



Nom du candidat / Last name of the candidate :

Prénoms du candidat / First name of the candidate :

**Brevet de Technicien Supérieur des  
SERVICES ET PRESTATIONS  
DES SECTEURS SANITAIRE ET SOCIAL  
Livret de stage Première Année**

**Advanced Vocational Certificate  
Of SERVICES and BENEFITS  
In HEALTH and SOCIAL SECTORS  
First-Year Internship Handbook**

*This handbook is intended for the Chair of the Board of Examiners under the supervision of the Head of the training center*



**Advanced Vocational Certificate  
Of Services and Benefits  
In Health and Social sectors**

**Student Intern:**

First name: ..... Name: .....

Date and Place of birth: .....

Internship duration: From ..... 2018 to ..... 2018

**Training Institute:**

LPO Nord Grande Terre

Represented by **Principal, Mrs O. Derussy**

Full mailing Address: Site de Beauport, 97117 Port-Louis

Phone: 0590 21 73 50 Fax: ..... E-mail:.....

Coordinating teacher: .....

**Host Organization:**

Institution's name:.....

Address:.....

Phone:.....Fax:.....E-mail: .....

By delegation:

**Staff concerned with the internship:**

-On-site Supervisor:.....

-Other on-site staff members: .....

-Technical means allocated to the intern: .....



## **Information note to the internship supervisor:**

### **Objective: Professional internship – First Year**

The teaching team is grateful to you supervising the internship of a first-year student in the advanced vocational certificate of services and benefits in health and social sectors.

The duration of this internship is six weeks long. It enables students to achieve the training program goals which are:

- Comprehending the reality and diversity of the workplace.
- Observing and assessing professional situations.
- Putting into practice the skills specified in the certification framework.
- Carrying out activities in full or partial autonomy under the responsibility of an on-site supervisor.
- Mobilizing, deepening and enhancing the knowledge, procedures and techniques acquired in the training center.

The tasks to be conducted by the intern correspond to the skills describes in the certification framework in compliance with the objectives of the degree.

A coordinating teacher, chosen by the educational team is in charge of overseeing the monitoring and control of each student during their internship. A meeting would enable you to discuss the internship progress and the training received in our institute.

At the term of the first-year internship, the performance and involvement of the intern should be assessed by you according to the objectives assigned.

You will have to fill in a grid and give a comment and a mark.

The student will have to write an internship report focusing on the detailed analysis of a task that was conducted which corresponds to one or more objectives. One copy of this report will be given to you and one the coordinating teacher who will mark it.

These two marks will be averaged to compute the final mark. This final mark will be taken into account in the results the second-year's first semester.

This file contains:

- A document explaining the assessment approach.
- A document informing about the objectives and possible activities.
- Details about the internship report.

The files concerning the assessment and the internship certificate given to you by the coordinating teacher during your meeting, should be given to the student at the end of his/ her internship. These documents will be added to the student's academic record.

The Teaching Team





<p>Identifying the characteristics of the persons, their needs and demands, suggesting appropriate answers</p>	<p>Processing the demand and need in relation to the services on offer.</p>	<ul style="list-style-type: none"> <li>-Analysing the expectations, assessing the needs</li> <li>-Research and development of personalized solutions .</li> <li>-Presentation of decision support elements, opinions, recommendations ( services on offer, conditions of access to rights, recourse to the institutions...)</li> </ul>
<p>Identifying and analyzing the services offered by the organization and its partners; contribute to their implementation</p>	<p>patient, user and family records management</p> <p>Investigation of cases with a view to issuing or receiving benefits, aid.</p>	<ul style="list-style-type: none"> <li>-Constitution, update of files, control of files (conformity, completeness).</li> <li>-Applying procedures and folder protection devices.</li> <li>-Implementation of registration, archiving and traceability procedures.</li> <li>-File processing planning, follow-up of interventions to the user.</li> <li>-Verification of the files' conformity to the applications for benefits, aid.</li> <li>- Control of conditions of access to rights.</li> <li>-Application of the procedures for calculating and paying benefits, aid.</li> <li>-Setting up and estimation of benefits.</li> <li>-Complaint processing and follow-up.</li> </ul>



