

# Career Ready Internships

## Intern Manual





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## Introduction

On behalf of the District of Columbia Public Schools' Office of College & Career, congratulations and welcome to the 2016 DCPS Career Ready Internship initiative! You have demonstrated a commitment to excellence and a desire to further your development as an emerging young professional. During the summer, hundreds of DCPS students will engage in meaningful, career specific, paid internship experiences. Your participation in a Career Ready Internship will provide you with high level, real world exposure to your identified career interests.

The DCPS Career Ready Internship initiative is a work readiness and internship program that provides highly qualified DCPS students the opportunity to interview for paid internships with leading industry employers in their career field of interest. These internships are designed to expose students to the world of competitive employment and help guide students through the career exploration process. Each Career Ready Intern receives employability skills training prior to interviewing for an internship opportunity. Our intern preparation utilizes the Tenacity – Employability Skills Curriculum, which centers on the development of three character strengths: poise, initiative and tenacity. The objective is to train students to adopt and apply these three character strengths to their own working habits. The goal of the training, and ultimately the internship experience, is not only to provide students with the hard & soft skills necessary for success but to also promote a continuing culture of excellence.

This is an exciting opportunity and we hope that you take advantage of everything that the Career Ready internship Initiative will offer to you!

This manual will serve as your guide to a successful summer as a Career Ready Intern. We look forward to working with you!

Sincerely,

Raymond Hutchison  
Manager, Industry Partnership Programs  
Office of College and Career



## Important Dates & Information

**4/22/2016** – Intern application due

**4/25/2016 – 5/20/2016** - Student Interviews at participating schools

**5/20/2016** – Student selection and industry pairings take place

**5/20/2016 – 6/19/2016** - Employer/Student pairing notifications

**06/08/2016** – Intern orientation

**06/27/2016**– Interns' first day of work

**07/04/2016**– Fourth of July Holiday– No work

**08/05/2016**– Interns' last day of work

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## Intern Selection Process and Requirements

### Application process

Interns will participate in a DCPS led intern orientation. After registering with SYEP and completing employability skills training at their schools, prospective interns will submit an application to DCPS through <http://dcpsaspire.wpengine.com/for-interns/signup-forms/>

### Interview and selection criteria

All applicants must participate in an interview at their school. Interns will be selected based upon completion of employability skills classes, a readiness evaluation from school staff, and interview performance.

### Internship experience

Students selected to participate in the Career Ready Internship initiative will be placed at internship sites based on their career interests. Interns participate in paid work based learning opportunities through the DCPS/ SYEP partnership. Interns will work no more than 25hrs/ week. Interns will complete projects/ assignments while receiving career specific guidance and support.

# What to Expect on the First Day of Work

Report to your worksite at the time designated on your official job assignment letter. Some employers may reach out to you with special instructions for your first day. Be sure to practice going to your job site a few days in advance so that you know exactly where you are going.

DO NOT report to a worksite different from the one to which you were assigned. If you report to the wrong worksite, you risk not being paid this summer.

Once you arrive, check in with your Supervisor and show your photo ID or a copy of your official job assignment letter. Once you've been verified by your Supervisor, sign in on the timesheet for the day. Be sure to sign out when you leave as well.

**Orientation on Your First Day** Your Supervisor will conduct an orientation to provide you with:

- Rules and regulations of the worksite;
- Time and length of lunch breaks and local places to get lunch;
- Names and contact information of who to notify if you are running late or going to be absent;
- Safety procedures and steps to take in case of accidents;
- Appropriate attire for the work place; and
- A clear explanation of your duties and responsibilities.

**REMEMBER:** You must sign in and sign out on your timesheet each day you work in order to be paid! You also must submit your timesheet every other week to your DCPS school contact via email.

**Dressing for the Job-** There is appropriate dress for all different kinds of work environments. Regardless of where you work, you should always DRESS FOR SUCCESS. Some attire is NOT appropriate for any work environment. Avoid clothing that is too shiny, too baggy, too tight, too revealing, or too flashy.



## Intern Role & Responsibilities

- I. **Be Open:** Your Host Employer will serve as a professional role model while guiding you in the exploration of specific career goals. It is important that interns are open to learning and experiencing new and sometimes challenging things.
- II. **Be Dedicated:** Interns will be provided with substantive projects and assignments with clear outcomes and timelines. Interns will be held accountable by their supervisors to meet deadlines and produce quality work. Employers will have an open line of communication with their intern and provide constant feedback (including praise, encouragement and constructive criticism). Interns should always demonstrate a consistent, high quality of work.
- III. **Be Present:** Interns will be a part of the organization as a team member and participate fully in the office culture. Interns will meet staff members, participate in meetings and ask questions. Interns will always present themselves in a professional manner.
- IV. **Be Accountable:** Host employers will communicate any and all issues or problems to DCPS staff. This includes but is not limited to: chronic tardiness or absence, poor attitude/ work ethic, inappropriate attire etc. The goal of the Career Ready Internships is for all parties involved to have a positive experience. DCPS staff will work diligently to support Host employers and interns in this process.
- V. **Be Supported:** Interns should never be afraid to ask for help. Whether you need additional instructions on a specific task or you are having challenges at your site, you can always reach out to your supervisor and/or DCPS liaison for assistance.



