if you think about what you would like to get out of the internship beforehand, you will be able to better assess your personal and professional development during and after it – this will help you when you apply for future employment.

## During your internship

### Student Induction Checklist

See **Appendix E: ‘Student Induction Checklist’**. Please use this to ensure you are given a thorough induction into the workplace when you start your internship.

### Your Supervisor

When you start work, you should make sure you know who your supervisor is. This might be a different person to the person who interviewed you. They may be referred to as your line manager. Confirm whether this is the person you should contact if you are running late or absent due to illness.

Depending on the organisation, you may also be assigned a mentor, or your day-to-day supervisor and your line manager may be different people. Make sure you know who will be assigning you work at any point – this may change during your internship if you move between teams/departments.

### Your Workload

How you are given work will vary depending on the organisation and your role. You may have been assigned a specific project which was discussed at interview and it may be very clear who you will be working beside and who will be supervising your work. However, sometimes, particularly in smaller companies, you may not be assigned a specific, in-depth project and you could be given shorter-term tasks as they arise. The aims and activities in the organisation could change at short notice so you might be asked to change the work you are doing, or your project could be held up by budgetary or time issues. Whilst this might be frustrating, it can give you the opportunity to see how different areas of the business work, which can be valuable. It is important to know who you need to report to in terms of the work/project if you are assigned tasks by different people.

If you feel that the work you are being given is not challenging or is quick to complete, leaving you with no tasks, you should make your supervisor aware of this and ask for more work. If the work you can do is limited in scope, ask if you can potentially shadow someone else in the business or if any other teams need some extra resource, or at least ask if you can set up meetings to ask other staff members’ questions.

Remember that your supervisor will want to see some evidence that you can cope with the demands of your work and that you are completing work to a high standard before they will give you more responsibility – so even if the work feels ‘basic’, do not immediately jump to asking for more or higher level work.

Part of your role may well involve administration or menial tasks. Whilst this should not comprise the majority of your internship, taking part in all aspects of the business, whether large or small, is an important thing to do – it demonstrates willingness and it is a reality of the working world. You could use the opportunity to suggest improvements to processes, if there are obvious ways you think you could save the company time or money. Just make sure that if you do make suggestions, this is done at a time when your supervisor will be receptive to you – e.g. in a one-to-one meeting or after they have asked for your input.

Generally, the more involved you can get, the more valuable your internship will be for you, and the more beneficial *your* work will be for the company.

## Keep a Record

Throughout your internship, remember any goals you identified at the start and do what you can to work on them. See **Appendix G: 'Reflective Diary'** that you can use to keep a record of your development, which will be useful to help you reflect after your internship has ended.

## Incident & Hazard Reporting

Even as a student intern, you have a responsibility in the workplace regarding your safety and the safety of your co-workers; **you need to cooperate with the employer regarding their legal obligations**. This includes reporting any dangerous or potentially dangerous incidents and hazards to the appropriate person (such as the Health & Safety Representative) – whether or not you were directly involved.

- The flow charts in **Appendix F: 'Reporting Training or Safety Problems'** give some advice on what to do if you encounter any training or safety problems at work in the UK.
- You may be working in an environment or role that has very specific hazards and a higher level of risk. See the full list of industry good practice advice in the UK on the **Health & Safety Executive (HSE) website**. If you are working in a higher risk area you must get into the mind-set of assessing potential hazards more frequently than you might in an office environment. In these environments it is especially important that you receive a thorough health & safety induction; it is your responsibility to ensure you know how to act safely in the work place, so you must ask for help/clarification if you are unsure.
- You are encouraged wherever possible to resolve any health & safety issues directly with your employer, as they have a legal obligation to provide a safe working environment for their staff. You may want to point them towards the **HSE website** if you feel they need guidance – particularly if they are a very small business.
- If you are unable to resolve a safety issue, please note that your safety should always come first. You may wish to gain advice from the **HSE or your local authority as appropriate**. If you are working in a specialist area such as medicine, veterinary medicine or agriculture, you may want to contact your Tutor as they will most likely have the required specialist knowledge for this situation. If you do feel it's an unsafe environment, you may want to think about leaving and finding another internship.