<p>Involvement in the processing of information, carrying out investigations, implementing communication techniques</p>	<p>Involvement in service meetings, thematic meetings, information meetings</p> <p>.....  Document management (paper, computer) related to the activities of the structure</p>	<p>-Intervention, involvement in exchanges within the framework of a service or inter-service meeting.</p> <p>-Intervention or representation (in its quality or in the framework of delegation of line authority) in meetings with external partners.</p> <p>-Collection, formatting and dissemination of information (statement of conclusion, report).</p> <p>.....  -Design, writing, recording letters, notes, reports.</p> <p>-Design, dissemination and exploitation of tools common to teams (grids, index cards, dashboards.</p> <p>-Development and processing of statistics related to the activities of the structure.</p> <p>-Organization and monitoring of documents (mail, conventions, files).</p>
<p>Measuring the results of an activity</p>	<p>Participation in team management</p>	<p>-Participation in the organization of the work of the staff, the team.</p> <p>-Monitoring and evaluation of team activities.</p> <p>-Monitoring the evolution of skills related to new organizations, new situations, new technologies.</p>



		<ul style="list-style-type: none"><li>-For the team, conducting professional interviews, participating in the development of a career path.</li><li>-Identification of training needs, research of training actions.</li></ul>
Participating in accounting and / or financial management	Participating in the accounting management of the activities of the structure	<ul style="list-style-type: none"><li>-Contribution to the implementation and monitoring of the budget of an action, the financing of a project.</li><li>- Tracking purchases, inventory management (materials, products).</li><li>- Follow-up of contracts (insurance, maintenance, subscriptions ...).</li><li>-Compliance verification of operations.</li></ul>
Implementing animation techniques	Technical preparation of meetings, events related to the functioning of the structure (seminar, open day)	<ul style="list-style-type: none"><li>- Logistical organization of the event (from preparation to completion).</li><li>- Follow-up of the stages of preparation, the formalities and control of the progress of the project under the responsibility of the post.</li><li>-Design, production, dissemination of information and communication materials, evaluation tools.</li></ul>



<p>Participating in the implementation of a project approach and quality approach</p>	<p>Participation in the quality approach</p> <p>.....</p> <p>Contribution to the project approach</p>	<ul style="list-style-type: none"> <li>- Contribution to the drafting or adaptation of procedures and documents relating to quality (charters, protocols, guide of good practices, evaluation tools).</li> <li>-Control of the effectiveness of protocols, procedures, implementation of assessment tools, balance sheet processing.</li> <li>-Identification and study of atypical situations, anomalies in activities conducted.</li> <li>.....</li> <li>- Suggestions for improvement solutions.</li> <li>- Watch over the emergence of new needs research and collection of information at all stages of the project</li> <li>-Exploitation of collected data</li> <li>-Participation in the constitution and / or assembly of project file (administrative and technical management).</li> <li>- Contribution to proposals for the development of the service offer.</li> </ul>
<p>Collaborating in the team's work report on its activity</p>	<p>Collaboration with other professionals, working with partners</p>	<ul style="list-style-type: none"> <li>-Review of the expectations of professionals, partners.</li> <li>-Formalization of requests to professionals, partners.</li> </ul>





	<p>.....</p> <p>Team coordination</p>	<p>-Research and implementation of ways to improve collaboration (circulation of information, communication methods between professionals and partners ...), transmission and information sharing.</p> <p>-Relationships with stakeholders, participants, partners.</p> <p>-Technical assistance to health and social professionals for the implementation of new measures, procedures and tools.</p> <p>.....</p> <p>-Organization, preparation, animation of meetings, moments of exchanges (information, reflection, assessment, sharing of experiences, analysis of practices).</p> <p>-Regulation of the functioning of the team (integration of new recruits, management of tensions.)</p> <p>-Technical support to the team for the application of procedures, updating of knowledge, problem solving.</p> <p>-Connection between the management and the intervention staff.</p>
--	---------------------------------------	---



