

Internship handbook



Contact details of school

Information of academic advisor

Before the internship begins, the academic advisor (studieloopbaanbegeleider or SLB'er) is the first point of contact for the student. The SLB'er assists in finding an internship placement and can also help with the application for the internship agreement (Praktijkovereenkomst or POK).

Name :
Tel. nr. :
E-mail :
Working days :

Information school internship supervisor (schoolbegeleider)

At the start of the internship or beforehand, the school internship supervisor contacts the student and the practical supervisor from the internship company. The student can also see who the school internship supervisor is through 'stage' in the dashboard on Eduarte. This role is called the school supervisor here.

Name :
Tel. nr. :
Email :
Working days :

Information internship coordinator (BPV-coordinator).

The internship coordinator is available when there are questions or problems that the internship supervisor, practical supervisor, and student cannot resolve among themselves.

Name : Eric Stam
Tel nr. : +316 510 849 90
Email : bpvolutonbaan@albeda.nl
Working days : Monday - Thursday

Information internship office (BPV-bureau).

Albeda Rotterdam The Hague Airport College is part of the Hospitality cluster within Albeda College. Our cluster has its own internship office. Contact us for general questions about internships, the administrative processing of internship agreements, login codes for time registration in Eduarte, and submitting job vacancies.

Email : bpvbureauhospitality@albeda.nl
Telephone : +31638554646
Website : www.albeda.nl/bpv-bureau-cluster-hospitality

Gegevens student service desk RTHA Lutonbaan

In case of illness or absence, the student reports to the practical supervisor according to the procedures established by the company. Additionally, the student must send an email with the reason for their absence to: absentielutonbaan@albeda.nl The student should cc the internship supervisor and practical supervisor.

Introduction for the practical supervisor

Introduction for the Practical Supervisor

Dear Practical Supervisor,

We greatly appreciate your commitment to guiding one of our students. As a practical supervisor, you are an indispensable link in transforming the development-oriented internship into a constructive and successful period in our student(s)' learning journey. Therefore, we kindly request you to thoroughly review the contents of this internship handbook. The handbook contains crucial information for both the student and the practical supervisor.

For many students, the development-oriented internship serves as their first encounter with the job market. Based on our experience, we know that three conditions are highly significant during the internship: expectations, trust, and safety.

At school, we strive to prepare students thoroughly for their first internship. Besides ensuring a good match, establishing clear expectations is often crucial for success. Hopefully, this guide will help you understand our expectations of our students and how we support them.

Additionally, it is essential to clearly communicate your expectations of an intern from the outset. Furthermore, we rely on your guidance. We expect regular guidance sessions with our interns, timely approval of internship hours in our Eduarte system, and proactive communication with the school if necessary. Finally, we share responsibility for a safe learning environment. This requires a climate where students feel comfortable, can make mistakes, and ask questions.

Sometimes, students may require additional support, or there may be a need for customization when completing an internship outside the regular internship period. In such cases, we always strive to find a solution through constructive dialogue. Please do not hesitate to contact the school if you have any doubts or questions about this. Our contact details can be found on page 2.

We wish you a rewarding and successful experience in guiding our students!

Eric Stam
Coordinator of Development-Oriented Internships

Samira Abid
Education Leader Albeda Lutonbaan

Introduction for the student

Dear student,

You are at the beginning of your first internship period within this program. For you, this internship signifies an opportunity to learn in practice. It is your chance to demonstrate what you have already learned in school and how far you have come in your professional development.

The development-oriented internship is where you learn how to present yourself as a future employee. This internship has two main pillars: professional attitude and professional competence. An internship company may expect a good attitude from you regarding aspects such as punctuality, effective and friendly communication, and adopting a proactive, eager-to-learn attitude. This constitutes a good professional attitude. Additionally, during the internship, you will learn various tasks and skills. Your level of mastery in these areas determines your professional competence.

In this internship guide, you will find a lot of practical information that you will need during the internship. Therefore, please read this information carefully. It is crucial that you know what is expected of you and what support you can expect from your practical supervisor and from the school.

The internship is an important period in your life that you should use to learn by doing. Make good use of this time, so that afterwards you can look back on an enjoyable but above all, educational period.

Wishing you success and enjoyment in your work!

Eric Stam
Coordinator of Development-Oriented Internships

Samira Abid
Education Leader Albeda Lutonbaan

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Chapter 1: Internship preparation

In this chapter you'll learn:

- **When you will start your internship**
- **Where you can do your internship**
- **What guidance you receive from the school**
- **What agreements you need to make with the internship beforehand.**
- **What happens if you cannot find an internship placement.**

1.1. When are you going to start your internship

For the Aviation Services program at Rotterdam The Hague Airport, there is a fixed internship period in year 2, namely education periods 5 and 6. So, you have twenty weeks of school time to complete your development-oriented internship (2 x 10 weeks). This is usually sufficient for completing an internship of 800 hours with a full-time employment, working 40 hours per week.

In education periods 7 and 8, you will be back in school. Education period 7 starts on January 27, 2025. Information about the start of classes will be provided in December 2024.

There is flexibility regarding the start and end dates of your internship period. It is allowed to do an internship during school holidays. Therefore, you can start your internship at the beginning of the summer holiday in 2024. Many students will also do internships during the autumn and Christmas holidays.

Starting an internship during the summer holiday is not mandatory, but it is common practice. The reason is simple: many internship companies prefer offering internships that start during the summer holiday because it is the peak season. Therefore, we advise you to consider the preferences of internship companies to increase your chances of securing a good internship position.

If everything goes well, students do not need to complete more than 800 hours of internship. Students who start their internship earlier will finish earlier as well. They will then have time off school until education period 7 starts again. Therefore, the internship period will not look exactly the same for all students. You'll find a calculation aid for the number of weeks you need to complete 800 hours of internship at the next page:

Average amount of hours per week	Number of weeks needed to complete the internship (Total amount of hours: 800 devided by the numbers of hours per week)
44	18,5
40	20
32	25

In the following schedule you can see how an internship could progress based on three examples:

Structure of the internship	Example 1	Example 2	Example 3
	Sharona starts her internship on September 1, 2024. She does 40 hours of internship per week.	Deirdre starts her internship on August 1, 2024. Sometimes she works four days, and sometimes five days a week. On average, 36 hours per week.	Kevin starts his internship abroad right at the beginning of the summer vacation. He works long days and averages 44 hours of internship per week.
Summer holiday?	Yes	Partially	No
Amount of weeks internship?	20	22	18,5
Final date?	+ - end of January 2025	+ - end of December 2024 / start of January 2025	+ - End of November 2024

In paragraph 1.4, there is more advice on agreeing on a start and end date for your internship period once you have found an internship company.

1.2. Where can you do your internship?

The determination of where you can do your internship is not made by Albeda Rotterdam The Hague Airport College but by the S-BB foundation, or the Collaboration Organization Vocational Education Business Community. This organization is responsible for granting accreditations to companies to act as internship companies for vocational training. The aviation services program has a separate CREBO code at S-BB: 25636.

