

Dear Internship Host,

Thank you for devoting your time to host high school student interns at your workplace. MassHire Metro North Workforce Board aims to provide equitable access to STEM career experiences for Metro North youth to help develop their post-high school education and career goals. Your commitment to providing local youth with hands-on career learning experiences plays a vital role in shaping students' confidence and career pathways.

Hosting high school students offers a unique opportunity to empower the next generation of STEM professionals in our region. By hosting youth interns, you invest in our community's future STEM workforce, inspiring students to reach for their career goals. Your investment in their early career journeys has a meaningful impact on their future as STEM professionals.

Thank you for your commitment to supporting the educational and professional growth of Metro North youth. Through completing STEM internships, we hope that students are empowered to reach for their goals, develop their career networks, and see their futures in STEM.

Sincerely,

DO NOT COPY

## Who to Contact

	School 1	School 2	School 3	School 4	School 5
Student Placement + Case Manager					
Timesheet Liaison					
Workplace Safety School Requirements					
MNWB Worksite Safety Review					
All Other Questions					

## Contact Information

Contacts will be listed here once finalized.

## STEM Internship Requirements

### Overview

#### High School STEM Internships:

- Are up to 100 hours
- Benefit both the student and the employer
- Have students in hands-on STEM roles throughout the internship
  - Or a minimum of 25% hours job shadowing STEM positions
- Follow all State and Federal Labor Law requirements
- Are guided by a Work-Based Learning Plan (see Employer Expectations below)

### Details

Students should be in a hands-on STEM role throughout the internship. For internships where laws or regulations prevent students from being in a hands-on STEM role consistently, we require that **over 25% of student time is spent job shadowing** different STEM positions in the workplace. The remaining time can be spent helping in non-STEM tasks. For example, many healthcare employers are not able to have students work in a hands-on capacity with patients. In this case, over 25% of student time would be spent job shadowing different positions such as doctors, nurse practitioners, social workers, nutritionists, and

additional staff. The students' remaining time might be spent assisting with activities, helping visitors way find, conducting research to help expand the games and activities provided for residents, and assisting in the front office.

Students can be compensated for **up to 100 hours** at their internship placement. Hours will be tracked using the school's preferred timecard based on the school's required schedule. Please contact the school's timecard liaison with any questions about student timesheets.

It is the employer supervisor's responsibility to ensure that student hours and tasks fall within State and Federal Labor Law requirements, which can be found here: <https://www.mass.gov/info-details/work-hours-restrictions-for-minors>

## Workplace Safety

### Workplace Safety Site Reviews

For internships that are held in-person at an internship site, MassHire Metro North Workforce Board may conduct a Workplace Safety Site Review before students are placed. This review is completed on the physical worksite in partnership with the employer host. Some schools may require worksite safety reviews, in which case the school review will be sufficient. Please call Kate Armstrong with any questions.

## Overview of Employer Supervisor Expectations

### Background Checks

Background checks may be required before participation as an employer host + supervisor depending on school regulations. For more information, please call the contact listed under "Workplace Safety School Requirements" for your partner school in the "Who to Contact" table.

### Workplace Safety Site Reviews

Employers who are hosting student interns in-person are expected to be present and support MassHire Metro North Workforce Board with the initial Workplace Safety Review conducted, as well as with any additional reviews. The same expectation applies if the student's school conducts site reviews. For more information about employer liability concerns, please refer to Appendix 1: Employer Liability FAQ at the end of this handbook.

### Employer Supervisor Role

It is important for the intern to feel like a member of a professional team and have a sense of belonging to the organization. There should be communication between the employer, the student and the student's faculty liaison regarding goals and identifying activities to achieve them. Employers will use the MA Work-Based Learning Plan to structure student learning experience and complete evaluations.

### Employer Supervisor Responsibilities

- Provide orientation and training at beginning of the internship
- Provide a physically + psychologically safe workplace
- Create projects and provide training that leads to increased knowledge, skills and problem-solving capabilities
- Communicate with the student and school personnel about any disability-related workplace accommodations or supports that the student may need, including accommodations that will allow the student to communicate effectively with the employer and workplace colleagues
- Meet with the intern on a regular basis (weekly or biweekly) to discuss their progress
- Provide the intern with direction, resources, and support necessary to successfully meet or exceed the goals of the internship
- Evaluate the intern's work using the MA WBLP, an online tool designed to structure work-based learning experiences. Formal evaluations will be conducted at the beginning and end of the internship to communicate objectives and track progress. Connecting Activities program staff will provide training on use of the MA WBLP.
- Make the intern feel a part of the workplace

### Orientation Checklist

Below is an overview of what to overview with students on their first day of the internship. Please see the end of this packet for a complete orientation checklist.