### Entrusted Activities

<b>Week</b>	<b>Activity</b>	<b>Activity's description</b>	<b>Equipment needed</b>	<b>Activity's purpose</b>
<b>Week 1</b>				
<b>Week 2</b>				
<b>Week 3</b>				

### Entrusted Activities

<b>Week</b>	<b>Activity</b>	<b>Activity's description</b>	<b>Equipment needed</b>	<b>Activity's purpose</b>
<b>Week 4</b>				
<b>Week 5</b>				
<b>Week 6</b>				



**ON-SITE INTERNSHIP SUPERVISOR’S FINAL ASSESSMENT**

**Training Center/ School:**

Full mailing address

Phone:

Fax:

E-mail:

**Organization:**

Full mailing address

Phone:

Fax:

E-mail:

**Student Intern :**

Last name :

First name :

Name of Coordinating Teacher:

**Senior Manager :**

Position :

On-site Internship Supervisor:

Position/ Status:

**Student’s involvement**

Professional attitudes	Satisfactory	To improve	Comments
-respect of the rules (hierarchical relations, diligence, punctuality, professional ethics			
-ability to organize, planning, meeting deadlines			
- Relational qualities (communication skills, tact, discretion).			
- curiosity of mind (questioning, active search for documentation, search for meaning or logic of activities).			
-Ability to take initiative and / or autonomy (elaboration or execution of tasks in autonomy, anticipation).			
-Ability to self-assess (regular dialogue, questioning, ect).			
<b>Total ( out of 8)</b>			



### ACHIEVEMENT OF OBJECTIVES

Objectives of the internship	fully achieved	Partially achieved	Achieved	evaluated
Analyzing the characteristics of an organization or an establishment and/or a service, a local area in its various perspectives.				
Identifying the dynamics at play in the institution and analyze their contribution to the evolution of the institution and the service offer.				
Welcoming audiences and communicating in a service relationship.				
Identifying the characteristics of the public; Their needs and demands, and suggesting appropriate solutions.				
Identifying and analyzing the services offered by the organization and its partners; Contributing to their implementation.				
Identifying the characteristics of information systems and participating in the operation of networks.				
Participating in the processing of information, carry out investigations, implement communication techniques.				
Assessing the results of an activity				
Participating in accounting and / or financial management.				
Implementing animation techniques.				
Participating in the development of a project-based approach/a quality-based approach.				
Contributing to teamwork development; Reporting on one's work within the organization.				
<b>Subtotal out of 12</b>				



**Remark:**

The mark is 12 only if all the objectives chosen in the training project are fully achieved.

The student behaved like a future professional.

The mark is under 12 if at least one of the objectives chosen in the training project is partially or not achieved.

---

**General appreciation:**

<b>Mark:</b>	<b>/20</b>
--------------	------------

---

FULL NAME:

Signature and official stamp

Position:

I hereby (the student intern) confirm that I have  
read and understood all the above statements.  
(Signature)

Date :



**INTERNSHIP CERTIFICATE**

***Documents required for admission***

Legal name of the candidate :

Married name:

First name (s):

Date and place of birth:

Has completed an internship in accordance with the regulations of the Advanced Vocational Certificate of Services and Benefits in Health and Social Sectors

From :

To :

Duration in weeks:

company or organization (name, address, phone number) :

Field of work of the company or the organization:

Work entrusted with the student intern:

Official stamp from the host organization  
(Mandatory)

Name, position and signature of  
the On-site Internship  
Supervisor:

Date of agreement: