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**Swiss Agency for Development  
and Cooperation SDC**



Enhancing Youth  
Employment Project

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*Manual  
on  
Internship for  
Higher Education Institutions  
Procedures, Instructions and Forms*

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## Introduction

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The Internship Manual has been prepared by the project “Enhancing youth employment”, funded by the Swiss Office for Development and Cooperation (SDC).

This Manual is designed to serve students, faculty, colleges and businesses that are interested in providing internships for students in these institutions.

The Internship Manual will serve as a guide to guide the work of the Career Orientation and Advising Centre and inform students of the criteria and steps to be followed to benefit from the internship. It will also serve as an informant for companies interested in participating in the internship program and contributing to their community by training their young workforce with the skills needed to enter the job market.

Manual includes the responsibilities of an internship coordinator or a career orientation centre within a faculty or college, student responsibilities, and company responsibilities; the basic rules and key phases of the internship; and forms required for internship.

The Manual is a dynamic document that can change depending on the needs of faculty or colleges, and the requirements of company that may emerge during the period of internship program implementation.

Therefore, suggestions and proposals for improvements are welcome in the interest of enhancing the quality of teaching and learning at higher education institutions, in order to shorten the transition from school to work for students and at the same time meet company requirements.

Manager of EYE project  
“Enhancing youth employment”

Faculty Dean [insert name of  
faculty/college]

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[name and surname]

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[insert name and surname of dean/deputy  
dean]

## 1. Internship

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Internship is a work or a monitored experience in which the student has defined work objectives related to the subject of study and at the same time actively reflects on what he/she is learning.

Internship differs from voluntary or temporary work because it has structured learning objectives; is part of the academic curriculum, is monitored and graded with ECTS credits; promotes personal development and career development of the candidate; it is an experience that happens only once; and it lasts from 1 month to 1 year.

### Labour law and internship

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Internship is regulated by Article 16 of the Labour Law. According to this law the employer can conclude employment contract with the intern, and thus the intern enjoys all the rights and obligations from the employment relationship as other employees.

The employer may, in agreement with the intern, engage him, without any compensation of salary and other employment rights, apart from providing protection and security in the workplace under Law No. 2003/19 on Safety at Work. The employer that engages the intern without remuneration is obliged to identify the trainee in the list of evidence without remuneration.

According to the labour law, the internship of a trainee with postgraduate, university and higher education may last up to 1 year, while the internship of a trainee with a secondary education may last up to 6 months.

### What does the student benefit from internship?

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Students will be able to apply the knowledge gained while studying in a work environment, develop their skills, understand the work environment, and benefit from the experience and advice of a mentor or supervisor. During the internship, students will broaden their knowledge of certain products or services and establish contacts, networks that they will need for future employment.

Internship will enable students to achieve some of the following objectives:

1. Testing themselves and interest in a particular career.
2. Apply theory to real work situations
3. Develop new skills or improve existing skills that they can use to make a career.
4. Increase chances of making a career in the particular field.
5. Learn how to manage time, how to behave in a work environment, how to communicate with colleagues at work and clients.

### What are benefits of company?

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In such a dynamic economy, small and medium-sized companies find it very difficult to compete in the market. Most companies are unable to establish a human resources department that deals with the recruitment and training of new staff. Also, given the high youth unemployment, companies would fulfil a civic obligation by contributing to the capacity building of the new workforce.

Thus, companies will be able to:

1. Recruit a new workforce that is motivated to work;
2. Recruit a workforce that is flexible and does not require long-term commitment from the side of company;

3. Hire new employees at a reasonable cost
4. Test workers before engaging them for a long period, without any great risk;
5. Recruit employees with new perspectives on solving old problems;
6. Increase the capacity of their work with seasonal workers;
7. Engage new employees in the implementation of new projects;
8. Promote the company and increase the visibility of the company that contributes to the education of younger generations;

Therefore, companies would benefit greatly if they design and develop an internship program to fit the needs of the company itself. This can be easily achieved by following five simple steps:

1. Define the objectives of the company;
2. Write a plan of what they expect as an company from an internship and draft a job description for the vacancies they offer;
3. Recruit interns as per their requirements;
4. Manage interns; and
5. Evaluate progress and advise the interns from time to time to improve the quality of their work.

## Responsibilities of Higher Education Institutions (HEIs)

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If higher education institutions agree to participate in an internship in cooperation with the project “Enhancing Youth Employment”, then the institution automatically assumes the responsibility to:

1. Provide conditions for developing the internship program;
2. Select an internship coordinator or to establish a career orientation and advising centre (if not established), which will be responsible for implementing, monitoring and evaluating the internship program;
3. Designate an office that will serve as a reference point for all students;
4. Conduct research of companies and sign agreements with companies that are interested in collaborating in this process;

### **The responsibilities of an internship coordinator or a career orientation and advising centre are:**

1. Get in contact with companies in the region to identify internships according to the profiles offered by the faculty/college.
2. Inform students of current internships and procedures to be followed.
3. Accept applications and select students who will complete the internship. If necessary establish committees for their selection.
4. Prepare and train students on how to fill out applications, prepare CVs, cover letters.
5. Train students in work ethics, communication and presentation skills.
6. Inform students about the reporting and evaluation methods.
7. Help students identify the objectives of the internship, in collaboration with the subject professor (depending on the study program)<sup>1</sup> and the mentor in the company.
8. Ensure that the agreement to achieve those objectives is signed by three parties (student, internship coordinator and mentor in the company)
9. Contact (by phone or email) with the mentor in the company to evaluate the company satisfaction with the student and vice versa.
10. Keep a record of each student becoming the part of internship scheme.
11. Update database and issue reports as needed (broken down by gender, employability, qualification, region, etc.)
12. Where appropriate, organize work fairs and other activities to promote the participation of companies. It can also organize seminars and trainings to increase student interest and employment opportunities.

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<sup>1</sup> In cases where the student has the right to choose the relevant subject for internship;

## Student Responsibilities

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The internship program is key to enhancing the skills of each student. Therefore, students who are enrolled in the internship program have obligations and responsibilities that they will need to consider and observe.

