QUEEN'S UNDERGRADUATE INTERNSHIP PROGRAM

QUIP Internships On-Campus – Employer Manual

2016-2017

Welcome to QUIP

Internships give students the opportunity to develop skills and knowledge through a structured experiential learning program. Students acquire hands-on experience in professional settings, build contacts, learn about workplace expectations, explore career options and the bridges between theory and practice, and develop skills. Interns graduate with expanded credentials and networks, as the internship is a component of their academic program.

Increasing the number of experiential learning opportunities for students is a priority for the university, and departments on campus can participate by providing QUIP internships for students. Queen's students have a broad range of skills and experiences that they can bring to their internship positions, and can make significant contributions during their internships.

The Experiential Learning Cycle

Figure 1 Kolb. D. A. and Fry, R. (1984). Experiential Learning: Experience as the source of learning and development. Englewood Cliffs, NJ: Prentice Hall.

The QUIP program is coordinated through a partnership between Faculties/Schools (the academic components) and Career Services (the job search, employer support, and administrative components). As a department you can create an internship that will give a student the opportunity to engage in significant projects, experience work in a professional setting, and receive regular coaching and performance evaluations to help them build skills and confidence.

Program Overview

- Work Terms are 12-16 Months
- Paid full-time positions
- May, September, or January starts

Internship position parameters

Length of appointment	12-16 months. No renewal permitted after 16 months and no further notice is required at the end of the contract.
Timing	The majority of internships start in May or September. It is sometimes possible for a January start date, but this tends to be more complicated for students and less desirable.
Hours of work	35 hours/week. Exact schedule of daily start and end times to be determined by department.
Benefits	Not pension or benefits eligible.
Salary	Determined by department. See page 4 for suggested salary ranges. Students are paid monthly.
Vacation	10 days for any 12 month contract period. All vacation days should be used within the contract period.
Sick leave	Incidental sick leave is to be managed with the same approach as used with other staff members. For the infrequent occasions requiring longer term absences, these will be supported for up to six months and will be managed on a case by case basis in consultation with the Return to Work Office in HR.
Intellectual property	If you want to address intellectual property concerns in your offer letter, please speak with the HR Advisor preparing the letter.
Canadian Police Information Centre (CPIC) Check	Departments can choose to require a CPIC or not; if you do, ensure that this requirement is included in the job qualifications in your job posting.
Termination	In the rare event of a termination, ESA regulations will apply. Should you have concerns about the performance of an intern, please be in contact with the QUIP office as soon as possible to discuss process and options.
Nature of work	There is a range of what work can form a strong internship learning experience for students. See page 3 for details about typical positions. Internship roles are not teaching or research roles or roles working in a technical capacity in a teaching or research laboratory or related area.

QUIP Interns will be entitled to all items governed by the Employment Standards Act and most general Queen's policies apply.

Creating a QUIP Internship in Your Department

1. Create job description

Determine the nature of the position and its activities, and write a job description (for template see Appendix A). Consider an internship within one of the follow categories:

Category	Description of category	Example job titles
Project and administration coordination	Coordinates one or more projects and/or activities for a department.	Project Intern, Project Coordinator, Office Coordination Intern
Information and technical systems	Provides service and/or technical support to the university's information technology infrastructure.	Solutions Intern, Programming Intern
Communications	Contributes to and/or coordinates activities such as communications, public relations, publications, website and/or social media.	Communications Intern, PR Intern, Publications Intern
Student service/helping roles	Contributes to and provides direct services to students, such as advising. Promotes the well-being of individuals and creating a positive and equitable environment.	Advising Intern
Finance and accounting	Contributes to financial and accounting activities.	Accounting Intern, Budget Intern

Notes: *Contact quip@queensu.ca to discuss any internships that you are considering that do not fit into one of these categories. QUIP internships are not teaching or research roles. If you are creating new teaching or research related roles for students, please contact your HR Rep.*

2. Determine salary

If the nature of the work of the internship position is most closely related to that at a Grade 5 level	Recommended annual salary range is $29,400 to $30,890
If the nature of the work of the internship position is most closely related to that at a Grade 6 level	Recommended annual salary range is $33,340 to $35,035
If the nature of the work of the internship position is most closely related to that at a Grade 7 level	Recommended annual salary range is $37,800 to $39,700

Departments determine the salary for internship positions. The salary chart above provides suggested ranges and was created based on a review of salaries of internships in other organizations.

