



UNIVERSITY OF BELIZE

Faculty of Management and Social Sciences

Internship Guide

FACULTY OF MANAGEMENT AND SOCIAL SCIENCES

Internship Guide

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Table of Contents

The Internship Experience	1
Internship Description	3
Application Process	4
Student Responsibilities	5
University Responsibilities	7
Organizational Responsibilities	8
Regulations for the Internship	10
Role of the Advisor	11
Evaluation Methodology	13

The Internship Experience

Students in baccalaureate degree programmes within the Faculty of Management and Social Sciences are required to do an internship as part of their graduation requirements. Students are to sign up for MGMT4995 . The internship experience is key to the development of the Faculty's graduates and has many benefits:

Benefits to Students

- UB students will be rewarded with the ability to take on greater responsibility in the work environment
- Because the students will be exposed to many other people, maturing influences will be provided
- The internship programme will give reality to learning. Academic studies will now be translated to practical experience in the Belizean work environment.
- A greater appreciation in the differences in human behaviour due to the exposure to other employees in the organisation.
- UB students will be granted the opportunity to make better, more realistic career choices since they will be exposed to the working environment
- UB students will be more marketable after graduation because of their practical experiences
- UB students will be exposed to new and popular operating procedures found in the work place
- If the students are paid, this is a benefit in itself, along with the student incurring a lower debt than if they were pursuing the traditional programme.
- UB students will acquire valuable job search skills that will be an asset throughout their professional career.
- UB graduates will have a much higher probability of being hired when they graduate.

Benefits to Employers

- the internship programme involves local employers as a formal partner in the educational process
- the internship programme is the most effective tool to screen potential employees and find those who will perform efficiently
- interns usually brings the benefits of a fresh look to old problems in the workplace
- the use of interns is a cost effective source of human resources
- the interns are usually not seen as a threat to more senior employees because of the short time frame of the work term
- senior employees enjoy their role as mentors to students and gain much benefit from the new ideas of the interns
- an internship programme allows the employer to offer some valuable supervisory experience to junior (regular) employees
- the internship programme is an effective tool in developing the public image of the employer

Benefits to UB

- the physical facilities of UB can be used year round with the internship programme. This more efficient use of the facility will allow either more students in the same building space, or a reduced demand on space and other related facilities
- graduates from an internship programme will rate the quality of their education more highly than other students. This opinion can be of value to UB's alumni association and other fund raising activities
- parents will consider it to be a better education for their children. This develops a positive opinion about UB and can aid in the support of parents for UB.
- internship programmes are one of the most powerful and effective public relations tool for UB

Benefits to Society

- young people who are unemployed or underemployed pose a serious problem for society. Graduates from internship programmes will be more employable than other young people
- interns will pay income taxes on their earnings and taxes on their purchases.
- graduates from internship programmes tend to make higher starting salaries thus pay more taxes
- graduates from an internship programme tend to be more productive. This will result in higher national productivity which is the best way to increase standard of living

Specific Goals and Benefits of the Internship Programme

The programme recognizes the need to provide students with a broad preparation in order to assume a creative role in their chosen professions. This preparation includes not only the requisite formal education in the technical subjects relevant to their chosen discipline but also an orientation to the world of work. As such the programme leading to the Cooperative degrees of Business Administration are set up to provide the student with a combination of academic semesters and full-time work periods in the business environment. These work periods are arranged with the full cooperation of business firms and government enterprises and are supervised. They are designed to provide the student with the opportunity to weld theory and practice and to provide a broader preparation for a work career.

Thus an integration of general and professional education is the objective at the undergraduate level. This involves an education in matters social, economic, ethical and philosophical. More specifically, the programme is designed to provide the graduate with the following:

- a working knowledge of the functional areas of an organization,
- a capacity for self development,
- a high level of communication skills,
- the ability to identify and analyze problems and opportunities and collect the relevant data pertinent to these,
- a sensitivity to human relationships,
- an awareness of subtle interplay of influence, persuasion and power in organizations,
- an ability to recognize and respond to change,
- an ability to apply skills to a variety of situations,
- a sensitivity to the social, cultural and governmental environment.

The business environment is becoming ever more complex. The program, therefore, recognizes that it is not enough to give the student only theoretical and technical training. By being exposed, as early as possible, to the environment in which he/she will eventually work, the student will be better able to appreciate that most work is accomplished and goals are achieved by working with and through people operating in a social and organizational setting. Such exposure will also aid the students in defining their own career interests and objectives.