### **Student responsibilities before and after internship are:**

1. To research and apply for job vacancies or to undertake internships in the company.
2. If the company agrees to hire interns then the student must inform the internship coordinator (or career orientation and advising centre) so that the faculty/college signs a preliminary agreement with the company.
3. Apply for internships by preparing the application, CV and cover letter.
4. Be ready to follow the trainings provided by the internship coordinator or career orientation and advising centre.
5. Prepare a brief report according to the format presented by the faculty/college.
6. Prepare a presentation of achievements during internships, if required by the higher education institution.
7. Present to the committee if this is deemed necessary by the higher education institution.
8. To report to the faculty/college career orientation and advising centre on his/her employment status up to 3-6 months after completing the internship.

### **Student responsibilities when deployed to company:**

1. Respect the internal regulations, order and business ethics of the company
2. Attend regularly the workplace in agreement with the company and internship coordinator.
3. Notify the mentor in the company on time (until 10:00 am) if he/she will be absent from work (for health or other reasons).
4. Take an active part in the work as agreed upon by the company.
5. Work in a team with all employees in the company and follow the instructions of the mentor in the company.
6. Be careful during work so as not to cause any harm to the company or itself.
7. Keep all company information in complete confidence even after the end of the internship
8. Maintain a work record and sign an entry-exit schedule.

## Responsibilities of the company

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The primary responsibilities of company that wishes to participate in an internship program are:

1. Provide opportunities and a suitable environment for students to complete internships.
2. Specify job description for job vacancies.
3. Designate a responsible person (mentor) in the company who will guide and supervise the student.
4. Intern's compensation depends on the internal policies of the company and the goodwill of the entrepreneur.

### **Responsibilities of the mentor in the company are:**

1. Work in close collaboration with the internship coordinator.
2. Interview and recruit new interns (if required by the company)
3. Provide orientation training to inform the student about the existing work, operations and hierarchy in the company.
4. Guide and supervise the student during internship.
5. Complete a form for evaluating student performance
6. Notify the internship coordinator in case the student does not comply with the rules set in the company
7. Treat the student with respect and dignity, and offer him/her work to achieve the objectives under the arrangement.
8. Issue a certificate of completion of internships for each positively evaluated student who completes the internship.

## 2. Some of the main rules for undertaking internship

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The following sets out the selection criteria, deadlines and duration, compensation and insurance and safety at work (accident insurance).

### Participant selection criteria

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To apply and participate in the internship program, you should:

1. Be a regular student at the Faculty/College “\_\_\_\_\_”;
2. Be a final year student;
3. Have an average grade of \_\_\_\_\_ (upon company request);
4. Be willing to travel to the area in \_\_\_\_\_ municipality;
5. Be willing to work.
6. Be regular and actively participate throughout the whole internship process;
7. Work in close collaboration with the company you have been designated or have selected;
8. Be willing to participate in training set by the career orientation and advising centre.
9. Be prepared to prepare the work record, final report and presentation of conclusions during the internship;
10. Be willing to work without compensation.
11. Be prepared to pay insurance for accidents (xx €), unless otherwise specified by the faculty/college or company.
12. Report on employment status, to internship coordinator or career orientation and advising centre up to 3-6 months after internship is completion.



## Steps to follow in order to apply?

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In order to apply to the internship program, you should do the following:

- Step 1.** Fill out the Application form or CV (which can be obtained from the internship coordinator or career orientation and advising centre)
- Step 2.** Fill out the cover letter expressing your interest in applying to this program.
- Step 3.** If you are not sure how to complete the application, or how to prepare a CV and cover letter, you can consult the internship coordinator.
- Step 4.** Applications should be submitted to the Internship Coordinator (career orientation and advising centre).

## Time-frames and duration

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The institution of higher education has determined that:

1. Internship can be organized in two terms.
2. Internship takes 1 - 2 months (depending on company requirements).
3. Part-time (4 hours) or full-time (8 hours) internship, subject to agreements with companies;

The following are tentative dates of activities for the application process, selection, placement and completion of the internship.

First term (Maj-July)	Description of activities
	Announcement and notification of students
	Final deadline for submitting application
	Creating short list of candidates
	Interviews in company
	Publication of Results
	Setting learning objectives and signing the agreement
	Placement in the company
	Completion of the internship and submission of the report

Second term (September-November)	Description of activities
	Announcement and notification of students
	Final deadline for submitting application
	Creating short list of candidates
	Interviews in company
	Publication of Results
	Setting learning objectives and signing the agreement
	Placement in the company
	Completion of the internship and submission of the report

## Compensation, insurance and safety at work (Insurance from accidents)

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### **Compensation**

Student compensation depends entirely on the internal policies of the company and the goodwill of the entrepreneur.

If the company decides to pay the intern then the amount of compensation will be specified in the tripartite agreement. Compensation may include transportation and food expenditures.

### **Safety and protection at work (Insurance from accidents)**

Safety and protection at work (Insurance from accidents) during internship will be paid by the student. If the student fails to pay the amount of (€ xxx per year) then the student shall knowingly accept all liabilities and expenses that may arise as a result of the accident at work.

## Monitoring by the faculty/college internship coordinator

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The internship coordinator will contact (by phone or email) the companies where the students are deployed. The purpose of monitoring will be to ensure that the objectives of the internship are achieved, while all parties (student, faculty/college and company) are satisfied with the experience and organization of the internship, and that the company is willing to provide new slots for internships or is there any suggestion to improve internship process.

