

Job Guidance Internships – FAQ

from 23 March 2020

(last updated on 4 June 2020)

INTERNSHIPS

Q1 We currently are in phase two, can I start a new curricular or extracurricular internship?

A1 Yes, you can. The University strongly recommends to start new internships in work-from-home mode. Where this option is not available and the internship provider has resumed face-to-face work, you can start a new internship either in-house or in mixed mode (partly from home and partly in-presence).

Q2 What should I do to start a curricular or extracurricular internship in work-from-home mode?

A2 Interns are required to follow the procedure described on <https://www.jobguidance.unitn.it/studenti-e-neolaureati/attivazione-stage> under "Starting an internship in Italy" – "Students" (curricular internship) or "Graduates (extracurricular internships), and to ask the internship provider to include the sentence below in the "Activities" section of the training programme in Esse3: "All activities will be carried out in work-from-home mode". Internship providers also have to include the address from which interns will be working (city, street, number).

Q3 I cannot start a curricular or extracurricular internship in work-from-home mode, and the internship provider has resumed face-to-face work. What should I do to start a face-to-face internship?

A3 Before following the procedure described on <https://www.jobguidance.unitn.it/studenti-e-neolaureati/attivazione-stage> under "Starting an internship in Italy" – "Students" (curricular internship) or "Graduates (extracurricular internships), interns are required verify that the internship provider has adopted a Covid-19 safety protocol.

When the internship provider has loaded the training programme on Esse3, interns will email to jobguidance@unitn.it with their company tutor and university tutor in cc a declaration signed by the internship provider on company letterhead in which they declare that they have adopted a Covid-19 safety protocol.

Q4 What should I do to start a curricular or extracurricular internship that is both in work-from-home and face-to-face mode, given that the internship provider has resumed (in part or fully) face-to-face work?

A4 Before following the procedure described on <https://www.jobguidance.unitn.it/studenti-e-neolaureati/attivazione-stage> under "Starting an internship in Italy" – "Students" (curricular internship) or "Graduates (extracurricular internships), interns are required verify that the internship provider has adopted a Covid-19 safety protocol. Interns are also required to ask the internship provider to describe, in the "Activities" section of the training programme in Esse3, which activities will be performed in-presence

and which remotely, with detailed information on when such activities will take place (e.g. face-to-face on Mondays, Tuesdays and Wednesday, from... to..., remotely on Thursdays and Fridays, from... to...). Internship providers also have to include the address from which interns will be working (city, street, number).

At the same time, interns will email to jobguidance@unitn.it with their company tutor and university tutor in cc a declaration signed by the internship provider on company letterhead in which they declare that they have adopted a Covid-19 safety protocol.

Q5 We currently are in phase two, can I resume a new curricular or extracurricular internship that was suspended because of the Covid-19 pandemic?

A5 Yes, you can. The University strongly recommends to resume internships suspended because of the Covid-19 pandemic in work-from-home mode. Where this option is not available and the internship provider has resumed face-to-face work, you can resume the internship either in-house or in mixed mode (partly from home and partly in-presence).

Q6 What should I do to resume a curricular or extracurricular internship in work-from-home mode?

A6 Interns are required to send an email to jobguidance@unitn.it with their company tutor and university tutor in cc in which they:

- demand to resume the internship in work-from-home mode;
- inform the office about the date in which they will resume the internship (such date must be at least one day after you sent your email);
- list the activities that will be carried out remotely (where possible, this can include all activities described in the training programme);
- provide the address from which they will be working (city, street, number);
- request an extension of the internship to a later end date (to be specified), only in case the scheduled end date as per the training programme is too close to conclude the project.

Q7 What should I do to resume a curricular or extracurricular internship in face-to-face mode?

A7 Before resuming a face-to-face internship, interns are required verify that the internship provider, which has resumed in-presence activities, has adopted a Covid-19 safety protocol. Interns are then required to send an email to jobguidance@unitn.it with their company tutor and university tutor in cc in which they:

- demand to resume the internship in face-to-face mode;
- inform the office about the date in which they will resume the internship (such date must be at least one day after you sent your email);
- provide a declaration signed by the internship provider on company letterhead in which they declare that they have adopted a Covid-19 safety protocol;

- request an extension of the internship to a later end date (to be specified), only in case the scheduled end date as per the training programme is too close to conclude the project.

Q8 What should I do to resume a curricular or extracurricular internship in mixed mode (in part face-to-face and in part remotely)?