Internship Description

Students in the workplace are expected to develop the basic knowledge and skills needed to complement classroom learning. Standards of behaviour and performance normally found in a professional working environment are expected. The approved work position will provide the students with an opportunity to explore a business career. The work report should analyze an element of the work experienced by the student.

As the internship period progress, students should expand their knowledge and work related skills enabling them to accept increased responsibility and challenge. Progress in standards of behavior and performance normally found in a professional working environment are expected. The work report should illustrate the student's growth in business knowledge and understanding.

Finally, students should be able to participate fully in planning of projects, prepare formal proposals and reports. Students should now have acquired self-confidence, competence in the tasks assigned, good judgment in decision-making, initiative to complete the work with a minimum of supervision. The work report should be one of the standard expected from a junior manager or consultant and illustrate the professional and technical competence of the student.

Application Process

All students applying for internship should meet the requirements for application as set out below in the regulations section (see page 10).

Orientation

After applying for internship with the Registrar's office, the Internship Coordinator will call an orientation meeting with all potential interns. This meeting occurs the semester before the intern is expected to go out for his/her work experience. Attendance to the orientation is not optional and will serve to introduce potential interns to all aspects of the work experience and what is expected.

Workshop

All interns are expected to find placement for themselves. In other words, they will go through a job search and placement process as if they are applying for a "real" job. This means that interns will have to display strong writing and interview skills. The faculty will require potential interns to attend a workshop that will cover the job search and placement process. Students will review their skills and develop their competencies in writing their resume, application letters, and will be oriented to behaviour regarding dress, interviewing, and on-the-job behaviour.

Application Process for Placement

As mentioned before, students are expected to treat this requirement as they would any job search process. Interns are required to do the following:

- identify potential places where they want to work
- prepare letters of applications and resumes for these places
- submit their completed letters and resumes to the internship coordinator
- go to their interviews when they are called by the employer or the internship coordinator

Once interns have been made an offer, they must provide the internship coordinator with this information. It is the university who has the responsibility to approve the intern's placement. In no circumstance should an intern start their internship without the approval of the university. The university requires that interns avoid conflict of interest situations and thus strongly urged they not apply to places where close relatives hold supervisory positions.

If interns have been made an offer by more than one employer and upon making a choice, they are to immediately inform the employer in writing their decision not to accept the offer.

Interns are reminded that upon being placed with an organisation, they will be treated as any other employee of that organisation will be. Therefore, they should schedule their remaining courses in the evening, as they are required to work normal working hours. In the event that an intern absolutely must do a course during working hours, they are to write to their employer requesting the appropriate time-off.

Upon being placed, interns will be asked to sign a contract with the organisation and the university. This will make clear the responsibilities of each party. These responsibilities are as follows:

STUDENT RESPONSIBILITIES

The success of the field internship depends a great deal upon how you, the student, realize your responsibilities. Organizations considerate enough to open their doors to student trainees have regular jobs to do. They must maintain their reputation for professional services. **They cannot tolerate inefficiency, irresponsibility, or other actions by staff or voluntary personnel that may undermine the confidence of their constituents.**

By accepting field training, you become part of the organization. Your attitude and behaviour reflects the policies and standards of both the organization and the university. What you gain in personal experience as a professional practitioner depends on how much you contribute to helping the organization attain its objectives. Remember that you may be offered permanent employment.

YOUR RESPONSIBILITIES INCLUDE THE FOLLOWING:

1. You must be a senior in the department, in your final semester, and you must clear your eligibility for the program with your advisor and the department.
2. You must register for MGMT 4995. You are responsible to, (a) obtain information about the internship program, (b) develop resume preparation, personal interviews and job searching skills, and (c) match your needs, interests and abilities with possible internship opportunities.
3. You must correspond with and make appropriate application to preferred agencies or organizations, via the Internship Coordinator.
4. You are responsible for your own transportation to and from the internship location.
5. At the work site, you are expected to report to your direct supervisor for instructions and are expected to follow the instructions given, to carry out the policies and duties outlined by the organization supervisor, and to meet all scheduled commitments and arrangements made in connection with training assignments.

