

## Self-assessment Questionnaire on the quality & effectiveness of internships/apprenticeships schemes

### 1. Purpose of the assessment tool

The overall aim of the self-assessment tool is to allow a company to identify to what extent it has sufficient processes/measures in place to assure the quality and effectiveness of its internship/apprenticeship schemes. The self-assessment is based on the principles laid out in the **European Quality Charter on Internships & Apprenticeships** (Charter) and on recent findings from a **study on the quality and effectiveness of internship/apprenticeship programs** across Europe (initiated by the European Commission). The Charter has been developed by the European Youth Forum (EYF) in consultation with the European Trade Union Confederation, EYF's member organisations, and other NGOs. It is currently supported by around 30 MEPs, as well as companies and organisations who sign as a commitment to strive to implement such quality standards in their workplace, and also served as an important input for the European Commission in drafting a **Framework on Quality Traineeships**

### 2. Structure

The self-assessment is divided into two sections:

- **Part I** contains a list of closed questions, operationalizing the quality principles of the Charter, and is structured according to four main categories: Governance, Labour conditions; Recruitment; and Quality of Learning.
- **Part II** contains a list of open-ended questions, exploring how concrete company practice relates to the trends outlined by the European Commission.

### 3. Scope and definitions

The questionnaire primarily focuses on young people (either enrolled in a study or recently graduated), but can also be applied to internships/apprenticeships as part of professional (re-) integration programmes, for example. It consists of a set of core questions, which apply to internships/apprenticeships as part of formal education, as well as internships outside of education (so called 'open market' internships). Companies offering internships outside of education will fill out both the set of core questions and an additional set of questions (marked in italics) that apply specifically to internships outside of education. The questionnaire only applies to the specific office in which the person answering the questions is located.

**Apprenticeships** have been defined here as "work-oriented trainings that are part of vocational education and training (VET) and that are solely school-based programs or combined school and work-based programs, both carried out in the formal education system and bringing credit points".

**Internships** have been defined as "work-based learning opportunities, either:

- a) taking place as part of higher education, bringing credit points, where interns have a student status and access to services such as student loans, students housing, health insurance and scholarships
- b) taking place outside of formal education (also after graduation) and not bringing credit points".

### 4. Methodology

Companies can conduct a self-assessment by filling out the self-assessment questionnaire. Companies that wish to understand the implication of their answers and wish to receive further assessment can contact **Yvette Sweringa at ys@csreurope.org**. CSR Europe will offer, as a paid service, a benchmark assessment and full evaluation of the company results. The company will be provided with a benchmark report showing where it stands in relation to the other participants with regard to each of the categories outlined in Part I (group average, highest and lowest; shown anonymously). The results of the open-ended questions in Part II will be analyzed to provide key messages to the European Commission in terms of existing (best) practice related to relevant areas in policy discussions.

**Results of all participants taking part in the benchmark assessment will be shown anonymously and the confidentiality of the information provided will be assured.**

#### Participant information:

Company  
Name  
Function  
Email  
Tel

## PART I - CLOSED QUESTIONS

<b>1</b>	<b>Governance</b>	<b>Multi-stakeholder approach</b>	<p>Does your company partner/engage with at least one of the following stakeholders to develop the content/framework of the internships/ apprenticeships offered:</p> <ul style="list-style-type: none"> <li>• Educational institutes</li> <li>• Training providers or employment agencies</li> <li>• Social partners</li> <li>• Employer representative bodies (e.g. trade association, Chamber of Commerce)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Policy/guidelines</b>	Does your company have a policy/set of guidelines to inform the way internships/apprenticeships are organized (either at HQ or office level)?	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>2</b>	<b>Recruitment</b>	<b>Transparency in job advertisement</b>	<p>Are following elements clearly communicated during the recruitment process:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Job description</li> <li><input type="checkbox"/> Length of the internship</li> <li><input type="checkbox"/> Details about remuneration/reimbursement of costs</li> </ul>	
			<i>Outside of education: Is the position publicly advertised?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
		<b>Quantity of internships</b>	<i>Outside of education: Is there a defined limit to the number of interns your company employs at the same time?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Job transition</b>	<i>Outside of education: Does your company provide the intern the opportunity to discuss the option of being hired as a permanent employee?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
		<i>Outside of education: In case the intern is not hired upon completion of the internship, does your company support him/her in any way in the transition to finding permanent work?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No	

<b>3</b>	<b>Quality of learning</b>	<b>Supervision</b>	Is the intern/apprentice provided with a company supervisor(s) during his/her internship/apprenticeship?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
			Does your company prepare a supervisor for his/her role as supervisor (e.g. Specific training)?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
			Is there a limit to the amount of interns/apprentices that can be assigned to one supervisor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
			Is there a lower limit to the number of years of experience a supervisor must have?	<input type="checkbox"/> Yes <input type="checkbox"/> No
			Are there regular meetings (minimum one per month) between the intern and the supervisor(s)?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
		<b>Length</b>	<i>Outside of education: Does the length of the internship fall within the scope of 2-6 months?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Complaints channel</b>	Does the intern have access to a complaints channel in case of any issues occurring during the internship?	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Evaluation</b>	Is the intern provided with learning objectives at the beginning of the internship?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
			Does your company offer at least one intermediate appraisal meeting with the intern to monitor progress against the learning objectives?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
			At the end of the internship, does your company offer performance evaluation, including e.g. strengths and areas for improvement?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No

<b>4</b>	<b>Labour conditions</b>	<b>Contract</b>	Does your company offer a written and legally binding contract, stipulating:	<input type="checkbox"/> Length of the <input type="checkbox"/> Details about <input type="checkbox"/> Description of tasks
		<b>Remuneration</b>	<i>Outside of education: Are interns entitled to remuneration?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
			<i>Outside of education: Is the remuneration in line with the national legislation?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
			<i>Outside of education: Does the remuneration exceed the EU poverty line of 60% median income or national minimum wage?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
			Does your company offer additional compensation for work performed outside of standard working hours, e.g. overtime?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
			Are interns/apprentices reimbursed or otherwise compensated for costs incurred during the internship/apprenticeship?  (for internships/apprenticeships as part of education, this also extends to costs related to travel, food and housing that may be incurred because of taking on the internship/apprenticeship)	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No
		<b>Rights / Duties</b>	Is the intern/apprentice informed at the beginning of the internship of his/her relevant rights and duties, including:	<input type="checkbox"/> Health and safety risks <input type="checkbox"/> Social and Labour rights <input type="checkbox"/> Responsibilities towards the organization
		<b>Social Security</b>	<i>Outside of education: Is the intern included in the following social security systems:</i>	<input type="checkbox"/> Health security <input type="checkbox"/> Unemployment <input type="checkbox"/> Pension systems

## PART II - OPEN-ENDED QUESTIONS

1. What is the primary motivation for your company to offer internships/ apprenticeships?	
2. Does your company have a specific focus in terms of offering internships/ apprenticeships to promote inclusiveness (e.g. targeting disadvantaged youth, NEETs, ...)?	
3. Does your company have a specific focus in terms of offering internships/ apprenticeships in areas where skills shortages are experienced?	
4. How does your company ensure an appropriate match between the work placement offered and the intern/apprentice that fills in the placement?	
5. Are there any critical points in the list of questions in Section I that would cause your company to stop/avoid hiring interns/apprentices if they would become compulsory by law?	
6. Does your company track whether interns/apprentices find permanent work after completion of the internship/ apprenticeship?	