## After your internship

Remember your internship is a way of helping you to:

- Provide evidence of previous work experience to potential employers
- Enable you to explore a field of work/industry sector
- Enable you to reflect on your strengths and weaknesses and further improve essential transferable skills such as team-working and commercial awareness
- Enable you to build your confidence
- Enable you to gain an understanding of how theory and research relates to practice in an employment context
- Provide you with opportunities to network with industry contacts

## Evaluate what you have learned



Take time to think about the skills you learned and developed, both technical and transferable. If you didn't receive a formal appraisal during your time within the organisation, think about any informal feedback or comments that you received. Make concise notes of the roles you played in projects, the responsibilities you were given, and the skills you used in order to make this happen. Can you identify what you feel was your biggest achievement? Or the area where you made the most impact? Make a record of names of colleagues, departments you worked within, projects you were involved with – all this detail will be much clearer to you now and may be needed in the future.

## **What would you do differently?**

Hindsight is a great way of learning and improving, so put time aside to think of any ways you could have made the experience better, or that you would change if there was a 'next time'. Perhaps you felt unprepared on your first day and would have benefited from a bit of time spent researching? Maybe time management wasn't your strong point and you need to do some learning around ways of planning your working day in order to meet deadlines more comfortably? Alternatively, this may be a question of proactivity and doing everything you can to make the most of the opportunities afforded to you. Do you regret not asking more questions? Perhaps there is a particular area of business you would like to have learned more about but never had the confidence to put yourself forward.

## **Review your own goals and expectations**

Evaluate what the experience has taught you about your own career aspirations. Work to identify areas of the internship that you particularly enjoyed as well as departments within the company that interest you the most. Can you see yourself working in that role, that organisation, that industry...? If not, what would work better for you and why? Don't forget to review your own developmental goals too – can you think of ways of plugging any skills gaps that became apparent? Or perhaps the experience made you appreciate your own capabilities to an extent that you now feel ready to target career opportunities that before felt unreachable?

So, aside from the practical tasks that the end of an internship should initiate (eg. updating your CV and ensuring you are connecting with contacts via [LinkedIn](#)) don't underestimate the benefits that can be gained from some good old fashioned thinking time. As much as we want to rush on to the next thing on our 'to do' list, give yourself time and space to properly consider and reflect on the experience. Internships are a wonderful opportunity that you should seek to make the very best of, both before, during AND after.

You can book an appointment with a Careers Consultant at [myUCLCareers](#) if you would like help with reflecting on your internship after it has ended.

## Appendix A: Application tips from previous UCL students

Below are some common problems the Internships and Vacancies team find in internship applications. These are for guidance only. We always recommend you have your applications checked by an Applications Adviser.

### CV

- Make sure your contact details are clear.
- Use the same font for both your cover letter and CV. Avoid fonts that are unusual or hard to read, keep text to 11-12 point and use bold to highlight key things.
- Be consistent with your use of columns and how you present dates. Use the space on your CV wisely. Big areas of blank space make it look unfinished so avoid a CV that is 1.5 pages long – better to have two full pages or to condense into one page.
- Remove photos and date of birth: these are not expected or required for a CV for a UK role, and in some cases including them may count against you.
- Make sure you showcase all the extracurricular things that you do, these things make you stand out.
- Include your level of skill for languages and IT skills. Use 'beginner' instead of 'basic'.
- List relevant modules with your degree. Highlight briefly any team projects etc if relevant.
- If you have school/college qualifications from outside the UK, when you put your overall marks, state what they are out of or what that is as a percentage (particularly if this is a high mark!)
- Don't use up space listing your school/college qualifications – just say number of qualifications *including Maths and English* (or list the most relevant and highest ones).
- Your work/voluntary experience – detail what you **personally** did in the role. Try to use 'power words': key action verbs or phrases such as 'initiated', 'was instrumental in' or 'succeeded in'. Say what you learnt from the experience.
- Grammar – make sure your use of tenses is consistent depending on whether the role is current or a past one – e.g. 'assist' or 'assisted'.
- Put the most relevant and important skills first under each past role.
- Stating 'references available on request' is sufficient, rather than listing contact details.