A8 Before resuming an internship in mixed mode, interns are required verify that the internship provider, which has resumed in-presence activities, has adopted a Covid-19 safety protocol. Interns are then required to send an email to jobguidance@unitn.it with their company tutor and university tutor in cc in which they:

- demand to resume the internship in mixed mode;
- inform the office about the date in which they will resume the internship (such date must be at least one day after you sent your email);
- list the activities that will be carried out remotely and provide the address from which they will be working (city, street, number);
- provide a declaration signed by the internship provider on company letterhead in which they declare that they have adopted a Covid-19 safety protocol;
- request an extension of the internship to a later end date (to be specified), only in case the scheduled end date as per the training programme is too close to conclude the project.

Q9 I have resumed my internship in work-from-home mode but now I would like to also resume the face-to-face activity, what should I do?

A9 Before resuming face-to-face work, interns are required verify that the internship provider, which has resumed in-presence activities, has adopted a Covid-19 safety protocol. Interns are then required to send an email to jobguidance@unitn.it with their company tutor and university tutor in cc in which they:

- request to change the internship from work-from-home to mixed mode or from work-from-home to face-to-face work;
- inform the office about the date in which they will switch from one mode to the other (such date must be at least one day after the email); in case of a mixed mode internship, interns are also required to describe which activities will be performed in-presence and which remotely, with detailed information on when such activities will take place (e.g. face-to-face on Mondays, Tuesdays and Wednesday, from... to..., remotely on Thursdays and Fridays, from... to...).
- provide a declaration signed by the internship provider on company letterhead in which they declare that they have adopted a Covid-19 safety protocol.

Q10 Can I end my curricular internship, which I suspended because of the Covid-19 pandemic, even if have not completed 75% of the programme? What can I do to obtain my credits through alternative activities?

A10 This option is usually available for students who are about to graduate. Anyway, you can end your internship before the planned date provided that your company tutor and university tutor give their approval.

If all the parties agree, follow the guidance provided by the Job Guidance office here <https://www.jobguidance.unitn.it/studenti-e-neolaureati/modifiche-e-chiusura-stage> under “Suspension – Transfer – Extension – Interruption”.

Departments and centres have different alternative activities based on their requirements and on the type of internship of their students. Talk to your university tutor.

Q11 How do I know if I have completed 75% of the internship programme before the suspension caused by the Covid-19 pandemic?

A11 If you have any doubts, talk to your university tutor.

Q12 I had to suspend my curricular internship because of the Covid-19 pandemic, but now I have completed 75% of the programme. Can I end the programme?

A12 This option (conclusion before the planned date and award of all credits) is usually available for students who are about to graduate. Anyway, you can end your internship before the planned date provided that your company tutor and university tutor give their approval, in agreement with the relevant Department or Centre.

Therefore if the parties agree, and you know that you will receive credits for the work you have done, follow the guidance provided by the Job Guidance office here <https://www.jobguidance.unitn.it/studenti-e-neolaureati/modifiche-e-chiusura-> under "Suspension – Transfer – Extension – Interruption”.

Q13 Can I submit my training programme by email with scanned signatures?

A13 Yes you can. During the emergency period, you can send training programmes in scanned form to jobguidance@unitn.it

Q14: How can I obtain my credits if University offices are still closed?

A14 If you urgently need to enter your internship credits on your student record please contact your university tutor and the relevant office (see our email on how to submit your certification, Part 2) to find a way to do that remotely.

INFORMATION FOR INTERNSHIP PROVIDERS

Q15: Now that we are back to work, can we start a new internship in work-from-home mode?

A15 Yes, if the intern and the tutors agree. Interns will inform the office with BOTH their tutors in cc by email to jobguidance@unitn.it that they are resuming the internship in work-from-home mode.

In the email they must clearly describe the activities that will be carried out from home and specify the address from where they will work and the date in which they will resume the internship (which must be after the email). For more information for interns please read FAQ 6.

In the case of extracurricular internships, internship providers are required to provide interns with insurance coverage and to provide information on any extensions through the relevant web portal.

Information: <https://www.cliclavoro.gov.it/Aziende/Adempimenti/Pagine/Comunicazioni-Obbligatorie.aspx>

Q16 Now that we are back to work, can interns resume an internship in face-to-face mode at our premises?

A16 The internship can resume in face-to-face mode where the work-from-home option (which is recommended by the University) is not available. The internship provider must adopt a Covid-19 safety protocol. Therefore interns, when informing the office that they are resuming the internship in face-to-face mode, are required to include a declaration signed by the internship provider on company letterhead in which they declare that they have adopted a Covid-19 safety protocol.

