

**In association with JobBridge
The National Internship Scheme**

Resource Guide for Tourism Businesses

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Contents

Introduction	3
1. What a Good Internship Looks Like	4
2. Examples of Internships in the Tourism Industry	5
3. The Internship Process	8
3.1 Check if Your Organisation is Eligible	9
3.2 Advertise an Internship	10
3.3 Select a Potential Intern	10
3.4 Start the Intern and Complete the Monthly Compliance	10
4. Templates and Tools	11
4.1 Internship Specification and Notes on Completion	11
4.2 Internship Specification Example	13
4.3 Short Application Form	14
4.4 Eligibility Form for Interns and Guidelines for Completion (from JobBridge)	15

Introduction

JobBridge, the **National Internship Scheme**, forms part of the Government's new Jobs Initiative. It is administered by FAS on behalf of the Department of Social Protection. A JobBridge Internship offers a work experience placement in a host organisation for a 6 or 9 month period to people who are unemployed for at least 3 months. A weekly allowance of €50 per week on top of the existing social welfare entitlement is payable to the Intern by the State for the period of the Internship.

There is already an existing JobBridge process (see summary in Section 3), an email address (jobbridge@fas.ie) for general queries relating to the Scheme, a 'phonenumber for queries relating to applications (046 9738080 or 1800 303 515), as well as associated guidelines, Frequently Asked Questions, and other resources available on www.jobbridge.ie for both host organisations and Interns. Fáilte Ireland's involvement in the Internship process will not seek to duplicate these. Rather Fáilte Ireland will provide added value to the process by:

1. Promoting the Internship process to clients in each region, particularly those involved in the Sales Connect initiative¹, and providing advice and easy to use information² on applying for and recruiting the best marketing Intern for their individual businesses via JobBridge
2. Promoting the process to unemployed marketing/sales/IT/business/languages graduates, as well as providing information on finding the best 'host organisation' for them in the tourism industry
3. Providing an intensive tourism marketing training programme for Interns in clients' businesses, which will provide significant added-value to the Internship process for both the Intern and the business concerned
4. Informally monitoring the placement (formal monitoring of Internships is undertaken by FAS)

Of course any tourism business may advertise for any Internship via JobBridge, with or without Fáilte Ireland's involvement, but Fáilte Ireland's support is particularly focused on marketing to grow overseas business, and only Internships in this area will have access to its 5-day training programme for tourism marketing Interns.

An Internship is designed to provide individuals with an opportunity to put into practice skills they have learned during training and/or education, in a workplace setting, to enhance those skills, understand the workplace environment and context and to benefit from a mentor or supervisor's experience and advice. Internship is **not** about getting 'free labour' to do a job. It **is** about providing an Intern with a broad and meaningful range of practical experience within the organisation as a whole, the opportunity to learn new and practical skills and access to formal and/or informal training. The Internship should genuinely enhance the Intern's ability to obtain future fulltime work.

¹ The Sales Connect initiative is a suite of supports that aim to help tourism businesses to enhance their customer base, particularly from key overseas markets

² Some of this information is adapted and/or summarised from the JobBridge Website

1. What a Good Internship Looks Like

A good Internship will have significant benefits for both the participating business ('host organisation') and the Intern:

Benefits for the business include the skills and knowledge the Intern will bring, and, if the business is in a position recruit at the end of the placement, it will have had ample opportunity to determine if the participant is suitable. The Intern brings a new perspective, a new range of talent and interests, as well as the drive to achieve.

Benefits for the Intern include the opportunity to apply existing knowledge and skills and to acquire new knowledge and skills both through the Fáilte Ireland tourism marketing training programme and the placement itself; if the business is in a position to recruit at the end of the placement, the Intern will have had ample opportunity to determine if the business is suitable from an employment point of view.

Internships generally can be useful for unemployed individuals who are interested in developing or maintaining work skills in order to try out a new career or to ensure their skills remain up-to-date and relevant.