### Cover Letters

- Lead with your motivation for working for the company, rather than waiting until the end – don't assume they will read all the way to the end!
- Show that you have researched the organisation. This should be your first paragraph and you should make it clear why you are attracted to this organisation – is it something in the specific work they do, their values, or their projects that appeals to you? A good trick to ensure your cover letter is tailored enough, replace the company name with a different company name – if the letter still 'makes sense' then it is not specific enough!
- Check spelling / grammar for typos! If English is not your first language, try and get someone else to read your application. Not taking the time to read it over demonstrates a lack of attention to detail, which can increase your chance of rejection.
- If you are applying to two roles at the same company, submit two cover letters, tailored to each role. The same person might read both letters, so it is good to show you have taken the time to consider the roles separately rather than just blanket-applying.
- Why do you want to work for this company? You need to be genuine (for your own sake as well as the employer's). Make your reason convincing by researching into the company not just through the company website, but in the media or talking to current staff that you might meet at careers event, etc. What makes it a better company for you than one of its competitors?
- Show the employer how **they will benefit from you**, not just why working for them will help you develop.

## **Appendix B: Location**

This section covers working in unfamiliar locations. **This does not just apply to working outside the UK or working outside of your home country.** Please also consider the advice in this appendix if you are working in an unknown area of the UK (e.g. urban or rural), or in an unknown area of your home country.

### **Working in the UK**

Working areas in the UK can vary greatly. You might be working within London, in an area near UCL which may be very familiar to you. You might be working in a different area of London that you need to travel to at rush hour. You might be working in a different city or town where you have to source your accommodation or where you might not know anyone.

You may be working in a rural area. This may present new hazards and risks, for example you might need to drive an unfamiliar vehicle to get to work or drive for long periods of time. You may be isolated from nearby towns.

Just because you are a native level English speaker, this doesn't mean you are free from difficulties working in the UK e.g. in the UK we drive on the left-hand side!

### **Working in your home country**

You may be returning to your home country to complete an internship. Whilst this means that you will be familiar with the majority of cultures, customs and the language, you may be going to a different city or area. In this case, please consider the risks as above.

### **Working in an unfamiliar country**

If you are undertaking an internship in an unfamiliar country, you will need to ensure that you organise relevant documentation and insurance to ensure that you are able to undertake work legally and safely. You don't want to jeopardise your working opportunity by getting into a situation that is mentally stressful or physically dangerous, so take time to get things in order before you go.

## **For Internships Outside of the UK**

### **Passports, Visas and other documentation**

- Check your passport is valid for your period abroad and at least 6 months after and apply for a passport or renew one if necessary. Make sure you leave sufficient time to do this.
- Apply for a visa (if relevant)
- Research other documentation you might need. For example, in certain countries, whether or not you are an EU national, you will need to apply for a residence permit once in the country. The relevant embassy and/or your employer should be able to advise you on the requirements.

### **Insurance and Health**

- Organise travel insurance that covers you for medical repatriation if necessary.
- Students studying and working in the EEA can apply for a European Health Insurance Card using the form on the Study Abroad website. This entitles you to most of the cover that a national of your host country would receive.
- For healthcare outside of the EEA please check the NHS website - <http://www.nhs.uk/nhsengland/healthcareabroad/pages/healthcareabroad.aspx> and if there is no reciprocal health agreement you will need to apply for private health cover.
- Find out if you will need any immunisations and get them - [Fitfortravel.nhs.uk](http://Fitfortravel.nhs.uk) is a public access website provided by the NHS (Scotland). It gives travel health information for people travelling abroad from the UK, including guidance on health risks specific to the destination country and advice about immunisations. Remember that you should always discuss your particular needs with your own GP or Practice Nurse.

- Speak to your GP about prescriptions for existing medical conditions or contraceptives and make sure you have enough supplies for the duration of your time abroad or make arrangements to obtain prescriptions abroad.