For more information for interns please read FAQ 7.

In the case of extracurricular internships, internship providers are required to provide interns with insurance coverage and to provide information on any extensions through the relevant web portal.

Information: <https://www.cliclavoro.gov.it/Aziende/Adempimenti/Pagine/Comunicazioni-Obbligatorie.aspx>

Q17 Now that we are back to work, can interns resume an internship in mixed mode?

A17 Yes if the intern and the tutors agree. Interns will inform the office with BOTH their tutors in cc by email to jobguidance@unitn.it that they are resuming the internship in mixed mode.

In the email they must clearly describe which activities will be carried out from home and in-presence, and specify the address from where they will work and the date in which they will resume the internship (which must be after the email). The email must also include a declaration signed by the internship provider on company letterhead in which they declare that they have adopted a Covid-19 safety protocol. For more information for interns please read FAQ 8.

In the case of extracurricular internships, internship providers are required to provide interns with insurance coverage and to provide information on any extensions through the relevant web portal.

Information: <https://www.cliclavoro.gov.it/Aziende/Adempimenti/Pagine/Comunicazioni-Obbligatorie.aspx>

Q18 Now that we are back to work, can interns who have already resumed their internship in work-from-home mode switch to the face-to-face or mixed mode (that is, in part from home and in part at our premises)?

A18 Yes, provided that the internship provider adopts a Covid-19 safety protocol. Therefore interns, when informing the office that they have switched from the work-from-home mode to the face-to-face mode, or from the former to the mixed mode, are required to include a declaration signed by the internship provider on company letterhead in which they declare that they have adopted a Covid-19 safety protocol.

For more information for interns please read FAQ 9.

Q19: Is it possible to extend an internship, in the case of (postgraduate) extracurricular internships that were suspended by lockdown restrictions to contain the pandemic? What deadlines must be met?

A19 If the internship's scheduled end date was in the weeks in which the production activity was suspended, the internship is automatically extended and will continue for the residual period. The extension communication, required by article 4-bis of Legislative Decree no. 181/2000, must be given within 5 days from the date of resumption of the production activity of the company providing the internship, or within 5 days from the date of resumption of the internship if it does not coincide with the date of resumption of the production activity.

(<https://www.urponline.lavoro.gov.it/s/topic/0TO0Y0000004Q0BWAU/comunicazioniobbligatorie>)

Q20 Now that we are back to work, can we start a new internship in work-from-home mode?

A20 The University recommends this mode. Internship providers may, in agreement with university tutors, allow interns to work-from-home, on condition that they provide interns with insurance coverage and with the information required by law. Make sure that the draft training programme, in the "Attività oggetto del tirocinio" section - includes the activities interns will carry out from home and the address where interns will be working. The information above MUST be provided for the internship to start. Remember that all the steps of the internship procedure can be found here

<https://www.jobguidance.unitn.it/aziende/attivazione-stage-in-italia>

For more information for interns please read FAQ 2.

Q21 Now that we are back to work, can we start a new internship in face-to-face mode?

A21 Yes provided that you ensure that you have adopted a Covid-19 safety protocol and, for extracurricular internships, that you provide interns with insurance coverage and with the information required by law.

Remember that all the steps of the internship procedure can be found here

<https://www.jobguidance.unitn.it/aziende/attivazione-stage-in-italia>

Before submitting the training programme to Esse3, internship providers are required to write a declaration on company letterhead in which they declare that they have adopted a Covid-19 safety protocol, which interns will email to jobguidance@unitn.it with their company tutor and university tutor in cc.

For more information for interns please read FAQ 3.

Q22 Now that we are back to work, can we start a new internship in mixed mode?

A22 Yes provided that you ensure that you have adopted a Covid-19 safety protocol and, for extracurricular internships, that you provide interns with insurance coverage and with the information required by law.

Remember that all the steps of the internship procedure can be found here

<https://www.jobguidance.unitn.it/aziende/attivazione-stage-in-italia>

Before submitting the training programme to Esse3, internship providers are required to write a declaration on company letterhead in which they declare that they have adopted a Covid-19 safety protocol, which interns will email to jobguidance@unitn.it with their company tutor and university tutor in cc. The training programme must clearly describe which activities will be carried out from home (with the address from where interns will be working), and which ones will be performed in-presence.

For more information for interns please read FAQ 4.