



## Elia Exchange Programme Internship Memorandum of Understanding

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### Background

One of Elia's aims is to promote ethics in the translation industry.

This encompasses the relationships that companies can have with interns. Interns are a cheaper – if not free – manpower. Elia feels that the compensation should therefore materialize into a real professional learning process that allows the student to be more easily employed (either as an employee or as a freelancer).

This document has been drawn up for Elia members who are willing to welcome an intern. The first part of this document is intended to be a set of best practice guidelines concerning the organisation of student/graduate internship schemes for Elia member companies interested in providing professional training opportunities for students/graduates as prospective members of the translation industry. Though such guidelines cannot be made compulsory, as a representative association of our industry, Elia's duty is to try and propagate best practices, in order to raise the profile of the whole profession. Therefore, Elia strongly advises its members to apply these guidelines.

The second part contains the Internship Framework. Elia has drafted this framework to make it easier and more transparent for students/graduates to access internships, and also to help companies offer internship schemes that can attract the best students/graduates.

Depending on its individual practices, experiences and interests and subject to specific local/national legal provisions, each Elia member is strongly encouraged to use the matrix as a basis for structuring and agreeing to internships at their company. It goes without saying that all Elia member companies wishing to engage an intern should at all times ensure they comply with the national employment laws and other regulations applicable to them.

### **IMPORTANT**

These guidelines are primarily intended as a set of general guiding principles. Elia cannot accept any responsibility regarding the manner in which a member company may interpret, use and/or adapt these guidelines and documentation.

## Purpose and Use

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The Elia Exchange Memorandum of Understanding (EE MoU) entitles the members that make a commitment to Elia to employ the document and all it stands for to be recognized by Elia as “Elia Exchange members”. Members of the Elia Exchange will be recognized as companies committed to conducting business ethically and investing in the growth and professionalization of the language industry through their engagement and relationships with the academic world (universities and students).

The document is flexible enough to cover all professional situations in the translation industry. Because of this, it is meant to be used as is, and not modified.

Elia has designed the EE MoU as a tool to:

- Help companies define the internship they are offering
- Serve as a guidance to the intern prior to the period so that he/she knows exactly what will be the content of the internship and is able to choose the company he/she will join
- Serve as a commitment to the intern so that the conditions announced are respected
- Serve as an indirect commitment to the universities that will be able to support the companies committing to the MoU by sending their best students to these companies

The EE MoU is meant to serve as a framing document for internships for companies that do not possess any such document; and as an annex to the contract and related documents that companies with a more structured administrative process possess.

## Part I

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### Best Practices Guidelines

These are the rules and principles that according to Elia should govern the relationship entered into by the two parties involved in an internship arrangement - these being the host company (here referred to as LSC - Language Service Company) and the intern ('intern').

#### GENERAL RINCPLES

The two parties concerned (interns and LSCs) should embark upon an internship programme or an industry-based learning programme based on the following guidelines and principles:

1. Responsibility for their own actions and awareness of the other party's responsibilities
2. Respect for the rights of the other party involved
3. Clarity of procedures, roles, and progress (description of tasks to be assigned by LSC to interns, duration of the programme, schedule, assessment methods, remuneration, etc.)
4. Transparency regarding criteria for progress assessment
5. Confidentiality
6. Traceability of tasks determined and learning stages during the programme

Additionally, the parties may want to consider a series of principles focusing on each of the two participants in an internship scheme.

#### INTERNS

- Have to be extremely motivated and mature and wanting to get hands-on experience
- Are given freedom of choice from a range of LSCs offering internship industry-based learning programmes
- Depending on legislation, should be entitled to the same health and safety provisions as LSC's regular employees
- Will have to observe the LSC's internal regulations, codes of conduct and procedures
- Will be required to keep confidential all data and processes the intern is exposed to in the context of the internship, except with respect to data that the LSC expressly indicates is non- confidential in nature
- Will be engaged in service provision between Monday and Friday, during the opening hours of the LSC
- The industrial placement will not prevent the student from following Higher Education classes if necessary (the student obviously needs to notify the internship host company about the schedule of the classes)
- Will be invited to comment on problems encountered, provide feedback and solutions, interaction with colleagues