## Accommodation

- Organising accommodation for working abroad is often the biggest priority for students in the lead up to departure. Depending on what kind of work you will be doing, you may have the option of going into halls, finding accommodation through a university or student housing association, or renting a room or flat privately. There are a number of key things to remember when looking for housing overseas.

## Finance

- Be prepared to have to apply for a bank account in the country where you're working. If necessary find out from your own bank if they can help you with this.

See the [Planning For Your Departure](#) information on the Study Abroad Website for more details on all the above.

## Preparing for your internship abroad

### General

- Take a photocopy of your passport (including pages with relevant visas), insurance details and pack it separately from your passport, and make sure the next of kin page is completed in your passport.
- Ensure you know the emergency number for the country where you will be before travelling so that you can access emergency services if necessary.
- Pack a travel adaptor and chargers for your electronic products.

### Research

- Undertake thorough, independent research of the country you are working in to ensure that you are adequately prepared. Make sure you know about local laws and customs.
- Get a good guidebook/phrasebook/map and find out about your destination.
- Make sure you have suitable clothing for the country you are travelling to
- You may also find the country profiles on the [Prospects](#) website and the [GoInGlobal](#) website helpful to try to understand a little about the country you will be going to

### Communication

- Make sure your mobile phone is authorised for overseas use in the country you will be going to
- Network with other students and arrange ways of staying in touch.

## **Appendix C: Personal Factors**

You should consider the following five personal factors when you are sourcing an internship:

- **Health (physical & mental)**
- **Disability**
- **Linguistic differences**
- **Cultural differences**
- **Your knowledge, understanding and skill level for the job**

You may not have undertaken full-time work before. Working in an office or elsewhere can present different demands than you might be used to from an academic environment. Equally, working in a more flexible way, managing your own time without much supervision, may be new to you.

If you are undertaking an internship outside of the UK, there may be linguistic differences to consider, even if your role will be a technical one.

Even if you are staying within your home country, you might be working in an area that is rural as opposed to urban, and this might be unfamiliar to you. Aside from practical concerns, such as travelling to work, you might find the environment too lonely/anti-social.

You should think carefully before accepting an internship that is far beyond your knowledge, understanding and skill level. This may be either physically dangerous for you (if the role involves operating machinery), or mentally damaging, if you find it stressful not being able to meet your employer's expectations.

Think about what the employer is able to do to protect you – will they give you adequate training, will they supervise you properly, how clear have they been about what is required from you?

### **Disability support**

- Students with a disability can consult with the UCL Student Disability Service to ensure that they feel prepared for their internship. It is important that you ensure you will be adequately supported while away. See <http://www.ucl.ac.uk/disability> for more information.
- If you would like to discuss how your disability might affect your ability to do an internship (if at all), you are welcome to have a meeting with a Careers Consultant. We can offer advice on how to make decisions about internship suitability and how best to let any employer know about any adjustments you may require. Any information you give us will be kept confidential.

### **Emotional and psychological support**

- If you are experiencing any kind of personal or emotional issues in the lead up to your internship, it is extremely important that you make sure you get the support you need before you start. Again, if you undertake an internship abroad, this can be a stressful time, sometimes making small issues seem much more significant and occasionally leading to further emotional difficulty.
- You can access the UCL Support Pages to find self-help guides, details of support services at UCL and links to support resources online: <https://www.ucl.ac.uk/students/student-support-and-wellbeing>
- You should be aware of these risk factors and judge opportunities accordingly. It is a useful skill to be able to visualise yourself in a role and assess how it will suit you. Think about what you can do, or what you can ask the employer to do, to mitigate any risks involved.

## **Appendix D: Host Organisation List of Expectations**

Below is a **template** 'list of expectations' that we encourage you to ask the organisation to use if they do not have their own written agreement. It includes legal, practical and learning expectations. These will help to create an opportunity where you can develop professionally. You are welcome to use any or all of the points in this template list if you would like to clarify your expectations of an internship with an employer.