Before Albeda can create an internship agreement between the school, student, and internship company, the company must have accreditation for the aviation services program. No accreditation = no internship agreement = no internship. Fortunately, most companies in the Netherlands that qualify for accreditation already have this accreditation. Roughly speaking, the following types of companies offer internship positions for aviation services program students:

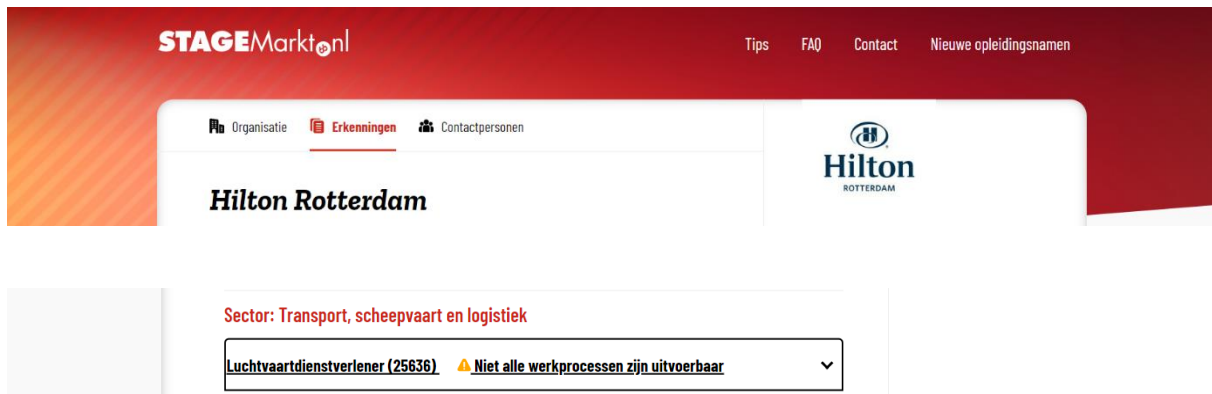
- Hotels
- Holiday parks
- International trains
- Cruise ships
- Handlers at Schiphol or RTHA

Tasks to be offered

For a development-oriented internship in aviation services, it is important that the tasks offered align with the qualification file of our program. In short, you will work behind the front desk at a hotel, holiday park, cruise ship, or handler. Your tasks mainly involve welcoming guests, checking guests in and out, and providing service to guests. At some internship companies, your tasks may be more varied. In addition to tasks behind the front desk, it is also quite common at many hotels and holiday parks for interns to contribute to other tasks. However, a good balance must be found in this. Internships at airports are often referred to as floorwalker internships. In section 1.4, you will learn more about making agreements about clear tasks.

Checking if a company has accreditation

As a student, you can easily check in advance on www.stagemarkt.nl whether an internship company already has accreditation for the aviation services program. You do this by searching for the company, clicking on the company card, and then clicking on the "Accreditations" tab. The image shows an example of this.



Have you found a company that is not yet accredited but offers suitable tasks? A company can apply for accreditation from the S-BB via the website www.s-bb.nl. Especially hotels abroad are sometimes not accredited but are eligible for accreditation. Albeda Rotterdam The Hague Airport College can also assist with this. The school can make a recommendation to the S-BB. Please inquire with the internship coordinator about how the school can assist with this.

1.3. What guidance do you receive from school?

Albeda Rotterdam The Hague Airport College assists students in finding a suitable internship placement in the following ways:

- **Coaching:** You will have discussions with your academic advisor (SLB'er) about the type of internship placement that would suit you and what search strategies you can use. Your academic advisor also ensures that you make sufficient efforts in terms of job applications.
- **Focus on job application skills:** From education period 2 onwards, there is a focus on both oral and written job application skills during Dutch classes. You only have one chance to make a good first impression!
- **Hospitality classes:** In the first year, you will take the hospitality course, where you will learn more about the world of hospitality. How do large hotel chains and holiday parks operate? What is the organizational culture and structure? What tasks do you perform, and what systems do many hotels and holiday parks use for guest check-in and check-out?

- **Internship markets:** Rotterdam The Hague Airport College organizes an internship market at the Lutonbaan every year. During an information market, students and internship companies can informally meet each other. We also allow companies to give presentations. We also promote internship markets at other locations.
- **Classroom lessons on study and career guidance:** Particularly during education periods 3 & 4 (module 2), there is a lot of focus on internships during classroom career guidance lessons. Module 2 of SLB in It's Learning contains a lot of information about internships.

Of course, we also acknowledge that finding an internship is not equally easy for every student. Many students start applying for internships in education period 2. Our goal is for students to have found an internship placement by the end of education period 3. If this has not been achieved, we will intensify the guidance. From that moment on, the academic advisor will request a weekly overview of outstanding applications, responses, rejections, etc. The search strategy will be adjusted. The internship coordinator supports academic advisors and students in this process.

Report signs of internship discrimination

If you suspect that there is internship discrimination, such as not being invited for interviews very often or not being hired after interviews, always discuss this with your academic advisor. The internship coordinator can also be involved.

Visit learning centres & actively seek help

Take advantage of the opportunities that the school offers to help you find an (ideal) internship placement. Is there anything that can be improved about your oral or written job application skills? We are happy to help.

Use references

Sometimes, people are willing to put in a good word for you. Are you applying somewhere? Ask if your academic advisor is willing to provide a reference. Perhaps the school is willing to vouch for you.

Extra support needs & Special Education

Some students also have extra support needs during work-based learning (WBL). This may be related to factors such as illness, disorders, disabilities, handicaps, or pregnancy. During coaching sessions, your academic advisor will discuss whether there are any issues that need to be taken into account during the internship. If the need for support is so great that adjustments are needed during your internship, the internship coordinator, the care teacher, and school social workers may be involved.

1.4. What agreements do you make with the internship company?

Clear agreements form the basis of a successful collaboration. Use this checklist to ensure clear agreements are made about at least the following matters:

Checklist for making agreements	Advice from school	Space for notes
Preferred starting date	No preference	
Average amount of hours per week	Not more than 40 hours per week, unless expressly agreed otherwise. It is common for students to work longer weeks. As long as this occurs in accordance with agreements and legislation, it is acceptable. However, we advise both the student and the practical supervisor to be mindful of fatigue and to maintain a healthy balance between internship, work, and personal life..	
Tasks	Discuss the tasks expected of an intern thoroughly. The internship company has the obligation to provide sufficient suitable tasks. For example, in a hotel internship, besides front office tasks, other tasks may also be offered to a limited extent. Discuss this thoroughly beforehand.	
Desired end date	We advise students and internship companies to build in a small buffer of one to two weeks. For an internship of approximately 20 weeks, you can choose an end date 22 weeks after the start. This can accommodate any emergencies or sick leave without having to adjust the internship agreement.	
Contact person at the internship	This person is responsible on behalf of the company for digitally signing the internship agreement between school, student, and internship company. Usually, this is someone from the HR department or someone in a managerial position. The company must ensure that this person is linked to this role on www.stagemarkt.nl .	
Practical supervisor at the internship	This person is responsible on behalf of the company for your guidance during the internship. This should be someone who	

	<p>is often present in the workplace and is also capable enough to assess your performance and guide you in the learning process. The company must ensure that this person is linked to this role on www.stagemarkt.nl.</p>	
<p>Appropriate internship allowance</p>	<p>Companies determine the amount of internship allowance themselves. As a school, we like to inform companies about the Stagepact that the government has concluded with education and the business community. Students should receive an appropriate allowance that covers at least all expenses that students must incur during an internship. Additionally, the government encourages employers to offer vocational education (BOL) students an additional, appropriate allowance and to make clear agreements about this.</p>	
<p>Special circumstances & support needs</p>	<p>Discuss thoroughly with the school any potential support needs you may have. Do this with your academic advisor. If it is necessary to prepare a Statement of Special Educational Needs beforehand, this can be done through a referral to the support team. Involve the school in your applications in this case, so that the school can discuss your support needs with the internship company beforehand.</p>	

1.5. What if you haven't found an internship on time?

If you haven't found an internship by the summer break of 2024, you are expected to return to school after the summer break. You will then be temporarily placed in a so-called flex class. It is mandatory to attend these classes. If you have not been able to find an internship, you may need additional assistance with job applications or you may have experienced internship discrimination. Therefore, continue to communicate effectively with your academic advisor.