6. **During the internship you will be responsible for completing the required academic reports, which are due every fourth week of the Internship.**
7. While at the work site, you are expected to act in a professional manner as a member of the organization. This includes:
 - a) being properly groomed and appropriately dressed at all times;
 - b) performing the work to the best of your abilities;
 - c) being timely when reporting to work, meetings and appointments relating to your internship;
 - d) exercising tact and diplomacy in evaluating the organization's philosophy, policies and operating procedures;
 - e) making yourself aware of, and acting in accordance with, the organization's regulations and
 - f) practicing appropriate etiquette and conducting yourself in a professional manner while in the work setting.
8. **During the internship, you are expected to communicate openly with those at your work setting and your Internship Advisor.** This means:
 - a) consulting with your supervisor when there are problems you cannot satisfactorily solve yourself; or, when there is not a clear understanding of what is to be done;
 - b) scheduling regular conferences with your supervisor and other professionals in the organization to become familiar with their responsibilities, challenges and views of the profession and **periodically contacting your Internship Advisor** to discuss the progress of your internship; and, any matter which you would rather not discuss with your supervisor.

UNIVERSITY RESPONSIBILITIES

The internship is an educational work program involving the student, the University of Belize, and the organization. The ultimate goals of all three are compatible; and, as a result, this relationship in almost all cases results in a pleasant, meaningful and rewarding experience. If, as a result of the failure on the part of any/all party/parties, to live up to its/their responsibilities, or, if difficulties should arise in the coordination/administration of this relationship, the Dean, on the advice of the Internship Coordinator, has the authority to cancel the internship agreement.

The responsibilities of the University of Belize Internship Advisor include the following:

1. Helping the intern define career goals, update their resume, identify internship possibilities, initiate correspondence with appropriate agencies or organizations, and otherwise guide them through the application process.
2. Holding pre-assignment conferences with prospective interns to go over the details of particular internship opportunities and their compatibility with the student's needs and interests.
3. Approving the assignment of an intern to an organization after analyzing the organization's intent to provide a high quality learning experience

4. Communicating with prospective organizations and agencies about possible internship possibilities, representing the University in all official arrangements with co-operating organizations, and communicating with those who supervise interns.
5. Discussing with the organization details involving placement of interns.
6. Approving the intern's training schedule submitted by the organization.
7. Periodically communicating with the supervisor and the intern for the purpose of counselling the intern and to consult with the supervisor regarding the performance of the intern.
8. Arranging for a personal on-site visit with both intern and supervisor. This will ideally be two visits.
9. Recommending the removal of an intern from an organization when it would seem detrimental to allow him/her to remain.
10. Studying the organizational reports of the interns to make recommendations or take specific actions as appropriate.
11. Assisting in the final evaluation of the intern – grading the student on the basis of organization evaluations and student reports and assignments. Grading will involve reviewing and interpreting, with the student, all internship assignments and forming the committee to assign the final grade.
12. Making suggested changes to students and organizations when it seems necessary or appropriate.

ORGANIZATION RESPONSIBILITIES

The executive officer of the organization is in charge of the student's educational experience. This person serves as a mentor who offers guidance and supervision and who facilitates the student's professional competence within the organization's operations. Without relinquishing his/her direct responsibilities for the training of the intern, this person may assign a qualified staff member as an immediate supervisor or training officer.

The responsibility of the organization to both the intern and the University starts in full when the intern arrives at the work setting. At that time, the University Internship Advisor assumes a secondary role in the training program, except in cases of breaches of agreements, moral conduct, or emergency situations.

Responsibility for the relationship between the University and the organization in regard to the field internship will be shared with the Internship Advisor.

THE RESPONSIBILITIES OF THE ORGANIZATION AND SUPERVISOR INCLUDE:

1. Providing the Internship Advisor with a description of the intern position, including, but not limited to:
 - job responsibilities;
 - educational benefits;
 - qualifications and skill;
 - requirements and duties;
 - application procedures;
 - supervision and training, and
 - financial assistance, housing, and other benefits.
2. Recognizing that interns pay tuition, plus travel, lodging, and living expenses during the internship. While a high quality educational experience is of paramount importance to students, financial support is highly desirable and for some a necessity. A basic living allowance, lodging, or minimum-wage salary is greatly appreciated. However, this is not a requirement for the Internship.
3. Approving student as a trainee; allowing the student reasonable freedom of operation in order that a quality educational experience can be realized, but, at the same time, guiding and advising the student to prevent him/her from functioning in any way that seriously impairs the quality of the organization's services.
4. Introducing the intern to the staff and administrators, helping the student gain acceptance as a member of that staff, and encouraging the staff to periodically visit and share information with the student.
5. Arranging for the intern to attend various staff meetings and activities which expose him/her to such aspects as planning, decision-making, group dynamics, policy formulation, personnel supervision, budgets and so forth.
6. Helping the intern to understand how his/her job relates to the organization and to the total community; and, helping the intern develop a professional attitude about his/her work.
7. Communicating immediately with the Internship Advisor in such events related to student health, safety, ethical/professional behavior, or other events which may compromise the integrity of the student, organization or University.
8. Recommending to the Internship Advisor the removal of an intern when his/her performance or behavior is definitely unsatisfactory or detrimental to the organization.
9. Periodically evaluating the intern's performance through constructive criticism and suggestions. **Submitting to the UB Internship Advisor an evaluation of the student's performance immediately upon completion of the internship.** This evaluation includes an appraisal of the student's activities during the internship period and an analysis of the student's strengths/weaknesses and other pertinent information about the student's performance. Also, attending a final interview with the Intern and the University upon completion of the Internship.

