



Pathways Legend



Digital
Media/IT



Business
services



Health
Sciences



Skilled
Crafts

Summary Legend



Remote/virtual



In person/on
location



Call out boxes for
special
consideration

INTERNSHIP PLAYBOOK SUMMARIES

Internship Playbooks and their summaries were developed by YouthForce NOLA in collaboration with industry professionals and educators

Section explanation

Internship Overview

Internship overviews contain general descriptions of each internship playbook that YouthForce NOLA offers. You can use overviews to determine which playbooks you want to utilize for the internship experiences that you host. Note that every full-length playbook contains optional modifications that you can implement to customize the material for your work site.

Key skills

Written as bullet points, these key skills represent areas of focus for the supervisor and intern as the activities and tasks are completed.

Phase by phase overview

Phase by phase overviews provide brief descriptions of each of the five phases of every internship. Full-length playbooks provide more detailed, actionable guidance for each phase. Typically, you can complete one phase per week. However, you can adjust this pacing and even spread phases over multiple weeks for longer internships.

Success looks like...

This summarizes what a successful internship can look like. There are more ways than one to arrive at success, but this section makes clear at least one way to demonstrate success.

Note: Level 2 internships are designed for interns who have completed aligned coursework or earned an industry-based credential.



Digital
Media/IT

Internship Overview

The intern will use the Design Process and principles of design to create a series of deliverables, including: a promotional flyer, a social media post or graphic, and an e-newsletter or web landing page. The intern will also identify a problem or design need and solve it by applying their new skills and knowledge. The final project allows the intern to demonstrate what they've learned and produce a deliverable that the company can utilize. Lastly, a Capstone Presentation enables the intern to summarize and reflect on their experience with your team.

Contact program staff to request the full playbook

GRAPHIC DESIGN AND MARKETING (LEVEL 1) - THE DESIGN PROCESS



Key Skills

- **Communication:** How to best communicate with colleagues and clients about design plans
- **Information Ordering:** The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- **Elements and Principles of Design:** This includes the steps of the Design Process

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will develop baseline knowledge about design process and the employer's brand. Intern will collect and organize brand elements into folders and research similar companies' brands.
- **Phase 2:** Intern will follow the design process to create a promotional flyer with supervisor support
- **Phase 3:** Intern will apply the Design Process and key soft skills to execute a project on their own, resulting in a social media post or promotional graphic.
- **Phase 4:** Intern will develop an e-newsletter or a landing page.
- **Phase 5:** Intern will follow the steps of the Design Process to solve a problem or need for the employer. Intern will finalize and present a Capstone Presentation.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern communicates in a clear and professional manner
- Content is organized in a way that is clear and easily understandable
- Intern demonstrated creative problem-solving skills
- Intern identifies new and innovative ideas and/or solutions

Be clear about what you want, and how you want it done!



Digital
Media/IT

Internship Overview

The intern will create a style guide for the employer. The style guide will consist of a document (and supporting materials) that provides a list of directions and images to help people in the company, and those outside of it, represent the brand's visual identity accurately and consistently. The final product should provide all the necessary information for a company to create whatever materials are needed for a website, advertisement, internal memo, social media post, or e-blast.

Contact program staff to request the full playbook

GRAPHIC DESIGN AND MARKETING (LEVEL 2) - STYLE GUIDE PROJECT



Prerequisite

Proficiency in Adobe Photoshop

Key Skills

- **Communication:** How to best communicate with colleagues and clients about design plans
- **Information Ordering:** The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- **Time Management:** Managing one's own time and the time of others

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will begin to learn about the organization and expectations for the style guide project. Intern will begin researching other style guides to learn what a style guide entails.
- **Phase 2:** Intern will begin to collect and organize the brand elements of the organization, cataloging and learning about the brand as progress is made.
- **Phase 3:** Intern will begin to collect photos and iconography that represents org and style guide.
- **Phase 4:** Intern will determine the layout and create the style guide.
- **Phase 5:** Intern will solicit and integrate feedback from the team then finalize the style guide. Intern will also complete a Capstone Presentation about their experience.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern demonstrates excellent communication skills throughout the experience, including: active listening, asking questions for clarification, adjusting message to suit the audience and context, etc.
- Intern demonstrates problem-solving when opportunities arise. Inevitably, the intern will be faced with challenges, and they are expected to work through them.
- Intern recognizes that this is a time-sensitive project, and they adhere to all the time constraints.

Be clear about what you want, and how you want it done!