- Office/building Tour: restrooms, mail and supply rooms, break room, office culture, desk space and location, phone access, parking and food suggestions
- Work Info: confirm work schedule, weekly or bi-weekly meetings, clear expectations, pre-post internship evaluations and necessary training, clear goals for the intern and the employer
- Human Resource items: staff introductions, written policies & procedures, appropriate dress & behavior, safety and confidentiality policies
- Organization information: History, mission, values and objectives, office hierarchy and overview of departments & industry jargon, etc.

### Orientation Checklist

- Review organization and department missions
- Explain need-to-know items
  - Parking/transit
  - Workstation
  - Specific work dates/times
  - Office hours/breaks/ lunches
  - Computer + electronics use policy
- Review the internship
  - Job description
  - Expectations
  - Work Based Learning plan
- Review company standards
  - Performance standards
  - Attendance and punctuality
  - Expected attire and appearance
  - Conduct in a professional environment
- Explain the work process

- Job authority and responsibility
- Communication
- Work Based Learning plan
- Orient the intern to the work area
  - Notify staff of new interns
  - Give a tour
  - Make personal introductions and explain work relationships
  - Allow time for them to meet with their mentor

**Help design a planned set of activities:** The first step is to work with the student and teacher to identify the possible outcomes for the experience and how to achieve them. Everyone should agree on goals, activities, and the various ways the student can demonstrate learning throughout the internship experience.

Employer supervisors should allow the interns to interact with and observe people and situations that are everyday happenings in an organization. Occasions for the intern to witness professionals at work with encouragement for them to participate and contribute when appropriate are great learning opportunities.

**Help develop the Work-Based Learning Plan:** Once it has been decided what the student will be doing for the internship, the information should be documented on a Work-Based Learning Plan, and signed by the employer, student and internship coordinator. This will be done on an electronic platform. We highly recommend that intern supervisors read and watch this short article and video overviewing the Work-Based Learning Plan before completing it with the student: <http://skillspages.com/blog/2022/03/09/using-the-massachusetts-work-based-learning-plan/>

**Instruct and supervise the student:** Part of the purpose of an internship is for the student to assume real responsibilities in the work world. During the onset of the internship, it is important to explain what activities/tasks the student should do, specifically teach the steps involved in completing each activity/task, and carefully supervise the student.

Over time, as the student becomes increasingly familiar with the business and confident with the work, give the student greater independence and encourage him or her to accomplish the intended goals of the learning agreement. As the student becomes comfortable working independently on one set of tasks, the employer should provide instruction and mentorship in new skills and tasks that build on what has already been learned.

**Provide feedback:** When the employer is pleased with the work a student has done, they are expected to provide the student with that feedback. On occasion the employer may not be happy with the student's work performance. This may result from the student's breaking a rule, not performing a task correctly, or using bad judgment. In all cases, the student should be told immediately and carefully, in a private conversation. The employer should express their opinion without being judgmental and give the student a chance to express his or her thoughts on the issue. Sharing the concerns with the school liaison is important

**Listen between the lines:** Throughout the internship, the employer will be teaching, explaining, and demonstrating new processes and procedures to the student. Do not interpret a lack of questions as a sign that the student necessarily understands everything that is going on. The student may be too shy to speak up at a particular moment or may not know what questions to ask. If it seems the student is not following something, ask if you should go over it again. Emphasize that it is important to understand how and why something is done. When teaching or demonstrating a new task or skill, do not assume something is too obvious. The simple things you take for granted may be completely unfamiliar to the student.

**Evaluate student performance:** The method of evaluating the student’s performance will depend in part on the project or objectives used to define the internship. In general, the employer’s evaluation will be based on how well the student is able to demonstrate the skills articulated in the internship learning agreement, especially the “Employability skills” found on the first page of the MA Work-Based Learning Plan.