Chapter 2: The Professional Context During Your Internship

In this chapter you'll learn:

- Which work processes are central during this internship?
- What knowledge, skills, and attitudes are expected?
- What are the general learning objectives?

2.1 Work processes during internship

The qualification file of the aviation services training program consists of three core tasks. Core task 1 is central during the developmental internship. Core tasks 2 and 3 are included during the qualifying internship.

Core Task 1 B1K1 Providing service to (international) guests or passengers consists of three work processes. These are outlined in the table below:

B1K1 Provides service to (international) guests/passengers	B1-K1-W1 Informs and assists passengers and guests
	B1-K1-W2 Ensures safety and compliance with regulations
	B1-K1-W3 Ensures safety and compliance with regulations

2.2 Knowledge, Skills, and Professional Attitude

Job postings often discuss the expected knowledge, skills, and professional attitude of a candidate for an internship or job. During the internship, we also use evaluation forms that align with these criteria.

Several general aspects are summarized in the table below:

Knowledge	Skills	Professional attitude
Broad knowledge of cultures and cultural backgrounds of clients, guests, and/or passengers	Commercial thinking and acting Dealing with various (company-specific) systems	Customer-friendly and service-oriented attitude Flexible and versatile

<p>Knowledge of organizations and companies in the chain</p> <p>The entire chain at an airport, both landside and airside (if applicable, only for an aviation internship)</p> <p>The total customer journey and the various services that can be provided - physically or remotely - to potential clients, guests, and/or passengers.</p>	<p>Handling diversity in cultures and target groups</p> <p>Applying safety regulations</p> <p>Dealing with various (company-specific) systems</p> <p>Applying techniques to de-escalate situations when there are issues with passengers and customers</p> <p>Sales skills</p> <p>Being able to explain or clarify the execution of tasks or matters related to the field of expertise.</p>	<p>Resilient to stress</p> <p>Independent</p> <p>Steadfast</p> <p>Fit to fly</p> <p>Healthy lifestyle</p> <p>Proactive</p> <p>Ability to anticipate</p> <p>Passion for optimal customer experience</p>
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During the internship, assessment forms are utilized for professional attitude and professional competence. These forms can be found at the back of this internship manual. They detail the assessment criteria that are used.

For more general information on this topic, please refer to: [link to the relevant section or document]: <https://kwalificaties.s-bb.nl>





2.3 Learning objectives





Below you will find the learning objectives during your internship and the learning objective quadrants. For each learning objective, a quadrant has been created where you can read what you need to know, where to find the information, and how to monitor your progress.





Learning objectives
I am aware of my rights, duties, and responsibilities as an intern.
I know how to gather information about my internship company.
I am able to welcome (hotel) guests according to the company protocol.
I provide (hotel) guests with information regarding check-in, facility usage, and check-out.
I am familiar with the safety measures within the building.
I can collaborate within an (international) team.





Learning objective quadrants



Now, look at the quadrant for each learning objective.



 Learning objective	 What should I be able to do:
"I am aware of my rights, duties, and responsibilities as an intern."	<ul style="list-style-type: none"> ✓ - I can understand the agreements stated in my internship agreement (POK). ✓ - I can comprehend and utilize other relevant sources of information.
 Where can I find the info?	 What do I have to do?
<ul style="list-style-type: none"> - The internship agreement (POK) - This work placement handbook - My academic advisor - My practical supervisor - My work placement supervisor - Websites such as: <ul style="list-style-type: none"> www.jobmbo.nl www.oudersenonderwijs.nl/ 	<ul style="list-style-type: none"> - I read my internship agreement. - I consult my practical supervisor if I have questions or doubts. - I contact my school's work placement supervisor if I have questions or doubts. - I always consult with the school first if I am concerned about the situation at my internship placement. - I adhere to my agreements with the internship company.





	Learning objective		What should I be able to do:
	"I know how to gather information about my training company."		<ul style="list-style-type: none"> ✓ I can search for and consult relevant sources and websites. ✓ I can distinguish between main points and details.
	Where do I find the info?		What do I have to do?
	<ul style="list-style-type: none"> - Colleagues and supervisors, including my practical supervisor. - The website of my internship company and possibly the intranet. - Company manuals and public annual reports. 		<ul style="list-style-type: none"> - I am completing work placement assignment 1. - I carefully follow the steps of the work placement assignment. - I ensure the assignment is checked on time by my practical supervisor.

	Learning objective		What should I be able to do:
	"I know how to welcome guests or passengers according to the company protocol."		<ul style="list-style-type: none"> ✓ - I complete work placement assignment 1. ✓ - I carefully follow the steps of the work placement assignment. ✓ - I ensure that the assignment is reviewed in a timely manner by my practical supervisor.
	Where can I find the info?		What do I have to do?
	<ul style="list-style-type: none"> - I follow the instructions of my practical supervisor. - I consult the company's manual. - I read the instructions of the check-in system such as Opera, RoomRacoon, etc. - I receive feedback from my practical supervisor. 		<ul style="list-style-type: none"> ✓ - I complete work placement assignment 2 and request feedback from my practical supervisor. ✓ - I create a report on my progress regarding check-in and check-out procedures. ✓ - I request feedback during the one-on-one meeting with my practical supervisor about my tasks.

 Learning objective	 What should I be able to do:
<p>"I provide guests with information about the facilities within the hotel, company, or holiday park, as well as about the recreational opportunities in the area where the internship company is located."</p>	<ul style="list-style-type: none"> ✓ - I can provide information about the facilities the hotel offers and where these facilities are located within the hotel. ✓ - I can provide information about tourist attractions in the city/town where the hotel is located. ✓ - I can provide information about restaurants and other dining options in the area. ✓ - I can inform guests about a specific location and how to reach the destination both via Google Maps and using a map.
 Where can I find the info?	 What do I have to do?
<ul style="list-style-type: none"> - I consult the hotel floor plan. - I refer to the hotel's information booklet. - I visit the hotel's website. - I research the tourist attractions in the vicinity of the hotel. 	<ul style="list-style-type: none"> ✓ - I complete work placement assignment 3. ✓ - I create a report of the conversation. ✓ - I include in my report an overview of the websites I have consulted. ✓ - I write a reflection report following the STARR methodology.