Indemnification and Job Description

As well, once placed, the intern will be expected to sign an Indemnification form that will indemnify the organization from any liabilities that are outside the normal course of work.

Upon being placed, it is imperative that the intern secures a job description from the employer and submits it to the internship coordinator for the university's approval.

Regulations for the Internship

All students applying for internship must abide by the following regulations:

- students must have a maximum of 12 credit hours remaining for their programme along with the internship requirement
- internship is will be offered in three semesters (subject to UB's policy concerning the number of students per class)
- students must apply for internship using the internship application form from the Registrar's office. This is done when the student applies for graduation
- students must pre-register for either MGMT4995
- students must attend the orientation session in the semester prior to going out for their work experience.
- Successful completion of internship shown in the plan of operation is a prerequisite to graduation. Students must have obtained a cumulative grade point average of 2.5 or better in the previous academic semester to be admitted to the work term.
- Work term job descriptions will be screened by the coordinator. Only jobs approved by the department will be accepted as being suitable for the internship requirements.
- Internship jobs are full time employment as scheduled in the university diary, normally for a period of nine weeks. Students will not be able to take up employment until after they have met their internship requirements, unless the employers are willing to accommodate UB's Advisors during that period.
- Internships will be evaluated for satisfactory completion by the advisor responsible. Grades will be given for both job performance and professional performance as related to the whole internship. A final pass/fail grade will be assigned to the student and a Pass is a requirement for graduation.

Role of the Advisor

Each intern will be assigned an advisor who will be their main contact to the university and who will be their mentor for the internship period. Interns are to keep in regular contact with their advisors and their advisors will be expected to make one on-site visit, continuous phone calls and/or e-mails with students, and a final visit for the exit interview, and to set up the interim meetings with advisees. When advisors visit advisees at their place of work, they should talk to both advisee and supervisor. It is recommended that advisors talk to supervisors as to how this should be managed.

Advisors are to make that first visit by the end of week 3.

GUIDE TO THE ON-SITE VISIT FOR BUSINESS FACULTY

The undergraduate degree is set up as a cooperative program, under which full-time academic study is alternated with periods of full-time work in positions related to the student's future career.

The program brings the student into direct contact with many industrial and the business professions. It provides exposure to problems typical of those encountered in practice. Students are introduced to full-scale business projects and operations far beyond the scope of any university classroom. Through personal experience in business and industry, the student's educational environment is extended, so enabling him or her to define career interests and objectives.

PURPOSE OF THE VISIT

The purpose of the on-site visit is to monitor and assess the learning experienced by each student in each employment setting. This will normally include feedback to the student in the form of suggestions, critiques and encouragement on aspects of personal performance, professional development and the work report.

EDUCATIONAL SETTING

As a student progresses through the internship, the university's expectation for their on-the-job performance increases.

A student may wish to experience employment in some of the following - accounting, consulting, personnel management, research, manufacturing, sales and marketing, government service, tourism, etc.

GENERAL PREPARATION FOR THE VISIT

As a representative of the university, some familiarity of the company, business, industry or government department/agency would assist in discussions with the employer. It would also be helpful to know their level of participation in our program. The academic background for each student scheduled to be visited should be reviewed as well as previous work experience. This information is available from the student's personal file.

It is also advisable to contact each employer at least several days in advance of when you wish to conduct a visit. ***The advisor is expected to make one on-site visit and a final interview. That visit should be done by the end***

of week three. In larger companies the human resources department will often be able to assist in advising all supervisors and students. In most government departments/agencies and smaller companies, it is normal to deal directly with each supervisor.

SENIOR MANAGEMENT, OR HEAD OF DEPARTMENT

While it is not always necessary to meet with a representative of senior management or the employer's head of department, it is advisable periodically. Points for discussions could involve some of the following:

The level of participation in the business degree program, both Present and future.