## Internship Agreement: Employer

Name of Company/Organization:	_____
Company/Organization Address:	_____
Primary Contact Person:	_____
Contact Person Phone:	_____
Contact Person Email:	_____
Internship Focus (Career Area):	_____
Approximate Hours Per Week:	_____
Type of Pay:	<input type="checkbox"/> Unpaid <input type="checkbox"/> Paid by worksite <input type="checkbox"/> Paid by other agency or organization
Hourly Pay (if applicable):	_____
Start Date	_____ End Date: _____
I / we agree to:	
<input type="checkbox"/> Communicate with the intern and program coordinator to design an internship experience that provides a high-quality learning experience.	
<input type="checkbox"/> Provide the intern(s) with clear job site expectations and train them to do any work and projects that they will be asked to do. Work tasks will be selected in accordance with applicable child labor laws and workplace safety laws.	
<input type="checkbox"/> Communicate with the designated school liaison regarding any issues with the intern’s work, attendance or other issues.	
<input type="checkbox"/> Complete and sign a Work-Based Learning Plan review (provided by intern) each quarter, and assess their skills through the review process provided by the Plan.	
In the case of unpaid internships:	
<input type="checkbox"/> Verify the intern’s hours worked by signing a timesheet (provided by the intern) each quarter.	
<b>Workers Compensation / Insurance:</b> I/We have received information from the program coordinator with regard to workers compensation and/or insurance with respect to this placement, and acknowledge that the intern is covered by our organization’s workers compensation program.	
<b>Non-Discrimination Policy:</b> I/We hereby certify that _____ is an equal opportunity employer and does not discriminate against any person on the basis of race,	

color, creed, national or ethnic origin, age, sex, sexual orientation, disability, status as a Vietnam era veteran or homeless disposition in access to services in or employment in its programs and activities.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX 1: EMPLOYER LIABILITY FAQ

### ***Work-Based Learning Placements/Internships, Employer Liability Concerns, and the Massachusetts Workers' Compensation System***

In Massachusetts, many young people participate in work experiences brokered by the School-to-Career Connecting Activities system or by their schools. These experiences happen year round and at a wide range of locations. Many participants are paid by the worksites, others are unpaid. In all cases, the participating youth are covered by the state's worker's compensation law, as discussed below.

**What is workers' compensation?** The Massachusetts workers' compensation system is in place to make sure that workers are protected by insurance if they are injured on the job or contract a work-related illness. The system also limits employer exposure to liability for workplace injury and illnesses (except in cases of willful negligence).

**What is an employer's obligation?** Employers are required by law to provide workers' compensation insurance coverage for all of their employees. The Department of Industrial Accidents (DIA) is the agency responsible for administering the workers' compensation law in Massachusetts.

**Does state law mandate workers' comp coverage for high school students in work-based learning experiences?** Yes. Under the law, high school students participating in a work-based experience as part of a school-to-work program are deemed employees and therefore covered under the employer's workers' comp policy (see M.G.L. chapter 152, section 1, subsection 4).

**What is the cost to the employer for sponsoring a work experience for a young person?** The cost associated with workers' comp coverage is determined through the same analysis that an employer would follow for any new employee added to payroll. The cost is driven primarily by three key factors: 1) the degree of hazard or risk associated with the job (all jobs are classified for this), 2) the number of hours worked, and 3) the hourly rate.

**Are unpaid interns covered under workers' comp?** Yes. High school students participating in work-based learning experiences, whether paid or unpaid, are covered under the employer's workers' comp policy. Typically, any additional increment to the employer's existing workers' comp premium would be very small.

**Is there an additional insurance premium even if the student is not paid?** Yes. Even if no wages are paid, the student is still deemed an employee for purposes of the calculation, and receives the benefit of being covered under the employer's workers' compensation insurance as though he/she were paid. Since most unpaid interns are in low risk positions, for a relatively brief time (100 hours would be typical), at

minimum wage rates the cost for the added insurance is minimal. Note: Some larger employers are self-insured, and make no premium payment, so there would not be an increase in insurance cost to them.

**How is the premium calculated for an unpaid intern?** The payroll value applied at audit would be based on the actual hours worked by the intern. The rate of pay would be based on what an employee of the hiring firm would be paid for similar work. However, under no circumstances would the rate of pay accepted by the insurance company for work performed by any such intern ever be less than the established minimum wage. Premiums are calculated according to how employees are classified. Each occupation has a rate assigned to it by job description or class code. The premium rate itself is expressed as dollars and cents per \$100 dollars of payroll for each class code.