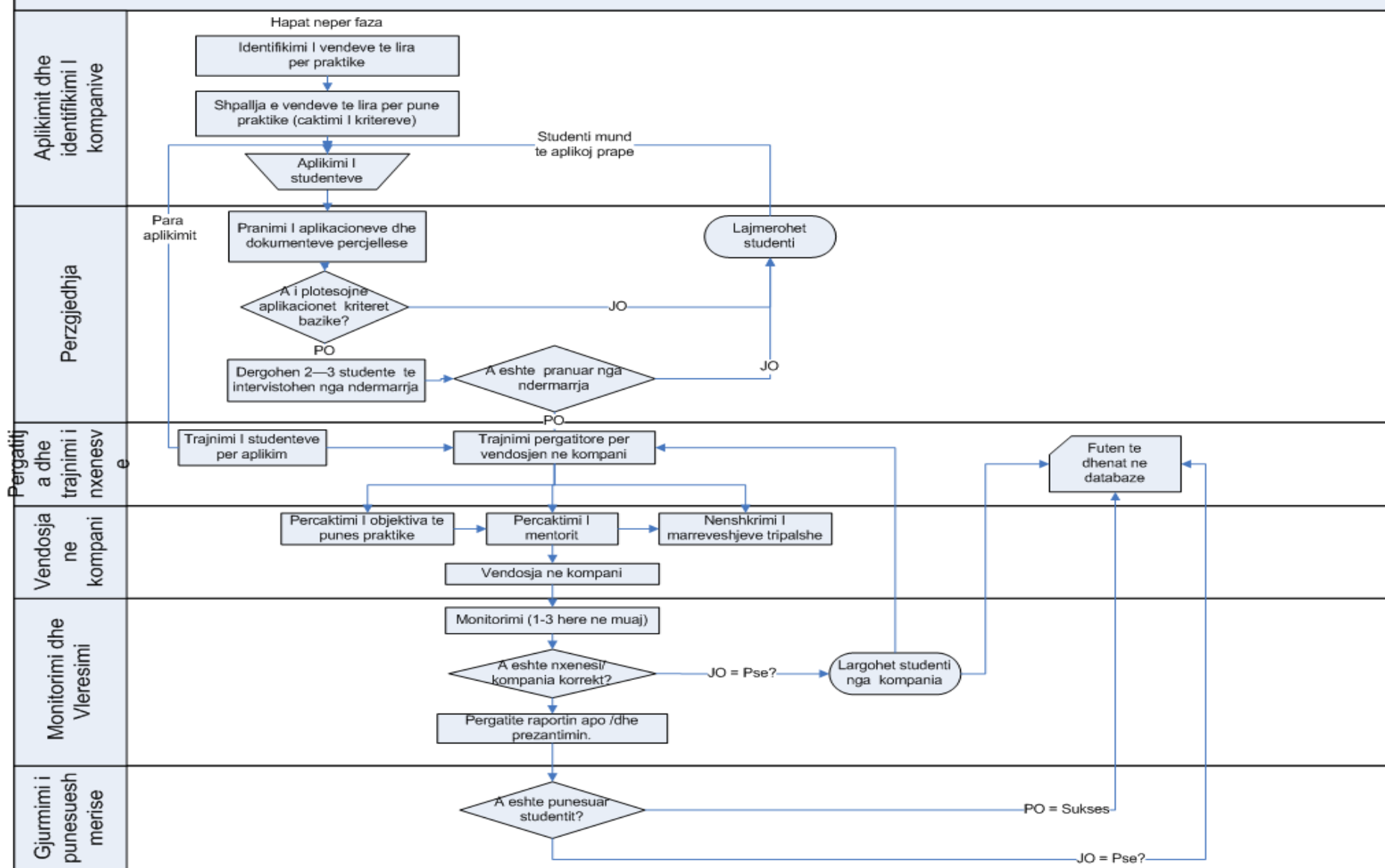
### 3. What are the phases of internship?

Phases	Actions	Duties and Responsible Office/Responsible Person	Required documents	Terms
Application Phase	Identifying free slots for internships	<p><b><u>Career Orientation and Advising Centre will:</u></b></p> <ul style="list-style-type: none"> <li>• Visit and contact companies to identify free slots for internships.</li> <li>• Ask companies to complete a form describing job characteristics / requirements.</li> </ul> <p><b><u>Internship coordinator will:</u></b></p> <p>Sign a memorandum of understanding with companies that offer internships and accept to host student.</p> <p><b><u>Students will be able to:</u></b></p> <ul style="list-style-type: none"> <li>• Students must complete the existing form on current status of their employment</li> <li>• Apply with their own initiative, to the company to do the internship</li> <li>• In this case, they should inform the internship coordinator so that the faculty/college signs a formal agreement with that company.</li> </ul> <p>If deemed reasonable by the faculty/college</p>	<ul style="list-style-type: none"> <li>✓ Job description form;</li> <li>✓ Memorandum of Understanding signed between faculty/college and company</li> </ul>	
	Announcement of free slots for internship	<p><b><u>Career Orientation and Advising Centre will:</u></b></p> <ul style="list-style-type: none"> <li>• Advertise all free slots for internships including the criteria;</li> <li>• Notify all interested candidates for additional information;</li> </ul>	<ul style="list-style-type: none"> <li>✓ Announcement published</li> <li>✓ Criteria which are defined according to the requirements of the companies</li> <li>✓ Form of student work status before internship</li> </ul>	
	Receiving applications	<p><b><u>Career Orientation and Advising Centre will:</u></b></p> <ul style="list-style-type: none"> <li>• Train students on how to write a CV, cover letter, and how to complete the application.</li> <li>• Accept applications from students</li> </ul>	<ul style="list-style-type: none"> <li>✓ Application forms</li> <li>✓ CV form and</li> <li>✓ Motivation letters</li> </ul>	
Selection phase	Review of applications	<p><b><u>Career Orientation and Advising Centre will:</u></b></p> <ul style="list-style-type: none"> <li>• Establish a committee as needed to review and select applications of students according to established and announced criteria.</li> <li>• For each position will select 3-5 candidates, who will be sent to the company</li> </ul>	<ul style="list-style-type: none"> <li>✓ List of candidates selected by the Career Orientation and Advising Centre</li> </ul>	

