

# INTERNSHIP

## Resort and Commercial Recreation Association

# GUIDELINES

For Resort &  
Commercial  
Recreation  
Facilities

*Several years ago RCRA established guidelines for professional internship programs and an approval rating program for existing internships. After several years of study involving professionals, students and educators in the field, RCRA issued minimum standards for internship programs. These meant to assist facilities in establishing a new program, and to provide a benchmark for existing programs. As the leader in the commercial recreation field, the Resort and Commercial Recreation Association invites members and non-members to submit an application to become an approved site.*

**On behalf of the Resort and Commercial Recreation Association, we are pleased to provide you with the attached guidelines and application form. We are truly excited about the potential that this review process has, not only for your agency, but for the student interns as well!**

As you review the information provided, remember, it is our goal to approve each and every site. This review process and approval rating is designed to help everyone strive towards a common standard of excellence. If you have questions about items on the application form, note it, and someone from the review committee will call you!

Listed below is EVERYTHING you need to submit to the RCRA Internship site selection committee chair (Board of Directors Liaison) for each type of internship you provide. For example, an agency offering a diversified internship in the recreation department and a specialized internship in the golf department would be required to submit 2 sets of applications.

Please submit everything digitally as an attachment(s) in an e-mail to: (suzy.nicely@rcra.org)

- **Application**
- **Intern job description**/or outline of experiences (detail the experiences the intern can expect to receive: training, orientation sessions, cross training, typical daily schedule)
- **Organization's letter of understanding/contract/agreement** between student and college/university.
- **Organizational chart** of the department (include where the intern(s) are located)
- **Organization's/Internship Training Manual**  
This manual needs to include the following items:
  1. Table of contents
  2. Mission statement and history of the agency/department
  3. Expectations of an intern (behavior, grooming, clothes, etc.)
  4. Standard operating procedures (scenarios, hurricane evacuation procedures)
  5. Description/examples of programs
  6. Safety/risk management component
  7. Orientation schedule (activities included)
  8. Department rules (housing, on property recreation, etc.)
- **Mail** to Amelia Island Plantation, Attn: Gary Bleil, P.O. Box 3000, Amelia Island, FL 32034
- **\*\$100 non-refundable application fee**, made payable to the Resort and Commercial Recreation Association.
- (Or) **\$50.00** fee for **renewal** application
- **Application deadlines** are: **September 1<sup>st</sup>** and **March 1<sup>st</sup>** of each year.
- Site approvals should be announced within thirty days of each deadline.
- The "Approval" rating will be valid for three years
- If your application is rejected for any reason, you may resubmit it again before the next deadline.
- If a director changes at anytime during the three year time period, the new director must forward his/her resume/experience to RCRA for review.

In the event of an agency/student conflict, a system of handling complaints has been established. It will be the responsibility of the University official to submit, in writing, a letter of complaint to the RCRA Board of Directors. The Internship Site Selection Committee will investigate the complaint and will either ask the site to correct the problem, review the guidelines with the university, or if necessary, revoke the approval. If a site goes one full year without an intern, the site must re-submit the application.

Please feel free to contact the Intern Review Committee members if you have any questions. Bruce Boliver (724) 738-2600, Lisa Jenkins (407) 239-0100 ext. 321, Kate Price (801) 856-6300.