To calculate the workers' comp premium for an unpaid intern, the employer would assign the same class code and rate that is assigned to their employees performing similar work. You can find the class code look-up system for workers' comp rates at:

<https://www.wcribma.org/mass/ToolsAndServices/MACI/Main.aspx>

**What are some examples of possible workers' comp premiums for an unpaid intern?** Here are two examples of premiums for an unpaid intern working a total of 100 hours over the duration of the placement. These are meant as a reference only and not for exact computation of an employer's obligation. **There are many factors that go into calculating workers comp premiums, therefore it is best to consult with an insurance agent.**

**Hospital X-Ray Technician** Rate of pay at hiring firm for a paid employee performing similar work = \$12.00/hour Class Code – 8833 – “Hospital: Professional Employees” July 1, 2018 rate for Code 8833 per \$100 of payroll = \$1.11 Payroll value used for unpaid intern = 100 hours x \$12 = \$1,200 Approximate workers' compensation charge for intern = \$1,200/100 x \$1.11 = **\$13.32**

**Front Desk -Health Club** Rate of pay at hiring firm for a paid employee performing similar work = \$12.00/hour Class Code – 9063 – “Exercise or Health Institute & Clerical” July 1, 2018 rate for Code 9063 per \$100 of payroll = \$0.62 Payroll value used for unpaid intern = 100 hours x \$12 = \$1,200 Approximate workers compensation charge for intern = \$1,200/100 x \$0.62 = **\$7.44**

**When does an employer report a student to its insurance company?** Generally a student intern is reported to the insurance company during an audit. It is fine for a company to let the insurance company know ahead of time. The question of added cost arises at the annual review of the employer's policy. Most employers work with their insurance provider to determine whether there has been a change in the scale of payroll that would trigger any change in premium.

**Who is liable if there is an injury on the job?** The insurance carrier is liable. Workers' compensation is a no fault system. The employer does not bear the liability. The employer is only liable if it acts in a willful and purposeful conduct to put the employee in harm's way.

**In the event there is an injury, how should it be reported and who is responsible for reporting?** Most insurance companies have their own format, usually starting with a phone call to the claims line. Reporting varies from company to company. However, all processes should begin with the student reporting the incident to the supervisor. *It is the employer's responsibility to report the incident to the insurance company.*

**What should school or program staff do if a student gets injured?** They should have the student report the injury to their supervisor immediately. The supervisor is responsible for following through and reporting to insurer.

**What is the history of student injury while students participating in Connecting Activities (CA) sponsored programs?**

The CA initiative helps broker approximately 10,000 internship placements per year and has done so over the course of almost 20 years with an extremely low (negligible) incidence of injury (one minor incident recalled). Experienced staff active in the work suggests that this is because most youth are placed in very low risk environments.

**Is it acceptable to place a student at a company that does not have workers' comp?** No. If it is not a sole proprietorship, the company is breaking the law – all companies must have workers' compensation by law. If the company does not have workers' comp and a person gets hurt it is still a workers' comp claim, funded in that situation by the state. The state would cover the cost and would sue the company to get the money back. If a sole proprietor takes on an intern, by law that employer must now carry workers' comp.

A free web-based “Proof of Coverage” tool that can help verify whether a particular employer has a current workers' compensation insurance policy. Using this tool, you can also view a listing of Self-Insured Employers. <http://147.202.209.36/>

**What does it mean for an employer to be self-insured?** Primarily, only very large corporations are self-insured. They are licensed by the state and manage workers compensation themselves. This has no impact on how students should react if there is an incident; they should still immediately report the incident to their supervisor. Cost of self-insured companies to host a student intern isn't that much because they are insuring themselves and are not paying a premium to an insurance company as losses are paid by the employer. In some instances, self-insured employers may have a third party administrator (TPA) process claims on their behalf.

**Does school liability insurance apply to work-based learning experiences in other locations?** No, the statute is very clear stating that students in work-based learning experiences are considered employees for purposes of workers' compensation. Workers' compensation is the proper resource for any expenses as a result of an injury.

**Is there any value in obtaining in any additional insurance coverage?** Generally no, workers' compensation covers all injuries that occur at the workplace.

**What is a school's responsibility to educate the employer on workers' comp?** It may be well known that every employer in the Commonwealth with one or more employees is required by law to have a valid workers' comp insurance policy at all times. What may not be so well known is that high school interns participating in an unpaid work-based experience as part of a school-to-work program are deemed employees and are also covered under the employer's workers' comp policy. Therefore, it may be prudent to make the employer aware of the liability obligations and value of the workers comp coverage prior to a student placement. Ultimately, the employer should talk with their insurer.