A good Internship – i.e., one that provides maximum benefit for both the Intern and the host organisation - is usually relatively short-term in nature and provides:

- An opportunity to put into practice skills the Intern has learned during training and/or education, in a workplace setting, to enhance those skills, understand the workplace environment and context and to benefit from a mentor or supervisor's experience and advice
- Real world experience to those looking to explore or gain the relevant knowledge and skills required to enter into a particular career field
- Practical tasks to enable the individual to apply the particular skills that s/he wishes to learn or enhance and also the opportunity to obtain wider product or service knowledge and establish networks for future employment

Maximum benefit will be gained when a supervisor or **mentor** is on hand to guide and manage the workplace experience and, ideally, to **agree a set of learning outcomes** that will be achieved at the end of the placement

A good Internship will allow the Intern to **achieve some of the following objectives**:

- The opportunity to test interest and skills in a particular career
- Understanding the dynamics of the work environment; learning how to apply theory to practical work situations
- To develop new skills / enhance existing skills that are directly applicable to careers and are transferable once the Internship is complete
- To enhance career prospects in chosen work area; demonstrate aptitude and suitability for same
- The opportunity to develop personal attributes that contribute to effective interpersonal work relationships
- To learn good general work habits such as time management and communication skills, performance measurement and demonstration of initiative
- To provide the Intern with a recognised statement from the host organisation regarding the skills learned or practiced, work attitude and aptitude together with relevant references

A successful internship should create value for both the host organisation and the Intern.

2. Examples of Internships in the Tourism Industry

The following are examples of Internships previously undertaken in the tourism industry. These involved international students gaining Internships in Ireland they and were not part of the JobBridge Scheme; they are summarised below to highlight the type of businesses that can successfully provide an Internship, and some of the actual outcomes from the process.

Destination Management Company (Tour Operator)

The Company

- Established in 1966, the longest established destination management company in Ireland; an industry leader in Irish Tourism
- 2 offices in Ireland (Cork & Dublin), 1 office in France, 1 office in Stockholm, Sweden;
- Approximately 20 staff
- Marketing Internship based at the company's Dublin office in Santry, Dublin

The Internship

- Marketing Intern
- Duration 6 months
- The Intern will gain practical experience in supporting the management team to drive forward various stages of its online and offline marketing strategy including working with the marketing team in activities such as maintaining the Sales and Marketing Calendar, preparing pre-sales call material in the run up to actual sales calls - flyers (printed and digital), sales record sheets, customer history, customer and competitor analysis

Profile of Candidate

- Ideally suited to a Bachelor or Master's degree candidate from a Marketing/Business discipline
- The student should have a very good level of English; a second language is an advantage
- Good knowledge of Microsoft Office Software suite
- Good communicator, brings ideas

Internship Learning Points

- Working closely with management team to support a wide variety of marketing activities
- Direct experience in various stages of company marketing strategy

Key Outcomes for the Business

- Consistent monitoring and reporting results of the company's email marketing campaign to inform marketing and client communication decisions
- Development of promotional packs and other marketing collateral for e-mail and print campaigns
- Completion of follow up activities from sales calls; sales team support

Tourist Attraction (Heritage House)

The Company

- This major tourist attraction is an example of an early 17th century merchant's townhouse; currently undergoing an exciting phase of site development
- Office based in Kilkenny city
- Less than 10 staff

The Internship

- Marketing/Business Development Intern
- Duration 4 months
- The Intern will gain practical experience in supporting the management team to contribute to the organisation's marketing strategy in a multi-phase re-launch of newly developed components of the Heritage House & Garden during 2011-2012 including communicating new corporate identity/new branding online and offline marketing to include new facility/service, designing a publicity campaign to ultimately increase visitor numbers, and assisting in the coordination of summer events including French language tours

Profile of Candidate

- Ideally suited to a student from a business or marketing undergraduate or Master's degree
- Good English, as operating in an English-speaking working environment
- Good knowledge of Microsoft Office Software suite
- Good communicator, brings ideas
- Likes interacting with the public!