# Intern Role & Responsibilities

## Communication in the Workplace

Appropriate communication in the workplace is critical. You can say a lot with your words, and your behavior speaks volumes as well.

### Verbal Communication --- Watch what you say!

- Do not use profanity, offensive language, or slang while on the job.
- Be polite, courteous, and respectful at all times to everyone you interact with (your colleagues, your Supervisor, your customers, etc.).
- Speak clearly and loud enough that the person you are addressing can hear you, but low enough that you are not disturbing others around you.
- When answering the telephone, be professional and friendly.

### Non-Verbal Communication --- Watch what you do!

- Stand/sit up straight (slouching, leaning back in your chair, or folding your arms will make you appear uninterested).
- Do not fall asleep while on the job; if you need more work to do, ask your Supervisor.
- Do not wear headphones or listen to music while on the job.
- Avoid excessive cell phone use (texting, phone calls, Internet, etc.).
- Make eye contact and don't walk away when someone is speaking with you.

## Time and Attendance

You are expected to report to work on time each day. In the event that you will be late or absent, you must call your onsite Supervisor before the start of the work day or as soon as possible. Your pay is based on you signing in and out each day. You will ONLY be paid for the hours that you actually worked. Be sure to sign your timesheet at the end of each week and confirm your hours with your Supervisor



to avoid any pay disputes. Your timesheet will be used to resolve pay disputes.

**Your timesheet is due, signed by you and your supervisor, EVERY FRIDAY to your identified DCPS staff liaison.**

Never leave work without permission from your Supervisor. This will result in loss of pay and could result in termination. In the event that you forget to record your time or sign your timesheet, please notify your Supervisor immediately.

If for any reason you must be away from the worksite for any period of time, you must inform your Worksite Supervisor as soon as possible. Failure to do so may be grounds for termination.

- Each intern is required to give advanced notice of his/her intent to be absent from work, regardless of the reason. If this cannot be done in person, the participant should telephone the Host Employer as soon as he/she knows that he/she will be unable to report to work.
- The Host Employer must notify their DCPS liaison about the youth worker's absenteeism when:
  - The absence is unexcused. ANY unexcused absence should be reported to the DCPS liaison
  - The intern communicates more than one consecutive excused absences
- Intern is allowed no more than (2) unexcused absences
- Intern is allowed no more than (3) excused absences



# Payroll

## Pay Rate and Maximum Work Hours

There is a legal limit to the number of hours you may work, depending on your age\*:

- Youth ages 14 - 15 years old will receive a stipend of \$5.25/hour for up to 20 hours per week.
- Youth ages 16 - 21 years old will receive a wage of \$10.00/hour for up to 25 hours per week.

\*Changes implemented in compliance with the Budget Support Act (BSA).

## Important Information about Getting Paid

Your pay will be based on the paper timesheet you sign in and sign out on each day. You will be required to sign the weekly timesheet to confirm the accuracy of the hours recorded. You will only be paid for the time that you worked. You will not be paid for holidays or days on which you did not work. On payday, your pay will be deposited on your VISA Debit Card. You will receive your Debit Card in the mail to the address you provided on your SYEP 2016 application. You will receive a statement in the mail indicating your wages each pay period.

**Important Information about your VISA Debit Card** You will be issued a VISA Debit Card directly from the payroll company Citibank.

- Your Debit Card will be mailed to you during the first week of the program and will be sent directly to the address you provided on your SYEP 2016 application.
- Your pay will be deposited into an independent account associated with your personal Debit Card.
- To use your VISA Debit Card, you first need to activate it by following the directions included in your card package.



- The VISA Debit Card will allow you to access your pay via an Automated Teller Machine (ATM), a local bank, or by making purchases at local stores.

If you have ANY problems with your card (e.g., lost or stolen card, forgotten PIN number, or card transaction problem) you must call Citibank at 1-877-855-7201.

Direct Deposit Youth ages 18 years and up are eligible to sign up for bank accounts through the Bank on DC initiative. Youth over 18 that participate in this program and enroll in a new bank account prior to the program's start will receive their pay through direct deposit. Even if you sign-up for direct deposit, keep your SYEP VISA Debit Card. If there is any problem with your pay, SYEP will use this card for quicker resolution of your pay dispute.

