

# My report

Work-based learning can be accomplished in two ways: **an internship in a company** (*tirocinio aziendale*) or an experience in a **virtual training company** (*Impresa Formativa Simulata*). We invite you to reflect on the path you have chosen and the experience you have undertaken by filling in the templates below and answering the questions. If you only did the internship, see **Section A**, otherwise refer to **Section B**, too.

## SECTION A My internship (*tirocinio aziendale*)

### A1 How I prepared for my internship experience

In this section you'll have to describe how your school planned and presented you with your internship project. Special attention will be paid to safety issues and to what your first contact with the world of work was like.

#### 1 The project was presented by:

- my class council
- my school tutor
- the headteacher
- the school internship committee
- other (specify) .....

#### 2 My parents were...

- sent a written communication by my class council / my school tutor
- invited to a meeting with the headteacher
- asked to sign up to the project
- not involved in the project at all
- other (specify) .....

#### 3 I attended a course on health and safety in the workplace

yes (for ..... hours)     no

(only if you answered 'yes' to the previous question)

#### 4 I received a certificate after completing the course

yes     no

(only if you answered 'yes' to question 3)

#### 5 The course covered the following topics:

- analysis of legislation (Legislative Decree 81/2008)
- recognition of the stakeholders involved in a working environment: employer, managers, Prevention and Protection Service Manager and corresponding person in charge
- definition of the concepts of "prevention, protection, accident, occupational disease, hazard and risk"
- analysis of risk assessment
- recognition of responsibilities, restrictions and prohibitions at work
- identification of safety and health risks in the workplace
- identification of electrical and chemical risks, dusts, noise, handling of heavy loads, use of display screen equipment
- safety and health signs

- development of an emergency management plan
  - other (specify) .....
- (only if you answered 'yes' to question 3)

**6 As a whole, the course on safety was:**

- very useful       quite useful       not useful at all

**7 The company where I did my internship:**

- was chosen in agreement with my school tutor / my class council
- was a personal initiative of my school tutor / my class council
- was suggested by me according to my project
- other (specify) .....

**8 The first time I met my company tutor was:**

- on the first day of my internship
- before starting my internship

**9 I examined and signed a specific training agreement and I undertook to:**

- observe the company rules, working hours, accident prevention regulations, privacy, health and safety regulations
- follow my tutor's advice and guidelines
- behave respectfully with all the company personnel
- sign the register of attendance daily
- get to work autonomously
- promptly inform the company and my school if I were to be absent or unable to reach the workplace
- other (specify) .....

**A2 My internship experience**

In this section you'll have to describe where and how you spent your internship period. Focus on the kind of activities you did, how you carried them out and the results you think you achieved.

**1 I did my internship:**

- during my third year in upper secondary school ..... (year) at ..... (company name)  
for ..... hours
- during my fourth year in upper secondary school ..... (year) at ..... (company name)  
for ..... hours
- during my fifth year in upper secondary school ..... (year) at ..... (company name)  
for ..... hours

**2 The premises where I was placed are located in (city, address):**

.....

**3 The company/companies where I was placed operates/operate in the field of:**

.....

**4 My role and tasks within the company/companies where I was placed were:**

.....

## 5 My internship helped me to:

		Strongly disagree	Disagree	Agree	Strongly agree
1	check and reinforce the knowledge and competences acquired at school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	acquire new theoretical and practical knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	learn how to face new and unforeseen situations and/or unexpected events in which I had to show flexibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	adopt appropriate behaviours in compliance with the current safety regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	learn how to establish effective relationships with all the people involved in the business (colleagues, company managers, customers and suppliers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	develop responsibility and autonomy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	experience how a work environment is organized (working hours, business rules, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	gather knowledge about the labour market to be able to choose my future career with greater awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 6 During my internship period the difficulties I experienced were due to:

		Strongly disagree	Disagree	Agree	Strongly agree
1	the length and distribution of my working time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	the time it took to get to the workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	the labour conditions at the workplace (heat, noise, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	repetitiveness and little interest in my tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	the work being too exhausting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	too little work being assigned to me / nothing to do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	inadequate tutoring provided by my company tutor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	a difficult relationship with my school tutor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 7 In my internship I was able to develop the following competences and skills:

(choose one or more of the options in each of the four sections)