When determining salary, consider this role with respect to your normally graded positions in your department. The ranges presented here are 75% of the starting rates for staff positions performing work similar in nature. For budgeting purposes, we recommend you use an estimate of 10% on top of salary for employer-paid premiums (CPP, EI, EHT, and WSIB) based on current rates.

3. Determine start and end dates

TYPICAL WORK TERMS

MAY	SEP	JAN	MAY	SEP	JAN

● 12 Months (Sep 1 to Aug 31)   ● 12 Months (May 1 to Apr 30)*

● 12 Months (Jan 1 to Dec 31)   ● 16 Months (May 1 to Aug 31)*

*highest student interest

4. Confirm Approval for the Position

Complete HR-FRM-057 Approval to Create a QUIP Internship, Step 1. Send the signed approval form and supporting documentation to quip@queensu.ca. The QUIP office will send you a confirmation and you can move forward to Step 5.

5. Post the Position

RECOMMENDED RECRUITMENT PERIODS

Internship Start Date	Peak Time to Post Jobs	Recommended Period for Interviews	Recommended Period for Job Offers
January or May*	Mid-September to October*	October*	October-November*
May or September	January-February	February	February-March
September	May-June	June-July	June-July

*** Note:** *Most common recruitment period*

Steps for Posting a Position:
  a) Determine your preferred start date (January, May or September).
  b) Determine the posting deadline.

  c) Do you have an employer account in the MyCareer system (which you may have used to post Work Study positions or SWEP proposals)?
     YES
     If you have an employer account in the MyCareer system, login to
     https://careers.sso.queensu.ca/employers/overview.htm
     Click on "Post a New Job" (blue tab, centre of screen), then "QUIP postings".

     NO
     If you do NOT yet have an employer account in the MyCareer system, register for a login and password at MyCareer at
     https://careers.sso.queensu.ca/employers/registration.htm

     You will be emailed with your username and temporary password
     Login to https://careers.sso.queensu.ca/employers/overview.htm
     Change your password – click on "My Account"
     Click on "Post a New Job" (blue tab, centre of screen), then "QUIP postings".

  Email quip@queensu.ca if you experience any complications.

Once your position is posted, the QUIP team at Career Services will work to get the word out to students. If you know of students through your own networks who may be interested, please direct them to contact quip@queensu.ca.

6. Interview and Review Candidates

a) The QUIP office will screen, bundle and send one file with all of the applicants to you the day after the posting closes.
b) Review the applicants, decide who you wish to interview and email quip@queensu.ca to arrange interviews.
c) Complete your interview and assessment process. You determine your interview process (there are no set questions required).

If you need to contact a student directly, please copy quip@queensu.ca in all correspondence.

7. Make a Job Offer

a) Confirm candidate availability. During peak periods, students may be receiving multiple job offers so we ask that all offers are extended through the QUIP Office. Email quip@queensu.ca with the name of your chosen candidate and the following information:

- Start/end dates
- Salary

- Work schedule
- Any changes to the original job description

b) Students will have 48 hours to reply to the job offer. The QUIP Office will contact you with the student's decision. If the student has further questions about the offer, the QUIP Office will connect you and the student via email.

8. Hire Successful Candidate

Once the student(s) has accepted, complete the second half of HR FRM 057 Approval to Create a QUIP Internship (download from http://careers.queensu.ca/faculty-staff/hire-student) and send to your HR Advisor. S/he will complete the offer letter and review it with you.

9. Onboard and Supervise Intern

Your onboarding for your QUIP intern will likely follow a similar process to when you orient other new team members. The HR Orientation Toolkit provides an easy-to-follow process, including checklists.

Because of the unique nature of these experiential learning positions, there are some additional considerations:

Intern Contact Information:

Interns will already have a Queen's NetID and email address in their role as students. However, for their work, please ask the intern to use their new employee NetID and email account (created automatically once their contract is in the system) rather than their student NetID and email account for all work related activities. This allows you to give interns access to systems required for their position using the NetID associated with the internship, and then terminate this access at the end of the internship. For complete details about the use of the employee email account see the Fact Sheet from the Records Management and Privacy Office and work with your department's ITAdminRep if you have any questions.

