



The Remote Internship Handbook:

A Working Agreement for Communication Standards and Expectations



Why implement The Remote Internship Handbook?

Internships are an important aspect of professional development, and it is critical to spend quality time outlining the internship structure in advance for both the intern and the leaders overseeing the program. The Remote Internship Handbook works to support intern program leaders and intern managers in developing a positive remote internship experience by setting clear expectations. Below are key topics that are important for managers to discuss with their intern(s) before the program begins including:

- I. Internship Program Overview
- II. Internship Stakeholders
- III. Intern Responsibilities & Objectives
- IV. Work Times
- V. Meetings
- VI. Communication Channels



Establishing expectations early can prevent disappointment and encourage better collaboration between you and the intern. By completing The Remote Internship Handbook on the following pages, intern managers and program leaders are taking a proactive approach to fostering positive relations with their intern and build a foundation for remote work best practices. Please fill in the blanks, review the questions (and add your own) during your intern induction.

The Remote Internship Handbook:

Working Agreement for Communication Standards and Expectations

I. Internship Program Overview

The remote internship program at _____ (company name) will begin on ___/___/___ (start date) and end on ___/___/___ (end date).

II. Internship Stakeholders

Included below is the contact information for all members engaged in the remote internship program such as the intern, managers, mentors and human resources officers.

a. Intern Information

Name _____ Title: _____ Dept. _____
Contact information: _____

b. Direct Manager Information

Name _____ Title: _____ Dept. _____
Contact information: _____

c. Leaders & Mentors

Name _____ Title: _____ Dept. _____
Contact information: _____
Name _____ Title: _____ Dept. _____
Contact information: _____

d. Human Resources

Name _____ Title: _____ Dept. _____
Contact information: _____
Name _____ Title: _____ Dept. _____
Contact information: _____

III. Intern Responsibilities & Objectives

Identify key projects, duties and responsibilities:

List expected learning outcomes and measurable results:

IV. Work Times

The Intern will work remotely on designated projects/responsibilities for the time periods of ____:____ AM PM to ____:____ AM PM, in _____ time zone and on _____ (days of week).

Questions to consider:

- Is your remote internship 40 hours a week or less?
- How does the intern request time off (sick, vacation, unexpected life events)?
- Is the intern expected to record and report their working hours for compensation?

Additional notes:

V. Meetings

One on one meetings between the Intern Manager and Intern shall take place (e.g. every Friday): _____ during the time periods of _____:____ AM PM to _____:____ AM PM, in _____ standard time zone.

Questions to consider:

- When will you have one on one meetings with your intern? Same time every week, or move on a more flexible schedule?
- What are the best ways an intern can schedule a meeting with you?
- What platforms will you use for team calls (i.e. Zoom, Skype, FaceTime)?
- Video on or off? Is this different for team meetings? How about calls with customers or clients?
- How about sound? In a team meeting, is it best practice to mute when you are not speaking or keep the audio rolling?
- Do you have an expectation for a professional video background, quality lighting, and cleaned up look?

Additional notes:

VI. Communication Channels

The Intern will be expected to respond to messaging from supervisors/team members during the time periods of _____:_____ AM PM to _____:_____ AM PM, in _____ time zone and on _____ (days of week).

The aforementioned communication times:

- Include weekends.
- Do not include weekends.

Majority of messaging will be communicated via _____ (specify platforms used).

Questions to consider:

- What is your primary communication channel (Slack, email, etc.)?
- What are the nuances in how you use each communication platform? (Ex. if you are “@notified” in Slack and ostensibly present, respond within 30 minutes. For “hey everyone” requests in Slack and by email, reply within one business day)
- When messaged during work time, when is the Intern expected to respond? Does messaging via email vs. another platform influence expected responsiveness? How does your team distinguish urgency?
- When messaged outside of working hours, when is the Intern expected to respond? (24 hours? 48 hours? Only when they are scheduled to work?)
- How will the Intern receive feedback? How often will there be contact?

Additional notes

Conclusion

This Remote Internship Handbook sets expectations and best practices for communication standards for all members involved in the remote internship program. It is a living document that can be referred to and adjusted during the internship by the mutual agreement of all stakeholders.



We wish you a successful and meaningful remote internship!

– The Symba Team

For more resources regarding best practices on remote internships, check out symba.io.