Internship Learning Points

- Direct experience across a variety of business disciplines
- Exposure to online and offline tools in communicating with clients
- Working directly with Managing Director on strategic objectives

Key Outcomes for the Business

- Translation of full suite of marketing material into French
- Regular monitoring and update of company Website including Web statistics (trends, keywords, patterns) from Google Analytics
- Completion of customer evaluation surveys/reporting results and client communication

Hotel

The Company

- One of the leading hotels in the South East of Ireland, this company has been voted one of the 'Top 10 Family Friendly Hotels' in Ireland
- Has a vibrant and energetic team; multi-award winning marketing department
- Serving a national and international client base
- Approximately 50 employees

The Internship

- Online Marketing Intern
- Duration 2 months
- The Intern will gain practical experience in supporting the Marketing Manager with the following activities:
 - Online marketing activities such as Search Engine Optimisation, Website cross referencing, social networking for business, Facebook, YouTube, and any other relevant online activities in support of the company's strategic marketing objectives
 - Customer surveys; including completing telephone surveys with customers to gather feedback and inform future communication strategy and customer service methodology
 - Video production, including working with the Marketing Manager to produce video content to boost online presence and promotional impact

Profile of Candidate

- Ideally suited to a student from a business, management or marketing undergraduate or Master's degree programme but other disciplines will be considered
- Excellent level of English as telephone work and customer communication will be an integral part of Internship; building rapport with customers
- Good communicator, enjoys working as part of a team and own on initiative, brings ideas, strong Web and IT skills

Internship Learning Points

- Working directly with the Marketing Manager delivering strategic sales and marketing objectives
- Direct experience in business development activities
- Preparation and production of rich media for online promotion

Key Outcomes for the Business

- Completion of market research into international tourist agencies/tour providers – reporting results
- Updating of existing database and organising into sub-sectors for various client groups (couples, weddings, families, leisure, etc.)

3. The Internship Process

Most of the JobBridge Internship process (apart from interviewing potential Interns) is done online via the JobBridge Website and there is a range of resources and tools available on the Website to support this. The following is a summary of the process.

Because potential Interns can only apply for Approved/Advertised Internships, it is vital that tourism businesses get approval for and advertise Internships via JobBridge as soon as possible

Steps in the Internship Process		
	Business (potential 'host organisation')	Potential Intern
Advertise an Internship	Check if is your organisation is eligible to participate	
	Develop Internship Specification , including <ul style="list-style-type: none"> • Company overview • Department information • Responsibilities • Requirements 	Potential Intern searches for and applies for Internship either via advertisements at www.jobbridge.ie , Jobs Ireland Website, FÁS WATIS machines and in Local FÁS offices
	Register your organisation and advertise Internship (on www.jobbridge.ie), including means of selecting Intern	or
	Organisation's eligibility approved (or not)	alternatively, if a potential Intern wishes to acquire an Internship within a specific organisation s/he can approach the organisation informing them of the National Internship Scheme and Fáilte Ireland's training programme, and directing them to the Website to apply as a host organisation
Select a Potential Intern	Internship position approved (or not)	
	Review applications and select Intern (e.g., on foot of interviews)	Intern selected
	Request/register confirmation of individual's eligibility	Potential Intern sends eligibility form to Department of Social Protection
	Individual's eligibility confirmed (or not) by the Department of Social Protection before the Internship can commence	
Host organisation and Intern sign a Standard Internship Agreement before commencing on the Scheme		
Start the Intern and complete the Monthly Compliance	Host Organisation notified that the Internship can commence Host organisation notifies FÁS immediately once an individual has commenced the Internship so that the Internship Allowance can be paid by the Department of Social Protection	
	In-house Mentor assigned to the Intern for the duration of the Internship	Intern commences Internship
	Host organisation logs on to JobBridge Website and completes monthly compliance check to verify that: <ul style="list-style-type: none"> • The attendance of the Intern continues in accordance with the Standard Agreement • The Internship is being delivered in accordance with the Standard Agreement • Actual finish date (if different from the due finish date) 	

3.1 Check if Your Organisation is Eligible

The first step in the process is to check if your organisation is eligible; this is done via the JobBridge Website. The following is an indication of the requirements:

- The programme is open to host organisations in the private, public (including commercial semi-state) or community and voluntary sectors
- In order to qualify for an Internship an organisation, or a local branch, must have a minimum of 1 full time employee who is employed for 30 hours or more per week (i.e. on payroll and subject to tax and PRSI)
- The host organisation may not provide an Internship opportunity under the Scheme to an individual they have existing employment relationship with
- The host organisation currently may not have vacancies in the area of activity in which the Internship is offered
- The Internship will not be provided to displace an employee; the scheme administrator reserves the right to review cases where it is reported that this is the case
- The host organisation's public/employers liability insurance and motor insurance, if applicable, will cover any Interns on this scheme
- The host organisation must be fully compliant with current workplace health and safety and all other legal requirements
- The table below shows the total number of Internship places an organisation can offer at any one time

No. of Full-Time Employees*	No. of Internships
1 – 10	1 Internship place
11 – 20	2 Internship places
21 – 30	3 Internship places
30+	20% of the workforce to a maximum of 200 Internships, whichever is the smaller
*Who is employed for 30 hours or more per week (i.e., on payroll and subject to tax and PRSI)	

- Local branch offices of national organisations will be regarded as an individual host organisation for the purpose of the Internship, e.g., large retail outlet
- A cooling-off period of 3 months must elapse before another placement in the same area of activity is approved; this applies whether the previous placement or the new placement is a Work Placement Programme (WPP) or an Internship placement
- Where an Internship ends before the intended finish date and the host organisation wishes to advertise the same Internship these applications will be reviewed on case by case basis; however, if the organisation employs an Intern following the scheme in this area, the cooling-off period does not apply (this is applied on a like-for-like basis), and if the placement is in another area of activity no cooling-off period is required
- A host organisation may have an allocation of Interns as well as an allocation of WPP participants at the same time, however, the combined number of Interns and WPP participants cannot exceed the total number of employees

No. of Full-Time Employees*	No. of Internships and Work Placement Programme (WPP) Placements
1 – 10	1 Internship place + 1 WPP place
11 – 20	2 Internship places + 2 WPP places
21 – 30	3 Internship places + 3 WPP places
30+	20% of the workforce to a maximum of 200 Internships and 10% of the workforce to a maximum of 25 WPP places, whichever is the smaller
*Who is employed for 30 hours or more per week (i.e., on payroll and subject to tax and PRSI)	

3.2 Advertise an Internship

Because potential Interns can only apply for Approved/Advertised Internships, it is vital that tourism businesses get approval for and advertise Internships via JobBridge as soon as possible. This stage of the process may take about 2 weeks from start to finish.

An Internship is advertised using the online 'Internship Specification' template. An outline of the type of information required, and notes on its completion are provided in Section 4.1, below. All information must be provided via the JobBridge Website. An example of a completed Internship Specification is also provided in Section 4.2.

3.3 Select a Potential Intern

The Internship advertisement will give details of how potential Interns are to reply to the advertisement (e.g., by sending a CV or completing the 'short application form' on the JobBridge Website (copy also at Section 4.3 below)) and to whom the reply should be sent. The host organisation chooses the most suitable Intern.

At this point the nominated Intern is given a completed eligibility form by the host organisation (template downloaded from JobBridge Website and included in Section 4.3). The Intern liaises with the Department of Social Protection to determine eligibility for the Internship in question. This process of determining eligibility is tied to a particular Internship with a particular start date, and therefore a potential Intern's eligibility can only be determined at this stage of the process (i.e., it cannot be done 'up-front').

For this reason it is useful to have at least one 'reserve' Intern, if possible, so that if the first preference is deemed to be ineligible, the host organisation does not need to go through the entire process again.

A Standard Internship Agreement template must be completed by the host organisation and the Intern. This effectively formalises the agreement between the two, and includes much of the information in the original Internship application and Internship Specification.