 Learning objective	 What should I be able to do:
<p>"I am familiar with the safety measures within the hotel/building."</p>	<ul style="list-style-type: none"> ✓ - I can inform hotel guests about the rules to be followed within the hotel in a customer-friendly manner. For example: No smoking in the rooms and in the corridors. ✓ - Behavioural rules both in the room and in the hotel corridors. ✓ - I can check if safety measures regarding fire or other emergencies are visible to hotel guests in each room. ✓ - I can kindly remind hotel guests to comply with company-specific measures.

	Where can I find the info?		What do I have to do?
	"Manual (hotel) protocols for users and for staff."		<ul style="list-style-type: none"> ✓ - I complete work placement assignment 4. ✓ - I create a report of the conversation. ✓ - I summarize the workplace safety (ARBO) agreements. ✓ - I seek feedback from colleagues and incorporate it into the report. ✓ - I use the STARR method.

	Learning objective		What should I be able to do:
	"I can collaborate within an (international) team."		<ul style="list-style-type: none"> - - I can collaborate with colleagues. - - I can follow instructions from my team members. - - I accept leadership from fellow colleagues and supervisors. - - I can engage in discussions. - - I can coordinate. - - I can ask questions and seek help when needed. - - I can communicate with English-speaking colleagues (if applicable).
	Where can I find the info?		What do I have to do?
	<p>Hostmanship: "The art of making people feel welcome." by Jan Gunmarsson and Olle Blom.</p> <p>Site: https://www.hostmanship.nl ; see the "Betrokken Medewerkers" (Engagement Employees) tab.</p> <p>Employee Engagement: https://www.presearch.nl/blog/wat-is-medewerkersbetrokkenheid/</p>		<ul style="list-style-type: none"> ✓ - I complete work placement assignment 5. ✓ - I attend at least two work meetings during my internship. ✓ - I provide an overview of agenda items from the meetings. ✓ - I submit a report of the meeting in the form of action points: What-who-when. ✓ - I create a brief summary of my tasks. ✓ - I compile a report of the given feedback regarding assignment 5.

Chapter 3: Guidance during your internship

In this chapter you learn:

- **What we expect from students during their internship**
- **What guidance you can expect from the school during the internship**
- **How to stay in touch with the school during the internship**
- **How you will be evaluated during the internship.**

3.1. Our expectations of you

It's important to have a clear understanding of your rights and responsibilities during your internship. From the school's perspective, we expect you to behave in a responsible, eager-to-learn, and professional manner during your internship. You should be reliable, punctual, communicate clearly and proactively, maintain an open attitude, be receptive to feedback, and strive to perform your tasks to the best of your ability. There's room for making mistakes as long as you learn from them.

Valid internship agreement

You can only start an internship after requesting an internship agreement from school in advance. For this, it is necessary that the company is recognized and that clear agreements have been made. Use the checklist from section 1.4 for this purpose.

Once you've found an internship placement, you can request an internship agreement through Eduarte. Your academic advisor can assist you with this process. At Albeda Rotterdam The Hague Airport College, we utilize a work placement bureau responsible for creating internship agreements. Both the student and the contact person from the internship company must digitally sign the internship agreement.

Keeping a logbook & recording internship hours

It's your responsibility to regularly input your hours worked into Eduarte. We recommend doing this every week, or at least every two weeks. Your practical supervisor is responsible for approving these hours in Eduarte. If your practical supervisor loses the login credentials, contact the work placement bureau. You can find their contact information on page 2.

Reporting illness

In case of illness, you should follow the company's procedures for reporting absence. You do not need to inform the school's work placement supervisor about being absent on the first or second day. However, from the third day of absence, we expect both the practical supervisor and the student to actively inform the school.

Number of absent days	Actions in case of absence
1 or 2 days of absenteeism	No action required unless it's immediately clear that there will be prolonged absenteeism.
From day 3	<p>The practical instructor sends an email to absentielutonbaan@albeda.nl & the work placement supervisor of the student.</p> <p>The student also contacts the work placement supervisor themselves via email, phone, or MS Teams chat to explain what's going on and what the outlook is for recovery.</p>

3.2. School guidance during internship

During your internship, contact with the school is limited, but we are still available. There are at least three contact moments: the initial contact, the mid-term evaluation, and the final evaluation.

- **Initial contact:** At the start of your internship or before that, the school's work placement supervisor will introduce themselves to both the student and the practical supervisor via phone and/or email. This ensures clear communication channels. If you start during the summer vacation, this initial contact may be delayed.

- **Mid-term evaluation:** Halfway through the internship, it's time for a mid-term evaluation. This is a meeting attended by the practical supervisor, student, and the school's work placement supervisor (either in person or online). The practical supervisor will have completed most of the evaluations beforehand. The discussion mainly focuses on what is going well, what can be improved, and how the student can enhance their performance in the remaining part of the internship. Take the initiative to schedule a meeting with the work placement supervisor yourself. It's advisable to set a date at the beginning of the internship in consultation with your practical supervisor and work placement supervisor.

- **Final evaluation:** In the last week or weeks of the internship, a final evaluation meeting should take place. In this meeting with the practical supervisor, student, and work placement supervisor, the practical supervisor determines the final assessment of the internship. Again, it's important to schedule this final evaluation in advance with your practical supervisor and work placement supervisor.

If you have any questions or doubts, don't hesitate to contact your work placement supervisor. If you encounter something during your internship that you would like advice on, reach out to your work placement supervisor. They will assist you in determining an appropriate course of action or response. In some cases, an additional work placement meeting can be scheduled with your practical supervisor to discuss a particular situation. This is referred to as a crisis meeting.

If you haven't received an introduction email, you can always find the name of your work placement supervisor from school in Eduarte under your internship information. If there are issues in communication between the student, practical supervisor, and school, involve the work placement coordinator.

3.3. Contact details of the school

On page 2, you will find all the contact information you may need during your internship. Before you start your internship, the most important person for guidance at school is your academic advisor. During your internship, that person becomes your work placement supervisor. For administrative matters (passwords, approving hours in Eduarte, etc.), you can contact the work placement bureau. The work placement coordinator can be involved for questions or advice if there are issues that the practical supervisor, work placement supervisor, and student cannot resolve among themselves.

3.4. Accessibility during school holidays

It's important for interns and internship companies to know that the school is only available to a limited extent during school holidays. However, arrangements are made to ensure that the school is accessible in case of emergencies. Work placement supervisors do not initiate contact with students during school holidays. This contact mainly occurs during regular working weeks.

3.5. Guidance by the practical supervisor

The practical supervisor plays a crucial role during your internship. This individual sees you most frequently in action on the work floor and is responsible for guiding you on an (almost) daily basis. You have regular contact with this person to discuss your development during the internship. They also fill out the forms related to the mid-term evaluation and the final evaluation. If anything special occurs during the internship, the practical supervisor also contacts the school.

Discussing your development during the internship

During the internship, you are entitled to sufficient guidance and feedback so that you know which areas you need to work on. How this guidance is organized varies from company to company. We advise students and practical supervisors to schedule a one-on-one meeting (bila) between the student and the practical supervisor at least once every three weeks. This is a meeting where the practical supervisor reflects on your development and provides feedback. Use attachment 2 in this internship handbook for this purpose.