**Why is workers' compensation better than other forms of liability insurance for a student?** The worker' compensation law is very specific in stating that any work related injury is to be covered by workers' compensation for students in school-sponsored career-related programs. Workers' compensation covers all medical expenses that are reasonable, necessary and related to the work injury, and pays for medical expenses, even if they are prolonged, as long as they are causally related to the injury. This is a benefit to the schools as they can rest assured that their students are protected at the workplace.

**How does this relate to transportation?** This is the “coming and going rule” – when a person is driving to or coming home from work it is not considered part of their job. This is not covered by workers' comp and it is not the responsibility of the employer.

ADDITIONAL QUESTIONS?

For questions related to the Workers' Compensation Law Department of Industrial Accidents (DIA) 1 Congress Street, Suite 100 Boston, MA 02114-2017 Tel: 617-727-4900; 1-800-323-3249

For questions on workers' compensation and employer liability insurance The Workers' Compensation Rating and Inspection Bureau of Massachusetts (WCRIBMA) 101 Arch Street Boston, Massachusetts 02110 617-439-9030

## RESOURCES

**Class Code Look-up System for WC Rates.** The Worker's Compensation Rating and Inspection Bureau of Massachusetts (WCRIBMA) sets the rates for these codes.

<https://www.wcribma.org/mass/ToolsAndServices/MACI/Main.aspx>

### **Employer's Guide to the Massachusetts Workers' Compensation System**

<http://www.mass.gov/lwd/workers-compensation/publications/employers-guide/er-guide-english.pdf>

Injured Worker's Guide to the Massachusetts Workers' Compensation System

<https://www.mass.gov/files/documents/2016/08/wn/ee-english.pdf>

**Massachusetts Department of Industrial Accidents.** DIA oversees workers' comp system.

<http://www.mass.gov/lwd/workers-compensation>

**Massachusetts General Laws: Definition of Employee** Chapter 152: Workers' Compensations. Section 1: Definitions. Subsection 4: "Employee" includes language regarding students participating in a work-based experience. <https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXXI/Chapter152/Section1>

**Proof of Coverage (POC) Tool.** Verify whether a particular employer has a current workers' compensation insurance policy. <http://147.202.209.36/>

Safe Jobs for Youth: Safety and Health Resources for MA Cooperative Education Placement Coordinators

<http://www.mass.gov/DPH/teensatwork>

This FAQ has been developed by leaders of the Massachusetts Connecting Activities state network, with input and support from the MA Department of Elementary and Secondary Education, and the MA Department of Industrial Accidents (DIA). Version 2 - February 2019.

## APPENDIX 2: Massachusetts Work-Based Learning Plan

The Massachusetts Work-Based Learning Plan (WBLP) is designed to provide structure and depth to work-based learning experiences: to identify the skills to be focused on in the work experience; to open conversations about learning opportunities; to provide a structured approach to skill assessment; and to encourage reflection about short-term and long-term goals. The Work-Based Learning Plan includes a job description, list of skills, and reviews.

The WBLP was developed by the Massachusetts Department of Elementary and Secondary Education through an interagency collaboration of employers, educators and workforce development professionals.

It should be completed through the online WBLP screens or the mobile WBLP screens. For access, please contact Kate.

DO NOT COPY

**Massachusetts Work-Based Learning Plan**

Participant's Name: \_\_\_\_\_ Worksite Supervisor Name: \_\_\_\_\_  
 Participant's Email: \_\_\_\_\_ Worksite Supervisor Email: \_\_\_\_\_  
 Participant's ID Number: \_\_\_\_\_ School / Program: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Staff / Teacher Name: \_\_\_\_\_  
 Worksite: \_\_\_\_\_ Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

**JOB DESCRIPTION** – Tasks, responsibilities, projects:

**EMPLOYABILITY SKILLS**

The employability skills below are essential in every work environment throughout one’s career. Please discuss and review these skills at least twice during this work-based learning experience, in a first, baseline review and in a second review near the end of the work-based learning experience. (Two reviews to capture growth -- Be objective!)

