



Serving Communities
Internship Program

Onboarding Process Development Guide

This is a guide to empower you to create a consistent and effective onboarding process for your interns. There are many ways to onboard interns; however, we strongly recommend incorporating the following key elements in developing your onboarding process. Doing so will provide a strong foundation to your process.

Developing your onboarding process

Every organization's onboarding process is made of formal and informal approaches. In capturing your process, be sure to think about the ways your organization effectively onboards interns from both formal and informal perspectives.

When writing out your onboarding process, remember to be specific and clear. You must not only indicate what the onboarding process will consist of, but you must also indicate *how* your organization will implement any key elements. This includes any key elements listed above as well as any other formal or informal onboarding elements that would suit your organization's needs.

Key onboarding process elements:

- Onboarding of a new intern should only start **after** the student has reviewed the final deliverables **and** signed the letter of agreement.
 - Review the deliverables with the intern. If there are any changes that need to be made to the deliverables, please inform Volunteer Alberta at scip@volunteeralberta.ab.ca. We will have to make those changes for you.
 - Clarify what the organizational culture and environment is like with the intern.
 - Consider adding this step to your interview process to ensure your intern is a good fit.
 - Provide access to any relevant training materials.
 - This may include safety documents, historical or background materials on your organization, policy and procedure documents, etc.
 - If appropriate, show the intern their work space and other spaces they will access while on-site.
 - This may include fire muster points, bathroom facilities, supply closets, etc.
 - Introduce the intern to anyone they will be working with.
 - The supervisor listed on the internship application should be the only person directing the intern's deliverables.
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Suite#609, 10080 Jasper Ave, Edmonton, AB T5J 1A1

Toll Free in Alberta: 1-877-915-6336 x225 Phone: 780-482-3300 x225 Fax: 780-482-3310

- Lay out communication expectations according to the professional conduct policy. Have the intern and all relevant SCiP supervisors review and sign the professional conduct agreement.
 - Clarify with the intern the frequency and purpose of check-in meetings with their internship supervisor over the course of the internship.
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- Clarify any expectations you may have regarding the amount of hours the internship is expected to be on site. Remember, all internships must be part-time (less than 15 hours per week) and flexible around a student schedule.
 - SCiP internships are not to exceed 100 hours of work or one program year.
- If necessary, ensure any required email addresses and/or phone numbers are created *prior* to the interns first day.