

# Tour4Youth handbook

for traineeships in tourism, hospitality, and restaurant sectors



Handbook for successful work schemes & traineeship design and implementation for trainees, organisations, educational and employment development organisations



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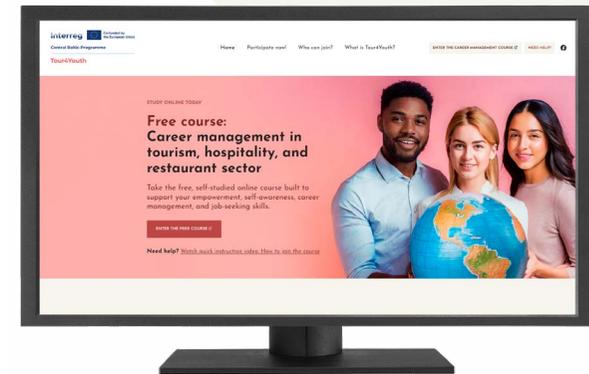
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# Introduction

This handbook **for successful work schemes & traineeship design and implementation** is aimed at trainees, traineeship hosting organisations and sending institutions. The handbook content and tools are adaptable and useful as a guide for interested parties engaged in traineeships.

The handbook is focused on practical advice to future trainees and provides an overview of steps to gain the most valuable experience during all stages of traineeship. In addition, this handbook provides structured information for traineeship host organisations and sending institutions and traineeship host organisations on how to prepare and organise traineeships to facilitate goal achievement for all involved.



## About the Tour4Youth project

This handbook has been developed within the Interreg Central Baltic program 2024-2027 project Nr. CB0100003 Tour4Youth to provide guidelines for trainees, traineeship hosting organisations and sending organisations as a guide and resource for the successful traineeship process.

The Tour4Youth project is about providing sustainable, quality careers in the tourism, hospitality, and restaurant sectors for young people living in the Central Baltic. The project aims to improve young people's competitiveness in the labour market and better youth employment.

Through empowering the young people and offering them possibilities to integrate into working life, the project encourages them to establish their lives in their local communities as well as gain international experiences in the project.



**Tour4Youth target group** is young people between 15-24 residing in Estonia, Finland, Latvia, or Sweden. They are to study tourism, hospitality, or restaurant sectors from secondary or higher VET institutions, vocational institutes or universities of applied sciences, or already graduated from the field but unemployed young people. The duration of the traineeship program work altogether within the Tour4Youth project is 4-8 weeks (200-350 hours).

**A free self-studied online course Career management in tourism, hospitality, and restaurant sectors** is provided to support young professionals with an opportunity to develop their skills in areas such as identifying their strengths and finding different types of jobs. The course is a precondition for the Tour4Youth traineeships.

Scan to join the course

The course is available at:

<https://samkmoodle.samk.fi/course/view.php?id=527>

Enrollment key: **tour4youth**



## What is what in this handbook?

**Trainee** - an individual who is learning and gaining practical experience in a particular field or occupation. They typically receive training and guidance from more experienced professionals to develop their skills and knowledge.

**Unemployed** - individuals who are willing and able to work and are actively seeking employment but are currently without a job. It is a state of not having regular, full-time employment and not earning income from employment.

**Sending organisation** - sometimes called a traineeship organisation, such as educational institutions (e.g. schools, colleges, universities), vocational training centres, government agencies (e.g. employment offices), or nonprofit organisations, is an entity that offers and plans training programs for individuals to enhance their skills, knowledge, and practical experience in a particular field.

**Traineeship hosting organisation** - sometimes called training provider. These are a wide range of organisations that provide trainees with an opportunity to gain hands-on experience, work on real-world projects, and develop the necessary competencies in their chosen field.

**Traineeship mentor** - an experienced and knowledgeable professional from a traineeship placement organisation who guides, supports, and advises a trainee during the traineeship period. The mentor provides valuable insights, expertise, and assistance to help the trainee develop the skills and knowledge required for their chosen field.

## Instructions for reading this handbook

Information in this handbook is organised into 3 chapters and designed by using a roadmap or logical action sequence principle ensuring step-by-step explanation of traineeship planning, implementation, and evaluation.

Practical hints, checklists



Warnings



Information about the  
Tour4Youth project



# 1. For trainee

What are your expectations about your future career? Have you been studying tourism and/or hospitality for a while and it's time to gain some practical experience? Or are you about to graduate from high school and are interested in working in tourism, but don't know if you'd like it?

We know you have dreamed about career pathway, have expectations about your salary and some fears about how learn all the skills and how to deal with challenges. This is the beginning of your professional life and a traineeship can become a true investment to fulfill your future career and life dreams.

Traineeships provide practical experience, skills development, networking opportunities, and a pathway to future employment.

**A traineeship in a tourism and hospitality organisation may give you a taste of a particular role in the industry** or try out - whether this is a field where you would like to plan a career and gain new practical skills if you already know that tourism is your future place of career. While you will learn new skills, employers benefit by teaching their future employees.

**Communication between you and everyone involved in organising the traineeship is essential to ensure that you not only have a good time, but also learn new skills, and understand what the working day in your chosen profession looks like.**

## What is traineeship?



An traineeship is a short-term career-related work experience that enhances young people (students, non-students etc.) and provides an industry introduction that can be essential for future career pathways, professional skills development, and personal growth.

## 1.1. Where and how it begins

### Understanding general conditions and ground rules of traineeship

Usually, vocational studies, professional higher education programs, or employment support programs implemented by employment offices or non-governmental organisations include a certain amount of traineeship defined in hours, weeks, or credit points (ECTS).

The traineeship is the best way to guarantee that after finishing the studies you will have enough professional skills to enter the job market. Educational institutions can offer a traineeship opportunity by using their networks, in some cases - you can or must search and the traineeship placement on your own.

It is not typical for an employer to pay a salary to trainees during traineeships, but some employers do, and offer free accommodation and meals. There might be an opportunity to use scholarships.

It's not a secret that work experience as such is an important factor when an employer selects employees. So, that will be a great chance to add an entry about your experience in your CV.

Before you make a decision about the internship and start application, check this:



- > How long is the internship?
- > When you have to start and finish the internship (e.g. semester, summer)
- > What you should learn during the internship
- > If my educational institution offer me internship placement or I should look for it by myself?
- > Will my internship be abroad or at home country?
- > Should I have internship specifically in hotel or restaurant or it can be other tourism organisation?
- > Are there any scholarships available?
- > Who is in charge about internships, to whom I should go and ask?

## Setting your individual aims and aligning them with the traineeship program

Although formally your traineeship aims will be defined by sending institutions, you can **add value to the traineeship period by setting additional goals for yourself, and your personal growth.**

Setting goals helps to stay focused and gain as much as possible, it can increase your motivation and achievement levels. The best if defined aims are specific and require some amount of challenge.

### Questions for yourself:



- > Which particular skills I would like to learn on a mastery level?
- > Which personal qualities I would like to develop?
- > What would be my personal challenge and how I will get over it?

### Some examples of personal aims:



- > I would like to enhance my English skills;
- > I would like to improve the ability to speak with people I do not know.
- > I would like to get permanent job after internship.

## Selecting a traineeship placement organisation and understanding the organisation's culture

**The key task before you go for a traineeship is getting acquainted with an organisation** within which you will spend some time.

**Cultural fit means the alignment of values, beliefs, and behaviors between the trainee and traineeship organisation,** the match of the personality and business philosophy. You will feel more comfortable in an organisation whose values and culture will match your personal ones, right?

Sometimes when organisations select their trainees, they check cultural fit. For example, if you are a vegan - would you like to work in a steak restaurant? In both cases - **cultural fit means a better learning process and achieved aims for all involved.** You can use simple methods to investigate - **check the website, social media profiles, and even profiles of persons from the organisation's team.**

If you know someone who has already worked or had a traineeship there, you can ask, you can google or check customer reviews on Booking.com or TripAdvisor that sometimes reflect the internal climate of the organisation.

One aspect we would like to highlight is the language you should use during the traineeship, especially if you decide to go abroad. There can be specific requests as well as language skill levels, depending on your duties.

## Considering practicalities, checking living and work conditions

Practicalities are an important part of a traineeship as well as setting aims. Surely, there will be some differences in what you should check or ask about if you will have your traineeship next door or in another country. None of the questions about practicalities are insignificant.

### Work conditions

- > How many hours I will work per day and what is the schedule?
- > Should I wear a uniform and if it will be provided or there is a specific dress code? And what about the footwear? And hairstyle?
- > If I will share a workplace with someone (my mentor, other colleagues) or work alone?
- > If some parts of the internship will be organised remotely?

## Living (catering and accommodation) conditions

- > If there will be organised accommodation (employee dormitory or other) or I should look for one?
- > If I will share the room with someone?
- > If meals will be provided (employee canteen or coupons) or I should care about it myself?
- > If there is an opportunity to wash clothes, or prepare food at the accommodation?

### Other conditions

- > If I will have to use the transport on daily basis, will I receive transport compensation or a transport card?
- > Should I obtain a medical permit from a doctor or undergo a health check?
- > Will it be possible to use a personal mobile phone during working hours?
- > How close will be nearest grocery store or supermarket?