**KEY**

- 1 = Performance Improvement Needed: Needs to have a strategy to improve this skill
- 2 = Developing: Developing this skill; learning to address challenges related to this skill; aware of next steps needed to develop this skill
- 3 = Competent: Demonstrates this skill; aware of the importance of this skill
- 4 = Proficient: Consistently demonstrates this skill; shows initiative to learn about, enhance or apply this skill
- 5 = Advanced: Exceeds expectations; works with high level of independence, acts as a role model, or shows initiative to apply and extend this skill

SKILL	PERFORMANCE EXPECTATIONS	REVIEWS Use 1-5 Scale (See Key Above)	COMMENTS Notes, goals, and reflections for Review #1 and Review #2						
Attendance and Punctuality	<ul style="list-style-type: none"> <li>• Arrives on time and prepared for work</li> <li>• Provides sufficient notice if unable to report for work</li> </ul>	<table border="1"> <tr> <td data-bbox="954 1026 1015 1102">#1</td> <td data-bbox="1015 1026 1122 1102">Rev</td> <td data-bbox="1122 1026 1580 1102"></td> </tr> <tr> <td data-bbox="954 1102 1015 1178">#2</td> <td data-bbox="1015 1102 1122 1178">Rev</td> <td data-bbox="1122 1102 1580 1178"></td> </tr> </table>	#1	Rev		#2	Rev		
#1	Rev								
#2	Rev								
Motivation and Initiative	<ul style="list-style-type: none"> <li>• Participates fully in tasks or projects from start to finish</li> <li>• Initiates interaction with supervisor for next task or project upon successful completion of previous one</li> </ul>	<table border="1"> <tr> <td data-bbox="954 1178 1015 1253">#1</td> <td data-bbox="1015 1178 1122 1253">Rev</td> <td data-bbox="1122 1178 1580 1253"></td> </tr> <tr> <td data-bbox="954 1253 1015 1329">#2</td> <td data-bbox="1015 1253 1122 1329">Rev</td> <td data-bbox="1122 1253 1580 1329"></td> </tr> </table>	#1	Rev		#2	Rev		
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Communication	<ul style="list-style-type: none"> <li>• Communicates effectively, orally and in writing, using the language and vocabulary appropriate to a variety of audiences within the workplace including coworkers, supervisors and customers</li> <li>• Demonstrates active listening skills; focuses attentively, makes eye contact or other affirming gestures, confirms understanding and follows directions</li> </ul>	<table border="1"> <tr> <td data-bbox="954 1329 1015 1404">#1</td> <td data-bbox="1015 1329 1122 1404">Rev</td> <td data-bbox="1122 1329 1580 1404"></td> </tr> <tr> <td data-bbox="954 1404 1015 1514">#2</td> <td data-bbox="1015 1404 1122 1514">Rev</td> <td data-bbox="1122 1404 1580 1514"></td> </tr> </table>	#1	Rev		#2	Rev		
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Teamwork and Collaboration	<ul style="list-style-type: none"> <li>• Works productively with co-workers, individually and in teams; support organization’s mission and goals</li> <li>• Accepts direction and constructive feedback with positive attitude</li> </ul>	<table border="1"> <tr> <td data-bbox="954 1514 1015 1589">#1</td> <td data-bbox="1015 1514 1122 1589">Rev</td> <td data-bbox="1122 1514 1580 1589"></td> </tr> <tr> <td data-bbox="954 1589 1015 1665">#2</td> <td data-bbox="1015 1589 1122 1665">Rev</td> <td data-bbox="1122 1589 1580 1665"></td> </tr> </table>	#1	Rev		#2	Rev		
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Critical Thinking and Problem Solving	<ul style="list-style-type: none"> <li>• Notices and identifies challenges and problems that arise in the workplace</li> <li>• Brings concerns to attention of supervisors when appropriate</li> <li>• Develops solutions to challenges and problems by analyzing available information and looking at options, guided by expectations for the position and goals of the organization</li> </ul>	<table border="1"> <tr> <td data-bbox="954 1665 1015 1740">#1</td> <td data-bbox="1015 1665 1122 1740">Rev</td> <td data-bbox="1122 1665 1580 1740"></td> </tr> <tr> <td data-bbox="954 1740 1015 1850">#2</td> <td data-bbox="1015 1740 1122 1850">Rev</td> <td data-bbox="1122 1740 1580 1850"></td> </tr> </table>	#1	Rev		#2	Rev		
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Workplace Policy, Culture and Safety	<ul style="list-style-type: none"> <li>• Exhibits understanding of workplace culture and policy</li> <li>• Dresses appropriately for position and duties</li> <li>• Practices personal hygiene appropriate for position and duties</li> <li>• Follows professional standards for use of computers, phones and social media</li> <li>• Respects confidentiality</li> <li>• Complies with health and safety rules for the workplace</li> </ul>	Rev #1		
		Rev #2		