## **LANGUAGE SERVICE COMPANIES (LSCs)**

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- The LSC will have freedom to choose and select students as interns according to the LSC's own selection criteria
- The LSC is advised to read the curriculum vitae of the intern and whenever possible meet with them in person before the beginning of the industrial placement in order to get a clear view on his/her skills
- Will be assigned various tasks that are relevant to his/her professional betterment and are in line with their existing skills and knowledge or those to be acquired
- The LSC will give clear instructions and guidelines to the intern
- The LSC will inform the intern on its expectations and will provide special guidelines on organization and corporate culture
- The LSC will assign a mentor/mentors who should train, monitor, supervise and evaluate the intern's engagement. It is recommended to have regular face-to-face meetings between the intern and his/her mentor(s) to ensure that both parties get the most out of the internship programme.
- The LSC will make its best effort to assign tasks from among those selected in the list of tasks
- (Tasks catalogue) handed over to the intern before the beginning of the internship. The LSC and the intern will collaborate to ensure that the work is relevant to their professional upon their existing skills and knowledge.
- The LSC will regularly assess the intern's progress and performance, and will give substantial and relevant feedback information
- The LSC will provide the academic institution where the intern is studying, with relevant feedback on his/her interests and skills, which would have the added benefit of providing data on how academic institutions could adjust their curricula in accordance with market requirements.

## Part II

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### Internship Framework

#### Tasks Offered to the Intern

##### **Internship agreement purpose and goals**

The purpose of this agreement is:

- To help LSCs in stating clearly what kind of tasks they are willing/able to offer to interns.
- To provide potential interns with a transparent set of the roles/tasks they might be requested to perform within a certain time framework.
- To help both the LSC and the intern in aligning their expectations about the internship collaboration.
- To prevent the intern from getting frustrated due to the lack of clarity at the start of the internship period.
- To help the intern to gain thorough knowledge about the language industry, to be able to focus on a specific function within an interdisciplinary team and to be able to reflect critically on his/her own achievements.

The goals of the internship framework are to:

- Define the task types and responsibilities of interns.
- Define strict procedures on the intern's method of assessment.
- Define the tasks and responsibilities of the LSCs (it can include initial workshops on the use of CAT tools etc., passing the information about the Mission and Vision of the LSC...)
- Define financial information relevant to the internship.
- Define the duration of the internship.
- Define the daily internship hours.

This Memorandum of Understanding describes the relationship between:

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*[Company name]:*

*[Company address]:*

Hereby represented by: *[name of the company representative, and name of the intern supervisor if different]*

Hereafter called “The LSC”

and:

*[Intern’s name]:*

*[registered at the university, in the class/year ]:*

Hereafter called: “The Intern”

regarding the internship between the aforesaid LSC and the Intern:

This MoU covers many important aspects of the internship relationship. We recommend that you adopt this MoU in your internship agreement as it has been designed so that it can be easily referred to as a schedule. Please seek legal advice for all matters relating to employment law and other regulations applicable to your company.

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**TASK CATALOGUE**

<b>Possible Tasks offered by the LSC</b>	<b><i>The LSC (please mark one or more)</i></b>	<b><i>Notes</i></b>
Translation (TR)	<input type="checkbox"/>	
Review (RV)	<input type="checkbox"/>	
Proofreading (PR)	<input type="checkbox"/>	
Interpreting	<input type="checkbox"/>	
Subtitling	<input type="checkbox"/>	
Dubbing	<input type="checkbox"/>	
Terminology Management (TM)	<input type="checkbox"/>	
Machine Translation Post-Editing (MTPE)	<input type="checkbox"/>	
Desktop Publishing (DTP)	<input type="checkbox"/>	
Project Management (PM)	<input type="checkbox"/>	
File Technical Processing	<input type="checkbox"/>	
File Managing Support	<input type="checkbox"/>	
Text Alignment	<input type="checkbox"/>	
Technical authoring	<input type="checkbox"/>	
Administration (ADMIN)	<input type="checkbox"/>	
Sales & marketing (SM)	<input type="checkbox"/>	
Vendor management (HR)	<input type="checkbox"/>	
Social media management (SMM)	<input type="checkbox"/>	
Office management (OM)	<input type="checkbox"/>	