		to be interviewed (if required by the company).		
Selection phase	Interviews with companies (if needed)	<b><u>Company, according to the policy and depending on the need may:</u></b> <ul style="list-style-type: none"> <li>• Conduct interviews with candidates.</li> <li>• Selects a candidate for the position.</li> </ul>	✓ Selection lists ✓ Company evaluations	
	Publication of results	<b><u>Career Orientation and Advising Centre will</u></b> publish results and place where each student will complete his/her internship.	✓ Allocation of slots for each student and their announcement	
Student preparation & training phase	Preparing students for internships	<ul style="list-style-type: none"> <li>• Based on the job description specified by the company, then the student, in collaboration with the professional subject (or internship coordinator), develops the objectives and activities of the learning/internship.</li> <li>• These activities and objectives will be set out in an Agreement to be signed by all three parties (internship coordinator, student and mentor in the company)</li> </ul>	✓ Agreement on internship objectives and activities	
	Training of students	<b><u>Career Orientation and Advising Centre will train students as needed in these trainings:</u></b> <ul style="list-style-type: none"> <li>• Communication and presentation skills,</li> <li>• Ethics in business,</li> <li>• Preparation of reports,</li> <li>• Preparing presentations</li> </ul>	✓ Training materials ✓ Reporting and presentation forms ✓ How to prepare the presentation	
Deployment of students in company	Introducing students to internship procedures	<b><u>Career Orientation and Advising Centre will:</u></b> <ul style="list-style-type: none"> <li>• Provide orientation training to inform the students about the procedures and documents they must complete.</li> <li>• Notify companies and students on time when internships will start</li> </ul>	✓ Internship Manual ✓ Internship Working Hours Entrance-exit evidence ✓ How to prepare the internship report	
	Identification of company	<b><u>Company will:</u></b> <ul style="list-style-type: none"> <li>• Identify the mentor who will oversee the student and</li> <li>• Sign the Agreement of Predetermined Objectives by the student and the Internship Coordinator (based on the job description and company priorities)</li> </ul>	✓ Agreement on learning/internship objectives signed by all three parties	
Monitoring	Monitoring	<b><u>Career Orientation and Advising Centre will:</u></b> <ul style="list-style-type: none"> <li>• Remain in contact with the mentor in the company (via email and phone conversations) to monitor student attendance and progress.</li> </ul>	✓ Internship evaluation forms ✓ Evaluation of the internship coordinator during the internship period	

Monitoring and evaluation	Evaluation	<p><b><u>Career Orientation and Advising Centre, during internship will:</u></b></p> <ul style="list-style-type: none"> <li>• Evaluate student correctness towards the company</li> <li>• Assess the correctness of the company to the student</li> <li>• Evaluate how the company is satisfied with student performance</li> </ul> <p><b><u>Student will:</u></b></p> <ul style="list-style-type: none"> <li>• Evaluate his achievements and evaluate the company</li> <li>• Complete the employment status form after completing the internship.</li> </ul> <p><b><u>Company will:</u></b></p> <ul style="list-style-type: none"> <li>• Prepare an assessment of student performance</li> </ul>	<ul style="list-style-type: none"> <li>✓ Company evaluation of the student</li> <li>✓ Student evaluation of the company</li> <li>✓ Evaluation of the internship coordinator during the internship period</li> <li>✓ Form of employment status after completing the internship program</li> </ul>	
	Presentation	<p><b><u>Student will:</u></b></p> <ul style="list-style-type: none"> <li>• Prepare a report or seminar on internship</li> <li>• Prepare a presentation</li> <li>• Present to the panel who will evaluate it</li> </ul> <p><b><u>Career Orientation and Advising Centre, as needed, will:</u></b></p> <ul style="list-style-type: none"> <li>• Create panel for evaluation of student</li> </ul>	<ul style="list-style-type: none"> <li>✓ Report/Seminar on internship</li> <li>✓ Presentation on internship</li> <li>✓ Form for evaluation panel</li> </ul>	
Tracking employability		<p><b><u>Career Orientation and Advising Centre will:</u></b></p> <ul style="list-style-type: none"> <li>• Engage students as interns to contact all interns to track their success/employment status</li> <li>• Ask interns to report on a regular basis by phone/email or Facebook</li> </ul> <p><b><u>Student should:</u></b></p> <ul style="list-style-type: none"> <li>• Report on his / her employment status over a period of 3-6 months</li> </ul>	<ul style="list-style-type: none"> <li>✓ Report from tracking</li> </ul>	After the 3 month and 6 month period

## Skema dhe Fazat e punes praktike



## 4. Annexes – Forms

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### Annex 1. Call for internships

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**Faculty/College name of Faculty or College**  
**Town**  
**Kosovo**

The internship program is designed to provide students with the opportunity to apply theoretical knowledge in practice and to provide them with the opportunity to gain work experience in a work environment.

Internship will also help students discover their areas of interest so they can better understand which specific field they wish to pursue. Internships also provide employers with an opportunity to evaluate potential candidates who can consequently be hired.

Internship is organized in cooperation with these companies:

#	Name of the company	Vacancies/Appointments/Descriptions
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

#### **What are the criteria for applying and selecting candidates?**

To apply and participate in the internship program, you should:

1. Be a regular student at the Faculty/College “\_\_\_\_\_”;
2. Be a final year student;
3. Have an average grade of \_\_\_\_\_ (upon company request);
4. Be willing to travel to the area in \_\_\_\_\_ municipality;
5. Be willing to work.
6. Be regular and actively participate throughout the whole internship process;
7. Work in close collaboration with the company you have been designated or have selected;
8. Be willing to participate in training set by the career orientation and advising centre.
9. Be prepared to prepare the work record, final report and presentation of conclusions during the internship;
10. Be willing to work without compensation.
11. Be prepared to pay insurance for accidents (xx €), unless otherwise specified by the faculty/college or company.

12. Report on employment status, to internship coordinator or career orientation and advising centre up to 3-6 months after internship is completion.

### **Steps to follow in order to apply?**

In order to apply to the internship program, you should do the following:

- Step 1.** Fill out the Application form or CV (which can be obtained from the internship coordinator or career orientation and advising centre)
- Step 2.** Fill out the cover letter expressing your interest in applying to this program.
- Step 3.** If you are not sure how to complete the application, or how to prepare a CV and cover letter, you can consult the internship coordinator.
- Step 4.** Applications must be submitted to the Internship Coordinator (career orientation and advising centre).