Of course, the intern is also free to address matters related to their performance.

Approving Hours in Eduarte

We recommend using these one-on-one meetings to discuss the progress of the internship hours as well. The division of roles regarding hour registration is quite simple:

- The student (intern) records the internship hours worked in Eduarte.
- The practical supervisor approves the number of internship hours in Eduarte.

The school's work placement supervisor may take over the approval of internship hours in

Eduarte, but this is not their role. It is common for the practical supervisor to misplace login credentials. In this case, contact the work placement bureau (see page 2 of this handbook). Hours that have been approved by a practical supervisor are considered completed to a satisfactory minimum. During the assessment interviews, we delve deeper into the learning process and the student's performance during the internship.

-Mid-term and Final Evaluations

The practical supervisor is also responsible for completing the forms associated with the mid-term and final evaluations. These forms include attachments 3 and 4 (mid-term evaluation) and 5 and 6 (final evaluation) from this internship handbook.

The intention is for these meetings to take place with the school's work placement supervisor present. Schedule this meeting in advance, at least two to three weeks beforehand.

-Official Warning

If you receive a reprimand or an official warning during the internship, the school must always be informed. The practical supervisor reports the official warning. We add this to your file and discuss the necessary improvements.

Situation	Necessary action:
Concerns about (aspects of) professional attitude and/or competence	The practical supervisor informs the school. There will be a crisis contact and/or a meeting to discuss the concerns and what can be done about them.
Reprimand / official warning	The practical supervisor informs the school. An official warning must always be documented in the file. Normally, the intern should be given a chance to improve, but they should also be aware that the internship may be terminated in case of a new violation. A crisis meeting with a representative from the school is strongly recommended.
Voortijdig einde stage	The practical supervisor provides a preliminary assessment. If an internship is terminated prematurely, the practical supervisor is always contacted with a request to provide a preliminary assessment. This will be included in the file. In consultation with the academic advisor and the work placement coordinator, a decision will be made on how to proceed.

Assistance with Writing the Internship Report

You may need assistance while writing your internship report. Your practical supervisor will help as needed and also review the draft version of your internship report.

Chapter 4

Writing an internship report and completing assignments during the internship

In this chapter you learn:

- - How your report should be structured
- - How your internship report will be evaluated
- - Which assignments you need to complete during the internship

4.1 Structure of an Internship Report

As a student, you will write a report about your internship period. Start working on it in the first few weeks of the internship.

The report consists of the following chapters/sections:

- A title page
- A preface
- Chapter 1: the internship company
- Chapter 2: my personal learning objectives for this internship
- Chapter 3: logbook
- Chapter 4: elaboration of work placement assignments
- Chapter 5: reflection on the first part of your internship period
- Chapter 6: reflection on the second part of your internship period
- Chapter 7: A review of your entire work placement period
- All forms from the appendices of this handbook that are mandatory

Section	Writing advice & writing instructions
Title page	Clear title page, photo of your internship address, mention of name, class & work placement supervisor
Preface	<p>In your preface, you write about your personal situation. Explain how you found your internship company and your experience with writing the internship report. A preface is also the place to thank people who have helped you during your internship. This includes your practical supervisor, work placement supervisor, your academic advisors, direct colleagues, and so on.</p> <p><i>Guideline: 100 to 200 words</i></p>
H1: The internship company	<ul style="list-style-type: none"> - In this chapter, you write about the organization where you are doing your internship. - - What kind of company is it? - - What services does the company provide? - - History of the company - - Number of employees, which functions - - What is the organizational structure? - - What is the organizational culture? - - What were your expectations of the internship company

	beforehand?
H2: Personal Learning Objectives During Internship	<p>In this chapter, you describe your personal learning objectives:</p> <ul style="list-style-type: none"> - - Describe the personal learning objectives you have set for yourself. - - Describe the points of attention your academic advisor has given you. - - Describe at least two people (parents, colleagues, friends, classmates) who have wanted to give you learning objectives during your internship. - - Describe what you want to achieve with your internship.
H3: Logbook	<p>In this chapter, you describe the tasks you perform or have performed during your internship. Pay weekly attention to this part of your internship report:</p> <ul style="list-style-type: none"> - - Describe the tasks you have performed each week. - - Also, describe in your logbook when you had a one-on-one meeting with your practical supervisor. - - Clearly describe any new tasks added to your responsibilities during your internship.
H4: Elaboration of Work Placement Assignments	<p>In this chapter, the elaboration of the work placement assignments found in this handbook is presented.</p> <ul style="list-style-type: none"> - - Ask your practical supervisor for help with completing the work placement assignments. - - If you and your practical supervisor cannot resolve the issues together, ask your work placement supervisor for assistance.
H5 & H6 Reflections on Part 1 and Part 2 of the Internship Period	<p>In these chapters, you describe how you experienced the first and second part of your internship period. Write these chapters in the first person.</p> <ul style="list-style-type: none"> - - What went well, and why? - - What didn't go so well, and why? - - How did you experience this period (enjoyable, educational, challenging, difficult, disappointing, etc.)? - - What have I learned during this period? - - What would I do differently in the future?
H7: Conclusion	<p>In this chapter, you reflect on the entire work placement period and what you have learned from it.</p> <ul style="list-style-type: none"> - - What qualities have you developed in yourself? - - What are you most proud of? - - What career advancement opportunities are there in your position? - - Do you see yourself working at this company in 5 years? - - Which expectations of your internship have been met? - - What aspects of your internship were different from what you expected? - - What lessons will you take with you to your next internship?
Required Forms in the Appendix	<p>The following completed forms should be included as attachments to your report:</p> <ul style="list-style-type: none"> - Internship report checklist - Mid-term evaluation forms (to be completed by the practical instructor) - Final evaluation forms (to be completed by the practical instructor) - Internship report approval form (to be completed by the practical instructor)

Example logbook

Week - number	Tasks performed / What have I learned?
1	<i>During the first few days, I shadowed at the reception and bike rental. I received explanations about the check-in and check-out procedures. Additionally, on Wednesday, I attended a German course because we receive many German-speaking guests here. On Thursday, I checked in my first guests and responded to emails. My practical instructor still supervised my work.</i>

4.2 Linguistic requirements for internship report

For the internship report, we also have linguistic requirements. Students who are enrolled in a level 4 vocational education (MBO) program take their Dutch exams at (language) reference level 3F. This means that we expect students to make a good attempt to write a report that meets this reference level. Here are the language requirements, followed by some technical and process requirements.