It is expected that:

1. [HOST ORGANISATION] will be the Host Organisation and will provide an internship at [HOST ORGANISATION ADDRESS], with start and end dates mutually agreed between the Host Organisation and the Student.
2. The Host Organisation will provide an internship during which the majority of tasks undertaken will encourage the development of workplace knowledge, skills and aptitudes at a graduate level, and will accurately reflect the duties and responsibilities outlined in the job description or discussions between the Host Organisation and the Student.
3. The Host Organisation will comply with the legal requirements regarding maximum weekly working hours, as outlined on <https://www.gov.uk/maximum-weekly-working-hours>.
4. The Host Organisation will comply with the legal statutory requirements regarding paid holiday entitlement, as outlined on <https://www.gov.uk/holiday-entitlement-rights> as a minimum.
5. The Host Organisation will comply with the legal statutory requirements regarding sick pay, as outlined on <https://www.gov.uk/statutory-sick-pay/overview> as a minimum.
6. The Host Organisation shall be responsible for any and all expenses of any nature incurred by the Host Organisation and/or the Student during the Internship.
7. The Host Organisation will comply with National Minimum Wage legislation, as outlined on <https://www.gov.uk/national-minimum-wage> or the equivalent for overseas internships. For organisations that are registered charities, voluntary organisations or associated fund-raising bodies, or statutory bodies, we expect them to strongly consider making payments of expenses to the Student for travel and subsistence. The Host Organisation notes that these payments may be taxable, and will be responsible for keeping accurate records for this purpose. The Student and the Host Organisation will be responsible for any tax liabilities in connection with any payments made to the Student by the Host Organisation.
8. The Host Organisation will assign a Named Internship Supervisor who will provide adequate supervision for the Student during the internship, including constructive feedback on the workplace performance of the student during and at the end of the internship.
9. The Host Organisation will equip the Student with all materials and support (including, but not limited to, a desk, computer and other equipment) that are required for the performance of the internship.
10. The Host Organisation will ensure that the Student is given a comprehensive induction so that the Student is informed about the Host Organisation's working practices and is clear what is required from him/her; including health & safety arrangements, fire precautions, emergency evacuation arrangements, and how to report accidents, incidents and unsafe conditions.
  - a. The Host Organisation will have a written health and safety and welfare policy in place and will maintain it as required by relevant legislation. The Host Organisation will provide competent supervision for the Student for health and safety purposes, will have a system of recording and investigating accidents and will report any accident involving the Student under RIDDOR 1995 as necessary.

- b. The Host Organisation will ensure that risk assessments as required under current health and safety legislation have been carried out and that the relevant aspects of those risk assessments have been notified to the Student. For more details see <http://www.hse.gov.uk>.
11. The Host Organisation is responsible for ensuring that the Student complies with any requirements relating to the protection of confidential information relating to the Host Organisation during the internship or after its termination (howsoever arising).
  12. The Host Organisation is responsible for ensuring any Intellectual Property (IP) Rights which the Student may create and which may subsist in the Student during the internship are wholly assigned to the Host Organisation and the Host Organisation acknowledges that UCL is not liable in any way for any claim, loss, injury, damage or costs whatsoever arising out of a failure by the Host Organisation to obtain a valid assignment of any such IP Rights from the Student prior to the start of the internship.
  13. The Host Organisation will have in force full public and employee liability insurance (or the equivalent for Government Departments), which provides at least an equivalent degree of cover in respect of the Student as is maintained for any employee of the Host Organisation.
  14. The Host Organisation shall comply with all the obligations imposed on a controller under the Data Protection Act 1998, until the effective date of its repeal (ii) the General Data Protection Regulation ((EU) 2016/679) (GDPR) and any national implementing laws, regulations and secondary legislation, for so long as the GDPR is effective in the UK, and (iii) any successor legislation to the Data Protection Act 1998 and the GDPR, in particular the Data Protection Bill 2017-2019, once it becomes law (Data Protection Legislation).

## Appendix E: Student Induction Checklist

It is important that you are given a thorough induction into the workplace when you start your internship. This checklist has been designed to help you ensure all the main health & safety and supervisory issues are covered. The following items should be included in your induction into the organisation within one week of starting work.

