



Serving Communities  
Internship Program

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## Appendix 3: SCiP Glossary

### Deliverables

Deliverables are tasks defined in the letter of agreement between the intern and the organization, and are the *only* tasks they are responsible to complete during the internship. Deliverables are tasks, responsibilities and/or projects that are relevant to the intern's title, role description and education that have been approved through the SCiP website. Deliverable specifics must be communicated in a clear and timely manner and should have realistic timeframes. Tasks that are outside of this scope such as daily menial tasks or other non-relevant tasks are **not** permitted, even if an intern has previous experience with a particular task.

### Meaningful work experience

Meaningful work experience is defined as:

- the internship role offers the student an opportunity to apply their skills and knowledge and has a likelihood to support their post-secondary education in a non-profit sector environment. SCiP does **not** permit internships that are composed strictly of menial tasks;
- the experience will be good on a resume and support the intern's future career goals, making the student more employable as a result; and
- the role will expose them to a career in the nonprofit sector and allow the student to network within this sector.

### Professional communication

Communication with interns must remain professional at all times. Offensive and derogatory language will not be tolerated. Professional communication should be positive, courteous, and conscientious.

Remember to be mindful of tone within different mediums for communication. For example, it is easier to convey the tone of your message through a face-to-face or telephone conversation than it is through email or text messaging. Before sending a message, stop and think if your message is something you'd say to a boss or a close friend, and if your message and delivery method is appropriate for your intended audience.

Communication should also be clear and relevant to interns' roles within your organization. For example, provide clear and specific instructions for tasks including timeframes and expectations. Communication

should also be timely such as ensuring interns receive relevant and appropriate information *prior* to beginning a task or project.

Should someone in your organization need to discuss or raise a concern about an intern's performance, please ensure you follow SCiP's conflict resolution procedure (see attached) and that your language remains neutral. Neutral language is non-judgmental, non-accusatory and non-defensive.