Digital
Media/IT

Internship Overview

Throughout the course of the **consultancy**, the intern will have an opportunity to engage with our organization's brand, understand how that fits into our vision, craft an informational flyer using our design process and brand identity, and build social media content. These products will have been created within the team, and will only be able to be executed after the intern is able to communicate clearly, follow a design protocol, and be receptive to feedback. At the conclusion of the consultancy, the intern will have added some elements to their professional portfolio and will have gained valuable work experience.

Contact program staff to request the full playbook

SOCIAL MEDIA ASSISTANT



Key Skills

- Knowledge of the theory and techniques required to produce SM posts.
- Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions
- Observing, receiving, and otherwise obtaining information from all relevant sources
- Analyzing information and evaluating results to choose the best solution and solve problems
- Developing specific goals and plans to prioritize, organize, and accomplish your work

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will be able to identify and explain the organization's brand/image, and will be able to recall the organization's design process.
- **Phase 2:** Intern will complete a one-page informational flyer based on content provided by the mentor that will be publish-ready by the end of the week.
- **Phase 3:** Intern will take their knowledge of the brand, image, and vision further and will apply it to Social Media posts based on the mentor's suggestions.
- **Phase 4:** Intern will continue to refine their understanding of the organization's brand, image, and vision and will offer suggestions for refinement.
- **Phase 5:** Intern will prepare a Capstone Presentation that encompasses their internship experience.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern can explain the company's brand/image and design process
- Intern's drafts of social media posts embody the brand/image of the organization, will be impactful, and will cast a positive light on the organization.
- Intern-created content for four social media posts are inclusive of the organization's brand, image, and vision. In addition, the intern's personal creativity and youthful views are reflected in the final product.

Be clear about what you want, and how you want it done!



Digital
Media/IT

Internship Overview

This internship provides an intern the opportunity to learn about and experience life at a software company. Through interviews with team members, observations of technical meetings, participation in daily scrum, and contributions to critical stages of the software development lifecycle. The intern will complete the task of writing "User Stories" for features of the organization's software, and will create a quality assurance report based on the findings within the "User Story."

Contact program staff to request the full playbook

JUNIOR SOFTWARE DEVELOPER (LEVEL 2)



Prerequisite

Fundamentals of HTML, CSS, and JavaScript credential or equivalent such as: AP Computer Science

Key Skills

- **Making Decisions and Solving Problems:** Analyzing information and evaluating results to choose the best solution and solve problems
- **Analyzing Data or Information:** Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts
- **Communicating with Supervisors, Peers, or Subordinates:** Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- **Documenting/Recording Information:** Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will participate in daily scrums with the team and will complete daily reflections with the supervisor.
- **Phase 2:** Intern will shadow a staff member to learn company norms through action. The intern will leave the second phase with an understanding of culture, roles, responsibilities, and expectations.
- **Phase 3:** Intern will begin learning about a project in development at your company and develop a User Story for this project.
- **Phase 4:** Intern will shadow a QA engineer to create co-written test cases.
- **Phase 5:** Intern will complete an article outlining the Development Life Cycle in your company. Intern also completes their Capstone Presentation.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern participates actively in daily scrums and other team meetings.
- Intern completes 3 User Stories that address the entire user journey.
- Intern creates test cases for a particular product.
- Intern completes an article outlining the Life Cycle of a Product in your company.

Be clear about what you want, and how you want it done!



Business Services

Internship Overview

The intern will be introduced to the front- and back-end processes of the organization and will be tasked with supporting team members, analyzing data, and assisting with projects. Intern will also be tasked with creating a process map and a process improvement project.

Contact program staff to request the full playbook

BUSINESS OPERATIONS ASSOCIATE



Key Skills

- **Communication:** Demonstrate active listening and professional verbal and written communication skills in-person, via phone, in writing/deliverables.
- **Time Management:** Ability to multitask, set priorities and manage time effectively Break projects into discrete steps with estimated timelines
- **Working with Computers:** Using computers and computer systems, including operations software
- **Demonstrate and Apply Newly Acquired Knowledge:** Learn about and use information about to key products and services, customer profile, and key performance indicators to perform key job tasks

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will gain knowledge and understanding of the company, metrics used to measure staff and business performance, and tools and software used in operations.
- **Phase 2:** Intern will gain knowledge and understanding of the company's core operational processes and how the team members interface with those processes.
- **Phase 3:** Intern will practice using operations software and create a process improvement project plan.
- **Phase 4:** Intern will learn the importance of process mapping and how to calculate and/or measure KPIs, such as sales, revenues, costs, and customer retention.
- **Phase 5:** Intern will demonstrate knowledge of process mapping and operation- specific software, as well as how to improve business operations and/or results. Inter will also complete a Capstone Presentation.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern can explain company mission and general systems and processes
- Intern uses strong written and verbal communication while engaging in shadowing and interview experiences.
- Intern shows understanding of organization's needs through the proposed process improvement project.
- Intern utilizes the resources provided to complete their process improvement project.