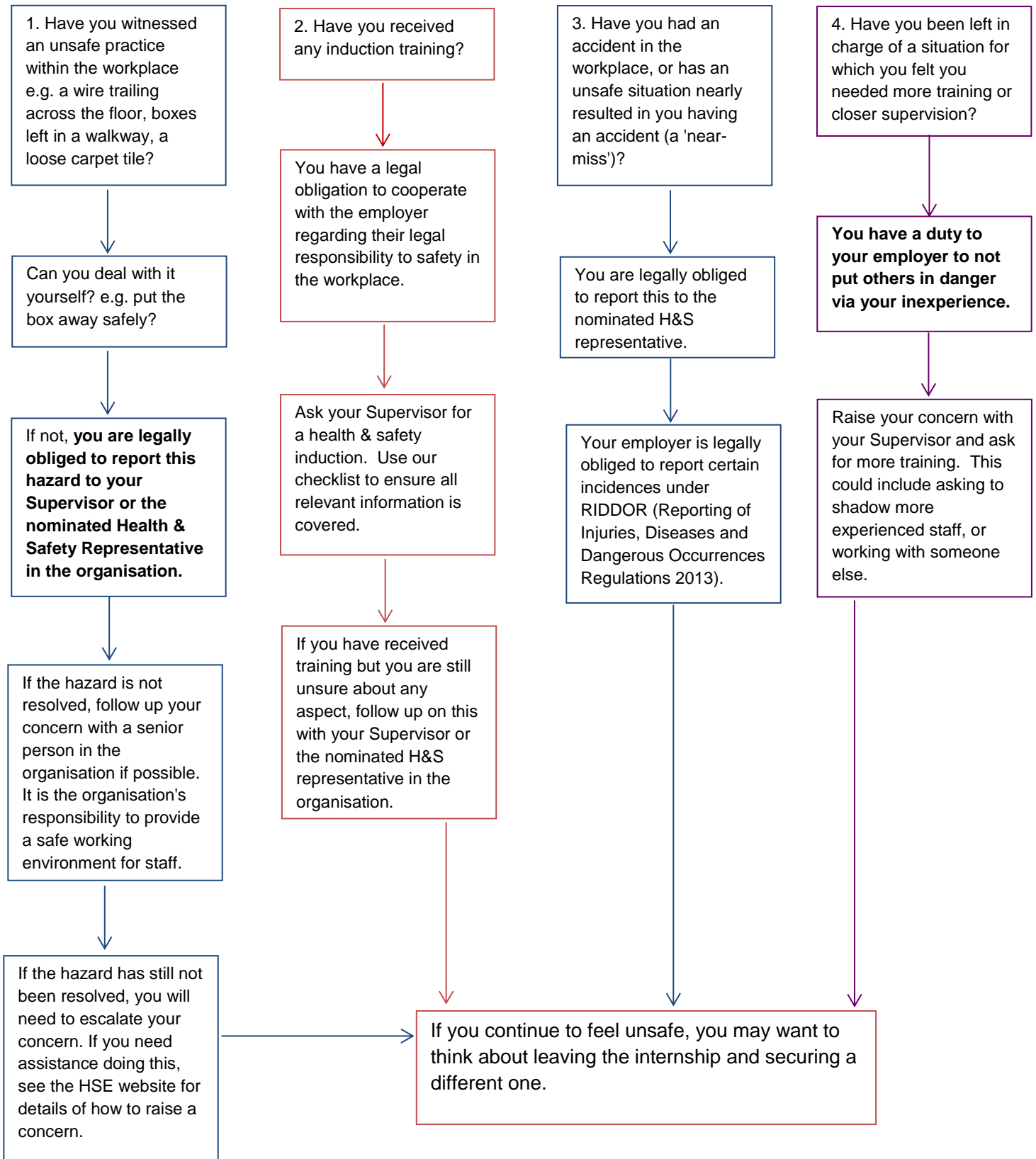
If anything is still unclear after the induction, please follow up on it with your supervisor or the nominated health & safety representative. **You need to be aware that your actions affect others in the workplace as well as yourself, and you have a responsibility to cooperate with the employer regarding their legal obligations.**