Language requirements at level 3F:

Index (O = not sufficient, V = sufficient, G = good)		
Is your report complete?	O / V / G	Explanation
Have the components of your report been executed adequately?	O / V / G	Explanation
Does your report include all required attachments?	yes / no	Explanation
Alignment with purpose		
The text aligns with the writing purpose.	O / V / G	Explanation
Alignment with audience		
The addressing form is applied to the reader (the practical instructor & the work placement supervisor).	O / V / G	Explanation
The tone is adapted to the reader (politeness form).	O / V / G	Explanation

Word usage and vocabulary		
Word usage is varied, avoiding repetition of the same words.	O / V / G	Explanation
Lay-out		
The text has an appealing layout.	O / V / G	Explanation
Attractive font.	O / V / G	Explanation
Chapters, paragraphs, and paragraphs are clearly distinguishable.	O / V / G	Explanation
Automatic table of contents and page numbering	O / V / G	Explanation
Spelling, grammar, and punctuation		
Words are spelled correctly.	O / V / G	Explanation
Sentences are structured well..	O / V / G	Explanation
Punctuation are used where necessary.	O / V / G	Explanation
Capitalization are used where necessary.	O / V / G	Explanation

Technical requirements:

- Minimum of 15 pages, excluding title page and table of contents
- Font size 11 or 12
- Font type Arial or Times New Roman
- Title page with name and class; company name; illustration or photo; internship period
- Page numbering
- Accurate table of contents
- Print and present in a binder
- Digital backup: ensure all forms are scanned in case one gets lost
- Also provide to the work placement supervisor as a PDF file

Tips for a good writing process:

- - Start on time
- - Involve your practical instructor in the writing process: show the draft version to your practical instructor
- - Incorporate feedback and comments from your practical instructor

- - Scan assessment forms and keep them safe on your computer or laptop (or in the cloud!)
- - Optionally, ask two or three additional readers for feedback on language (formulation, spelling, etc.)

4.3 BPV-assignments

During your internship, you will work on five assignments related to the core tasks and work processes that will be evaluated during this internship period. The goal is for you to complete these assignments and discuss the results with your practical instructor. In your internship report, describe how you executed each assignment and how it went. For example, mention whether it was difficult or easy and what feedback you received from your practical instructor, as well as what you learned from the assignment. If possible, include evidence of your work in your report.

It may happen that you are unable to complete a certain assignment. In such cases, it's not acceptable to simply skip the assignment. Instead, briefly explain why you were unable to complete it. Sometimes, you can also devise an alternative assignment in consultation with your practical instructor and complete that. In such cases, describe the variant you and your practical instructor came up with.

BPV- Assignment 1: Introduction Assignment: Description of the Learning Company

BPV B1-K1



Learning objective

I am able to gather information about my learning company

Individual :

You complete this work placement assignment individually, although you may also choose to carry it out with a classmate. If necessary, you may seek assistance from your practical instructor.

What do you have to do?

- - You will get acquainted with your learning company. You will create a description of your learning company to gain more insight into its organization.
- - You will gather information about your learning company (such as introductory materials for new employees, informational materials for customers, website, social media, etc.).
- - You will request information from your supervisor or practical instructor.

- Include the following steps in a report:

- Step 1.** Type of business and location
- Is it an independent business or part of a chain or a large parent company?
 - What is the location and how accessible is it?
 - What is the location and how accessible is it?
 - How many departments and what type of departments does the business have?
- Step 2.** Target audience; who are the customers of the company (businesses, individuals, both)?
- Who are the customers of the company and where do they come from?
 - Are they businesses, individuals or both?
- Step 3.** Activities and facilities of the company:
- ▪ What kind of products and/or services does the company offer?
 - ▪ What is the main activity of the training company?
 - ▪ What tasks are common?
- Step 4.** Staffing:
- Who is/are the manager(s) of the company?
- How many people does the company employ (in permanent positions)?
 - What kinds of roles does the company have?
 - What are the responsibilities of your immediate supervisor or practical instructor?
 - Does the company also employ temporary workers, interns, or seasonal employees?
- Step 5** Promotional resources:
- What promotional resources does the company utilize?

Additional information: What makes the company where you're learning so special?

Step 6: What do you hand in?

You will include the elaboration of this assignment in your internship report.

Sources:

- Information from the website of your training company;
- Information from company manuals and public annual reports;
- Information obtained from employees/managers.

BPV- Assignment 2: I can provide service to (international) guests.

BPV B1-K1



Learning objective:

I know how to welcome (hotel) guests according to the company protocol.

Individual :

You will largely carry out this work placement task individually with the assistance of your practical instructor.

What to submit?

- Based on the handbook of work procedures within your training company, you submit a report detailing the work agreements within your training company: When, who, and which tasks are carried out when welcoming (hotel) guests and/or passengers.
- You describe in your report what the agreements are regarding the reception of (hotel) guests and/or passengers.
- You describe which check-in/check-out system the company uses.
- You print a copy of a check-in and check-out invoice. For privacy reasons, you remove the personal data of the (hotel) guests (perhaps you are able to print a blank form for both procedures).
- You create a summary of the check-in and check-out procedure from start to finish. This will be reviewed and initialled by your practical instructor.

What do you have to do?

This work placement task focuses on learning to provide service to hotel guests and vacation park visitors in a meaningful learning environment, namely, in practice.

To achieve the main goal, you will go through several important steps. If you have any questions, make sure to ask your practical instructor or relevant colleague in a timely manner.

- Step 1.** Go to the operational manual of your training company; carefully go through the manual; look for the different roles within your department and describe who does what and when.
- Step 2.** Create a diagram of the check-in system: from start to finish.
- Step 3.** Create a diagram of the check-out procedure: from start to finish.

Show both procedures through a screenshot.

Answer the following questions

With which system did you learn to deal with both procedures at school? Is the school's system comparable? What differences can you mention? How meaningful were the hospitality lessons? Did the material you learned help you? If yes, how? If not, why not? What could have been done better? What did you miss during these lessons?

What shortcomings can you mention about the system of your training company?
How do your colleagues deal with these shortcomings?

- Have you made mistakes during check-in/check-out?
- How did you solve the mistakes?
- Did the hotel guest experience any obstacles due to the mistakes you made?
- How did you handle this?
- If you have always been allowed to perform this under supervision, ask your colleagues what mistakes they sometimes make?
- What is common and how do they deal with it?

Sources:

- The check-in/check-out system of your training company.
- The manual of work procedures and work protocols of your training company.

BPV-Assignment 3: I can inform guests

BPV B1-K1-W1 Informs and assists passengers & guests.



Learning objective

I provide information to the (hotel) guests about the check-in process, the use of facilities, and the check-out process.

Individual or in groups:

You carry out this task individually (if it's a duo internship, each person must submit their own report).

Products you'll have to submit:

- A report of the conversation. Minimum 500 words, maximum 750 words.
- A detailed map of your training company.
- Reflection report according to the STARR method.

Check the assignment overview checklist for more details.

What do you have to do?

This work placement task focuses on providing information and gathering information.

To achieve the main goal, you will go through several important steps. If you have any questions, be sure to ask your practical instructor and/or colleagues in a timely manner.

- Situation** A hotel guest asks about certain facilities and what there is to do in the hotel.
- Step 1.** How do you proceed in this situation? What can you recommend? What are the behavioural / usage rules for the facilities? Consider sauna, with clothing / without clothing; smoking outside yes/no? Opening and closing times. Use of swimming pools, opening-closing times, behavioural rules, etc.
- Step 2.** Create a list of the facilities within your training company and specify the behavioural and usage rules. Describe the safety regulations in general and for certain facilities. For example: running is not allowed in the lobby; you cannot walk around with food in hand. If possible and still applicable, how are the COVID-19 measures from the RIVM handled? Include the protocol as an attachment.
- Step 3.** Describe a critical situation with hotel guests who did not adhere to the hotel rules and regulations. Reflect according to the STARR method. Answer the following questions:
1. What agreements does the hotel make with guests upon arrival?
 2. Are the hotel guests aware of the consequences of not complying with the usage and behavioural rules?
 3. What happens in case of damage or other disruptions?
- Step 4.** Write a report of at least 500 and maximum 700 words.
- Step 5.** Use the map of the hotel/training company for illustration.