The future direction of their business and changes of methodology.

Feedback on the curriculum and preparation of students for internships.

Changes to our internship program and/or new faculty members.

The need for upgrading management staff in terms of continuing business education and graduate programs.

The general outlook for employment of graduates.

SUPERVISOR AND STUDENT

While it is usually advisable to discuss the internship separately with the supervisor and the student, a combined review session can be very beneficial. The combined approach requires more preparation by all concerned, and the student should still be given the opportunity to have a one-on-one discussion.

Another aspect of the contact time is to acquire a good appreciation of the work environment. Generally this can be achieved by having the student conduct plant tours, make introductions to fellow workers, demonstrate the operation of specific equipment or computer programs and outline day-to-day duties at their normal place of work. Such activities usually reveal the extent of learning which is being realized.

Some points of discussion for the supervisor of the student are as follows:

What skill level is this student able to achieve in analysis and research, computer use and applications on-the-job?

How effective is this student at communications, both one-on-one and in larger groups?

How well does this student function when working as a team member?

Does this student have the ability to plan work and implement that plan?

Is this student capable of independent thinking when presented with a new problem?

What supervisory skills and abilities has this student shown on-the-job?

Is this student participate in other company activities outside their job description?

Has this student a concern for safety and safe working conditions and practices?

Is this student capable of training others when needed and formal learning on-the-job?

To what extent are the overall objectives set for the term being achieved?

What level of responsibility and maturity is the student demonstrating?

What is the student doing well and what needs to improve in the areas listed?

Suggested questions for discussion with the student could include:

What is your overall impression of this business and the management?

How have you been challenged by the employer? What did you learn from these challenges?

What aspects of the academic program have you drawn on during the work term?

What objectives (including academic) do you have for the remainder of your internship?

What are your long term career plans? Has this work term experience caused you to change those plans?

Evaluation Methodology

This is a Pass/Fail course and each intern will be evaluated using a point system. A cumulative score of 75 is required for a Pass. If an intern receives a Fail grade, he/she will be required to repeat the course as they do with any other course at the University. The following displays the methodology for evaluation for the internship programme:

1.	Application Search Process(<i>resume, letter</i>)	10
2.	One (1) Interim Reports(<i>written</i>)	10
3.	One (1) Interview Report	10
4.	One(1) final Report	15
5.	Supervisor Evaluation	30
6.	Exit Interview	20
7.	Attendance (<i>orientation/ workshop</i>)	<u>5</u>
		<u>100</u> marks total

The application search process will be assigned points by the Coordinator, while the rest of the evaluation will be assigned points by the advisor.

As indicated above, interns are required to submit reports that should follow this format:

Format for Interim and Final, Comprehensive Report

- I. Cover Page (Proper Format)
- II. Table of Contents
- III. Introduction
- IV. Description
- V. Description of Advisor Visit
- VI. Conclusions
- VII. Recommendations

III. The Introduction of your report will include:

- a A description of the search process, your orientation and a brief history of the organization

IV The Body (Description) of your report will include:

- a A list of your main duties/tasks/responsibilities. For the interim report, this will be a brief description and for the comprehensive report this will be in detail.
- b You will describe what types of knowledge, skills/abilities, and attitudes are used to perform the various tasks and what types of knowledge, skills/abilities, and attitudes are being developed and/or improved at the point of the report.
- c You will describe your level of satisfaction/dissatisfaction with the tasks listed in point (a).

VI Description of Advisor's Visit

This section should include a summary of the advisor's visit.

VI Conclusion

This section should include your overall assessment of the internship experience to date.

VII Recommendations

This will include recommendations for UB's Internship Programme, as well as the organization in which you did the internship.

Format for Interview Report

- I Introduction
- II Description
- III Conclusion
- IV Recommendations

I The Introduction of your report will include:

- a The name and title/position of the interviewee, date of the interview and the purpose of the interview

II The Body (Description) of your report will include:

- a A summary of your findings

III Conclusion

- a This section should include your overall assessment of the interview

IV Recommendations

This will include recommendations for the company to improve its efficiency based on your findings

You must submit your interim report by the end of the fourth week of the internship. Your final, comprehensive report must be submitted two weeks after the completion of the internship. Remember to state how you have accomplished the tasks/duties/responsibilities of the internship in the report. You will be required to orally defend the comprehensive report for an interview committee comprised of your internship advisor, another member of the department, and your workplace supervisor.