### **When and where?**

May/October internship schedules:

Dates	Description of activities
	Announcement and notification of students
	Final deadline for submitting application
	Creating short list of candidates
	Interviews in company
	Publication of Results
	Setting learning objectives and signing the agreement
	Placement in the company
	Completion of the internship and submission of the report

**Applications submitted after the deadline will not be considered!!!**



## Annex 2. Job description for intern prepared by the company

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### **JOB DESCRIPTION FOR INTERN**

(should be prepared by company)

Job position	Dough preparation practitioner
Company	Dolce Vita
Mentor	Filan Fisteku
E-mail/Tel	Xxx @ eee
Address/Municipality	
<b>Activities that the student will perform during the internship</b>	
First month	<ol style="list-style-type: none"><li>1. Entrepreneurial orientation training</li><li>2. Preparation of raw material for bagels</li><li>3. Preparation of raw material for cakes</li><li>4. Preparing/baking the dough</li></ol>
Second month	<ol style="list-style-type: none"><li>1. Pressing the dough</li><li>2. Forming pasta</li><li>3. Shaping of spaghetti</li><li>4. Cutting and sorting pasta</li><li>5. Drying and packaging of pasta</li></ol>
Third month	<ol style="list-style-type: none"><li>1.</li></ol>

### Annex 3. Application for the internship program for 2014

APPLICATION FOR INTERNSHIP PROGRAM			
<b>A</b>	<b>PERSONAL DETAILS</b>		
<b>1</b>	<b>Index/Student number</b>		
<b>2</b>	<b>Name and surname</b>		
<b>3</b>	<b>Year of birth</b>		
<b>4</b>	<b>Program</b>		
<b>5</b>	<b>Year of study/ average grade</b>	Year of study _____	Average grade _____
<b>6</b>	<b>Tel/Mobil and e-mail</b>	Tel/mob _____	E-mail _____
<b>7</b>	<b>Address and village</b>	Address _____	Village/Municipality _____
<b>8</b>	<b>During which term you will apply?</b>	<input type="checkbox"/> Sumer <input type="checkbox"/> Winter	
<b>B</b>	<b>INTERNSHIP AND YOUR OBJECTIVES</b>		
<b>1</b>	<b>Have you been an intern before?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
	<b>If YES, where you did the internship?</b> <i>Write the name of company here</i>	→	
	<b>Have you found the place where you will conduct internship?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>2</b>	<b>If YES, please enter the name of the company, contact person and contact details</b>	Name of company _____ Owner/Manager _____ E-mail and phone _____	
<b>3</b>	<b>What do you want to gain from internship?</b>	1 _____ 2 _____ 3 _____	
<b>4</b>	<b>How many hours per week are you willing to work? (circle only one)</b>	<b>20 hours -----30 hours -----40 hours</b>	
<b>5</b>	<b>Are you ready to travel within the region?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>6</b>	<b>Are you ready to go through all the internship program procedures?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>A</b>	<b>Are you willing to pay accident insurance that costs xx €.</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO  <u><b>Note:</b> if you choose NO, then in the event of an accident, you will not be reimbursed for any costs that may result from an accident at work.</u>	

C EVALUATION OF TRAINING NEEDS			
1	Have you attended any training?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
	If YES, please indicate which training	1. _____ 2. _____ 3. _____	
2	Do you think you have a need for additional training?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
	If YES, then pick up to three trainings that you think will serve you	<input type="checkbox"/> Trajnimi shkruarja e CV-se dhe letres motivuese <input type="checkbox"/> Trajnimi per menytrat e intervistimit <input type="checkbox"/> Trajnimi per shkruarjen e raportit <input type="checkbox"/> Trajnimi etika biznesore <input type="checkbox"/> Trajnimi - Prezentimi dhe Komunikimi Any other training (please specify) _____	
3	How have you heard about vacancies for internships?	<input type="checkbox"/> Announcement in faculty/college <input type="checkbox"/> Colleagues <input type="checkbox"/> Facebook	<input type="checkbox"/> Internship coordinator <input type="checkbox"/> Professors <input type="checkbox"/> Other
D WHY SHOULD WE SELECT YOU? (In format of motivation letter)			
<i>I assure you that the information provided to my knowledge is true and complete and I accept the obligations that are in accordance with the terms and conditions of the internship program organized by the faculty/college in cooperation with the company.</i>			
Signature: ✓ _____		Date of submission: ✓ _____	

## Annex 4. Curriculum Vitae

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### **First model of CV**

#### **Curriculum Vitae**

##### **Personal information**

Name / Surname

**Filan Fisteku**

Address

Agim Ramadani, No 5, 10000 Prishtina,

Phone

038 222 888

Mobile: 044/ 444 888

E-mail

[filanfisteku@hotmail.com](mailto:filanfisteku@hotmail.com)

Date of birth

2 June 1984

##### **Work experience**

**Dates**

**May 2013 – January 2014**

**Position**

**Intern for milk quality assurance**

Main activities and responsibilities

Taking samples from farmers and performing milk analyzes;  
Analyzing the results and determining the diagnosis

Name and address of employer

Milk factory VITA

**Dates**

**May 2013 – May 2014**

**Position**

**Your job title**

Main activities and responsibilities

Describe your activities or responsibilities at work

Name and address of employer

Name of employer

##### **Education and training**

**Dates**

2012-2014

Profession/Qualifications

Agribusiness Technician

Name of education institution

Faculty/College “xxxx xxxx”

**Dates**

March 2012

Certificate/Qualification

Training “Improving Milk Quality on Kosovo Farms”

Name of training institution

IADK and SDC

##### **Personal competencies and skills**

Foreign languages

**English (very good)**  
**Italian (basic knowledge)**

Technical skills and competencies/computers

Describe your skills in the field in which you are applying

Driving licence

Indicate if you have a drivers license and which category

## Second model of CV

**Name and Surname**

**Address, Town, Postal code**

**Phone**

**E-mail**

---

### *Summary*

Here you must describe your skills and the jobs you have done in school or in a temporary job.

For example. I am knowledgeable in sampling and conducting experiments to evaluate milk quality.

I have a good command of English and a basic knowledge of Spanish

I have advanced knowledge of working in computers in Word, Excel and Access

I am enthusiastic and willing to travel as needed by the company if required by the company

---

### *Education*

**Diploma - Agribusiness Technician**

2014

Name of the school

Subjects in which you are qualified

**Certificate**

2009

Institution e.g. Student Service Centre

---

### *History of achievements or prior work*

*Sales assistant, Vipa Chips shpk.*

2012

- Market research and recruiting new clients.
- Preparing sales plans
- Preparing reports and evaluations for new clients
- Increase sales percentage by 20% for 1 year during the period I was engaged

*Position XXXX , Company xxxx*

2008-2009

- Job responsibilities and tasks you have performed.
  - Job responsibilities and tasks you have performed
- 

### *Other additional information*

- Languages
- Technical skills
- Computers skills
- Any other info - patent, membership in any organization

## **COOPERATION AGREEMENT BETWEEN FACULTY/COLLEGE AND COMPANY (agreement to be applied as needed)**

This agreement was reached between the Faculty/College “Name of faculty/college” represented by Name of internship coordinator from municipality Municipality and company Full name of company represented by Name of owner from municipality Municipality.