## Communicating with sending organisation

If you are a student at a vocational school, university, or other educational institution or the client of an employment office and those organisations are in charge of the organisation of your traineeship, consider them as **1st step agencies** to support you and answer all your questions. Here are several ways in which **sending organisations can assist you in securing benefits from traineeships:**

- > **career services:** individual counselling to help you identify your interests, strengths, career goals etc.
- > **traineeship listings and opportunities:** maintaining a job board, databases
- > **workshops and training:** offering workshops on professional development and other skills; providing training session
- > **legal and logistical support:** providing information on legal and ethical considerations related to traineeships, such as labour laws, contracts, and regulations; assisting with logistical aspects, housing,

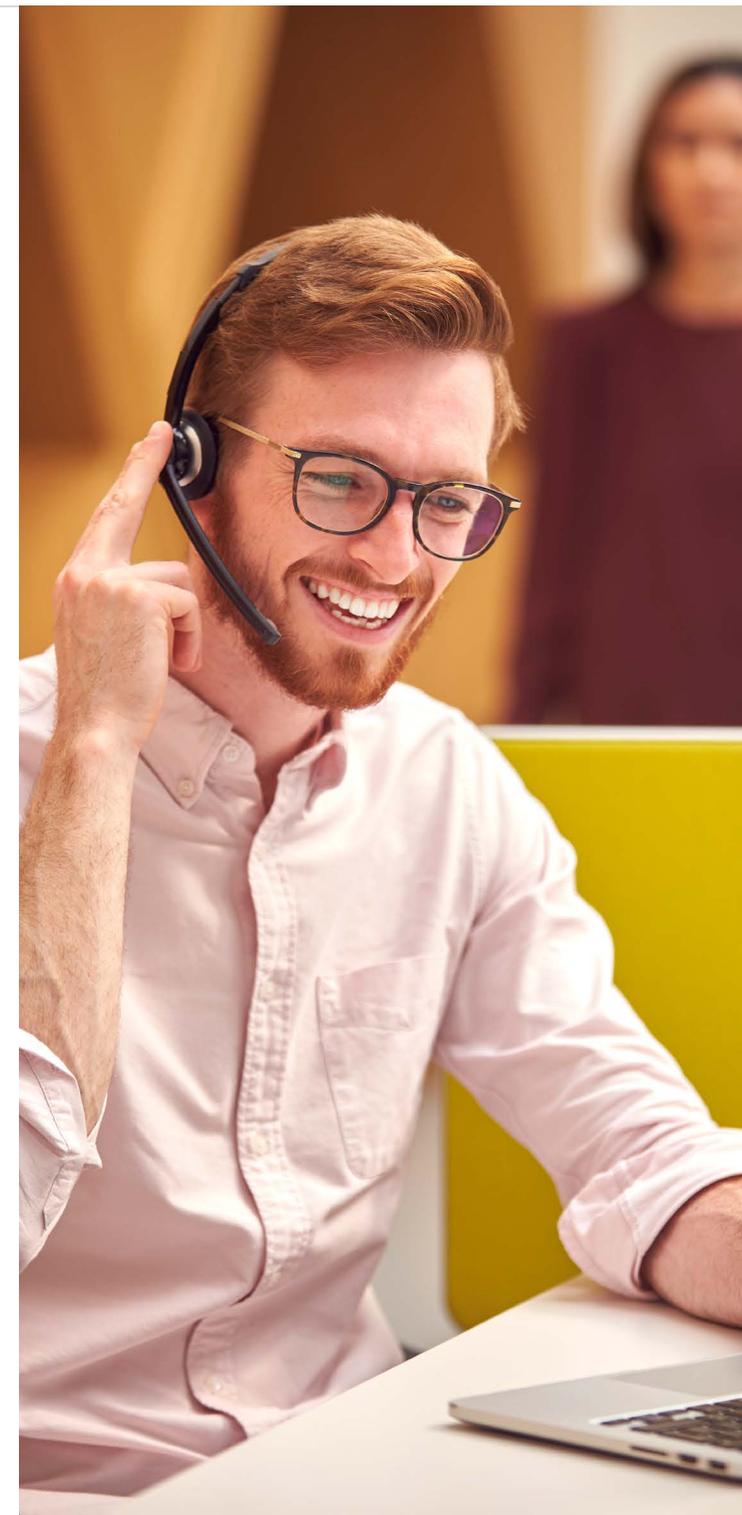
and visa requirements for traineeships abroad;

- > **feedback and evaluation:** implementing a system for students and employers to provide feedback on the traineeship experience.

### Good to know:



- > Who is the person in charge about internship organisation?
- > Who is to make decisions, sign the documents?
- > How the application process looks like? Any deadlines? How long the evaluation of applications takes?
- > Which extracurricular events, learning sessions organised by sending institution should attend to have more beneficial internship?
- > If I will compete with others to get certain internship placement and scholarship and what are the rules?



## Starting application process, filling in application forms, developing and updating a CV, preparing for an interview

Usually, there are formal procedures of traineeship organisation sometimes followed by supplementary processes.

Traineeship **application forms are rather simple.** You will be asked to fill in **personal information, contact information (phone number, home address, e-mail address), your education/study level, or previous experience to confirm your relevance to the traineeship you are applying for language, and other skills.**

### Hints:



- > Ask help for filling in the application form of the sending institution if you need;
- > Respect submission procedure and deadlines;
- > Make sure that your application has been successfully submitted.

Sometimes you should indicate the traineeship placement or if there are several - in the sequence of priority. Sometimes the application process is organised online, however - original documents with electronic or analog signatures are requested. CV, motivation or cover letter, and other supplementary documents might be asked - so check this out before submission.



## CV

If you are asked to attach a CV (*curriculum vitae*) as a supplementary document of yours, consider this a great opportunity to create or update one. Creating your first CV is an important step in presenting yourself to potential employers. A well-prepared CV can make a positive impression and increase your chances of getting your desired traineeship placement. There are a lot of templates you can find on the web, one of the most widely used is **EUROPASS** - the online form which you fill in and update continuously.

### All basic templates will contain sections:

- > **contact information:** full name, address, phone number, email address, optional - link to **LinkedIn** or other social media profiles;
- > **education:** (in reverse chronological order - most recent first);
- > **work experience:** (in reverse chronological order - most recent first); volunteer experience can be included;
- > **skills:** technical skills (e.g., programming languages, driver's license), soft skills (e.g.,

communication, teamwork); language skills;

- > **projects:** highlight any relevant projects you've worked on, either in school, university etc.;
- > **certifications and awards;**
- > **Interests and hobbies** (optional);
- > **references:** available upon request, but you can provide contact details. Remember, your CV is a dynamic document that should evolve as you gain more experience and skills so update it regularly.

It might be that your traineeship placement mentor is willing to meet you and have **an interview** to identify more precisely your aims and duties. During the interview your communication skills are checked, if foreign languages are a must during the traineeship, then part of an interview could be in the working language, for instance, in English.

You might be asked just to talk about yourself, your background, hobbies, then your motivation of choice for a particular traineeship placement, expectations regarding duties, work conditions, teamwork and as well - some specific questions about your reaction

or action strategy in different situations. While most interviewers stick to more conventional questions, others may ask one of these types to see how you perform under pressure.

### Questions you might answer at the interview:



- > Tell me about yourself.
- > Why you have chosen our organisation, what interests you in this work?
- > What are your strengths and weaknesses?
- > Describe a challenge you've overcome in your life, studies?
- > What would you do, if there would be an angry client that starts arguing with another client?
- > What motivates you to perform well at work?
- > Do you have any questions for us?

## Receiving financial support for your traineeship (scholarship, transport/accommodation compensation, etc.)

For instance, you can receive a scholarship to cover your travel, accommodation, and costs for meals paid by the sending organisation. Or it can be compensation for transport or paid meals and accommodation covered by a traineeship placement organisation.

In case of receiving financial support, you will have to **sign the agreement between you and the financial support provider.** A financial support agreement is a legal contract between a giver and a financial support receiver that defines the terms of their relationship. The contract outlines the basic details about each party, how much scholarship money is being granted, and what criteria the receiver must meet, what are the obligations and duties to receive the financial support. If you can get a scholarship, one will be transferred to your bank account - so it means you will need one.

### **Check, if you can receive a scholarship from the sending organisation and other financial benefits from the traineeship placement organisation simultaneously.**

Often one excludes the other, so you must inform both sides and ask questions about eligibility.

Another aspect is **reporting the costs,** most often it applies if you have received the scholarship. If so - reporting forms will be provided, however - you must be able to collect credible proof of the costs, for example, tickets and boarding passes of transport, bills for accommodation, or other costs.

#### Good to know:



- › How much money I can receive as a financial support for my internship?
- › How I can spend this money, are there any restrictions?
- › If I will receive all sum of scholarship at once or divided in parts?

- › Should I collect documents to report my spendings?
- › If there are some special limits defined in legislation, for example for fuel costs (amount/100km)?

## Obtaining the medical permit and doing the health check

In some cases, your traineeship placement would require a **medical permit** or ask for a note from your doctor. More typical is if you will have a traineeship in catering or direct contact with clients. This can be defined by legislation or could be the motivation of a traineeship organisation just to be sure that you will be able to do a specific job.

It is always important to check the need for medical documentation, especially if the traineeship is planned for a longer period or you are not 18 yet.

## Preparing travel documentation if your traineeship is abroad

When preparing for a traineeship abroad, it's crucial to **ensure that you have all the necessary travel documentation** in order. The specific requirements can vary depending on the country you're travelling to and your nationality. Here's a general checklist of travel documentation you may need:

- > **Passport or valid ID card:** ensure that your passport or ID card is valid: travel within EU - the validity period of the document should be at least 3 months after the last day of travel, if outside. outside the EU and Schengen zone - 6 months;
- > **Visa:** check the visa requirements for the country you're visiting;
- > **Traineeship acceptance letter or agreement:** a letter from your traineeship provider or traineeship agreement confirming your acceptance and the details of your traineeship; this may be required for visa applications;
- > **Travel insurance:** purchase comprehensive travel insurance that includes coverage for

health, accidents, and other unexpected events; The European Health Insurance Card (EHIC) as well can be used;

- > **Proof of accommodation and flight itinerary:** have confirmation of where you'll be staying during your traineeship. Have a copy of your flight itinerary, including details such as departure and arrival times, airline information, and confirmation of your return;
- > **International Student ID Card (ISIC)** (if applicable): ISIC card may provide you with student discounts on transportation, accommodation, and cultural activities;
- > **Emergency Information:** keep a list of emergency contacts, including local contacts at your traineeship location and your country's embassy or consulate;
- > **Photocopies of Important Documents:** make photocopies of your passport, visa, and insurance documents. Keep these copies separate from the originals.
- > **Other:** carry some local currency or a small amount of cash for immediate expenses upon arrival; health documentation - ensure that you have any necessary vaccinations for the destination country;

if you are using prescribed medications - take prescriptions with you.

### If you are under 18 years old and having internship abroad:



- > You may need an extra (official) document signed by your parents, second parent or legal guardian(s) authorising them to travel. There are no EU rules on this matter, each EU country decides if it requires the person under 18 to have an official authorisation from their parent(s) or guardian (notarised credentials);
- > If you are aged between 16 and 18 you may travel alone (without accompany of adult) if you hold a passport or national ID card

It's essential to start the documentation process well in advance of your departure date to ensure that you have everything in order.

## 1.2. So, you are there, your traineeship starts

### Getting familiar with the work environment, colleagues, and rules

Your arrival and first day at the traineeship placement can be filled with different emotions - a bit of excitement, a little fear, or confusion. You will get acquainted with your colleagues, workplace, duties, and rules. The work environment may be different from what you're used to, and your ability to adapt will contribute to your success. The key is to be observant, adaptable, and respectful. Your mentor and colleagues are there to help you with navigation. If specific orientation sessions are organised, we suggest attending them.

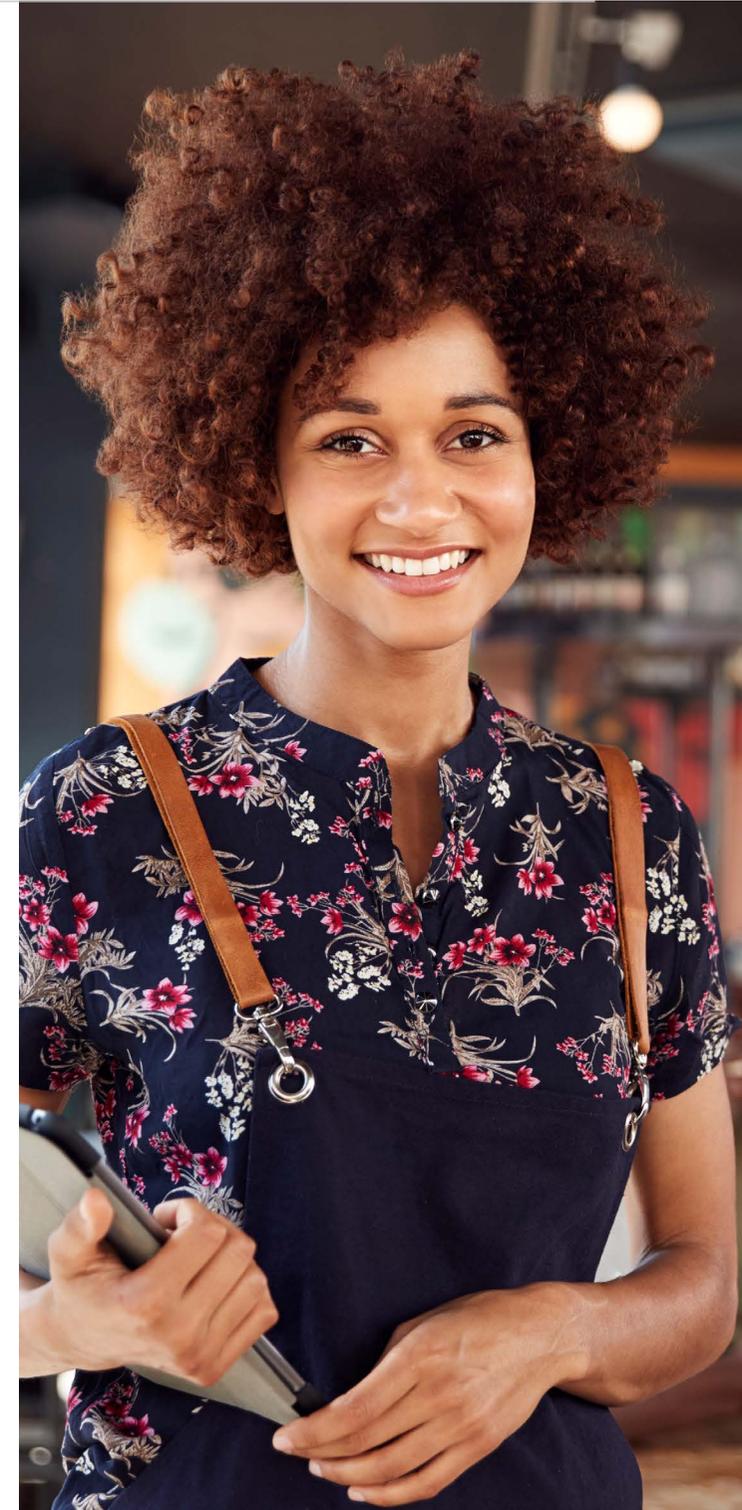
Ensure that you are aware of and adhere to all formal and informal rules and policies of the company, such as data security, confidentiality, and ethical guidelines. This also includes rules regarding working hours, breaks, communication channels, and any specific guidelines unique to the organisation.

Professionalism is something you should learn and train besides sector-specific skills.

#### Observe and learn:



- > **Dress code and personal hygiene:** observe how colleagues dress, adhere to the dress code. Respect that there could be specific rules, for example, about hairstyle, face piercing or nail colour;
- > **Colleague interactions:** be open and friendly. Introduce yourself to colleagues, and try to remember names. Stay neutral and avoid inclusion in some informal "alliances" or colleague groups that are slandering others;
- > **Workplace dynamics:** pay attention to the way people communicate and collaborate. Understand how decisions are made.



## Navigation through schedules and shifts

**In hospitality and tourism perception of working time can differ** - while clients are enjoying vacation, relaxing, receiving services, and having fun - you are working hard. Yes, it means summers and weekends and it is not always easy psychologically. That's the specifics of the industry.

The work often is organised in shifts. Managers will balance schedules, e.g. - part of the time your traineeship will happen in the morning shift, and part in the evening. Usually, trainees are working together with experienced colleagues. Legislation and your traineeship agreement define a daily limit of hours you can work and there should be free time and days off. **Inform your traineeship mentor if you have some time-related challenges**, e.g., schedule of public transport. Use a calendar to plan.

### Clarify questions:



- › In which days (dates) I must be at work?
- › Which day in which department if that is the concept?
- › What time the work starts and how much in advance I must arrive?
- › What is the schedule of shifts?
- › To whom I must report if I am late, or I have to leave earlier?



## Communicating with mentors and supervisors

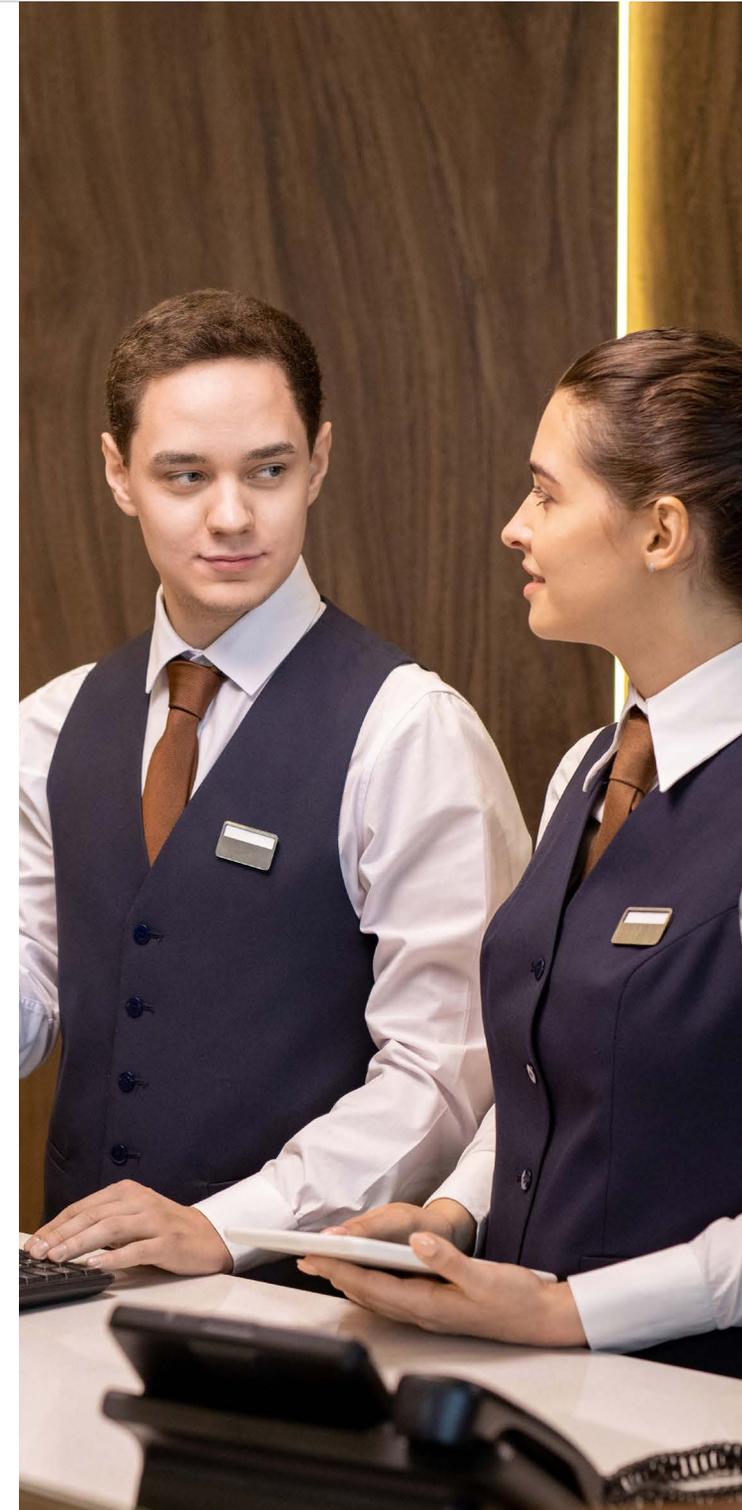
Remember, **effective communication is a two-direction road**. Be receptive and open to your mentor's guidance and actively engage in discussions. You can start with **establishing goals and expectations** you could later discuss and revisit these goals with your mentor to ensure alignment progress.

**Keep your mentor informed about your progress and any challenges you are facing**. Request feedback on your work regularly and use it for your improvement, especially in situations when you are not confident about the result.

### Communication hints:



- › Determine the preferred communication channels of mentor and clarify - how to communicate in cases of emergency;
- › Schedule meetings with your mentor to discuss work and address concerns;
- › Pay attention to your mentor's communication style, use professional language in communication;
- › Be respectful of your mentor's time.



## Communicating with the sending organisation

Before you go to a traineeship, a supervisor from the sending organisation will be assigned. Usually, the one will make sure if you have begun your traineeship successfully, a midterm meeting could be agreed upon. In case of any inconveniences, changes, or problems you have to contact the sending organisation immediately.

## Keeping track of your traineeship (traineeship diary, traineeship plan)

Daily activities during your traineeship must be documented. Several formats are most common - traineeship diary, traineeship report or traineeship plan, and progress tracking document. This is the place where you record major events, questions, lessons learned, and feelings about your traineeship, as well as keep a factual record of any information you would like to record.

Usually, traineeship diaries, report forms, and traineeship plan/progress tracking templates are filled with information about daily activities, traineeship goals, problems and solutions, skills development, teamwork and communication, feedback and evaluation, and overall conclusions and reflections.

## Dealing with problem situations

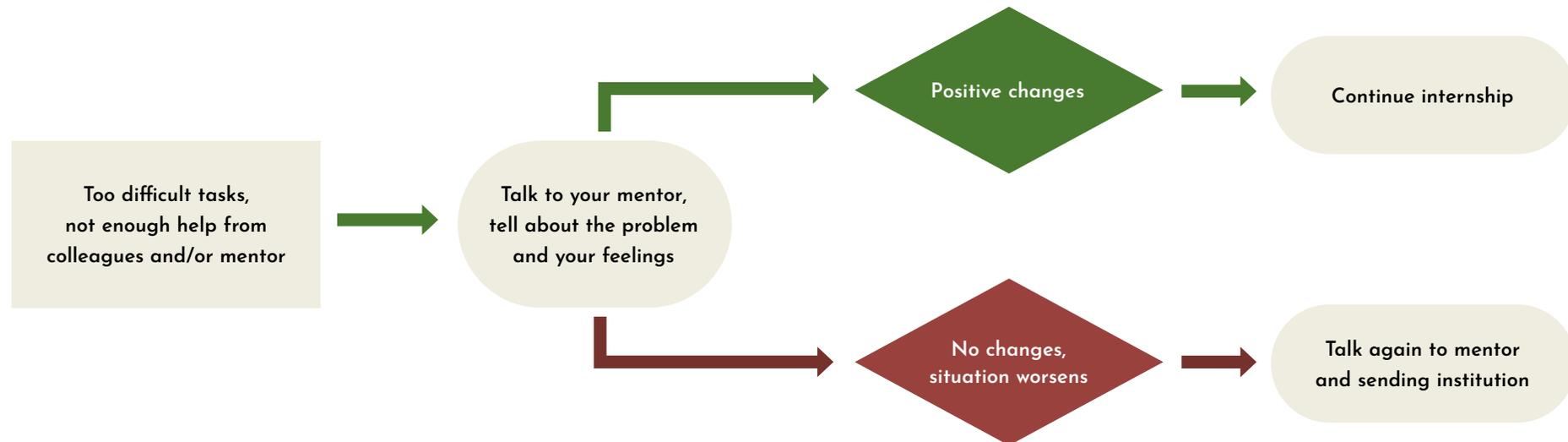
Facing problems during a traineeship is not uncommon, however, it's important to address them proactively to get the best solution. Everyone reacts differently to challenges, and various factors can influence emotions.

Seeking support, learning from the experience, and setting realistic expectations can help you to cope with situations. Problem-solving is much about learning, motivation to improve, acceptance of situations, and training such skills as adaptability, solution-oriented thinking, and uncertainty management.

We are providing you with action plans - decision trees to find the best solution. In most cases, the key is open communication with the mentor and sending institution as they can directly influence situations and help you with decision-making.

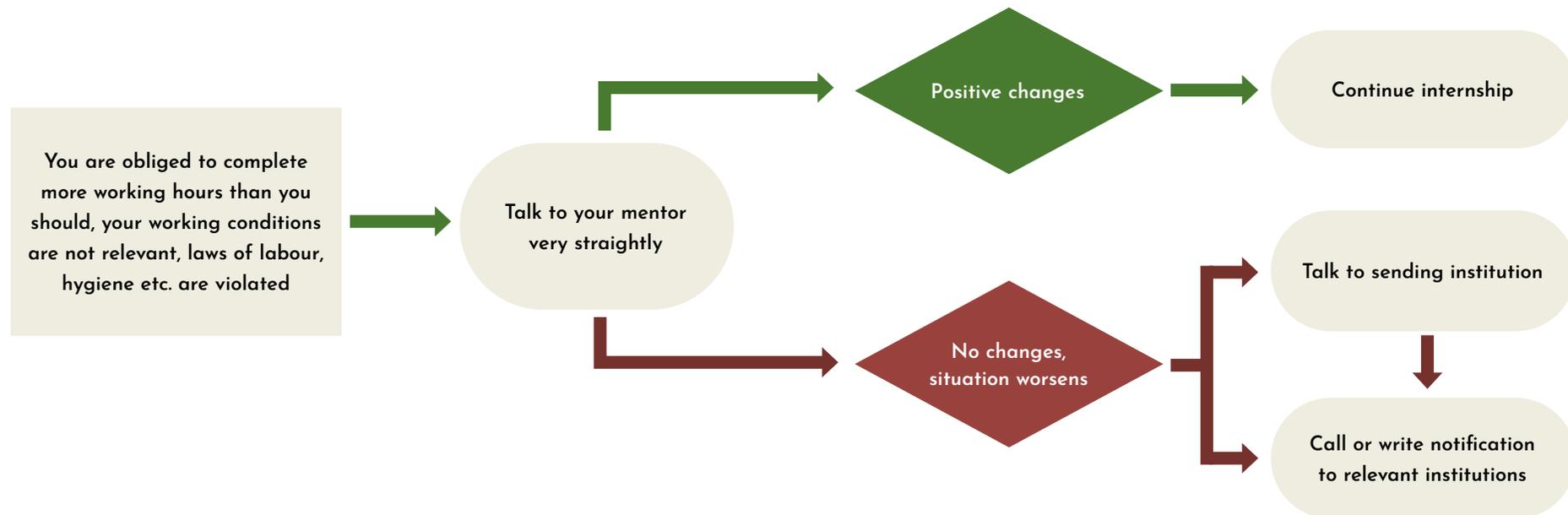
**Situation 1. Difficult tasks, lack of support.**

At your internship you feel confused and lost, that tasks assigned to you are too complicated regarding your skills and competencies and colleagues are not helping. Yes, it can be a learning challenge. But it can be a mistake which has to be solved as soon as possible.



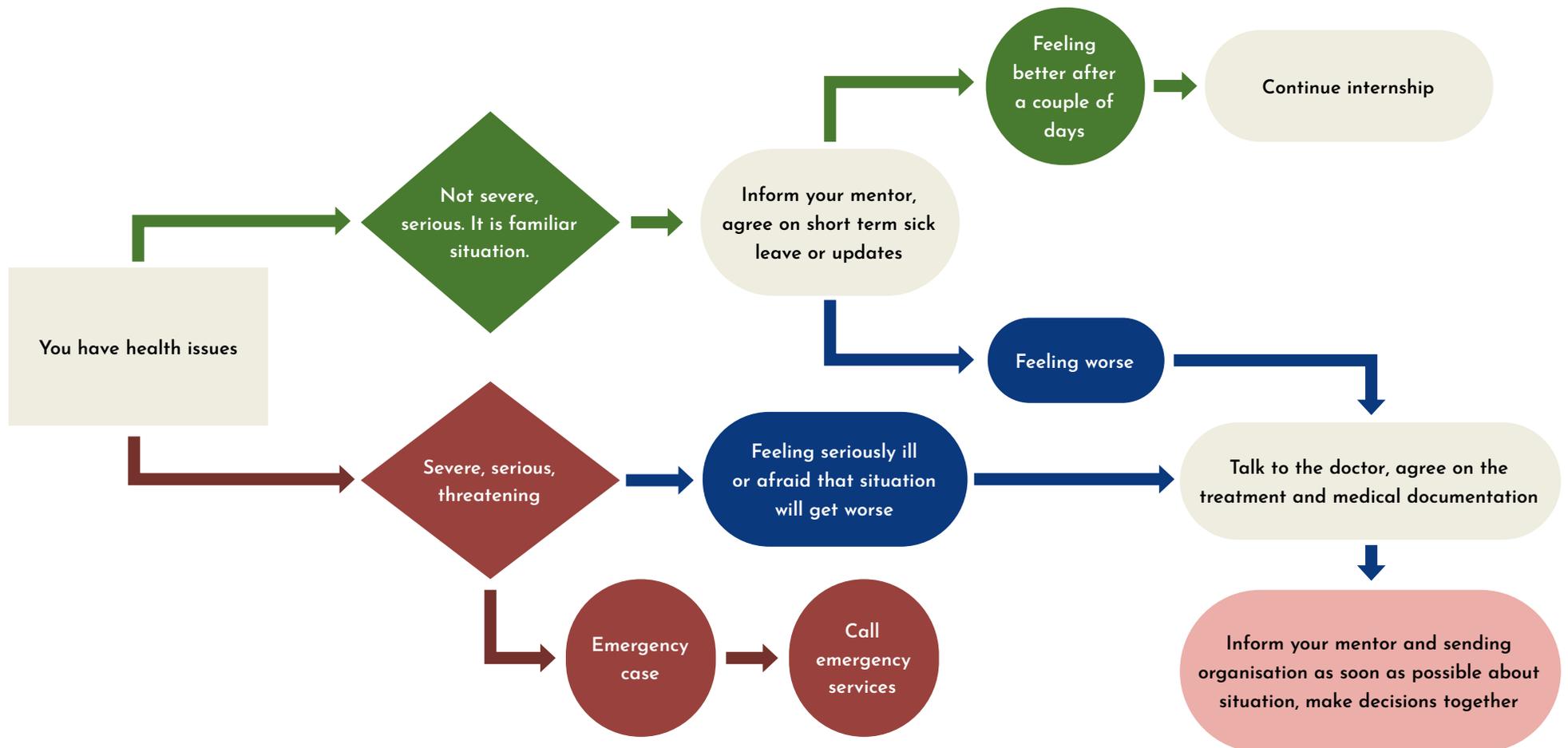
## **Situation 2. Irrelevant working time and conditions.**

You are obliged to work longer hours, have less free time as agreed, and there are meal or rest break violations, discrimination, or violations of laws in your workplace. This is a red flag. You must be very straight with your mentor, if it is not helpful - contact sending institutions or institutions in charge of violated aspects. If you experience a violation of the law, we highly suggest you collect credible proof of that.



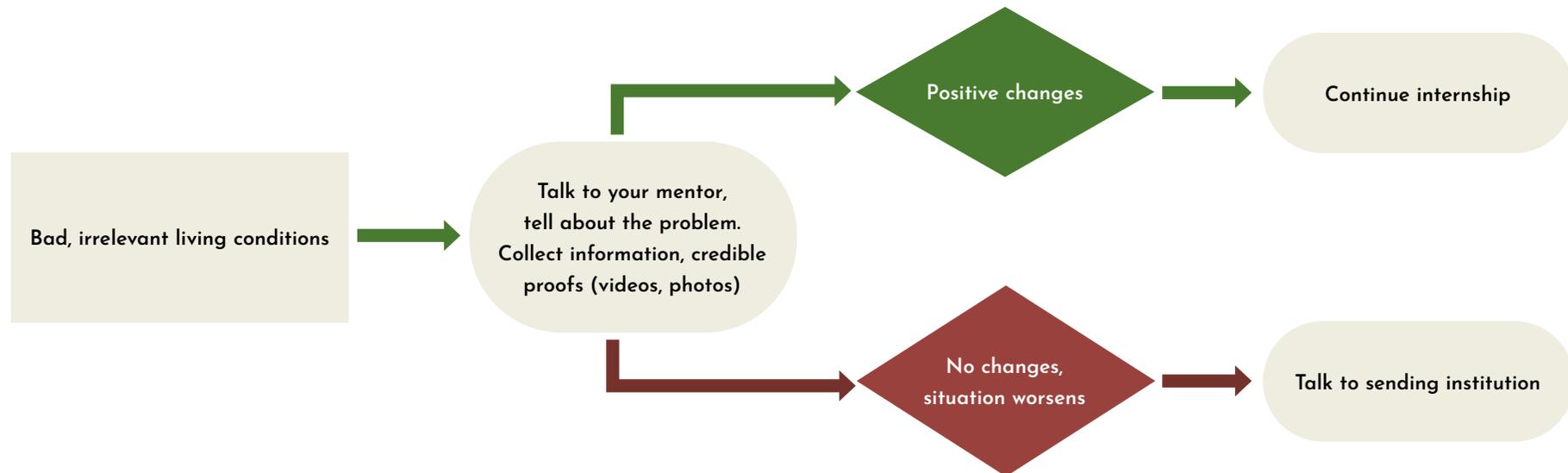
### Situation 3. Health issues.

You wake up in the morning and feel sick, you have a fever or stomach issues, or maybe a sharp headache.



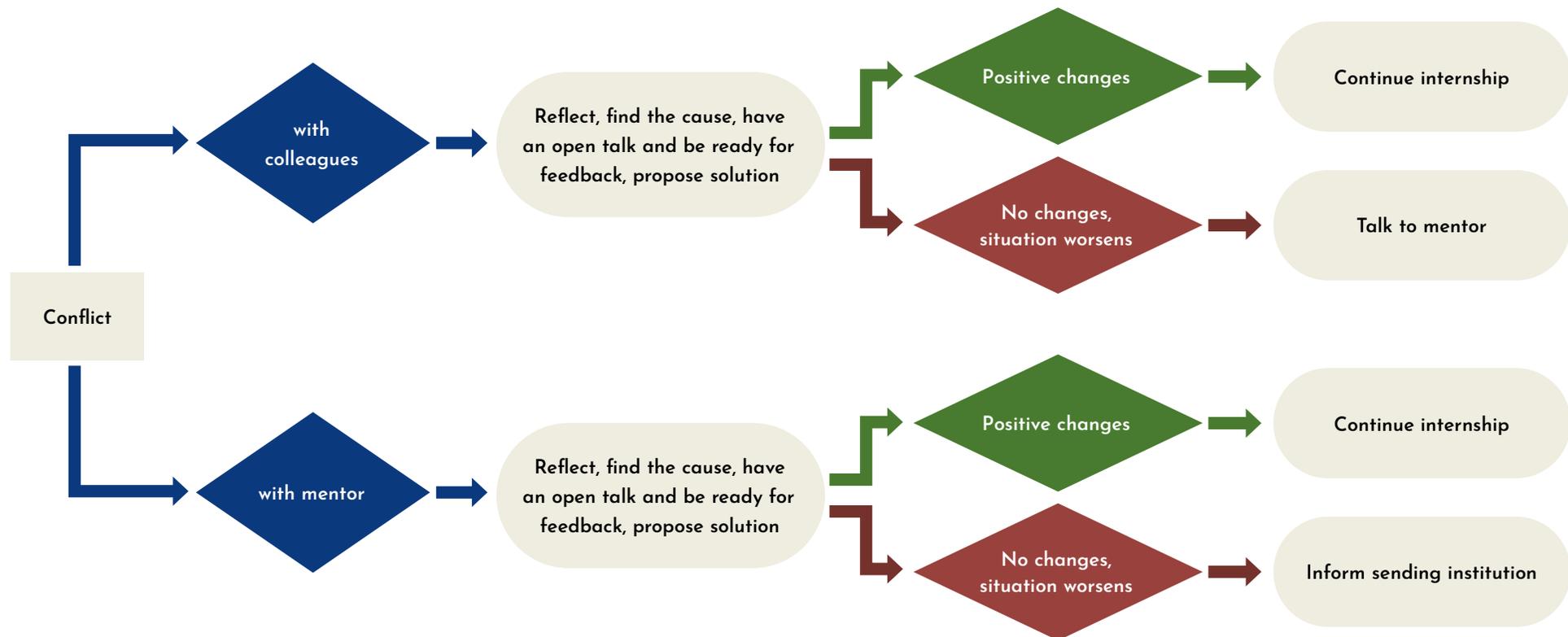
#### **Situation 4. Bad living conditions.**

Occasionally there are situations, that accommodation offered by traineeship placement doesn't match your expectations. However - you should distinguish between "I just don't like it" and objectively irrelevant living conditions (e.g., too humid, too loud, too many people that share rooms etc.). If your traineeship placement offers accommodation, it is worth asking questions in advance about any aspect you would like to find an answer.



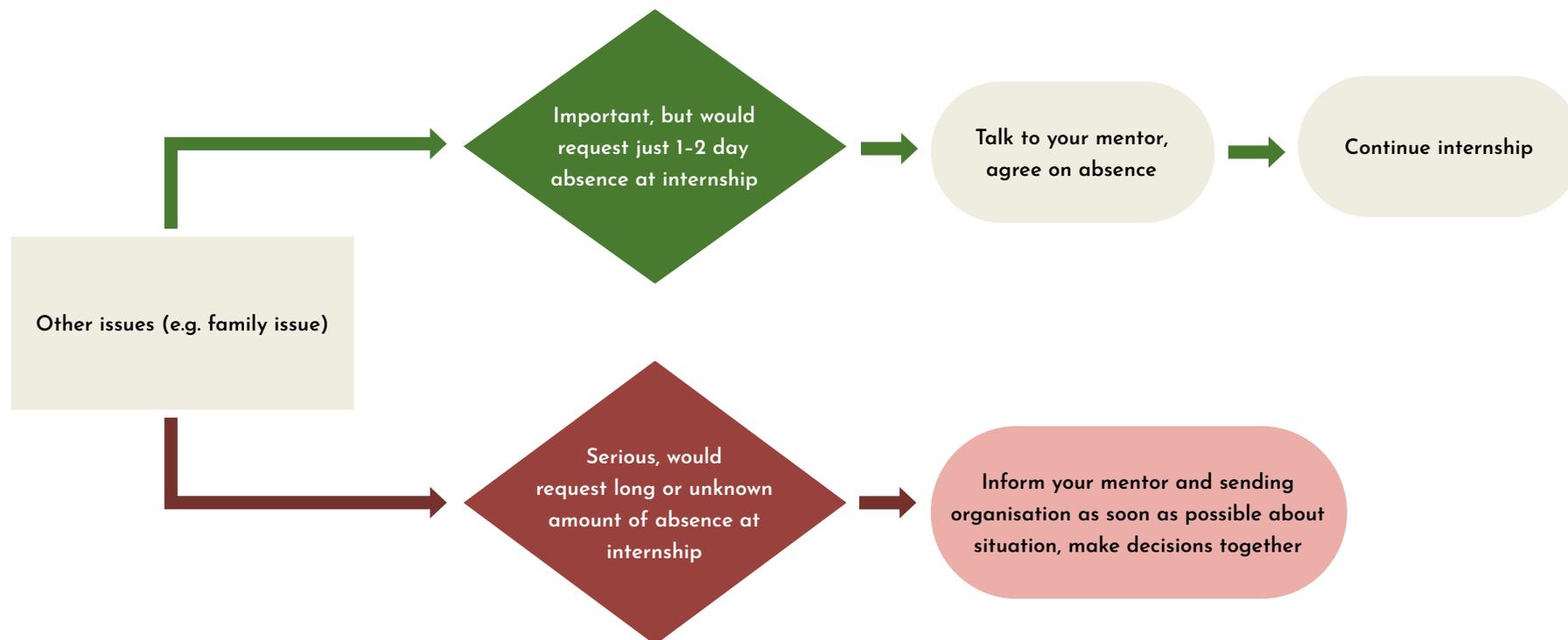
**Situation 5. Conflicts with colleagues or mentors.**

Here addressing the issue promptly and effectively is crucial for a learning experience. It is in your interests to continue the traineeship, so getting on common ground through understanding causes of conflict.



**Situation 6. Other personal issues (family problems).**

Every day we receive news – good and not-so-good ones. Life sometimes makes some corrections that make us change our plans even more dramatically. Sometimes we can expect changes, but sometimes they are unpredictable.



### 1.3. Congratulations, you did it!

It is the final day of the traineeship - now you are a young professional, even though there might be some not-so-bright moments. It is an important time to leave a positive impression and wrap up your experience on a good note.

It might be a simple working day to complete any pending work. Finish all assigned tasks and projects or hand them over to the relevant team members. If there are loose ends or unfinished work, plan for how it will be addressed after your departure.

Return any traineeship placement property, such as laptops, access cards, or other equipment, following the procedures. However, on the last day, there might be some special farewell and evaluation of experience - it depends on traditions in traineeship placement. If there are any farewell activities or gatherings planned, attend, and enjoy the opportunity to celebrate your experience.



## Evaluation of planned and achieved goals

It is a good moment **to talk with your mentor to reflect on your experience** - what you've learned and achieved during your traineeship, the skills you've gained, and the challenges you've overcome. Some of your colleagues could reflect, too.

If you made a traineeship plan, look at it and compare planned and achieved. **Seek feedback** if it is not formally or informally provided. Take the time to **thank your colleagues, supervisors, and anyone else who has supported you during your traineeship**. If relevant - write thank-you notes or emails expressing your appreciation for the guidance and opportunities you've been given. **Exchange contact information and express your interest in staying in touch** with colleagues and supervisors you've worked with if relevant. LinkedIn is a great platform for professional connections however - depending on the organisation's culture it can be another.

If you truly enjoyed the traineeship and would like to be considered for future opportunities, express your interest in staying connected or returning for a more permanent role.

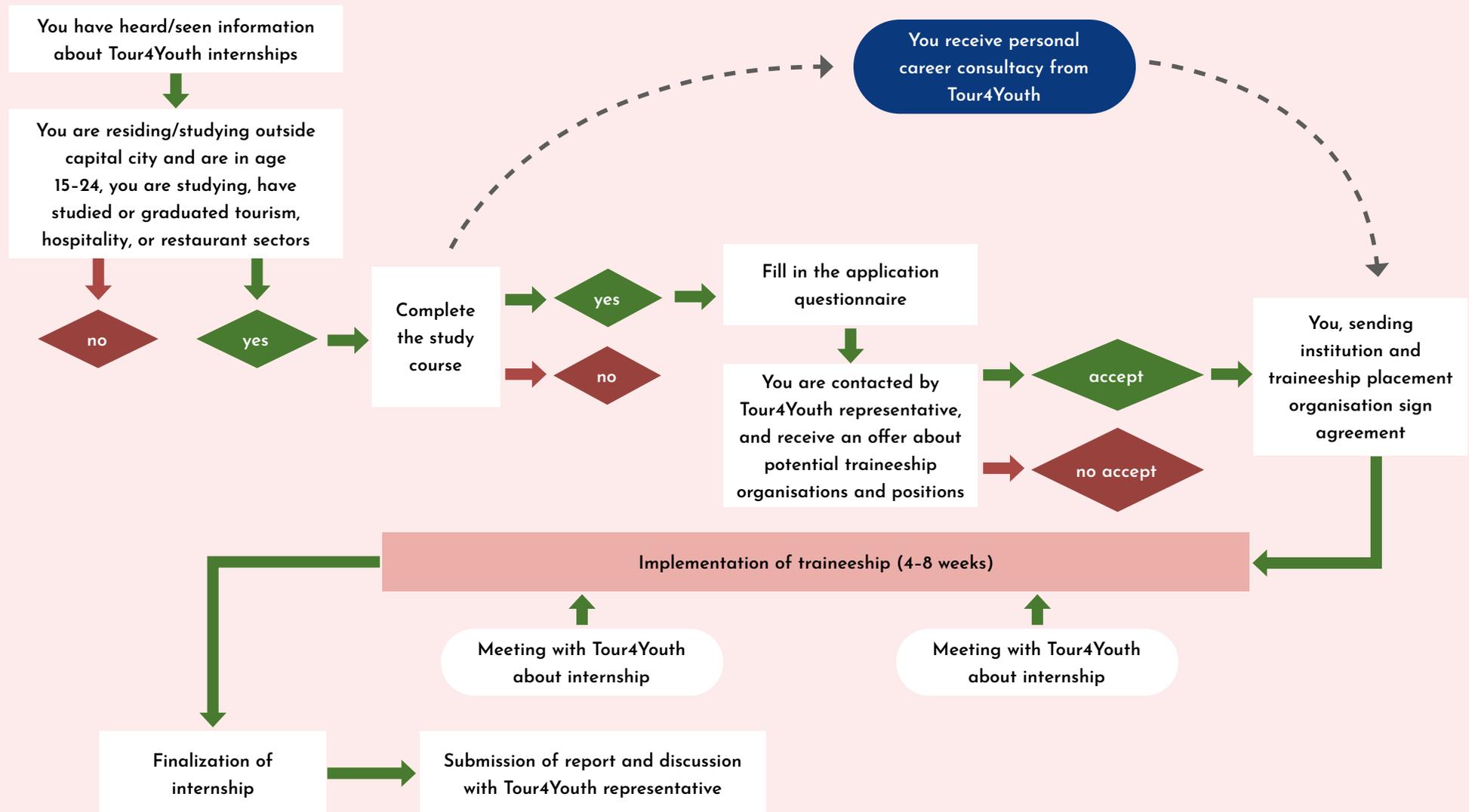
## Feedback and evaluation documentation

Get sure in advance what type of feedback and evaluation documentation you will have to submit to collect information, and documents and ensure that processes will happen on time. Usually, it will be your **traineeship report**. Clarify the form, deadlines, and to whom you should submit them if needed.

## What could happen next

Now you can **update your CV's work experience section** and write in the new skills and experiences gained during your traineeship. In some cases, especially, if you have shown yourself well, a permanent full or part-time job position can be offered. Surely it is a great opportunity, however, you still must evaluate - how you will deal with practicalities (if your salary is relevant to cover the needs) and the possibility of connecting your job with studies and personal life.

## Roadmap for trainees within the Tour4Youth project



## 2. For sending organisation

The sending organisation is the one who decides about core concepts of traineeship, establishes partnerships with traineeship hosting organisations, designs the application and selection process for traineeships from informative activities until decision and signage of agreement and supports students or clients during the traineeship process, as well helps in case of issues and evaluates the result of traineeship.

The sending organisation develops various documents - application forms, agreements, reporting, and feedback documents as well as conducts evaluation, grading, and/or certification. The exceptional case is if all the above-mentioned are predefined by other organisations, projects, or scholarship foundations.



## 2.1. Traineeship aims, relevance to study programs, and talent development

The traineeship, from the perspective of a university, vocational school, or other organisation, that supports professional development, is a temporary work experience or training opportunity provided by an employer - a private company, NGO, or public sector organisation. Traineeships are typically pursued during a student's academic career or within specific programs, usually during the summer break or as part of a program during other periods apart from summer break.

Traineeship inclusion in a program must be purposeful and well thought out. To some extent, general organisation principles depend on legal requirements that define the amount of time or credit points. So, sending organisations can plan - the most beneficial timing and whether traineeship should be divided into parts. However, the tourism, hospitality, and restaurant industry requirements are very important as well for better identification of the skills and

knowledge required in those industries. There must be a defined aim for traineeship which is in line with study or other development programs as well as with trainees' recent and future skill levels. If there are several rounds of traineeship during the study program, the aims, content, duration, and recommended type of traineeship placement may vary depending on a concept - skills development within one position or even vertical career development or opportunity to try diverse duties and organisations.

### Scholarship management

In some cases, there are specific traineeship-targeted scholarships or similar financial support tools. The source of those can be internal (budget of sending organisation) or external (long- or short-time programs or projects, scholarships). Depending on the situation - the managing authority can be the sending institution - the scholarship provider or management can be shared. Scholarship

means financial liabilities, which request transparency and documented processes. Check if there is a specific registration process for scholarships to avoid extra taxation.

### FUNDING GUIDELINES within Tour4Youth project



**Involved parties:** partner, participant, and organisation

Funding (scholarship) amounts and formats depend on type of work scheme, location, duration etc.

Project partners define and pay for the travel and accommodation and the scholarship based on reasonable needs.

## 2.2. Mapping and selection of traineeship placements

Mapping the best traineeship places for students or other training program participants is based on considerations about various factors to ensure a positive and enriching experience.

Even if conceptually sending organisations' position is that trainees should find the traineeship placement organisation independently and this process belongs to skills development, it must be taken into consideration that especially regarding 1st traineeship not all of the students can get a traineeship position.

It is important to establish criteria for traineeship placement organisation selection. After this process sending and partner institutions networks should be used to identify potential traineeship hosting organisations, new networks will be established to connect with professionals in tourism, hospitality, and catering industries to gain insights into potential traineeship opportunities. Other not less significant options are networking events, workshops, industry conferences, and online platforms (e.g., ERASMUSINTERN) that connect students with internship and traineeship opportunities. Websites like LinkedIn and Glassdoor often list internship openings.

### Potential criteria for traineeship placement organisation selection:

- > Type of organisation (private, public, NGO)
- > Location
- > Company size
- > Specifics of work, type of business
- > Industry reputation
- > Departments where traineeship will be implemented
- > Approach in mentoring
- > Number of trainees organisation would like to host at once
- > Willingness to have local and/or international trainees
- > Ability to provide accommodation and meals
- > Ability to pay transport compensation or scholarship
- > Requirements and expectations about trainees

**Engagement** with traineeship providers or future employers is usually done **via direct contact** and inquiries about traineeship plans. Sending organisations must verify that the traineeship opportunities comply with local labour laws and regulations and that the trainees' rights and responsibilities are clearly defined. Depending on legislation - long or short-term agreements about collaboration should be signed.

Sending organisations **can do the site inspection** of traineeship hosting organisations to strengthen cooperation, and negotiate more efficiently some aspects of internship.

**Examination of the stories of previous trainees** from specific organisations and consideration of feedback and testimonials can help with filtering potential traineeship experience providers.



## 2.3. Facilitation of application process for trainees

Consulting and advising are essential parts of the facilitation of traineeship and can be critical in the case of the 1st experience. The process can be divided into **informing students about opportunities, career consulting, and application**. Informing the students can happen via different channels - posters, leaflets, e-mails onsite or online meetings, or individual addressing.

**Indirect information** channels are devoted not just to grab the attention, but also to provide enough information to encourage further engagement. Information materials must be designed and content to resonate with the interests and preferences of the target student audience.

**Informative meetings** can be an effective tool. When conducting a meeting about a traineeship, it's essential to cover various themes to ensure that both the organisers and participants have a clear understanding of the program. It is important to ensure that the meeting is well structured and held in an open atmosphere, so potential trainees cannot just listen, but also ask questions and discuss.

**Individual addressing** is a very powerful tool in communication in various contexts. Personalised communication has several advantages and can significantly impact the effectiveness of your message.

Individual addressing can be used in cases when insufficient interest level was gained by using other means, when there is a sense to address specific students due to selection criteria and to help ones who showed interest but need more explanation and arguments.

### Career consultancy

Career services to some extent are available nearly in all educational institutions as well as in state unemployment services and thematic NGOs to provide a range of services to help students and clients navigate their career paths. If a student or client is uncertain about the right choice, it is worth identifying this situation and considering scheduling a career consultancy.

In general **career consultancy is organised as one-on-one counselling sessions**, however, sometimes it can be a small group event to help individuals explore their interests, skills, and values. These sessions in the context of traineeship involve discussions about potential career paths and strategies for achieving professional goals. We recommend documenting career consultancies to track progress.

## 2.4. Traineeship documentation

Another aspect where support would be relevant is the preparation of traineeship application documentation and submission to make it easy for them to apply for traineeships. For the process organisation, these could be common or individual consulting sessions, which can be included as a task in a relevant study course.

Filling in traineeship application documentation (most commonly - application form, motivation letter, and CV) as well as a part of the learning and assessment process. Advice might be needed in understanding the guidelines which define the purpose and requirements for each document.

### Help your students or clients:



- › Understand the submission format and signing the documents (written documents, a portfolio, digital forms, digital or usual signature);
- › Find and fill in templates if they are available: templates often include specific sections and prompts to guide in providing the necessary information;
- › Suggest proofread: suggest to check for grammatical errors, clarity, and consistency;
- › Remind about the deadlines: submitting documentation on time demonstrates professionalism and commitment and can be critical factor.

## Reporting and feedback documentation

Reporting documentation usually consists of a trainee report (format can be a short structured free-form report, extended report, and traineeship diary) and traineeship hosting organisations' feedback about results and corporations. In the case of scholarships, there might be extra reports about spending that should be proven by documents (bills, boarding passes, tickets, etc.).

**Trainee reports** typically document the learning experiences, tasks undertaken, and skills acquired during a trainee's period with an organisation. The content of a traineeship report may vary, but generally, it consists of information about the traineeship placement organisation, traineeship period, detailed job role and responsibilities, skills developed, challenges and problems, learning experience and achievements, conclusion, and recommendations for those involved.

A diary format report or Traineeship diary (traineeship journal or logbook) is a document in which trainees record their daily experiences, activities, and reflections during their training period. The purpose of keeping a traineeship diary is to document the learning journey, track progress, and reflect on the practical aspects of the training.

**Spending reports** are requested usually in case of scholarship or other financial support, then trainees should receive clear guidelines in advance as they will probably have to collect specific documents during their traineeship.

Typically, trainees should report transport and accommodation costs, rarely - other costs. Spending reports should be structured and very clear as well - trainees should receive clear instructions on how to fill these reports and what kind of documents to collect in which format.



## 2.5. Selection of trainees, eligibility for traineeships

Selection criteria for traineeships can vary depending on the industry, organisation, and the specific role. However, firstly there might be strict eligibility criteria (such as age), that applicants should meet, especially in the case of scholarships or specific training programs.

Selection of the trainees can be based on application documents, or other data, such as study results or feedback from teachers or mentors. We suggest conducting individual interviews as a second selection round method to talk about specific issues and verify skills and knowledge. The most used criteria for selection of trainees are **educational qualifications, skills and knowledge;** **motivation and enthusiasm;** **language skills;** **soft skills;** **work ethic and reliability;** **motivation and ability to learn;** **previous experience, internships, volunteering;** and **digital literacy.**

**Selecting a trainee for a traineeship abroad involves careful consideration**

of various factors to ensure that the chosen candidate is well-prepared for the international experience. Apart from the general criteria mentioned in the previous section, some others should be considered as situation-specific and even sometimes with higher priority.

Consider factors such as **language proficiency, cultural awareness, and adaptability.** There are other factors to be taken into consideration, however, cannot be stated as critical or excluding. For instance, previous international experience (also travelling), the candidate's overall health and well-being are important so the candidate must be prepared for challenges. By carefully considering these factors and conducting a thorough assessment, organisations can select trainees who are not only qualified for the role but are also well-suited for the challenges and opportunities presented by an international traineeship.



## 2.6. Instructions for the first traineeship

Organising an instruction meeting before an internship is crucial for providing interns with essential information about the company, their roles, and expectations. The core goal of these kinds of meetings is to encourage trainees and to provide all necessary information.

Use the meeting to remind about traineeship objectives, by explaining how the traineeship aligns with the trainees' career and study goals. Communicate expectations - trainees should take responsibility not just to represent themselves, but as well - sending organisation. Explain the resources available to help trainees succeed.

### Support throughout the traineeship journey

The organisation of traineeship also includes support services to students or clients throughout their traineeships, such as mentorship programs, workshops, and counselling which simultaneously can serve as part of a system to monitor trainees' progress during the traineeship. Trainee and traineeship organisation placement should feel safe that they could receive support, especially in case of problems.

Trainees and traineeship hosting organisations should be informed about support and consulting opportunities, traineeship coordinators, or supervisor contacts. Midterm check-in meetings can be a good tool.

**During Tour4Youth project organised traineeships**



Trainees will have 2 counselling sessions with career specialists.

## 2.7. Dealing with problem situations

During an internship, various issues can arise, both for the intern and the organisation hosting the internship. In general - the majority of issues where sending institutions must intervene occur when trainee and traineeship hosting organisations cannot solve communication or other issues on their own as well - these are problem situations where crucial decisions about traineeship must be taken and the sending institution is the one who is authorised to.

Every case should be observed carefully by considering arguments from all involved to ensure objective actions and solutions. There must be a **clear system for trainees and for traineeship hosting organisations to report issues** (contact person, contact channel) and for sending organisations to ensure rapid responses and solutions in cases where decisions must be taken immediately.

1. **Communication problems between trainee and traineeship hosting organisations.** Communication issues manifest as misunderstandings between the trainee and the team or mentor. Lack of constructive feedback or performance evaluation or lack of communication in specific situations (e.g. trainee is not reporting that will be absent). These can be reported by both - Trainee and/or traineeship hosting organisations.
2. **Issues with tasks, workload, and time management.** These issues can be related to lack of clarity regarding tasks, expectations, etc., insufficient guidance or an overwhelming workload or lack of tasks leading to boredom. In these cases, usually, the trainee is the one who reports situations. As well another cause can be struggling with time management and meeting deadlines - in this case, it can be reported by the trainee and/or traineeship hosting organisation.
3. **Interpersonal issues** can be based on the difficulty of adjusting to the organisation's culture or communication issues disputed above. The situation is reported by the trainee and/or traineeship hosting organisation.
4. **Issues with equipment, technologies, and resources** are related to the availability or functionality of tools and equipment (even threatening situations) which can be reported by trainees. Another case is damage to equipment, resources, and technologies damage is the total fault of the trainee (deliberate damage, damage done under drug or alcohol influence) typically reported by both trainee and/or traineeship hosting organisations.
5. **Ethical dilemmas** (encountering situations that raise ethical concerns or conflicts of interest). Situations can be trainee-cause, for instance, confidentiality, conflict of interest, integrity and honesty, environmental and social responsibility or traineeship placement organisation-caused situations: discrimination, cultural

sensitivity, personal boundaries, and fair treatment.

6. **Health and wellbeing.** Sometimes during traineeship trainees can face health-related issues that may affect performance. Another case is health issues (trauma etc.) gained during the internship. Health and wellbeing-related issues are usually reported by trainee and/or traineeship hosting organisations, in severe cases that happen outside of traineeship placement organisations it might be healthcare providers or emergency services.
7. **Financial compensation and other services-related issues.** Trainees can raise disputes or be dissatisfied with scholarship or compensation, provided accommodation, etc. Trainee can decide to discontinue the traineeship due to those reasons.

**Both trainees and traineeship placement organisations must be proactive in addressing issues.** Open communication, clear expectations, and regular check-ins can help mitigate many potential challenges.



## 3. For employers and traineeship supervisors

### 3.1. Why have the trainees, what are potential mutual benefits?

Traineeships that are part of educational or vocational training programs may be subject to specific standards set by educational or training authorities. These standards may include requirements for the quality of training, supervision, and assessment of trainees.

**Having trainees can be highly beneficial for companies.** Investing in trainees can serve as a form of succession planning for the organisation. By training new talent, organisations can develop future leaders and ensure a pipeline of skilled employees to fill key roles as others retire or move on.

Trainees provide an opportunity for organisations to develop specific skills tailored to their needs. **By providing structured training programs, organisations can ensure that trainees acquire the necessary skills and knowledge required for the job.**

Trainees often bring fresh perspectives and innovative ideas to the organisation. Their unique experiences and backgrounds can lead to creative solutions to existing problems and challenges. Trainees provide an opportunity for organisations to diversify their talent pool. By recruiting trainees from different backgrounds and demographics, organisations can foster a more inclusive and innovative work environment.

While trainees may initially require **guidance and supervision**, they can eventually contribute to the productivity of the organisation. As they gain experience and proficiency, they can take on more responsibilities and contribute to the overall output of the team or organisation. Offering training programs demonstrates a commitment to employee development, which can enhance employee morale and job satisfaction.

**Financial rationality** must be considered. Hiring and training trainees can be more cost-effective for organisations compared to hiring experienced professionals - you do not have to pay wages and can benefit from government subsidies or tax incentives for providing traineeship opportunities.

### 3.2. Understanding the aims of the traineeship, harmonising the aims of the trainee and the organisation, and creating a traineeship plan

Understanding the aims of a traineeship program is essential for companies to effectively design, implement, and evaluate training. The aims of traineeship defined by a sending institution for a traineeship differ from those set by a traineeship placement organisation, both parties need to collaborate, communicate effectively, and negotiate a shared understanding of objectives that balance educational and practical needs, address short-term job requirements while preparing for long-term career success, integrate theoretical understanding with practical application, align assessment methods with academic and workplace expectations, and define learning outcomes that support both academic and business goals.

On most occasions, traineeships require a **formal agreement among the trainee, the traineeship hosting organisation, and often the sending institution or training provider** if the traineeship is part of a specific program. This agreement typically outlines the terms and conditions of the traineeship, including the duration, objectives, responsibilities, and any compensation or benefits.



### 3.3. Selection of trainees

There are different policies for trainee selection. Some companies accept everyone who applies, some are selecting trainees whose **skills, knowledge, and talents match the requirements of the training program** involving a structured approach.

Identification of criteria goes together with a scoring system to evaluate candidates against the requirements. This could be a checklist, rubric, or scoring matrix that covers all relevant aspects of talent.

Evaluation can be done by reviewing applications carefully to assess candidates' qualifications, experience, and any evidence of the attributes you're seeking such as relevant achievements, projects, or experiences that demonstrate their abilities. An excellent method for decision-making about trainee selection is interviews with traineeship candidates to further assess their talents and suitability for the training program.

Final selection must be based on the evaluations and assessments, select the candidates whose talents best match the requirements of the training program. Diversity and inclusivity should be considered in your final selection to build a well-rounded cohort.



### 3.4. Arrangements of practicalities - accommodation and catering

Whether traineeship hosting organisations arrange meals and accommodation for their trainees can vary depending on the organisation and the specific arrangements made between the organisation and the trainee. In some cases, trainees may be responsible for arranging their meals and accommodation.

### 3.5. The legal framework of the traineeship

The legal framework surrounding traineeships can vary significantly depending on the country or region. However, there are some common principles and regulations that may apply in many jurisdictions. First-level conditions are defined by legislation. Traineeships are often governed by labour laws that define the rights and obligations of both trainees and hosting organisations. These laws may cover aspects such as working hours, wages (if applicable), health

and safety regulations, and discrimination protections. Mainly the traineeships are unpaid or offer stipends or other forms of compensation, however, in some cases, trainees may be entitled to payment for their work.

Traineeships are typically subject to health and safety regulations to ensure the well-being of trainees in the workplace. Hosting organisations are usually required to provide a safe working environment and may be obligated to provide training on safety procedures.

Other regulations that matter are anti-discrimination laws and data protection and privacy laws.

Regarding data protection and privacy - hosting organisations may be required to comply with data protection and privacy laws when collecting and processing personal information about trainees.

### 3.6. Traineeship documentation, agreements

Usually sending organisations are the ones who initiate collaboration with traineeship hosting organisations and organise documentation flow. Depending on regulations, the first document might be a letter of intent or general agreement about collaboration.

On most occasions, traineeships require a formal agreement between the trainee, the hosting organisation, and often the sending institution or training provider if the traineeship is part of a specific program. This agreement typically outlines the terms and conditions of the traineeship, including the duration, objectives, responsibilities, and any compensation or benefits. Usually, after traineeship mentors or supervisors from training organisations must complete a feedback report form about the performance of trainees. Depending on the situation there might be other traineeship documentation to complete, for instance, the traineeship plan (developed together with the trainee).

### 3.7. Dealing with problem situations

Yes, trainees can potentially cause issues for traineeship organisations, although it's not a common occurrence. In general - the majority of issues where sending institutions must intervene occur when trainee and traineeship hosting organisations cannot solve communication or other issues on their own as well - these are problem situations where crucial decisions about traineeship must be taken. Sending institutions will indicate a system for trainees and for traineeship hosting organisations to report issues and sending organisations to ensure rapid responses and solutions as in cases where decisions must be taken immediately.

1. **Communication problems between trainee and traineeship hosting organisations.** These issues are based on misunderstandings between the trainee and the team or mentor or lack of communication in specific situations (e.g., the trainee is not reporting that will be absent). It might be that the trainee is

struggling with communication skills.

2. **Performance and professionalism.** There might be situations where the trainee is unable to complete assigned tasks on time, producing subpar work, or lacking the necessary skills for the role. As well, it can be related to unprofessional behaviour, such as tardiness, absenteeism, inappropriate conduct, or disrespect towards colleagues, which can create problems within the organisation, struggling with time management and meeting deadlines
3. **Interpersonal issues.** There is a high possibility that this happens due to difficulties of adjusting to the organisation's culture.
4. **Issues with equipment, technologies, resources and work safety** are connected with availability or functionality of tools and equipment (even threatening situations) which can be reported by trainees. Another case is deliberate damage, damage done under drug or alcohol influence by trainees. Proper instruction of trainees properly in advance is of high importance, considering close

supervision in case of risk. Work safety documentation must be signed.

5. **Ethical dilemmas (encountering situations that raise ethical concerns or conflicts).** Situations might be various - trainees or peers caused: unethical behavior, dishonesty, or violation of company policies, and damage to the reputation of the organisation.
6. **Health and wellbeing.** Sometimes during traineeship trainees can face health-related issues that may affect performance. Another case is health issues (trauma etc.) gained during the internship. Also, there can be personal causes that may affect the continuation of traineeship. In severe cases that happen outside of traineeship placement organisations it might be healthcare providers or emergency services.

All - trainees, traineeship hosting organisations and sending organisations must be **proactive in addressing issues.** Open communication, clear expectations, and regular check-ins can help mitigate many potential challenges.

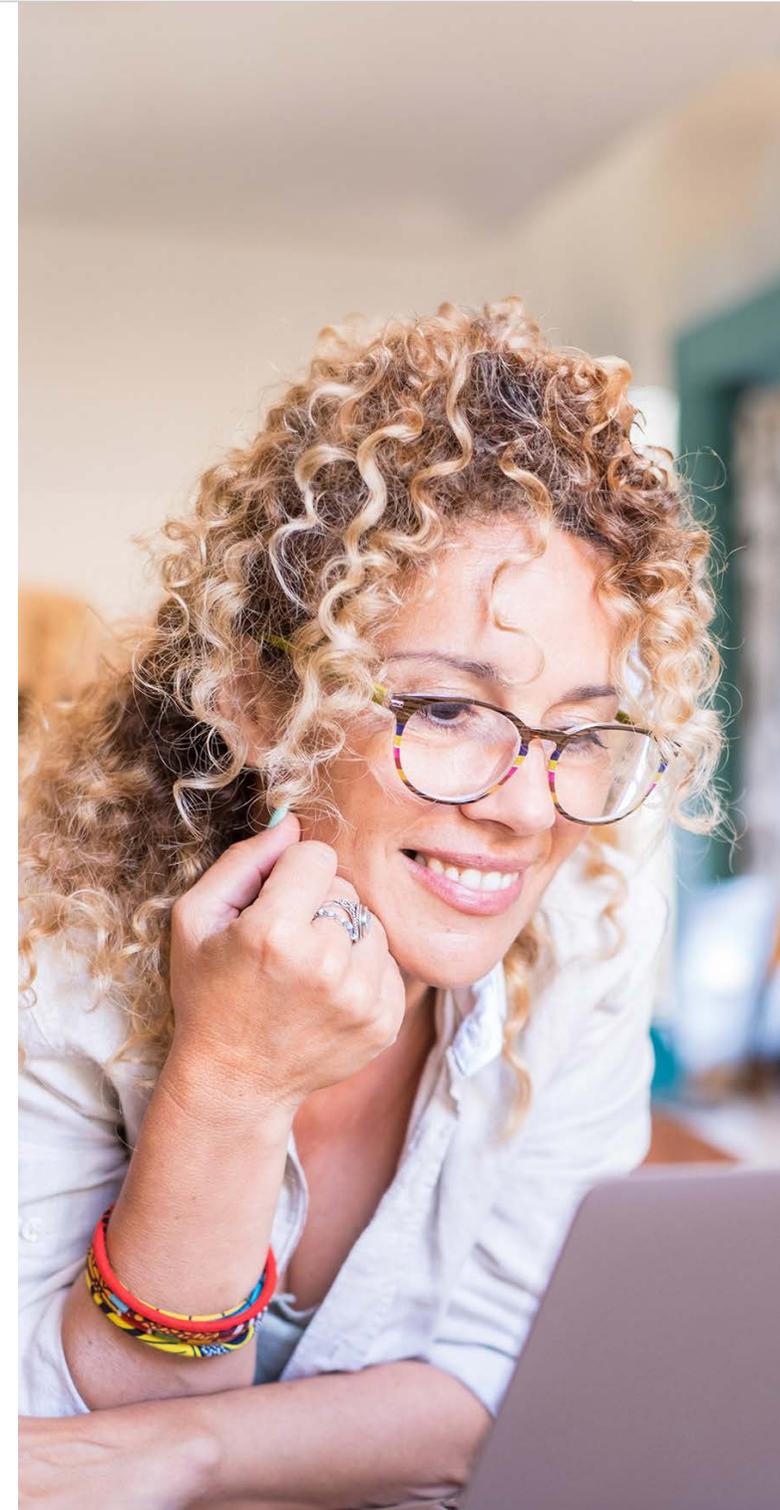
### 3.8. Long-term collaboration

Long-term collaboration between traineeship hosting organisations and sending organisations can be highly beneficial for both parties, as well as for the trainees themselves. For instance, they can **benefit from long-term collaboration by sharing resources, expertise, and networks**. Sending organisations to gain access to real-world learning opportunities for their students or clients, while hosting organisations can tap into the knowledge and skills of students and potentially recruit talented individuals.

Tailored training program development is another aspect that meet the needs of both parties. Especially for educational organisations - aligning academic curricula with industry requirements provides students with relevant skills and knowledge that prepare them for future employment while hosting organisations can benefit from having well-prepared trainees.

Hosting organisations can contribute to the professional development of sending organisation staff by offering training sessions, workshops, and seminars. The provision of feedback to each enables both parties to make improvements and adjustments over time, ensuring that traineeships remain relevant and beneficial for all stakeholders. There is an opportunity to extend collaboration via other projects and initiatives. This collaboration can facilitate the exchange of knowledge and ideas, leading to innovative solutions to industry challenges and opportunities for joint publications and grants.

Overall, long-term collaboration is about **fostering a symbiotic relationship** that supports the development of young people, meets the needs of industry, and contributes to the advancement of knowledge and innovation.



## Tour4Youth - For your future!

We hope this handbook provides you with valuable insights and essential information to make the most out of traineeship experience as a trainee, sending organisation or traineeship hosting organisation.

**Dear trainee** - your growth, development, and success are our top priorities, and we are committed to providing you with the support and resources you need throughout your journey.

**For all involved** - the traineeship is not just about gaining professional skills, but also about building relationships, exploring new opportunities, and discovering potential.

If you have any further questions or need additional support, please do not hesitate to reach out Tour4Youth project.

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Interreg



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Tour4Youth

This Tour4Youth handbook **for successful work schemes & traineeship design and implementation** is aimed at trainees, traineeship hosting organisations and sending institutions. The handbook content and tools are adaptable and useful as a guide for interested parties engaged in traineeships.

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