3.4 Start the Intern and Complete the Monthly Compliance

An In-house Mentor must be assigned to the Intern for the duration of the Internship, to provide the following:

- Ongoing support
- Point of contact for the Intern throughout the Internship
- Provide an induction
- Ensure the opportunity to learn/apply skills in the workplace described in the Standard Agreement are available to the Intern (downloaded when the organisation registers the potential Intern)
- May also provide formal in-house mentoring (see Toolkit on www.jobbridge.ie)

The JobBridge Website includes information on mentoring.

Once the Internship has commenced, the host organisation is required to log onto the JobBridge Website to complete a monthly compliance check to verify that:

- The attendance of the Intern continues in accordance with the Standard Agreement
- The Internship is being delivered in accordance with the Standard Agreement
- Actual finish date (if different from the due finish date).

4. Templates and Tools

4.1 Internship Specification and Notes on Completion

An Internship is advertised using the online 'Internship Specification' template. An outline of the type of information required, and notes on its completion are provided below. An example of a completed Internship Specification is also provided below.

Internship Specification	
Information Required	Notes to Aid Completion
Internship User	Name and contact details of the 'registered company user' who will handle all correspondence from FAS/JobBridge related to this Internship; this person and his or her contact details will be the same as those stated when the business is registering with JobBridge as a 'host organisation' for the purposes of offering an Internship
Title of the Internship	<ul style="list-style-type: none"> • An Internship should provide an Intern with a broad and meaningful range of practical workplace experience within the organisation as a whole, the opportunity to learn new and practical skills and access to formal and/or informal training • The Internship should genuinely enhance/increase the Intern's ability to obtain future fulltime work • It should demonstrate that the organisation is willing to support the individual and provide learning opportunities to achieve this • Prospective Interns should not work unsupervised/unaccompanied for extended periods of time • A host organisation may not state that previous experience is required when advertising an Internship under the JobBridge Scheme <p>The Internship Title (and Learner Outcomes, below) should reflect these principles</p> <p>The Internship Title should also clearly reflect the Intern's role</p> <p>For marketing-related Internships, refer to 'Tourism Marketing Intern + Title of Internship' – e.g., 'Tourism Marketing Intern – Overseas Marketing Executive'</p> <p>A maximum of 80 characters including spaces can be used to describe this</p>
Number of Placements Offered	See guidelines in Section 3.1 above
Duration of Placement	State whether 6 months or 9 months
Internship Week	State hours per week from drop-down menu (must be between 30 – 40 hours per week)
Location of Internship	State Dublin area code or choose county from drop-down menu
Department where placement is offered	State the department within the organisation the Intern will work in

<p>Learner Outcomes</p>	<p>'The Intern will gain practical experience in.....'</p> <p>State what the Intern will gain from the Internship – i.e., any practical experience and skills the Intern will gain from this placement – note no mention of experience or preferred experience is allowed – and any informal and/or formal learning the Intern will have access to</p> <p>For marketing-related Internships refer to Fáilte Ireland's 5-day Marketing Training Programme as follows:</p> <p>The Intern will have access to Fáilte Ireland's 5-day Marketing Training Programme. This will focus on overseas tourism marketing as well as the tourism industry in Ireland and in key overseas markets.</p> <p>The Learner Outcomes should reflect the principles underpinning the Internship Scheme, as outlined above under 'Internship Title'</p> <p>A maximum of 800 characters including spaces can be used to describe the Learner Outcomes</p>
<p>Person Specification</p>	<p>State what type of person the Internship would be suitable for, and what the most suitable Intern would be expected to bring to the placement</p> <p>Experience required or preferred may NOT be stated as a requirement of the Internship</p> <p>A maximum of 500 characters including spaces can be used to describe the Person Specification</p>
<p>Qualification Level</p>	<p>Choose from drop-down menu</p> <p>For marketing-oriented Internships choose 'Third Level'</p>
<p>Qualification Details</p>	<p>State the type of qualification required - note no mention of experience or preferred experience is allowed</p> <p>For marketing-related Internships state Third level graduates in marketing, sales, IT, business, and/or languages, as appropriate to the specific requirements of the Internship in question; keep in mind that you want to attract the right Intern to the placement, so be as specific as you can be while also not excluding otherwise suitable candidates</p> <p>It is important to note that commencement on the Internship is dependent on the Department of Social Protection confirming the individual's eligibility. You should state this clearly in your Specification so as to avoid going through a process of selecting a potential Intern and subsequently finding that s/he is ineligible to take up the offer</p> <p>A maximum of 255 characters including spaces can be used to describe the qualification details</p>
<p>How to Apply for the Internship</p>	<p>Clearly state how interested candidates can apply for the Internship; this can include, for example, by CV to a nominated person (not necessarily the 'registered company user', above, rather the person who is responsible for dealing with applications to this Internship, who may or may be the same person and will be stated here)</p> <p>Note applicants can also be invited to use the 'Short Application Form' which the candidate can download (from the JobBridge Website) and complete and forward this to the nominated person; this will ensure that you are comparing like-with-like in terms of basic information about the candidates</p> <p>If you select this option, your advertisement will state that applicants should go to www.jobbridge.ie/interapplication.aspx to download and complete this, and who they should send this to (see copy of form at Section 4.3, below)</p> <p>A maximum of 400 characters including spaces can be used to describe the application process</p>

4.2 Internship Specification Example

Internship Specification – Example – Overseas Marketing Executive	
Internship User	A. N. Other
Title of the Internship Max 80 characters	Tourism Marketing Intern: Overseas Marketing Executive
Number of Placements Offered	1
Duration of Placement	9 months
Internship Week	40 hours
Location of Internship	Dublin 4
Department where placement is offered	Sales and Marketing
Learner Outcomes Max 800 characters	<p>The Intern will gain practical experience and skills in marketing and promoting a tourism business [specify hotel, etc.] in Ireland and overseas. The Intern will be provided with the opportunity to support implementation of our Marketing Plan, gaining practical experience in increasing and improving our use of web marketing, email marketing and social media tools.</p> <p>The Intern will also gain experience in database building, collating online enquiries, setting up links with relevant companies, attending trade and travel fairs as well as proposing new innovative ideas to promote a tourism product.</p> <p>The Intern will have access to Fáilte Ireland’s 5-day Marketing Training Programme. This will focus on overseas tourism marketing as well as the tourism industry in Ireland and in key overseas markets.</p>
Person Specification Max 500 characters	The ideal candidate is a third level graduate in marketing/sales/IT/ business or related disciplines (with additional languages an advantage).
Qualification Level	Third level
Qualification Details Max 255 characters	<p>Third level graduate in marketing/sales/IT/ business or related disciplines, with additional languages an advantage</p> <p>Candidates must be eligible to apply for this Internship under the scheme criteria. To check your eligibility go to www.jobbridge.ie</p>
How to Apply for the Internship Max 400 characters	To apply for this Internship, please go to www.jobbridge.ie/interapplication.aspx to download and complete the short application form; send the completed form to name@thiscompany.ie

4.3 Short Application Form

SHORT APPLICATION FORM FOR APPLICATIONS FOR JOBBRIDGE PLACEMENTS

Section 1: Details from Placement Advertisement:

(Go to www.jobbridge.ie to view the placement you are applying for and complete the section below)

Internship Ref: INT_____

Internship Title:

Name of Organisation offering the Placement:

Section 2: Your Contact Details:

Full Name:

Email:

Phone:

Address:

Section 3: Your Career History:

From - To	Job Title	Organisation Name	Key Duties

Section 4: Your Education; Professional or Technical Qualifications:

From - To	Qualification	Course Title	Provider

Section 5: Memberships of Professional Association:

4.4 Eligibility Form for Interns and JobBridge Guidelines for Completion

The nominated Intern is given a completed eligibility form by the host organisation to give to the Department of Social Protection to determine eligibility for the Internship in question.