### **Article 1. Purpose of agreement**

The purpose of this agreement is to collaborate with the private sector to create opportunities for students, apply their theoretical knowledge in a work environment and at the same time benefit the private sector by offering them the opportunity to test and recruit new workforce, and which is flexible, requires no long-term commitment and has reasonable costs.

### **Article 2. Faculty/College responsibilities**

To achieve this goal the Faculty/College assumes the responsibility to plan, develop, organize, manage and monitor the internship process. Thus, the Faculty/College agrees that it will:

- a. Explore the market for internships related to Faculty/College profiles
- b. Selects students who match the profile the company requires, and provide the company with at least 2 qualified candidates who will then be interviewed by the company
- c. Prepare the candidate for internship to ensure benefits of both parties, student and the company.
- d. Monitor and evaluate on a regular basis to ensure that the student is adhering to company policies and the company is providing adequate on-the-job training.

### **Article 3. Responsibilities of company**

To achieve this goal, the company agrees that they will collaborate to deliver internships that contribute to the community by increasing the capacity of the new workforce. The Company therefore agrees that it will:

- a. Provide internship opportunities and notify Faculty/College of new internship positions.
- b. Provide working conditions for the student placed in the company.
- c. Assign mentor/supervisor to the student who will complete the internship, who will work in close collaboration with the internship coordinator at the institution.
- d. Mentor, monitor and evaluate the student during the internship.
- e. Provide a reference to the successful student during internship.

Owner of company [insert name of company]

Internship coordinator [name of institution]

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[Insert name of company owner]

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[name of internship coordinator]

## Annex 6. Agreement between the internship coordinator - student – company

### **AGREEMENT ON INTERNSHIP PERFORMANCE**

This agreement was reached between the Faculty/College internship coordinator, student and mentor in the company.

Name of faculty/college		
Internship coordinator		
Tel/Mob		
e-mail		
Address/Municipality		
Index/Student number		
Name of student		
Program/Year of study		
Tel/Mob		
E-mail		
Address/Municipality		
Name of company		
Mentor/Supervisor		
Tel/Mob		
E-mail		
Address/Municipality		

#### **Article 1. Purpose of Agreement**

The purpose of this agreement is to provide students with the opportunity to practice theoretical knowledge in a real work environment and to enable companies to assess students' skills without any long-term commitment to them.

#### **Article 2. Duration and working hours of internship**

The internship will take \_\_\_\_\_ days, subject to prior agreement with the company, and will start from \_\_\_\_\_ until the date \_\_\_\_\_ .

Internships may not exceed 40 hours per week in block hours. According to the agreement with the company, working hours are from \_\_\_\_\_ until \_\_\_\_\_.

#### **Article 3. Description of internship plan**

The student, in agreement with the internship coordinator, supervisor/mentor in the company, has agreed to perform these tasks:

<b>Internship objective</b>	<b>Improving productivity in greenhouse in field of....</b>
<b>Activity/Task 1.</b>	Preparation of soil for seed planting

<b>Activity/Task 2.</b>	Protection of plants from parasites
<b>Activity/Task 3.</b>	Protection of plants from parasites
<b>Activity/Task 4.</b>	Protection of plants from parasites
<b>Activity/Task 5.</b>	Protection of plants from parasites

*Note: Defining activities should clearly explain what and how you will be able to gain practical experience*

#### **Article 4. Compensation**

Compensation depends on the internal policy of the company and the goodwill of the entrepreneur. The company is committed to paying (        €) for transport and food costs.

#### **Article 5. Health insurance**

The student undertakes to pay for the costs of insurance and safety at work (accident insurance). If the student refuses to accept the obligation to cover these expenses, then he/she will knowingly accept all obligations and expenses that may arise as a result of the accident at work.

#### **Article 6. Student Responsibilities**

The student agrees to:

- Be willing to follow the training provided by the internship coordinator or career orientation and advising centre.
- Prepare a short report according to the format presented by the faculty/college.
- Prepare a presentation of achievements during internships, if required by the higher education institution.
- Present to the commission if this is deemed necessary by the higher education institution.
- Report to the faculty/college career orientation and advising centre on his/her employment status for up to 3-6 months after completing the internship.
- Respect the home business order and business ethics of the company;
- Attend the workplace on a regular basis in agreement with company and internship coordinator.
- Notify the mentor at the company in time (by 10:00 am) if he or she will be absent (for health or other reasons).
- Take an active part in the work that is agreed upon by the company.
- Work in a team with all employees in the company and follow the mentor instructions in the company.
- Be careful during work so as not to cause any harm to the company or itself.
- Keep all company information in complete confidence even after the end of the internship
- Maintain a work diary and regular signing of entry-exit schedule.

#### **Article 7. Responsibilities of internship coordinator**

The faculty/college internship coordinator agrees to:

- Help the student identify the objectives of the internship work, in collaboration with the subject professor and the mentor in the company.
- Ensure that the agreement for achieving those objectives is signed by three parties (student, internship coordinator and mentor in the company)
- Contact (by phone or email) with the mentor in the company to assess how satisfied the company is with student work and vice versa.



### **Article 8. Mentor responsibilities in company**

The mentor in company agrees to:

- Help develop the learning objectives for the student.
- Work in close collaboration with the internship coordinator.
- Provide orientation training to inform the student about the existing work, operations and hierarchy in the company.
- Instruct and supervise the student during internship hours.
- Complete a form for evaluating student performance.
- Issue a certificate of completion of internships for each student who completes the internship and is evaluated positively.
- Notify the internship coordinator in case the student does not comply with the rules set in the company
- Consult with the internship coordinator if you anticipate any exceptions or suspensions.

### **Article 9. General rules:**

This agreement may be terminated with the prior notice of the three involved parties. The Agreement may be cancelled if:

- It is confirmed that the student does not attend regularly working hours
- It is proven that student performance in/during internship is unsatisfactory.
- The student was not interested in benefiting from the internship program.
- Student misuses employer/internship policies or rules.
- The student has caused damage to the company.
- The company mistreats the student and does not assign tasks according to the objectives outlined in this agreement.