**SUPERVISION**

<b>Supervision at the LSC by</b>	<b>Comments by the LSC</b>	<b>Notes</b>
Project Manager		
Language Leader		
Reviewer		
Senior translator		
Junior translator		
Another Intern		
Interpreter		
Terminology Manager		
Social Media Manager		
Office Manager		
Administrative staff		
Other (please specify)		
No specific supervision		



**ASSESSMENT**

Assessment method	How often		The LSC (please mark one or more)
	Every day <input type="checkbox"/>	Every month <input type="checkbox"/>	
Language Review Report (LRR) - a written translation report by a Language Leader	Every day <input type="checkbox"/>	Every month <input type="checkbox"/>	<input type="checkbox"/>
	Every time a translation is reviewed <input type="checkbox"/>		<input type="checkbox"/>
Written report on cooperation by a Project Manager	Every month <input type="checkbox"/>	Upon the end of the internship <input type="checkbox"/>	<input type="checkbox"/>
Written report by the LSC on the intern's , role, responsibilities , commitment and attitude	Every month <input type="checkbox"/>	Upon the end of the internship <input type="checkbox"/>	<input type="checkbox"/>
Written general report by the LSC	Every month <input type="checkbox"/>	Upon the end of the internship <input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	

Intern's feedback on the internship		Upon the end of the internship <input type="checkbox"/>	<input type="checkbox"/>
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**FINANCIAL**

<b>Compensation type</b>	<b>Comments by the LSC</b>	<b>Comments by the Intern (if applicable)</b>
No compensation		
Transport compensation		
Partial compensation for accommodation (if applicable)		
From 0 to _ € per sw, line, text sheet		
From _ to _ € per hour/week/month		
Other amount per hour (please specify)		
Flat rate for internship per month		
Flat rate per total internship		
According to the country's legislation, i.e.:		
Other (please specify)		

**DURATION/HOUR DISTRIBUTION**

<b>Duration</b>	<b>Hour distribution (by the LSC)</b>		<b>Comments by the Intern (if applicable)</b>
From 1 to 50 hr	Part time: Morning <input type="checkbox"/> Afternoon <input type="checkbox"/>	Every week day <input type="checkbox"/>	
From 50 to 100 hr			
From 100 to 200 hr			
From 200 to 300 hr	Full time	Only days a week	
From 300 to 400 hr			
From 400 to 500 hr			
From 500 to 600 hr	Customizable combination		
From 600 to 700 hr			
More than 700 hrs			
From 1 to 2 months	Part time:	Full time.	
From 1 to 3 months	4 hours a day	8 hours a day	
From 1 to 4 months	20 hours a week	40 hours a week	
From 1 to 5 months			
From 1 to 6 months			
Other (please specify)			

**AUTHORIZATIONS (written notes on the use of the LSC owned equipment)**

This section explains the authorizations the intern is granted with.

<b>Authorizations</b>	<b>Comments by the LSC</b>	<b>Comments by the Intern (if applicable)</b>
File server connection		
Data management software connection		
Translation software server connection		
Personal email address		

This section lists the different tools the intern will or is likely to use.

<b>Software tools (CAT tools)</b>	<b>Comments by the LSC</b>		<b>Comments by the Intern (if applicable)</b>
	Will use	May use	
Trados			
MemoQ			
Across			
Transit			
Passolo			
Catalyst			
Wordfast			
TWS (Translation Workspace)			
Locstudio			
Resource Studio			
QA management tools			
Other (please specify)			

This section marks the equipment which will be offered to the Intern.

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Office equipment	Permanently	Occasionally
PC		
Office keys, ID card (if applicable)		
Other (please specify)		

This MoU is a non-binding agreement between the following LSC and intern. It is possible for either party to terminate or request alteration of the agreement at any time provided the other party is notified within a reasonable amount of time prior.

*For the company*

*For the intern*

Company Name:

Name:

Name:

Signature:

Position:

Signature:

Date:

Date:

This document was created in large part due to the efforts of members.

In particular: Zana Boljkavic, Ciklopea, with contributions from Françoise Bajon, Version internationale, Laurentiu Constantin, New Compass Services and Nuria Riera, iDisc.