JobBridge Social Welfare Form (UP51c)

Participant Ref: _____

Employer/Vacancy Ref: _____

Part A: To be completed by the Customer:

Name: _____

Date of Birth: __/__/____ PPS Number: _____

Have you previously participated on the JobBridge Scheme Yes No
If Yes, for how many weeks? ____ If yes, what was the name of the host organisation? _____

Have you previously participated on the Work Placement Programme Yes No
If yes, what was the name of provider? _____

Have you previously participated on the Gradlink Programme Yes No
If yes, what was the name of provider? _____

You must provide your Social Welfare Office with your bank details (bank account number & sort code etc) in order for your payment to be made into your bank account during your internship. All payments will be made to individuals' bank accounts while they are on their internship. Please note that the top up payment of €50 per week will be made approximately 2 weeks in arrears. Failure to disclose previous periods on the JobBridge or the Work Placement Programme or Gradlink may result in immediate disqualification from the scheme.

Final confirmation of eligibility will be sent to the Host Organisation by the JobBridge and an internship cannot commence until this notification is sent.

Part B: To be completed by Host Organisation

The above named customer has been offered an internship by [system populated] under the National Internship Scheme subject to eligibility.

Proposed start date: / / Finish Date: / /

Signed: _____



Host Organisation Name: _____ Date: _____

Part C: To be completed by Social Welfare Office:

1. Is the customer currently receiving a Jobseeker’s Allowance/Benefit Payment or signing for Jobseeker’s Credits?
Yes No
If yes, proceed to question 2. If no, the customer is ineligible to participate in JobBridge and the form should be returned to the customer. The customer must advise the Host Organisation.

2. Has the customer been receiving Jobseeker’s Allowance/Benefit Payment or signing for Jobseeker’s Credits for 78 days in the last six calendar months?
Yes No **If yes, proceed to question 3.**

If No, when is it expected that the customer will be in receipt of Jobseeker’s Benefit/Allowance or signing for Jobseeker’s Credits for 78 days in the last 6 calendar months __/__/__ **If this is after the proposed start date the form should be returned to the customer and the customer must advise the Host Organisation.**

3. Is the customer in receipt of a One Parent Family Payment? Yes No
If yes the customer is ineligible to participate in JobBridge and the form should be returned to the customer, and the customer must advise the Host Organisation.
4. Is the customer currently on the Work Placement Programme or JobBridge?
Yes No

Signed: _____ Local Officer

Date: _____



All forms not returned to the customer should be sent by the Social Welfare Office to JobBridge, National Contact Centre, IDA Industrial Estate, Carrick Road, Edenderry, Co. Offaly on a daily basis.

Guidelines for Completing JobBridge Social Welfare Form (UP51c)

1. The customer (the prospective intern) and the host organisation complete Part A and B of the form respectively.
2. The customer brings the partially completed form to their Social Welfare Office. The customer must also bring their bank account details (bank account number & sort code etc) to their Social Welfare Office in order for their payment to be made into their bank account during their internship. The Social Welfare Office should record the customer’s bank account details in the event that they are deemed to be eligible to participate in the JobBridge Scheme. All payments will be made to individuals’ bank accounts while they are on their internship.
3. Please note the top up payment (€50 per week) is paid in arrears and this top up allowance will be received approximately 2 weeks after the intern has commenced on the programme.

4. The Social Welfare Office completes Part C of the form. Please note that an individual is ineligible to participate in JobBridge, the National Internship Scheme if they are currently **not** in receipt of a Jobseeker's Benefit/Allowance Payment or signing for Jobseeker's Credits for at least 78 days in the last 6 calendar months.
5. Customers who are ineligible will have the form returned to them by the Social Welfare Office and the customer must notify the Host Organisation that they are ineligible to participate in JobBridge.
6. The Social Welfare Office returns all other completed forms (for eligible customers) to JobBridge, National Contact Centre, IDA Industrial Estate, Carrick Road, Edenderry, Co.Offaly on a daily basis.
7. Please note that the customer may not commence on the JobBridge scheme until the Host Organisation has been notified by email from JobBridge that the placement and the customer is approved to commence.
8. The Social Welfare Office should make no changes to the customer's social welfare entitlements/status on foot of this form (UP51c).
9. Customers are not required to sign on once they have commenced receiving the top up payment of €50 for their Internship under the JobBridge National Internship Scheme