**Bank On DC** Youth 18 and older may sign up to use direct deposit to an existing account or to a new checking/savings account with DGE Federal Credit Union (FCU) or HEW Federal Credit Union (FCU) through a partnership with Bank on DC. Bank on DC accounts have:

- No monthly maintenance fees
- No minimum balance requirement
- No over-drafting Sign up through the SYEP Youth Portal at [www.summerjobs.dc.gov](http://www.summerjobs.dc.gov) or by visiting any DGE FCU or HEW FCU location. You will still receive a VISA Debit Card from Citibank to use in case of an emergency.



# What To Do If You Have A Pay Dispute

Your pay is based on the timesheet that you have filled out daily and sign at the end of each week. Your Supervisor will approve and submit the time directly from these timesheets. If you think you have been paid incorrectly, don't panic or stop reporting to work. Just follow these steps:

Step 1. Double check to see if there really is an error. Some things with your paycheck might lead you to believe you have a pay problem, but actually it turns out that it is accurate. Some common things that can cause confusion are:

- Forgetting about a holiday. You will not be paid for holidays.
- Forgetting about taxes. All youth will have taxes withheld.
- Forgetting about days you were absent or forgetting to sign in and out each day. You will only be paid for hours you actually worked.
- Forgetting that your pay is not necessarily for the most recent two (2) weeks that you worked.

Please refer to the pay schedule to identify which weeks are included for each pay day.

Step 2. If there is a dispute in hours worked or time recorded, you should do the following:

1. Notify your Supervisor as soon as possible in order for him/her to address the issue.
2. Once your Supervisor confirms the issue and reports it, you will receive your correct pay within 24-48 hours.
3. If you and your Supervisor disagree, call the SYEP Support Center directly at 202-698-3492 to report the pay problem to SYEP staff.

The SYEP office will investigate all reported pay disputes by contacting Worksite Supervisors to collect information, confirm hours, and determine the resolution. If your pay issue is verified and resolved by your Supervisor, any additional funds owed to you will be added to your SYEP VISA Debit Card.



# Important Policies

**Terminations-** Interns may face termination from the worksite for any of the following reasons:

- Intern has more than **(2)** unexcused absences
- Intern has more than **(3)** excused absences
- Drugs — the possession, sale, or use of illegal drugs or alcohol while on the job. This includes the use of Marijuana.
- Disruptive Behavior—Fighting, physical or verbal assaults, or any act that endangers the well-being of coworkers.
- Theft—stealing property from the worksite, employees, or other youth workers.
- Falsifying Documents – In particular, falsifying their timesheets
- Insubordination—Refusal to adhere to the program’s or the worksite’s rules and regulations.
- Harassment—Verbal, sexual, or physical—these could lead to legal action.

\*Your Supervisor may also have other rules/policies that you will be required to follow.

**Sexual Harassment Policy-** Sexual harassment is an unwelcome attention of a sexual nature. Sexual harassment is harmful and illegal. Sexual touching, grabbing, pinching, or intentionally brushing up against someone in a sexual way can be considered harassing behavior. Obscene comments, looks, teasing, and rumors are considered forms of harassment. You are advised to be assertive and let people know when their behavior makes you uncomfortable. If you believe you have been sexually harassed, the following steps must be taken to rectify the situation:

1. Immediately report the incident to the SYEP office. If under the age of 18 years, the report may be made by the parent or guardian.



2. The SYEP office will complete a preliminary report and assist in your transfer to a new worksite.
3. The SYEP office will notify the appropriate EEO official.
4. The appropriate EEO official will begin an investigation. At the end of the investigation, the EEO official will prepare an investigative report for the Agency Director.
5. If the Agency's EEO official cannot resolve the conflict within 60 days of the initial complaint, the Agency shall refer it to the Office of Human Rights (OHR).

**Gender Identity & Expression Policy**-The D.C. Human Rights Act prohibits discrimination against a person in employment, housing, public accommodations, or educational institutions on the basis of that person's actual or perceived gender identity or expression. The D.C. Human Rights Act defines gender identity or expression as "gender-related identity, appearance, expression, or behavior of an individual, regardless of the individual's assigned sex at birth." As it relates to employment, the Human Rights Act bars such unlawful discriminatory practices, including but not limited to the following:

- Failing to hire or promote;
- Engaging in disparate treatment;
- Engaging in unlawful termination and transfers;
- Engaging in verbal or physical harassment;
- Creation of a hostile environment;
- Failing to make a reasonable accommodation when requested by the employee;
- Denying access to restrooms and other gender-specific facilities that are consistent with the employee's gender identity or expression.



## Resource Library / Appendix

1. [DCPS Career Ready Internship/SYEP Timesheet](#)
2. [List of DCPS Summer Points of Contact by School](#)
3. [Blank Summer Work Calendar Template](#)
4. [Tenacity – DCPS Employability Skills Curriculum](#)
5. [First Day Checklist](#)
6. [Disability Disclosure Information](#)
7. Complete 2016 SYEP Manual (For in depth policy questions)