### COMMUNICATIVE COMPETENCES

- recording the activities I carried out following the right procedures, highlighting the problems faced and the solutions found
- recognising and getting access to regulations concerning public, civil and fiscal laws, with reference to business activities
- being proficient in English and, if necessary, in another European language
- being able to orally interact with foreign customers and businesspeople, in person or on the phone
- using English or other languages for specific purposes concerning my studies at school (English for Tourism, Business English, Technical English, etc.)
- writing technical reports in English and recording individual and group working activities

**COLLABORATIVE COMPETENCES**

- taking on new or additional tasks
- collaborating with all working team members to reach the business objectives
- critically analysing and assessing the outcomes of everybody's work and investigating the reasons of any failures or mistakes
- establishing effective relationships with all company personnel in different areas by adopting appropriate behaviour

**DIGITAL COMPETENCES**

- using and producing multimedia objects
- using a word processor to edit documents
- using spreadsheet software
- using online dictionaries

**BUSINESS AND PROFESSIONAL COMPETENCES**

- recognising business and organisational models
- applying procedures and standards laid down by the company (work environment, quality, safety)
- implementing effective archiving methods in compliance with the company procedures
- carrying out control checks on salaries and wages according to the different employment contracts
- managing accounting procedures using IT systems
- checking credit and debit positions in compliance with the agreed contract terms and current regulations
- identifying features of the labour market and collaborating on the management of human resources
- developing marketing strategies and market policies in different contexts
- navigating my way through the market of insurance and financial products, in order to provide cost effective solutions
- adapting scientific and technological factual knowledge to specific professional fields

**8** From the previous lists of competences, select the five most meaningful competences you developed during your internship experience. Tick the level you think is the most appropriate.

		Level 1 Elementary	Level 2 Intermediate	Level 3 Advanced
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9** As a whole, my internship experience was:

1	2	3	4
Not very significant	Partially positive	Positive	Very positive

*Provide reasons for your answer.*

.....

.....

.....

## SECTION B My experience in a virtual training company (Impresa Formativa Simulata)

### B1 How I took part in the virtual training company experience

You'll have to describe how this business simulation was implemented in your school and the reasons why your class was prompted to join this project.

#### 1 The project was presented by:

- my class council
- my school tutor
- the headteacher
- the internship committee at school
- other (specify) .....

#### 2 My parents were...

- sent a written communication by my class council / my school tutor
- invited to a meeting with the headteacher
- asked to sign up to the project
- not involved in the project at all
- other (specify) .....

#### 3 The tutor company:

- was chosen in agreement with my school tutor / my class council
- was a personal initiative of my school tutor / my class council
- was suggested by me according to my project
- other (specify) .....

#### 4 The choice of the activities carried out by the tutor company:

- was agreed with the contact teacher / class council
- was a personal initiative of the contact teacher / class council
- came from a proposal my classmates and I submitted to our teachers
- was made before seeking a tutor company
- was made after finding a tutor company

#### 5 As far as the relationship with the tutor company is concerned:

- only one preliminary meeting was held
- several meetings were organised with one or more contact people from the company
- the meetings were held only at school
- one or more visits to the company were organised
- some internship periods were spent at the company premises
- other (specify) .....

#### 6 The tutor company:

- just gave me some advice but nothing more
- actively took part in the first steps of the project planning
- actively took part in all the managing and operation phases of the project planning
- was involved in evaluating the experience with my class council

**B2** How I contributed to my virtual training company experience

In this section you'll have to explain how the project developed, briefly describe the activities carried out in your virtual training company and the role you played. Then you'll have to reflect on the achievements and on how meaningful this experience was to you.

**1** The project developed over a period of

- 1 year     2 years     3 years

**2** The project was supported by *(write name and location of the company)*

.....

**3** The virtual training company I joined:

- is called: .....
- has the following legal form: .....
- carries out the following activities: .....

**4** My role in the virtual training company was: .....

**5** A virtual training company develops according to the following features. For each of them, choose the activities you were involved in personally.