Be clear about what you want, and how you want it done!



Business Services

Internship Overview

Throughout this internship, the intern will learn the organization's current customer profile, marketing plan, and goals to retain/gain new customers. Intern will learn, through the art of Customer Service, how to serve a customer while also maintaining the integrity and vision of the organization. Through various interactions with the supervisor and other employees, the intern will experience diverse perspectives and ways of doing things. Ultimately, the intern will develop a customer journey map that pinpoints the different ways the customers engage.

Contact program staff to request the full playbook

CUSTOMER SERVICE ASSOCIATE



Key Skills

- **Product and/or Service Knowledge:** Knowledge and understanding of the business's products and/or services including information about their application, function, features, use and support requirements
- **Customer Knowledge:** Information on customer/client profiles including how to assess their needs, how to meet their definition of quality standards and how to evaluate if they're satisfied
- **Communication:** Active listening and professional verbal and written communication skills in-person and via phone. Adapt to different personality types by fielding questions, complaints and concerns.
- **Time Management:** Ability to multitask, set priorities and manage time effectively
- **Customer Relationship Management (CRM) Software:** Learn and use CRM software to manage and record customer info and interactions

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will develop understanding of the company, including client profile, products/ services offered, key processes, and CRM software used.
- **Phase 2:** Intern will internalize context specific soft skills expectations. They will also review and analyze marketing materials.
- **Phase 3:** Intern will use key communication skills during engagement with a customer. Intern will develop a deeper understanding of the CRM.
- **Phase 4:** Intern will learn and demonstrate how to adapt to different customer personality type. Intern will learn what a customer journey is and why it is important
- **Phase 5:** Intern will demonstrate servicing a customer on their own, using CRM software. Intern will close out the internship experience by completing a Capstone Presentation.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern is able to follow the customer service protocol learned during week 1 with increased accuracy over the course of weeks
- The Intern's customer process map includes relevant milestones and there are at least three suggestions for improvement.
- The Intern's general understanding of customer service grows as demonstrated by their application of skills and as revealed through the capstone presentation.

Be clear about what you want, and how you want it done!



Health
Sciences

Internship Overview

Over the course of this internship, the intern will learn about the healthcare profession as it relates to assisting medical professionals in both outpatient and ambulatory care facilities (medical offices and clinics). Both clinical and administrative duties will be covered in this internship. By the final week of the internship, the intern should demonstrate mastery unprompted and without assistance. In their final presentation, intern will share key lessons learned, successes, and moments of failure experiences throughout the learning process.

Contact program staff to request the full playbook

MEDICAL ASSISTANT (NON-CLINICAL)



Key Skills

- **Communication Skills:** AIDET, Pain Assessment, Team Huddles/ISBAR/Info share, phone etiquette, empathetic and deflective listening, interpreters, presentations, patient check-in and checkout procedure
- **Safety and Privacy:** HIPAA, codes, safety protocols, room Identifiers (flags), station checks, patient transport, crisis prevention/intervention, infection control procedures, room prep (including priorities for safety and infection control)
- **Technology Skills:** EMR, Epic Messaging, Pre-Authorization Process
- **Administrative Skills:** Using office equipment, completing supply replenishment and inventory

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will learn about the hospital, including its history, mission and values, facilities, privacy regulations, infection control and safety protocols, as well as how to operate professionally in this work setting.
- **Phase 2:** Intern will shadow employees (determined ahead of time) to observe and participate in basic tasks such as using the computer, taking phone calls, recording messages. Shadowed employees can pass along tasks as the intern becomes comfortable.
- **Phase 3:** Intern will learn strategies for communicating with patients upon check-in/checkout. Intern will practice engaging with patients, using customer service principles, and completing room prep.
- **Phase 4:** Intern will continue to practice skills and tasks learned in prior weeks, but will also begin learning hospital-specific software to view and edit patient information (with supervision).
- **Phase 5:** Intern will continue to perform tasks that have been taught and practiced, and they will also present their Capstone Presentation.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern communicates with patients, supervisors and co-workers using varied techniques, media, and office equipment.
- Intern follows proper procedures to check-in, room, and check-out patients
- Intern understands, promotes, and implements all safety standards and protocols.
- Intern exercises required infection control procedures as needed
- Intern shows professional levels of conduct as required in a healthcare setting.
- Intern should always exercise required infection control procedures.
- Intern creates a presentation encapsulating and demonstrating observations in a healthcare internship including skills learned.