### **Article 10. Other provisions:**

This Agreement shall enter into force upon signature by all parties, and shall be valid for 9 (nine) months from the date of signature.

This agreement is signed in three (3) copies, one copy for the Faculty/College, one copy for the company and one copy for the student/intern.

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Signature of student/intern

---

Date

---

Signature of Internship Coordinator

---

Date

---

Signature of Supervisor/Mentor

---

Date

### GUIDELINES FOR STUDENTS DURING INTERNSHIPS

After you have been assigned the place to start your internship, what else do you need to know? How can you maximize your experience? Following are some instructions on how to use the practice in the best way possible.

#### **Preparation**

*Purpose and Expectations* ~ start the practice by having clear purpose and expectations in mind. At best, you need to have solid knowledge of your role before accepting internships.

- What skills would you like to achieve during this internship?
- What knowledge do you hope to achieve?
- What projects are you expected to work on?
- What training and information will you receive, and how often?

On your first day of internship, try to sit down with your coordinator and/or mentor to clarify what are the two-way goals and expectations.

*Knowledge of company history* ~ Research about the company's mission and how it fits within the respective industry.

The more knowledge you have on the path to your experience, the sooner you will be able to become familiar with the environment and dedicate yourself to the new knowledge that awaits you.

#### **While in the company demonstrate...**

*Professionalism* - Demonstrate standard of professionalism throughout your internship experience. Pay attention to proper workplace attire, obey to accuracy and meet deadlines.

*Attitude* - Maintaining a positive attitude is the key to a successful experience in practice. Be enthusiastic and do the best you can for the task you are assigned, even if at first it seems monotonous and not as challenging as you would have liked. Demonstrating a cheerful and energetic attitude towards all the jobs will also impress your supervisors and can bring you more challenging tasks.

Observing the environment of the organization is one of the most effective ways to learn. Ask your mentor if you can attend any of the internal meetings (between departments), and consider other opportunities to observe other members of the organization in action.

*Initiative* - You should be a pro-active intern.

There may be times when your supervisor has nothing urgent for you to do. In such cases, propose to expand on a small project you have been assigned earlier, or propose another project that you think the organization could benefit from. On days when work is slow, watch carefully with other colleagues around your department and see if you can help.

***Learn in active manner*** - Plan to learn as much as you can while in the organization.

- *Ask questions:* Ask questions and cultivate your curiosity about the organization and the industry. Show your interest by seeking to learn as much as possible about the role of your department in the organization as a whole, and where the company position is across the industry.
- *Remain updated* with industry achievements throughout your internship period, this is also a good strategy for building knowledge about the field, and understanding the environment in which you work.
- *Create network* ~ give importance to connecting with other employees in the company.
- *Be curious* about the people you work with and ask questions about their areas of specialization, interest, motivation to enter that field, and how they started. You can probably find a mentor who would be willing to share experience, perspectives, and can offer you career advice.
- *Be flexible* ~ Recognize that it takes time to adapt to any environment, so give yourself time to adjust to the pace and pace of your workplace and colleagues.
- Be open minded during your internship, and try to get something positive out of each experience.
- In case of difficulty, feel free to contact the internship coordinator for any questions or concerns.
- *Think* ~ report to your supervisor from time to time.
- Review your progress in terms of tasks and projects assigned to them, get feedback on your performance, even if you want to share what you have learned.
- Think constantly about your experience by keeping a journal or journal entry about your experiences, tasks and comments.

### **Actions after internship**

On your last day make sure you thank your mentor and colleagues and ask for their contact details.

- Shortly after a few days thank him/her by e-mail or letter.
- Keep contacts later in order to keep good links and reports for any possible references or recommendations.
- Keep in mind that many organizations make permanent hires among interns.

## Annex 8. Work log-book for intern

### WORK LOG-BOOK FOR INTERN

Index/Student  
number

\_\_\_\_\_

Supervisor/Mentor

\_\_\_\_\_

Name of student

\_\_\_\_\_

Company

\_\_\_\_\_

Program/Year of  
study

\_\_\_\_\_

Date |Month| Year

\_\_\_\_\_

Date	Day	Entry	Exit	Working hours	Describe the daily activity
02	Monday	8:00	16:00	8	
03	Tuesday	8:00	14:00	6	
04	Wednesday				
05	Thursday				
Total hours worked					

\_\_\_\_\_  
Signature of student/intern

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor/Mentor

\_\_\_\_\_  
Date

## Annex 9. Form for Intern Evaluation by the HEI Internship Coordinator

STUDENT EVALUATION FORM DURING INTERNSHIP						
<i>(to be completed by the faculty/college internship coordinator)</i>						
1	Interviewed company		Interview date			
2	Index/Student number		Program of studies			
3	Name and surname of student					
4	Is the student in the workplace	<input type="checkbox"/> YES <input type="checkbox"/> NO				
	If NO, is the mentor in the company been informed?	<input type="checkbox"/> YES <input type="checkbox"/> NO				
Questions for student <i>(ask student)</i>						
4	Is he/she satisfied with the internship in this company?	<input type="checkbox"/> YES <input type="checkbox"/> NO				
	If NO, Why is he/she not satisfied?					
5	Are you performing the tasks assigned to you based on agreement?	<input type="checkbox"/> YES <input type="checkbox"/> NO				
	If NO, what is the reason?					
6	How much are you able to apply your knowledge during practical work?	Not at all (1)	Little bit (2)	Somewhat (3)	Often (4)	Always (5)
Question for the Mentor in company <i>(ask mentor or colleagues in the company)</i>						
7	Does the student attend work regularly?	<input type="checkbox"/> YES <input type="checkbox"/> NO				
8	Is he/she co-operative?	<input type="checkbox"/> YES <input type="checkbox"/> NO				
9	How much is he/she engaged at work?	Not at all (1)	Little bit (2)	Somewhat (3)	Very much (4)	Always (5)
10	How satisfied is the mentor/colleagues with the work of student?	Not at all (1)	Little bit (2)	Somewhat (3)	Very much (4)	Excellent (5)
11	Is the student doing the tasks assigned to him / her by agreement?	<input type="checkbox"/> YES <input type="checkbox"/> NO				
	If NOT, please tell us, why?					
12	Do you have any recommendations to improve the internship program at our faculty/college?					