<b>Arrangements – have these been discussed?</b>	<b>YES / NO / Comments</b>
Introduction to immediate supervisor (Named Placement Supervisor)	
Introduction to key members of staff and their roles explained	
Place of work / work space	
Location of welfare facilities; canteen, restroom, toilets	
Hours of work and work breaks (coffee / lunch arrangements)	
Dress code	
Transport / travel arrangements	
Specific training for tasks to be undertaken	
<b>Health &amp; Safety Issues – have you been given adequate information?</b>	<b>YES / NO / Comments</b>
Emergency procedures	
Means of contact in case of emergency	
Copy of safety policy received or location known	
Training (equipment)	
Fire procedures and location of fire extinguishers	
Location of First aid box and contact for first aiders	
Accident and incident reporting and location of accident book	
Risk assessment – any issues that have been highlighted through a risk assessment of the Placement tasks or working environment	
Use of/control measures for the use of hazardous substances in the workplace (e.g. COSHH)	
Display Screen Equipment Regulations and associated procedures	
Manual handling procedures	
Protective equipment and clothing as identified by your risk assessment (state what)	
Immunisation (s) (state which)	



<b>Facilities – are they adequate?</b>	<b>YES / NO / Comments</b>
Is access to workstations kept clear and free from obstruction?	
Is adequate ventilation provided at the workplace?	
Are the toilet and washing facilities adequate?	
Are adequate arrangements in place to dispose of waste	
Other control measures: Please specify any other arrangements for safe working and travel you have implemented	
<b>Have you identified any risks that are not adequately controlled? If yes, please give details below and list any actions that need to be undertaken.</b>	
<b>Any other comments or issues you would like to raise?</b>	
<b>Accommodation (only applicable for internships abroad or away from home when relocation has been necessary )</b>	<b>YES / NO / Comments</b>
Does your room/accommodation have secure windows and a secure lock on the door?	
If your accommodation has a gas boiler is there a carbon monoxide detector?	
Are you aware of the fire precautions and exit routes in the event of a fire?	

# Appendix F: Reporting Training or Safety Problems



## **Appendix G: Reflective Diary**

By setting your goals *before* your internship and keeping a diary *during* your internship you will increase the benefits you will take away from the experience. This will be useful for you to reflect upon *after* your internship to see the impact it has had on you. This is just a template and you might want to make a record in some other way such as via social media or blogs.

<b>Host organisation</b>	
<b>Internship title</b>	
<b>Internship supervisor</b>	
<b>Dates of internship</b>	

### **Before your internship – setting your goals**

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Take a moment to think about the questions below before you start your internship.

<b>What are your expectations from your internship?</b>	
<b>What are you most worried about? What challenges might you face?</b>	
<b>What are you most looking forward to?</b>	
<b>What skills are you hoping to develop from this internship?</b>	

### **During your internship – keeping a diary**

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On a daily basis you should list any observations, milestones, completed work, feedback etc. The diary entry doesn't need to be long and you are advised to do it daily while the information is still fresh in your mind. Completing the diary will genuinely help you to make the most of your internship and enable you to reflect on the experience when making future applications.

Things to think about include:

- What do you like most about your Internship? What do you like least?

- Do you understand the business and aims of the organisation and how do you think you are contributing to them?
- What tasks/projects have you been involved in and what are you most proud of?
- What have you learnt and what impact have you had?
- How would you describe your relationship with your supervisor and fellow workers?
- What is the company culture like and how do you fit in with it?
- How are your qualifications and academic background helping in the internship? (Reflect on relevant assessments and team work as well as the content of what you have learnt)
- How is any previous work experience helping?

Date	Description	Thoughts/Comments

*(Add rows as necessary)*

## **After your internship – reflecting on your goals**

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When you are nearing the end of your internship or once you have finished, look back at your answers from the first section and answer the questions below.

<b>Has the internship met your expectations? How? If not, why not?</b>	
<b>Have you faced any challenges that were different to the ones you expected?</b>	

<b>What have you enjoyed the most?</b>	
<b>Have you developed the skills you were planning to develop?</b>	

Once completed, store this somewhere safe and consider looking back on it when making applications and attending interviews. Understanding your impact on an organisation and what you've learnt from various situations can be incredibly valuable.