**WORKPLACE & CAREER SPECIFIC SKILLS**

Select three to five skills that will be a focus for this work-based learning experience. Choose from the following lists or identify other skills relevant to the specific workplace or career goals. Skill definitions are available in the resource guide and the online screens. See <http://massconnecting.org/wbplp>

Career / Engagement Skills	Digital Literacy Skills	Applied Academic Skills	Technical / Career-Specific Skills
Active Learning	Computer Technology	Applied Mathematics	Applied Arts and Design
Collecting and Organizing Information	Database Use	Reading	Blueprint Reading
Creativity	Graphic Design	Research and Analysis	Child Development
Customer Service	Media Literacy	Writing	Cooking / Culinary Arts
Leadership	Office Suite Software	STEM-Related Skills	Early Childhood Math/Reading Literacy
Project Management	Photo Editing	Engineering Concepts	Equipment Operation
Public Speaking / Presentations	Software Development	Environmental Literacy	Landscaping
Teaching/Instructing	Spreadsheet Use	Health Literacy	Maintenance / Repair / Painting
Time Management	Web Development	Research and Analysis	Medical Office Skills
Understanding All Aspects of the Industry	[Or industry specific technology]	Science Lab Concepts	[Or other skills applicable to the work experience]

SKILL	SKILL DEFINITION	REVIEWS USE 1-5 SCALE (See Key Above)		COMMENTS Notes, goals, reflections for Review 1 and Review 2
		Rev #1		
		Rev #2		
		Rev #1		
		Rev #2		
		Rev #1		
		Rev #2		
		Rev #1		
		Rev #2		

COMMENTS & SIGNATURES

REVIEW #1:

REVIEW #2:

Participant Signature: \_\_\_\_\_

Participant Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

WBLP Version 3.0 | REVISED June 2017 | Massachusetts Department of Elementary and Secondary Education Office of College, Career and Technical Education Find the online and mobile versions of the WBLP and more resources at <http://massconnecting.org/wblp>

## Sample WBLP – Physical Therapy Intern

Sample WBLP for a physical therapy intern. Notice the blend of general professional skills, career-specific skills and applied academic skills.

**Job Title:** Physical Therapy Intern

**Job Description:** This internship provides an opportunity for the student to become familiar with professional skills used in a physical therapy clinic while providing support for the staff and patients through a variety of office and clinical tasks. The intern will become familiar with office procedures, including record-keeping, scheduling and billing, with equipment operation and maintenance, and with clinical tasks such as finding and printing out exercise routines, providing patient “set-ups” such as cold-packs and heat-packs, and greeting patients and helping them get started up in the gym.

### Career and Workplace Specific Skills

Skill	Description
Active Learning	Show initiative in learning career skills by observing treatments, shadowing PTs, asking questions about purpose and outcome treatments. Also learn the “FLOW” of an outpatient PT clinic and work to maintain that flow.
Customer Service / Interacting with Patients	Become comfortable interacting with patients by greeting each one and bringing them into the gym for warm ups. Intern will also assist with instruction and education.
Equipment Operation	Intern will learn the proper use of equipment and help to maintain and clean equipment. Under supervision of mentor, intern will supervise patients while using the machinery.
Computer Technology	Develop fluency in use of specialized computer programs, including: – Learning and demonstrating knowledge of data collection using the TekScan wearable footwear sensor system. – Learning and demonstrating use of 3D Motion Analysis software. – Using Excel to assist in monthly analysis of clinical data.
Office Skills	Show professionalism and careful attention to detail in performing office tasks, including:

Skill	Description
	<ul style="list-style-type: none"><li>– Pulling charts for upcoming patients.</li><li>– Assisting with copying of HEP (Home Exercise Programs) for patients.</li><li>– Scheduling patient appointments.</li><li>– Making and organizing patient files.</li><li>– Filing insurance and patient paperwork.</li></ul>
Research / Web Searches	Use computer to find exercise programs and print out copies for patients.
Vocabulary	Become familiar with the vocabulary used in the clinical setting. Use knowledge of vocabulary when conducting web searches and other research tasks.

*This handbook is adapted from the Massachusetts Elements of Model Internship Programs Resource Guide 1.0 and the Township High School District 211 Guide for Companies Hosting High School Interns.*