



# Old Dominion University Human Services Internship – HMSV 468 Internship Agreement Form

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**This agreement is to verify for the University, the Internship Site, the Course Instructor, and the student intern the expectations of the internship experience and to document that all parties have agreed to take part in this academic experience. All parties should reserve a copy of this form for their records.**

This agreement between the Human Services Program at Old Dominion University and

\_\_\_\_\_ (Agency Name)

of \_\_\_\_\_ is for the purpose of identifying responsibilities  
(City and State)

assumed in the provision of appropriate clinical supervision for the Human Services student

\_\_\_\_\_ while he/she is enrolled  
(Human Services student's name)

in the Human Services Internship course for \_\_\_\_\_,  
(Semester and year of internship)

beginning on \_\_\_\_\_ and ending on \_\_\_\_\_  
(First Date of Classes for the Semester) (Last Date of Classes for the Semester)

### General Policies:

1. The central purpose of this agreement is to collaborate in providing the capstone of formal education of human services students in preparation for practice as human services professionals.
2. This agreement shall remain in effect for the duration of the student's internship experience at the agency specified above. Termination of this agreement prior to the successful completion of internship requires the consultation of the assigned Site Supervisor, Human Services Instructor, Human Services Internship Coordinator at Old Dominion University, and the student.
3. The internship experience is typically a voluntary arrangement with no financial remuneration required by the University or Agency for services provided in the course of fulfilling internship duties; however, some agencies may offer stipends to interns.

Duration of internship is typically for 1 academic semester (approximately 15 weeks total). It is strongly recommended that students plan to complete internship over one academic semester. Students will be allowed to enroll in the 12 credit hour internship course only after (1) All necessary paperwork and completed forms have been submitted to the Human Services Internship Coordinator by the deadline specified in the Human Services Internship Handbook, and (2) the Internship Coordinator has determined (in consultation with the agency

representative) that the proposed internship site and experience are appropriate for fulfilling program requirements.

4. Internship hours shall be in accordance with agency work hours and shall total approximately 27 clock hours per week for a minimum total of 400 hours. It is understood that these hours may occasionally vary each week according to the needs of the student and the agency. Of the 400 clock hours needed, 100 must be in direct and face-to-face service to clients.
5. The internship experience must be experiential in nature and appropriate to an undergraduate level human services intern. That is, human services student interns must have the opportunity to engage in the following:
  - Direct exposure to human service agencies and clients (assigned visitation, observation, assisting staff, etc.)
  - Actual supervised work involvement in the agency that provides an opportunity to apply academically acquired knowledge and skills and to reflect a gradually widening assumption of responsibilities. It may begin with observations and learning of discrete skills, but later it must include the assumption of increasing responsibility.
  - Assignment of an independent caseload (with appropriate supervision) or assignment of administrative responsibilities within the agency.
6. Students cannot begin accruing clock hours towards internship requirements prior to the first day of the academic semester in which he or she is enrolled for internship. Vacations and holidays shall be observed according to the University calendar, unless otherwise agreed upon by the agency and student. The student will work with the agency from the first week of classes until the last week of classes for that semester even if they have accrued the minimum 400 hours before the end of the semester.
7. The university discourages the practice of students using a personal vehicle to transport clients as a part of their internship duties, as this is not covered under the University's certificate of liability. If the internship requires an intern to transport clients, coverage would need to be discussed with the site supervisor and covered under the agency's insurance or the students' personal insurance policy (and should not be done if the student has no auto insurance or minimum limits).

### **Responsibilities of the University**

The University agrees to:

1. Assume full responsibility for the administrative duties associated with the academic requirements of the Human Services Internship, including approval of the internship site and experience, maintaining on-going and direct communication with agency representatives through the Instructor, ensuring that student interns are academically ready to begin the Internship, and submission of the final grade for the student.
2. Provide information regarding the Human Services Program and curriculum in order that the agency may properly plan and execute task assignments and supervision. Specifically included are the program curriculum, university calendar, and the Human Services Internship Handbook, all available through the program's website or in hard copy if requested.
3. Designate one Human Services faculty member each academic semester who will be the Instructor for the student and will communicate directly with the site/clinical supervisor (by telephone contact, e-mail, and possibly an internship site visitation). The Instructor will lead and facilitate weekly sessions which all student interns will be required to attend, and will be available for consultation with the Site Supervisor and students throughout the duration of placement. The role of the Instructor, the University Instructor, and the Human Services Internship Coordinator will be that of a consultant alone; the designated site/clinical supervisor will assume legal responsibility for all clients seen by the student intern.
4. Provide support for Instructors and, where appropriate, provide training sessions for Instructors.

### **Responsibilities of the Agency**

The Agency agrees to:

1. Designate one staff person as Site Supervisor with an appropriate graduate degree. This person will be an employee (part-time, full-time, or contracted with the agency) of the agency where the internship will be conducted. The designated Site Supervisor will assume legal responsibility for the welfare of all clients seen by the student intern. The Site Supervisor will ensure that the student intern has direct supervision, either by the Site Supervisor or his/her designee, at all times when the student is at the agency. The only exception to the graduate degree requirement

is in the case of an agency worker with a bachelor's degree in a human services-related field who has at least ten (10) years of supervisory experience. In this case, a resume must accompany this agreement and be sent to the Human Services Internship Coordinator, at least 6 weeks prior to the start of the internship, for approval. Each Site Supervisor must submit a Supervisor Qualifications Form (to be provided by the student) to accompany this agreement.

2. Follow mandated federal and state statutes in accordance with EEOC and ADA.
3. Develop work assignments and tasks under the agency's charge for the human services intern commensurate with the Human Services program objectives, in consultation with the Instructor. Furthermore, opportunities for the supervisee to become familiar with a variety of professional activities in addition to direct service (e. g, record keeping, case notes, information and referral, in-service and staff meetings) must be present.
4. Provide the opportunity for the supervisee to gain experience in the use of a variety of professional resources appropriate for use by an undergraduate student, such as assessment instruments, print and non-print media, professional literature, and research.
5. Ensure that at least 100 clock hours (out of the required 400) are devoted to direct, face-to-face service to clients and provide the opportunity for audio/video taping access or, in the absence of taping, live observation or co-facilitating.
6. If a student is to engage in off-site services (e.g., home-based counseling, transportation of clients), proper training, safety measures (e.g., use of cell phone, obtaining immunization per agency policy and at agency expense, use of agency vehicle only and only with adequate insurance coverage provided by the agency), and appropriate supervision will be provided by the Agency. If the human services intern will be expected to provide such services, consultation with the Instructor will be necessary.
7. Provide appropriate working conditions and physical arrangements for the intern, such as desk space for completing paperwork, access to a telephone, and office space in which to meet with clients privately. In addition, provide a clinical instruction environment that is conducive to modeling, demonstration, and training. Administrative control of the clinical instruction environment ensures adequate and appropriate access. The clinical instruction environment includes all of the following:
  - o Settings for individual sessions with assured privacy;
  - o Settings for small-group work with assured privacy and sufficient space for appropriate equipment;
  - o Necessary and appropriate technologies that assist learning, such as audio, video, and telecommunications equipment;
  - o Settings with observational and/or other interactive supervision capabilities; and
  - o Procedures that ensure that the client's confidentiality and legal rights are protected.
8. Provide the minimum face-to-face one-on-one supervisory requirements of one (1) hour weekly.
9. Complete the student evaluation materials at least one week in advance of the schedule.
10. Inform the Instructor of agency policies and procedures that are relevant to internship assignments and intern activities.
11. Maintain close communication with the University in relation to internship activities through available means such as site supervisor meetings, correspondence with the Human Services Internship Coordinator and the Instructor, on-site visits by the Instructor, and telephone and/or e-mail contacts.
12. Monitor student performance and report to the Instructor and/or Human Services Program Coordinator if difficulties in performance, ethics or other internship related activities arise. If difficulties arise, follow the guidelines for remediation/termination (see end of handbook).
13. Review the student intern's process recording with the student intern prior to passing them on to the Instructor.
14. Evaluate the student intern's performance and jointly determine with the Instructor the student intern's course grade.

### **Responsibilities of the Instructor**

The Instructor agrees to:

1. Conduct weekly meetings with the student intern, including facilitating each student's case presentation.

2. Make at least one visit to student's internship site during the semester. If supervising from a distance of over one hour in travel time, then regular telephone conversations, Adobe Connect session, and/or Skype sessions with the Site Supervisor are required in lieu of a site visit.
3. Provide oversight of all student internship-related activities, including submission of all assignments, logs, and required forms.
4. Monitor the number of internship hours accrued by the student (at least 100 hours of direct client contact with 300 hours of indirect contact, for a total of 400 internship hours).
5. Assist the student, in conjunction with the Site Supervisor, in completion of an Individualized Learning Plan by the third week of the internship. (see Student's Responsibilities)
6. Review and critique each student's 4 process recordings. (see Student's Responsibilities)
7. Assign the student intern any assignments deemed appropriate to the learning process. Review all written assignments for clarity, grammar, and adherence to the assignment's guidelines. Assignments not meeting those requirements may be returned to the student for revision.
8. Review Site Supervisor's mid-term and final evaluations of student intern and discuss with student.
9. Submit the Site Supervisor's Mid-Term Evaluation, Site Supervisor's Final Evaluation, Instructor's Mid-term Evaluation and Instructor's Final Evaluation to the Human Services Internship Coordinator for placement in the student's internship file before the end of the semester. NOTE: Grades will not be submitted until these items have been received. The student must also submit to the Human Services Internship Coordinator an Evaluation of the Internship Site and an Evaluation of the Human Services Program located on the Human Services website.
10. Review and evaluate the student's case presentation of a client.
11. Jointly evaluate the student with the Site Supervisor and submit the student's final grade to the Internship Coordinator.
12. Inform the Internship Coordinator of problems or concerns as they arise.

### **Responsibilities of the Student**

The Student Intern agrees to:

1. Reserve the last semester of the final year of academic work for the internship. Financial arrangements for loss of income during the (most often, but not always) unpaid internship must be made well in advance. Commitment to the internship is the same as to a full-time job. All human services coursework, therefore, must be completed prior to beginning the internship.
2. Provide a copy of his/her resume, Certificate of Coverage, the University calendar, Human Services Program Handbook, the Course Syllabus, and the Human Services Internship Handbook to the internship site and assigned Site Supervisor.
3. Participate in an internship orientation prior to the beginning of internship. This orientation includes presentation of internship policies, discussion of internship requirements and evaluation, grading procedures, and a description of the internship component. Failure to attend this orientation will prohibit entry into internship and will therefore delay a student's course of study.
4. Have a background check completed as required for internship site.
5. Provide copies of the completed Internship Agreement form and the Supervisor Qualifications Form at least 6 weeks before the internship experience begins to the Internship site and the Human Services Program Coordinator. The student will also be certain that the mid-semester evaluation, final evaluation, and evaluation of the internship (Site and University) are properly completed and submitted to the Instructor for placement in the student's internship file.
6. Be enrolled in the Human Services Internship course and attend all class meetings for the entire length of the internship experience.
7. Determine, at the beginning of internship, who he/she will contact at the agency for emergencies and/or absences and the associated protocol for doing so.
8. Construct a written individualized learning plan that is conjointly developed and agreed to by the student and the agency supervisor. This individualized learning plan should be completed by the 3rd week of the internship and should focus on helping the student meet the course objectives as outlined in the course syllabus and in the Human Services Internship Handbook.
9. Complete a weekly log and submit the original on a weekly basis to the Instructor and Site Supervisor for signatures.
10. Submit an agenda to the Site Supervisor 3 days prior to a supervision meeting.
11. Submit 4 process recordings to the Instructor (due dates to be assigned by the Instructor) for review and discussion.

12. Complete a case presentation of a client to the Instructor for review.
13. Complete duties assigned according to the agreement established between the student and agency representative. This includes reporting directly to Site Supervisor regarding client issues during regularly scheduled supervision sessions, as well as outside of regularly scheduled supervision sessions (e.g., in response to client crisis/emergency issues).
14. Conduct himself/herself in a professional manner expected of all human services trainees and human services professionals throughout the entirety of the internship experience. This means upholding and abiding by the Agency's policies and procedures along with the National Organization for Human Services Ethical Standards of Human Services Professionals.
15. Be responsible for seeing that all paperwork related to the internship is completed in a timely fashion.
16. Revise assignments as required by the Site Supervisor and/or the Instructor.