QUIP Program Information

Interns will have attended a Pre-Departure Session with a QUIP Coordinator, and will have received a copy of the QUIP Pre-Departure Manual. If your intern(s) has any questions about the QUIP program that you can't answer, please ask them to contact quip@queensu.ca

Check-Ins and Questions from the QUIP Coordinator

You and the intern will receive an email check-in from QUIP within the first 2-3 weeks of the student's internship. This is a chance for you to let us know that things are going well, and to seek our assistance if you have any questions or if there is anything not going smoothly. Throughout the internship promptly inform the intern and the QUIP team should there be any current or impending issues that may materially affect the intern's employment status.

Performance and Learning

The goal of the internship is a positive learning experience for the intern. Your role as employer includes providing meaningful work and on-going supervision and coaching. Specifically you will

- Complete performance evaluations at 4, 8, and 12 months (and 16 if applicable). Every four months your intern will give you the appropriate performance evaluation form. After you complete your section, please meet with the intern and have a discussion about their goals and performance. The intern will then send the completed form to QUIP.
- Ensure the intern knows who to go to for questions and support with their work.
- Provide regular feedback and coaching.
- Possibly be asked to review a draft of the intern's final report that they will be submitting near the end of their internship.

Questions or Concerns?
The QUIP team is available throughout the internship should you or your intern(s) have any questions or concerns – send an email to quip@queensu.ca.

Appendix A
QUIP Internship Position Description Form

(Instructions: to make it easier to for you to copy and paste into the job posting system, create your position description using the same categories that are listed below)

Job title

Location

Number of positions

Salary

Job Description

Job Qualifications (include any requirements like CPIC if applicable)

Job Start/End Dates

Application Deadline (we recommend a posting stays up for 2-3 weeks; we also find because students are managing heavy course loads, they tend to apply close to the deadline)

Appendix B
Employer Agreement

When participating in QUIP, employers must:

During the recruitment phase:
- Post jobs and conduct interviews through or with the knowledge of the QUIP Office.
- Make all offers to potential interns through the QUIP Office.
- Follow the CACEE Ethical Recruitment Guidelines .
- Follow the Employer Terms and Conditions for posting positions to the MyCareer webpage.

During the internship:
- Structure the intern's work activities as were outlined in the interview/hiring process. It is recognized that some changes may be necessitated by the employer's need to react to changing business conditions.
- Provide training to assist the intern in fulfilling job responsibilities.
- Give consideration to the assignment of a mentor to the intern.
- The intern will be provided opportunity for personal and professional growth.
- Use the 4, 8, 12 month QUIP performance evaluations (or a comparable internal evaluation mechanism) to provide the intern with feedback regarding areas of strengths and weaknesses and suggestions for self-improvement and skill-development.
- Provide the intern with a safe workplace adequate for the execution of their work and ensure the intern will have opportunity for association with professional peers and role models.
- Promptly communicate any current or impending issues or concerns that may materially affect the intern's employment status to both the intern and the QUIP Office.
- Fairly compensate the intern for their work.

For engineering students only:
- Provide the intern with the opportunity to further their understanding of the engineering profession, with training and exposure to situations which will qualify toward the experience requirements of licensing by the PEO.

All employers are invited to provide feedback and suggestions for program improvement to the QUIP office.

Appendix C

Participating Academic Disciplines

Students from the following disciplines can participate in QUIP:

COMPUTING
Biomedical Computing
Cognitive Science
Computer Science
Computing & Mathematics
Computing & the Creative Arts
Software Design

CREATIVE ARTS
Computing & the Creative Arts
Drama
Film & Media
Stage & Screen Studies
Music

ENGINEERING
Chemical Engineering
Civil Engineering
Computer Engineering
Electrical Engineering
Engineering Chemistry
Engineering Physics
Geological Engineering
Mathematics and Engineering
Mechanical Engineering
Mining Engineering

HUMANITIES
Art History
Classics
Classical Studies
English Language & Literature
History
Philosophy
Religious Studies

LANGUAGES
French Studies
French Linguistics
German Studies

Greek
Italian
Latin
Linguistics
Spanish

LIFE & PHYSICAL SCIENCES
Astrophysics
Biochemistry
Biology
Biology & Mathematics
Biology & Psychology
Chemistry
Earth System Science
Environmental Biology
Environmental Chemistry
Environmental Geology
Environmental Life Science
Environmental Science
Environmental Toxicology
Geology
Geography
Kinesiology
Life Sciences
Mathematical Physics
Mathematics
Physics
Psychology
Statistics

SOCIAL SCIENCES
Applied Economics
Global Development Studies
Economics
Environmental Studies
Gender Studies
Geography
Health Studies
Political Studies
Psychology
Sociology