Be clear about what you want, and how you want it done!



Skilled
Crafts

Internship Overview

In this internship, the intern will gain exposure, self perform, and lead processes related to facilities maintenance. They will pay special attention to the company's end-user process in order to design and implement an improvement plan for it. The intern will also practice effective written and verbal communication through a range of deliverables.

Contact program staff to request the full playbook

FACILITIES MAINTENANCE



Key Skills

- **Equipment Maintenance:** Performing routine maintenance on equipment and determining when and what kind of maintenance is needed
- **Operations Monitoring:** Watching gauges, dials, or other indicators to make sure a machine is working properly
- **Troubleshooting:** Determining causes of operating errors and deciding what to do about it
- **Operation and Control:** Controlling operations of equipment or systems

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will understand the customer facing systems within the department and knows the roles of individuals within the department.
- **Phase 2:** Intern will have an in depth understanding of at least one of the department's routine maintenance projects.
- **Phase 3:** Intern will craft company wide communication and successfully fill out and submit a permit application.
- **Phase 4:** Intern will manage a ticket from reception to closeout.
- **Phase 5:** Intern will present all final deliverables, including a Capstone Presentation at the culminating event they planned.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern demonstrates complete familiarity with the end-user process, provides thoughtful feedback for process improvements, and works to implement management-approved improvements.
- Intern demonstrates complete familiarity with regular maintenance processes
- Intern demonstrate proficiency with written documents including filling out and submitting permits and creating meeting agendas, taking meeting minutes, and providing meeting notes and follow ups for the entire department
- Intern leads communication efforts and manage a team to complete a major maintenance project from ticket origination to close out

Be clear about what you want, and how you want it done!



Skilled
Crafts

Internship Overview

In this internship, the intern will gain exposure, self perform, and lead processes within the HVAC department. They will pay special attention to the company's end-user process in order to design and implement an improvement plan for it. The intern will also practice effective written and verbal communication through a range of deliverables.

Contact program staff to request the full playbook

HVAC MAINTENANCE



Key Skills

- **Operations Monitoring:** Watching gauges, dials, or other indicators to make sure a machine is working properly
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **Troubleshooting:** Determining causes of operating errors and deciding what to do about it
- **Installation:** Installing equipment, machines, wiring, or programs to meet specifications
- **Reading Comprehension:** Understanding written sentences and paragraphs in work-related documents

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will understand the customer-facing systems within the department and know the roles of individuals within the department.
- **Phase 2:** Intern will gain exposure to and complete all routine maintenance.
- **Phase 3:** Intern will share suggestions for feedback, gain exposure to the maintenance ticket system and permit process, and perform routine maintenance.
- **Phase 4:** Intern will manage a maintenance project from start to finish.
- **Phase 5:** Intern will present all final deliverables, including a Capstone Presentation, and participate in a culminating event.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern demonstrates complete familiarity with the end-user process, provides thoughtful feedback for process improvements, and works to implement management-approved improvements.
- Intern demonstrates complete familiarity with regular maintenance processes
- Intern demonstrate proficiency with written documents including filling out and submitting permits and creating meeting agendas, taking meeting minutes, and providing meeting notes and follow ups for the entire department
- Intern leads communication efforts and manage a team to complete a major project from start to finish

Be clear about what you want, and how you want it done!



Skilled
Crafts

Internship Overview

In this internship, the intern will learn about the key job functions of an entry-level carpenter. The intern will be given a period of time to observe and shadow a professional before jumping into applying new skills. Specifically, the intern will be introduced to everything from basic safety to planning and executing measurements, cuts, and installs to reading blueprints. The intern will walk away with technical skills and a practice of context related soft skills.

CARPENTRY



Suggested Prior Experience

- NCCER Core coursework/ credential
- Exposure to basic hand tools, measuring, and safety equipment

Key Skills

- Make accurate measurements, marks, and cuts.
- Follow established safety rules and regulations and maintain a safe and clean environment.
- Study specifications in blueprints, sketches, or building plans to prepare project layout and determine dimensions and materials required.
- Install structures or fixtures, such as windows, frames, floorings, trim, or hardware, using carpenters' hand or power tools.
- Erect scaffolding or ladders for assembling structures above ground level.