## Annex 10. Form for internship program evaluation by the intern

<b>INTERNSHIP PROGRAM EVALUATION FORM</b> <i>(to be completed by intern)</i>							
1	Index/Student number		Program of studies				
2	Name and surname						
3	Company where you did the internship						
4	Do you have assigned a mentor/supervisor?	<input type="checkbox"/> YES <input type="checkbox"/> NO					
5	Are you satisfied with the internship program?	Not at all (1)	Little bit (2)	Good (3)	Very good (4)	Excellent (5)	
6	Are you satisfied with the way you are treated in company?	<input type="checkbox"/> YES <input type="checkbox"/> NO					
	If answer is NO, please tell us why? (your answer will help us to improve quality)						
7	How satisfied you are with the skills you obtained during this internship program?	Not at all (1)	Satisfied (2)	Good (3)	Very good (4)	Excellent (5)	
8	If you compare the theoretical knowledge gained in the faculty/college with the practical knowledge gained in the company. <b>How would you rate them?</b>	Knowledge in faculty/college	Weak (1)	Satisfactory (2)	Good (3)	Very good (4)	Excellent (5)
		Knowledge in company	Weak (1)	Satisfactory (2)	Good (3)	Very good (4)	Excellent (5)
9	After the internship, did this company offer you a job?	<input type="checkbox"/> YES <input type="checkbox"/> NO					
	If NO, please state the reason, why?						
10	What have you gained from internship?						
11	Do you have any recommendations to improve the internship program at our institution? What would you improved?						

## Annex 11. Form for internship program evaluation by the company

<b>INTERNSHIP PROGRAM EVALUATION FORM</b> <i>(to be completed by supervisor or mentor in the company)</i>					
1	Name and surname of supervisor				
2	Tel/Mob of supervisor				
3	Supervisor e-mail				
4	Index/student number				
5	Name of the evaluated student				
<b>This evaluation should be done without the presence of the candidate and must be sent to the work coordinator directly at the faculty/college or put in a sealed envelope.</b>					
1	Are you satisfied with the work of the intern?	Not at all <input type="checkbox"/>	Somewhat <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>
2	According to your assessment, how much did the intern understand scope of your company work? Not at all (1)----- (2)----- (3)----- (4)----- (5) Completely				
3	How much did the intern adhere to working hours during the internship? Not at all (1)----- (2)----- (3)----- (4)----- (5) Very much				
4	How accurate was the intern in the performance of the tasks assigned to him/her? Not at all (1)----- (2)----- (3)----- (4)----- (5) Very accurate				
3	How much do you evaluate the intern is capable to work in this field? Not at all (1)----- (2)----- (3)----- (4)----- (5) Very capable				
4	Did he/she showed self-initiative? Not at all (1)----- (2)----- (3)----- (4)----- (5) Always				
5	How has he/she worked with other employees in team? Withdrawn (1)----- (2)----- (3)----- (4)----- (5) Working in a team				
6	Would you hire this intern if the company/organization has vacancies?	<input type="checkbox"/> YES <input type="checkbox"/> NO			
	If NO, please tell us WHY?				
Do you have any recommendations to improve the internship program at our institution? What would you improve?					

**FINAL INTERNSHIP REPORT**  
*(must be prepared at the end of the internship by the student)*

Index/Student number	
Name of the student	
Program/Year of study	
Company where you completed the internship	
Date when you started internship	
Date then completing the internship	

- **Internship objectives:** (Describe the objective you set out in the agreement you signed)
- **Activities you have accomplished:** (In the report specify the activities you have undertaken during the internship to achieve the objectives)
- **The results you achieved during the internship:** (describe what you achieved to improve during your work in the company)
- **What did you learn during the internship** (describe what you learned during the internship, which was the best lesson?)
- **What were the difficulties and how did you manage them** (describe what difficulties you encountered and how you managed them?)



Annex 13. Form for student employment status in the first year of studies

STUDENT EMPLOYMENT STATUS FORM (to be completed by the student when registering first year)					
1	Index/Student number		Program of studies		
2	Name and surname of student				
3	School year	201__ / 201__			
4	Tel/Mob.				
5	E-mail				
This form must be completed together with the student registration application					
6	Are you employed?	<input type="checkbox"/> YES <input type="checkbox"/> NO (if NO, go to question 11)			
7	If YES, what is your position?				
8	What is your working time?	<input type="checkbox"/> 4 hours/day <input type="checkbox"/> 6 hours/day <input type="checkbox"/> 8 hours/day			
9	How many days per week you work?	<input type="checkbox"/> 1-3 days in week <input type="checkbox"/> 4- 5 days in week <input type="checkbox"/> 6 days in week			
10	Are you satisfied with the work the intern has done?	Not at all <input type="checkbox"/>	Somewhat satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>
11	If NO, are you interested in working as an intern?	<input type="checkbox"/> YES <input type="checkbox"/> NO			
Signature: ✓ _____ Date: ✓ _____					

## Annex 14. Form for student employment status at the end of internship

<b>STUDENT EMPLOYMENT STATUS FORM</b> <b>(to be completed by student when completing internship or at the end of their studies)</b>					
1	Index/Student number		Program of studies		
2	Name and surname of student				
3	School year	201__ / 201__			
4	Tel/Mob.				
5	E-mail				
<b>This form must be completed by the student when completing the internship or at the end of their studies</b>					
6	Are you employed?	<input type="checkbox"/> YES <input type="checkbox"/> NO <i>(if NO, go to question 12)</i>			
7	If YES, what is your position?				
8	What is your working time?	<input type="checkbox"/> 4 hours/day <input type="checkbox"/> 6 hours/day <input type="checkbox"/> 8 hours/day			
9	How many days per week you work?	<input type="checkbox"/> 1-3 days in week <input type="checkbox"/> 4- 5 days in week <input type="checkbox"/> 6 days in week			
10	Are you satisfied with the work you found?	Not at all <input type="checkbox"/>	Somewhat <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Very satisfied <input type="checkbox"/>
11	How much have the internship program helped you find this job?	Not at all <input type="checkbox"/>	Little bit <input type="checkbox"/>	Very much <input type="checkbox"/>	It was crucial <input type="checkbox"/>
12	What is the reason you did not found a job?				
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">           Signature: ✓            _____         </div> <div style="width: 45%;">           Date: ✓            _____         </div> </div>					