Sources:

Floor plan of the training company and protocol/manual book of the training company regarding usage and behavioral rules within the hotel.

BPV-Assignment 4: I can ensure safety

BPV B1-K1-W2: Ensures safety and compliance with rules.



Learning objective

I am familiar with the safety measures within the (hotel) building.

Individual or in groups:

You carry out this work placement assignment largely individually, possibly with the assistance of your work supervisor.

Products you'll have to submit:

- A brief description of:
 - Fire safety measures
 - Safety precautions for employees
 - Occupational health and safety (ARBO) agreements within your training company

Provide a good description of the above points.

- A summary of a situation where you had to address a hotel guest as an employee. Using the STARR method, make the summary clear. Maximum 700 words.

Check the assignment overview - checklist.

What do you have to do?

This assignment focuses on working in a safe environment and how you, as a novice professional, handle safety measures and communicate with hotel guests during critical situations where, for example, the rules are not being followed by guests.

To achieve the main goal, you will go through several important steps. If you have any questions, be sure to ask your work supervisor in a timely manner.

Each step involves one or more tasks, which will be explained per step.

Step 1. Search for the fire safety regulations.

Step 2. 2a. Describe the fire regulations briefly. Answer the question of how often a fire drill is practiced in the organization each year.
2b. Search for the Occupational Health and Safety (ARBO) regulations for staff within your training company. Answer the questions:

- What is ARBO?
- Why is it important for you to know this?

Describe the protocols related to COVID-19 within your training company. How do guests adhere to these agreements? How do your colleagues implement these rules both with guests and among themselves?

Step 3. Describe, using the STARR method, a situation where you had to familiarize a hotel guest with the safety measures in the hotel and also the COVID-19 behavioral rules within your hotel. The report may contain a maximum of 700 words.

Step 4.

- You deliver a short report using the STARR method for points 2a and 2b.
- You submit a report on a situation regarding the safety of the guests.

Sources:

Occupational Health and Safety (ARBO) regulations of the hotel where you work. The website below provides you with general information within the industry.

<https://www.ondernemenmetpersoneel.nl/mijn-branche/horeca/arbeidsomstandigheden-de-horeca-aandachtspunten>

BPV-Assignment 5: I can work together in an (international) team

BPV B1-K1-W3: Works together in an (international) team



Learning objective:

I can work together in an
(international) team

Individual or in groups:

You'll carry out this task individually.

Products you'll have to submit:

- Agenda for the work meetings.
- Report of two work meetings.
- Action list from the work meetings: WHO-WHAT-WHEN
- Report of critical moments.
- STARR

What do you have to do?

- Step 1. I can attend meetings:**
During your internship, there will undoubtedly be meetings from time to time. For this assignment, you will attend a work meeting. In a brief report, describe how the meeting unfolded.
- Step 2. Describe the following in your report:**
- What are the agenda items?
 - Which roles do you recognize during the meeting (chairperson/secretary/participant)?
 - What agreements were made?
 - How did the interpersonal communication unfold (argumentation/discussion)?
 - What was the spoken language during the meeting (formal/informal/otherwise, for example, English)?
- Step 3. I can coordinate/provide feedback on tasks with my colleagues (3a).**
How is the execution of your tasks throughout the day going? What does handing over work entail? How do you do that?

Create a brief report of a workday. How do you start the day, and from whom do you receive your assigned tasks? How is your communication within the team? What do you do when you complete a task? Who needs to know, and why? What happens if you don't inform anyone and proceed with your next task.

3b. Describe a critical situation where coordination and/or feedback of your tasks **did not go well?** Do this using the STARR method (Situation- Task- Action- Result- Reflection).

Step 4. **Describe a situation where you didn't know what to do.** How did you act? Who do you ask for help during work? Are your colleagues always available to help you? How is it communicated to you that something cannot be done at a certain moment? Create a report using the STARR method.

Step 5. **Conflict situations** are always challenging. Being right and being proven right are two different worlds.

Answer the following questions:

- What does de-escalation work mean?
- Why is this necessary in our profession?
- Is the customer always king?

Sources:

Afstemmen Wat is dat: <https://www.de-team-engineer.nl/afstemmen-bij-samenwerken/>

Conflictsituaties: <https://www.banninkcoaching.nl/conflict-met-je-collega-of-leidinggevende-vijf-stappen/>

Conflictsituatie: <https://www.zuidema.nl/blog/3-tips-om-een-conflict-met-een-collega-op-te-lossen/>

Chapter 5

Internship evaluation

The internship will be evaluated as unsatisfactory, satisfactory, or good, represented by U, S, or G. Only with an S or G can the internship be considered completed.

Mid-term evaluation:

- Attachment 3: interim assessment of professional attitude maximum 12 points
- Attachment 4: interim assessment of professional competence maximum 14 points

Final evaluation:

- Attachment 5: final assessment of professional attitude maximum 12 points
- Attachment 6: final assessment of professional competence maximum 14 points
- Attachment 7: final assessment of vocational training

The internship report will be evaluated as met / not met. The report will only be evaluated as met if it is submitted complete and in full.

The report will be submitted in writing, but you must also provide a digital backup including all forms. Make scans and/or photocopies of the completed forms. The vocational training supervisor can always verify the authenticity of completed assessment forms with the practical instructor.

Attachment 1: Checklist for the internship report

Name student: Class:

Component	Check
Title page	<input type="checkbox"/>
Preface	<input type="checkbox"/>
Table of content	<input type="checkbox"/>
H1. General introduction and description of my company (max. 2 A4)	
H2. My personal learning objectives	
• Learning objectives set beforehand or received during the internship	<input type="checkbox"/>
• How did I develop these objectives	<input type="checkbox"/>
• Learning objectives for a possible next internship/future	<input type="checkbox"/>
H3. Logbook	<input type="checkbox"/>
H4. Assignments	

Component	Check
<ul style="list-style-type: none"> ▪ Bpv assignment 1: Introduction assignment: Description of the company ▪ Bpv assignment 2: I can provide service ▪ Bpv assignment 3: I can inform guests ▪ Bpv assignment 4: I can ensure safety as a supervisor ▪ Bpv assignment 5: I can work in a team 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
H5. Reflection report of the first part of your internship	<input type="checkbox"/>
H6. Reflection report of the second part of your internship	<input type="checkbox"/>
H7. A review of the entire internship journey	<input type="checkbox"/>
Required attachments: <ul style="list-style-type: none"> - Mid-term evaluation forms (to be filled in by the practical instructor) - Final evaluation forms (to be filled in by the practical instructor) - Internship final assessment form (to be filled in by the practical instructor and vocational training supervisor) - Internship report approval form (to be filled in by the practical instructor) 	<input type="checkbox"/>
Linguistic requirements for internship report: <ul style="list-style-type: none"> ▪ Adaption for the reader ▪ Adaption to the purpose ▪ Vocabulary and language use ▪ Layout / design ▪ Spelling, grammar and sentence structure 	O / V / G <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Final evaluation Complete / Not complete* Cross out what does not apply*	

Attachment 2: Empty one-on-one meeting form

Use a copy of this form every 2 to 3 weeks during a one-on-one meeting with your practical instructor. Have the practical instructor fill out the form, or do it together.