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will perform basic tasks and adhere to basic safety.
- **Phase 2:** Intern will begin performing basic installs.
- **Phase 3:** Intern will read blueprints and plan work. They will also continue growing basic skills.
- **Phase 4:** Intern will grow essential skills and complete a mini-project.
- **Phase 5:** Intern will complete mini-project. They will reflect on project and prepare a Capstone Presentation.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern gives full attention to instructions and listening.
- Intern demonstrates effective communication (explaining and asking questions)
- Intern executes measurements, cuts, and installs with 0 safety concerns and with minimal errors of execution.

Be clear about what you want, and how you want it done!



Skilled
Crafts

Internship Overview

In this internship, the intern will learn about the key job functions of an entry-level electrician. The intern will be given a period of time to observe and shadow a professional before jumping into applying new skills. Specifically, the intern will be introduced to everything from planning and preparation to installing boxes, wire, fixtures, receptacles, and switches. The intern will walk away with technical skills and a practice of context related soft skills.

ELECTRICAL



Suggested Prior Experience

- NCCER Core coursework/ credential
- Exposure to basic hand tools, measuring, and safety equipment

Key Skills

- Make accurate measurements, marks, cuts, and bends.
- Follow established safety rules and regulations and maintain a safe and clean environment.
- Study specifications in blueprints, sketches, or building plans to prepare project layout and determine dimensions and materials required.
- Perform electrical rough in tasks-Perform electrical trim out tasks.

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will perform basic tasks and adhere to basic safety
- **Phase 2:** Intern will begin performing basic installs with guidance. Intern will take notes and pictures when not actively installing.
- **Phase 3:** Intern will begin to read and explain blueprints, and then apply that knowledge to the preparation of tools and materials.
- **Phase 4:** Intern will be assigned a project/task that reflects the set of skills that have been mastered thus far.
- **Phase 5:** Intern will complete their assignments and prepare for a Capstone Presentation.

This plan will help keep you, the intern, and the intern's coach on track and on the same page.

Activities can be adjusted as needed. It's the experience and process that will be most lasting

Success looks like...

- Intern engages with full attention (listening, taking notes, asking questions) throughout the process.
- Intern are actively documenting the stages of the process and the meetings with stakeholders (gather evidence)
- Intern demonstrates an increasing level of confidence and independence throughout the experience.

Be clear about what you want, and how you want it done!



Skilled Crafts

Internship Overview

This internship will expose interns to many aspects of a typical civil engineering job, including the permitting process, using resource and reference materials, checking for compliance, monitoring spending, and interacting with stakeholders. The intern will learn how to read and utilize tools like blueprints and bid tabulation spreadsheets. The intern will also learn how to check permits, blueprints, onsite photos, and invoices for accuracy, compliance, and more. In each phase, the supervisor will teach the intern something new, give them opportunities to practice, then assign the intern independent work tasks that utilize their newly mastered skills. Throughout the internship, the intern will participate in a variety of meetings and learn about the project cycle. The intern will produce deliverables and learn about the day-to-day work of a civil engineer.

Contact program staff to request the full playbook

CIVIL ENGINEERING



Key Skills

- Reading blueprints
- Referencing resource material as needed, such as: permit checklist, zoning, building codes, special committees, FEMA
- Meeting with stakeholders
- Excel spreadsheet – required for “Review contractor invoices against bid tabulation” only

These skills are the critical takeaway for the intern. What are they loading into their toolbox because of you?

Phase by phase overview

- **Phase 1:** Intern will develop basic proficiency with blue prints. Use blueprint reference sheet Understand the stakeholders involved in a project.
- **Phase 2:** Intern will understand the process and resources for permit process. Intern will understand how the first meeting with a client is conducted.
- **Phase 3:** Intern will begin the blueprint and permit assignments independently, and participate in a meeting with a permit applicant.
- **Phase 4:** Intern will review contractor invoices vs bid tabulation and be able to understand and explain the rationale and process.
- **Phase 5:** Intern will check onsite photos against blueprints, check contractor invoices vs bid tabulations. The intern will also plan for a Capstone Presentation.

This plan will help keep you, the intern, and the intern’s coach on track and on the same page.

Activities can be adjusted as needed. It’s the experience and process that will be most lasting

Success looks like...

- Intern engages with full attention (listening, taking notes, asking questions) throughout the process.
- Intern are actively documenting the stages of the process and the meetings with stakeholders (gather evidence)
- Intern demonstrates an increasing level of confidence and independence throughout the experience.

Be clear about what you want, and how you want it done!