COLLEGE INTERNSHIP POLICIES

INTERN WORK SCHEDULE

Interns are active college students; during fall and spring semesters, interns carry a minimum course load of 12 credit hours and are available for work up to 8 hours in a day, subject to the following: in order to ensure that college interns successfully complete their course work with a minimum Grade Point Average of 3.0, interns work between 15 to 20 hours per week during fall and spring semesters and up to 40 hours per week during college holiday and summer breaks. Due to federal regulations interns cannot work more than 30 hours per week during the fall and spring semester. Interns must communicate schedule changes for each semester and breaks with the supervisor and Genesys Works.

HOLIDAYS AND NON-SCHOOL DAYS

We ask that supervisors and interns determine mutually agreeable work hours when students have the day off from school. The intern may work a full 8-hour day or any combination of hours in that day. This is dependent on the supervisor's and intern's schedule. It is recommended that the schedule is confirmed ahead of time with the supervisor, intern, and Genesys Works. In all circumstances, corporate partners have the right to refuse requests for additional hours if they do not feel there is sufficient work to justify interns coming in.

WORKPLACE ABSENCE POLICY

We want our college interns to demonstrate reliability in the workplace and to have clear understanding of corporate expectations in regards to attendance. Our goal is to balance these expectations with the understanding that college students have different attendance pressures and are in a process of learning responsibility in a corporate setting.

- As a general rule, college interns are given up to three unpaid personal days per season of their yearlong internship:
    - August – December, January – May, June – August
- It is the responsibility of the intern to communicate with workplace supervisor and their program coordinator about missing work. Personal days must be approved in advance.
    - Preferably, personal days will be scheduled at least two weeks in advance.
- Genesys Works reserves the right to remove interns from their internship after failure to report absences to their workplace, which is, in essence, a "no call, no show."
- In accordance with local policies, college interns earn Paid Sick and Safe Time (PSST) to care for their own health or health of a family member. To claim this time, interns must notify their workplace supervisor and program coordinator when PSST is being used.
- If the intern has an excessive amount of absences, there should be a discussion between the workplace supervisor and their program coordinator to determine action steps moving forward.
    - Refer to the Escalation Process and Example Action Plan document found in the digital Supervisor Guidebook by navigating to the Phase 1: Laying the Foundation > Escalating Intern Concerns folders.
- As college students, interns may be required to participate/interested in short-term study abroad opportunities that enhance their academic experience. Genesys Works supports the participation in these programs and expect students to proactively communicate these activities.

COLLEGE ENROLLMENT REQUIREMENTS

All college interns must meet the following standards: enroll in a minimum of 12 credit hours each fall and spring semester and maintain a GPA of 3.0 in order to remain in good standing for their internship. If they un-enroll or fall on academic warning, they have a one semester grace period to get back on track before resulting in termination.

INFORMATIONAL INTERVIEWS

College interns are encouraged to do informational interviews over the course of their year-long internship. Please share your network or guide students on meeting professionals in order for them to explore career interests.

LEARNING GOAL

College interns are required to develop at least one learning goal to achieve during the course of their internship. These goals follow the SMART goal criteria and interns are expected to create at least 3 actions steps to reach their goal. Interns are encouraged to share their goal with their supervisor to receive additional feedback, direction, and support.

SKILLS TO SUCCEED

To support professional development, Genesys Works has acquired the Skills to Succeed online training program through Accenture. College interns are given access to the platform and encouraged to complete modules that are of interest to them and their personal development. College interns are encouraged to discuss the skills they're learning with their supervisors to receive feedback and input.

INTERN PERFORMANCE REVIEWS AND CHECK-INS

After the first three weeks of an interns start date, Genesys Works will reach out to the supervisor and the intern to assess how the first few weeks are going.

Genesys Works will also hold two check-ins per semester with college interns to discuss academic progress, internships, career development and more. Although check-ins are between the Genesys Works college internship manager and the intern, we encourage supervisors to check-in with their intern throughout the semester on a regular basis.

In addition to meeting with the college intern 1:1, Genesys Works will conduct a check-in with supervisors once per semester to talk about their intern's performance.

There will be 6-month performance review, where supervisors are asked to complete an online review of their intern. Both the supervisor and the college internship manager will meet with the intern to provide feedback.