**A) GUIDANCE AND AWARENESS-RAISING**

- analysis of the area
- economic analysis (distribution of economic activities)
- identification of the needs of the area

**B) DEVELOPMENT OF THE BUSINESS IDEA**

- identification of the business idea
- identification of the company's objectives
- feasibility study
- visit to the sponsor company
- outlining of the company mission

**C) LEGAL OBLIGATIONS FOR THE ESTABLISHMENT OF THE VIRTUAL TRAINING COMPANY**

- choice of the legal status
- drawing up and subscription of the certificate of incorporation and of the by-laws
- single communication to Sistema InfoCamere (registration in the national business register, request for the tax code and value added tax identification number, application for pension and social security)

**D) BUSINESS PLAN**

- drawing up the organisational chart
- choice of location
- drawing up the marketing plan
- drawing up the estimated plant costs
- drawing up the financial statement
- drawing up the income statement

**E) MANAGEMENT ACTIVITIES**

- purchases and sales and their regulations
- warehouse management
- personnel management
- analysis of financial needs and financing sources
- management of administrative, tax and contribution burdens
- analysis of business procedures and job descriptions
- accounting records
- preparation of a separate financial statement and related civil and fiscal obligations
- analysis of the balance sheet and income statement
- budget drafting, deviation analysis and reporting

**6 The difficulties I experienced while working on my project were due to:**

		Strongly disagree	Disagree	Agree	Strongly agree
1	the tasks being too complex for me to carry out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	repetitiveness and little interest in my tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	unclear definition of the tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	teamwork-related problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	inadequate tutoring provided by my school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	poor support given by the tutor company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7 My experience helped me to:**

		Strongly disagree	Disagree	Agree	Strongly agree
1	check and reinforce my knowledge and competences acquired at school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	acquire new theoretical and practical knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	learn how to face new and unforeseen situations and/or unexpected events in which I had to show flexibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	learn how to establish effective relationships with all the people involved in the business (colleagues, company managers, customers and suppliers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	develop responsibility and autonomy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	gather knowledge about the labour market to be able to choose my future career with greater awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8 In my virtual training company I was able to develop the following competences and skills:**

*(choose one or more of the options in each of the four sections)*

**COMMUNICATIVE COMPETENCES**

- describing the features of the product/service offered
- creating advertising material (brochures, business correspondence, commercials)
- organising events (i.e. trade fairs)
- writing the description of a product or service in one or more foreign languages
- recording and filing all the documentation relating to administrative and management procedures and events
- using manuals and business documents to gather useful information for my work
- using appropriate and effective lexicon in written and oral business communication (reports, email and chat messages)

**COLLABORATIVE COMPETENCES**

- identifying the strengths and weaknesses of a business idea
- clarifying and justifying the choices made by the working group
- effectively organising human resources
- actively contributing to teamwork and showing respect for all the team members' ideas and opinions

**DIGITAL COMPETENCES**

- using a word processor to edit documents
- using spreadsheet software
- using and producing multimedia objects
- designing and creating the company's website

**BUSINESS AND PROFESSIONAL COMPETENCES**

- analysing and describing the area where the virtual training company operates
- identifying the features of the manufacturing sectors in the area and investigating local market trends
- searching for different kinds of data (geographic, historical, social, economic) from different types of sources and tools
- recognising the features of the labour market and the job opportunities in the area
- analysing the context in order to seize the risks and opportunities of the market and its competitive environment
- calculating all the cost components of a product
- identifying potential customers and the most appropriate sales channels
- explaining why the company operates in that particular area
- justifying the choices made regarding the pricing policy
- choosing the most appropriate company form for the virtual training company



## Section B My experience in a virtual training company

- drawing up the certificate of incorporation and the by-laws
- opening and managing a bank account
- filling in the form "Certified Declaration of Business Start up"
- applying for a VAT registration number and/or registration with the Chamber of Commerce
- managing purchases and sales through the company's web portals
- preparing accounting documents
- planning the times and priorities of my workload following the instructions received
- observing my working times and accomplishing the given tasks in the allotted time without reducing the required level of quality
- detecting undesirable problems in the company's activities and identifying their causes and possible solutions
- getting the most out of all the company's resources: materials, equipment, documentation, facilities

**9** From the previous lists of competences, select the five most meaningful competences that you developed during your virtual training company experience. Tick the level you think is the most appropriate.

		Level 1 Elementary	Level 2 Intermediate	Level 3 Advanced
<b>1</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10** As a whole, my experience was:

1	2	3	4
Not very significant	Partially positive	Positive	Very positive

*Provide reasons for your answer.*

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