

NURTURING NEW TALENT :

**RUNNING A CORPORATE INTERNSHIP
PROGRAMME**

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THE KNOWLEDGE CENTRE'S INTERNSHIP PROGRAMME

Simple

Easy to deliver

Casual and flexible

Gives students necessary experience

WHAT WAS OUR PROBLEM?

- ⦿ Senior staff were doing too much administrative work
- ⦿ A permanent library assistant position was not appropriate
- ⦿ Staffing arrangements lacked flexibility
- ⦿ Difficulties attracting suitable candidates for vacancies

JOBSEEKERS WERE ALSO FACING PROBLEMS

- ◎ They had difficulties breaking into the corporate sector
- ◎ The work that was available did not complement their studies
- ◎ Volunteer work is not always an option

THE ANSWER?

We could hire students on a casual basis. We could offer them much-needed experience, they could offer us flexibility.

Simplicity was the key!

IS ANYONE ELSE DOING THIS?

There are internship programmes in place, but the models were not suitable for us.

THE KNOWLEDGE CENTRE'S INTERNSHIP PROGRAMME

- ◉ Six to twelve months long
- ◉ Casual agency staff
- ◉ Four to six hours each week
- ◉ No library experience required
- ◉ Administrative work is the priority

THE KNOWLEDGE CENTRE'S INTERNSHIP PROGRAMME

- ◉ Training responsibility is shared across the team
- ◉ Three interns employed at any one time
- ◉ Staggered implementation
- ◉ Eight interns employed since December 2007

RECRUITMENT : WHAT MAKES A GOOD INTERN?

- ◉ Current students, with at least six months study remaining
- ◉ Commitment to the programme for six months
- ◉ Customer service experience
- ◉ Suitable availability

TRAINING OF INTERNS

Training is constant, as new interns are recruited

Training is guided by a training plan

Training is delivered by all team members, including existing interns

ONGOING MANAGEMENT

- ◉ The time spent on training needs to be controlled
- ◉ Expectations need to be managed
- ◉ The work WILL get boring!
- ◉ Interns may not feel like part of the team

HOW DOES AN INTERN FINISH THE PROGRAMME?

- ◉ They get a better job
- ◉ They underperform in the programme
- ◉ They reach the end of the programme

WHAT DO OUR INTERNS THINK?

Jason

"we can get a taste of the practical tasks involved in librarianship that are not addressed in university courses, even at the most basic of levels - such things as shelving, customer service and basic enquiries."



WHAT DO OUR INTERNS THINK?

Simon

“work as an information specialist is not all research...it removes any misconceptions about futures roles”



WHAT DO OUR INTERNS THINK?

Jason

“becoming familiar with how the office works from a practical standpoint...these skills are something that give interns basic competencies that are transferrable to any office-based workplace”



WHAT DO OUR INTERNS THINK?

Tom

"I've realised that I now have a group of professionals in the field who know who I am, know what I can do, and may be more inclined to hire or put in a good word for me if our paths cross in the future.

In some ways this is more helpful than just having a qualification"



LESSONS LEARNT

- ◉ Current students with a background in customer service make the best interns
- ◉ Record-keeping is essential for training and management
- ◉ Access to new ideas keeps us on our toes
- ◉ We jumped in the deep end - and it still worked

WHAT WOULD WE LIKE TO DO IN THE FUTURE?

Document and measure!

CONCLUSION

Internship programmes can be simple, and well worth the effort.

Questions?

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