### **Responsibilities of the Internship Coordinator**

#### **The Internship Coordinator agrees to:**

1. Verify that the student has made accurate representations of his/her preparation and qualifications for the internship.
2. Provide Instructors with criteria for internship sites.
3. Provide support for Instructors and, where appropriate, provide training sessions for Instructors.
4. Approve all internship sites.
5. Assist the student with his/her personal growth as a human service professional.

### **Procedures for Remediation/Removal of a Student from the Agency**

An agency executive, the Site Supervisor, the University Instructor, the Internship Coordinator, or the student may initiate a request for removal from an internship placement. In all cases, a written statement, which documents the issues and/or concerns, is to be prepared by the person initiating the action.

At the request of the agency, the Site Supervisor, the University Instructor, or Internship Coordinator, a student may be removed at any point in the semester from the field placement agency for documented unprofessional conduct or for demonstrable lack of progress in attaining field instruction learning objectives.

The following steps are to be taken in a period not to exceed four weeks:

1. The student will be apprised in writing by the site supervisor or university instructor of the specific nature of the concern(s) about his/her behavior, progress in learning, or performance. Documentation of this will be placed in the student's file.
2. The person initiating the request will communicate his/her concern, in writing, regarding the student to the University Instructor. The University Instructor will alert the Internship Coordinator and provide copies of all documentation.
3. In an effort to resolve the situation, a meeting will be held with, at a minimum, the student, the University Instructor, Site Supervisor, and others pertinent to the situation. The Human Services Internship Coordinator will be informed and may be included in this meeting. The purpose of this meeting is to ascertain the facts and give all parties involved an opportunity to raise their concerns, and explore possibilities for resolution of the problem. The possibilities include, but are not limited to:
  - a. Continuation in the agency with a remediation plan (including time limits) for correction in the areas identified as deficient.
  - b. Immediate removal from the agency, without grade penalty, and replacement in another agency to complete the course requirements. A remediation plan must be developed to help the intern avoid repetition. Only one new placement will be allowed.
  - c. Immediate removal from the agency, for documented cause, resulting in a failing grade. Student will not be placed in a new agency and must reapply for internship for a subsequent semester.
  - d. Referral for a University Student Code of Conduct hearing

4. In the event the situation is not resolved as a result of this meeting, the matter will be referred to the Human Service Program Coordinator.

If, as a result of these procedures, a student is removed from the Agency for documented unprofessional conduct or demonstrable failure to progress in attaining field instruction objectives, a grade of Fail (F) will be assigned for the course. At that point the student will need to reapply for internship for a subsequent semester and may be referred for a University Code of Conduct signatures below indicate each person's understanding of the Internship requirements for the Human Services Undergraduate degree Program at Old Dominion University. The signatures also represent each person's agreement to upholding his or her respective responsibilities outlined in this Internship Agreement form.

At the request of the student, a removal from the agency can occur if serious obstacles to the student's learning are occurring.

The following steps are to be taken in a period not to exceed 4 weeks:

1. The student will discuss the situation with the Site Supervisor, submitting this request in writing.
2. If the issue remains unresolved, the student will consult the University Instructor to discuss the issues and the rationale for a new internship site. The University Instructor will provide documentation and notify the Human Services Internship Coordinator.
3. If, after the discussion, the matter is not resolved, the University Instructor will convene a meeting of the student, the Site Supervisor, and the Internship Coordinator. The purpose of such a meeting would be to ascertain the facts, give all parties involved an opportunity to voice their concerns, and to serve as a basis for decisions.
4. The Human Services Internship Coordinator in conjunction with the student and University Instructor will then make a decision in this matter. The possibilities include, but are not limited to:
  - a. Continuation in the agency with a specific plan (including time limits) for correction in the areas identified as deficient.
  - b. Immediate removal from the agency, without grade penalty, and replacement in another agency to complete the course requirements.
  - c. Immediate removal from the agency, without grade penalty, and the student will retake the internship in a subsequent semester at another agency.

**The signatures below indicate the understanding of each person of the Internship requirements for the Human Services Undergraduate degree Program at Old Dominion University. The signatures also represent each person's agreement to upholding his or her respective responsibilities outlined in this Internship Agreement form.**

***All blanks must be completed with signatures and relevant information. "Same as above" does not constitute as a signature.***

**Agency Representative:**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Agency Name, Address, and Telephone #: \_\_\_\_\_

\_\_\_\_\_