In case of unsatisfactory evaluations, we kindly request the practical instructor to contact the school's vocational training supervisor.

Date:

Themes	Onvoldoende (insufficient) Voldoende (sufficient) Goed (good)	What can be improved	Agreements
Welcome the guests			
Check-in/check-out			
Collaboration			
Handling complaints			
Managing difficult situations			
Handling emails / Language Dutch/English			
Reservations/cancellations			
Providing feedback on tasks to colleagues			

Attachment 3: Mid-term assessment of professional attitude

To be filled in by the practical supervisor of the internship.

Student:	Student number	Education:	
Internship company:	Practical supervisor	Learning period:	

Assessment criteria	Observed behaviour	0	1	2
1. Respect <ul style="list-style-type: none"> • Speaks to others politely/kindly • Lets others finish speaking • Accepts other people's opinion 				
2. Collaboration <ul style="list-style-type: none"> • Is flexible • Considers others' feelings • Offers help when necessary 				
3. Responsibility <ul style="list-style-type: none"> • Adheres to rules and agreements • Shows commitment and perseverance • Handles resources and materials carefully. • Is punctual at the workplace. 				
4. Independence <ul style="list-style-type: none"> • Can perform tasks independently of others • Takes an active stance, shows initiative • Asks for help when needed • Anticipates circumstances 				
5. Reliability <ul style="list-style-type: none"> • Remains efficient, even in unexpected situations • Dares to communicate openly • Can express and maintain personal boundaries • Is open to feedback and criticism 				
6. Professionalism <ul style="list-style-type: none"> • Works orderly • Works safely • Works in a sustainable manner • Works systematically and methodically • Adheres to uniform regulations 				
Points: 10 - 12 points = G(good) 6 - 9 points = V (sufficient) 5 or less points = O (not sufficient) <i>Please note that 'respect' must be at least 1 point.</i>	Amount of points:	Result:	G - V - O	
Learning advice:				

In each category, the observed behavior is described and assessed with 0 - 1 - or 2 points (total maximum of 12 points). The threshold determines the final result (G-P-F). Circle the achieved result.

Attachment 4: Mid-term assessment of professional competence

To be filled in by the practical supervisor of the internship.

Student:	Student number	Education:
Internship company:	Practical supervisor	Learning period:

Assessment criteria	Observed behaviour	0	1	2
1. Handles guest inquiries at the front desk correctly.				
2. Welcomes, informs, and advises guests.				
3. Acts as a central point of contact.				
4. Handles complaints and/or refers them (if necessary) to the supervisor.				
5. Monitors safety in an effective manner.				
6. Able to collaborate in an international team.				
7. Participates adequately in work meetings and/or discussions.				
Points: 10 - 12 points = G(good) 6 - 9 points = V (sufficient) 6 or less points = O (not sufficient)	Amount of points:	Result:	G - V - O	
Learning advice:				

For each skill, the observed behavior is described and assessed on a three-point scale (total maximum of 14).
The threshold determines the result (G-S-P). Circle the achieved result.

Attachment 5: final assessment of professional attitude

To be filled in by the practical supervisor of the internship.

Student:	Student number	Education:
Internship company:	Practical supervisor	Learning period:

Assessment criteria	Observed behaviour	0	1	2
1. Respect <ul style="list-style-type: none"> Speaks to others politely/kindly Lets others finish speaking Accepts other people's opinion 				
2. Collaboration <ul style="list-style-type: none"> Is flexible Considers others' feelings Offers help when necessary 				
3. Responsibility <ul style="list-style-type: none"> Adheres to rules and agreements Shows commitment and perseverance Handles resources and materials carefully. Is punctual at the workplace. 				
4. Independence <ul style="list-style-type: none"> Can perform tasks independently of others Takes an active stance, shows initiative Asks for help when needed Anticipates circumstances 				
5. Reliability <ul style="list-style-type: none"> Remains efficient, even in unexpected situations Dares to communicate openly Can express and maintain personal boundaries Is open to feedback and criticism 				
6. Professionalism <ul style="list-style-type: none"> Works orderly Works safely Works in a sustainable manner Works systematically and methodically Adheres to uniform regulations 				
Points: 10 - 12 points = G(good) 6 - 9 points = V (sufficient) 5 or less points = O (not sufficient) <i>Please note that 'respect' must be at least 1 point.</i>	Amount of points:	Result:	G - V - O	
Learning advice:				

For each category, the observed behavior is described and assessed with 0 - 1 - or 2 points (total maximum of 12 points). The threshold determines the final result (G-P-F). Circle the achieved result.

Attachment 6: final assessment of professional competence

To be filled in by the practical supervisor of the internship.

Student:	Student number	Education:
Internship company:	Practical supervisor	Learning period:

Assessment criteria	Observed behaviour	0 1 2		
		0	1	2
1. Handles guest inquiries at the front desk correctly.				
2. Welcomes, informs, and advises guests.				
3. Acts as a central point of contact.				
4. Handles complaints and/or refers them (if necessary) to the supervisor.				
5. Monitors safety in an effective manner.				
6. Able to collaborate in an international team.				
7. Participates adequately in work meetings and/or discussions.				
Points: 10 - 12 points = G(good) 6 - 9 points = V (sufficient) 6 or less points = O (not sufficient)	Amount of points:	Result:	O / V / G	
Learning advice:				

For each skill, the observed behaviour is described and assessed on a three-point scale (total maximum of 14 points). \ The threshold determines the result (G-S-P). Circle the achieved result.

Attachment 7: final assessment of professional practice

Student:	Student number
Internship company	Education

Assessment components	G = Good. V= Sufficient. O = Insufficient
Internship report	Sufficient <input type="checkbox"/> Insufficient <input type="checkbox"/>
Accountability of worked hours	Sufficient <input type="checkbox"/> Insufficient <input type="checkbox"/>
Final assessment of professional attitude	G <input type="checkbox"/> V <input type="checkbox"/> O <input type="checkbox"/>
Final assessment of professional competence	G <input type="checkbox"/> V <input type="checkbox"/> O <input type="checkbox"/>

The work placement is achieved if the internship report, the hour registration, and the professional attitude and professional competence are assessed as sufficient..

BPV (internship) sufficiently passed:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
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Naam practical supervisor internship:	Name bpv-coach Albeda:
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Signature practical supervisor internship	Signature bpv-coach Albeda:
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Place & Date:

Attachment 8: Agreement on internship report

To be filled in by the practical supervisor of the internship.

Agreement on the internship report

Hereby, I(first name & last name) as the practical supervisor of(name of the internship company) declare that everything written in this report complies with the agreements within our company.

The student has provided an accurate representation of the company and the activities related to core task 1 of the qualification file for the 25636 Aviation Service Provider course during the internship period.

Place and date:

First name last name practical supervisor:

Signature practical supervisor:



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