Macleay College Pty Limited

Business Internship Unit Handbook

Diploma of Accounting
Diploma of Business Management
Diploma of Marketing

2013
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Requirements, Roles & Responsibilities

Introduction

This document provides details regarding the Business Internship Unit convened by Macleay College. The Macleay College Internship is based on a number of schemes operating in various Australian universities and a number of overseas institutions.

Internship allows the student to gain industry experience and to equip them with a range of practical and novice level professional skills built on the knowledge they have gained during their study. The student will be matched with a suitable Host Organisation dependent on their interests and experience.

Macleay College will maintain a list of suitable organisations with which in-principle agreements have been made. Students are not encouraged to approach organisations on this list directly, but are strongly encouraged to proactively seek internship opportunities with organisations that are not on the list, subject to authorisation by the Macleay College Internship Coordinator. It is in a student’s best interests to learn and gain experience in this ‘real-world’ exercise and feel the satisfaction of achieving their own internship in one or more organisations that they have a personal interest exploring.

For an internship to proceed, Macleay College, the Host Organisation and the student must commit to the learning outcomes in the Internship Unit Outline.

In addition to these skills, the shift to learning from experience in the workplace requires an additional set of skills and attitudes regarding learning, such as:

- how to analyse experiences,
- the ability to learn from others
- the ability to act without all the facts available
- choosing among multiple courses of action
- learning about organisational culture
- using a range of resources and activities as learning opportunities eg. memos, policies, decision making processes
- understanding the competing and varied interests in the shaping of one’s work or professional identity

Learning from workplace experience also entails the identification and creation of opportunities for experiences from which new learning will flow. This may involve the student volunteering or seeking out special projects or assignments in the workplace, being active in suggesting initiatives in which they may be involved, negotiating with supervisors for more varied tasks and responsibilities, or creating new ways of carrying out routine tasks.

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1 This document was developed with specific reference to the Arts Internship Scheme within the Faculty of Humanities and Social Sciences at the University of Adelaide and The Frederick Community College Maryland.

2 For the purposes of this document the term Host Organisation is used to cover any relevant organisation eager to provide a placement for a Macleay College student.
The individual nature of internships means that they may vary widely in terms of time, location and outcomes. This demands a level of flexibility and negotiability, however clarity and equity demand that some parameters be set.

- **Time.** The internship requires a minimum of 60 hours in a business organisation. The more hours worked will usually result in a more productive outcome for both student and organisation.

- **Location.** For practical purposes the internship would normally be located within the greater Sydney area. If a student expressed interest in an interstate or international Internship, it would be considered on its merits with the understanding that it would be undertaken either as the only unit of study in the trimester, or in an intensive mode between trimesters.

- **Outcome.** Ideally, the internship would deliver the best match between student interest and employer intent but will be within the framework set by the unit objectives that are instantiated in the guidelines to supervisors.

### Role of the Workplace Supervisor

The Host Organisation will nominate a Workplace Supervisor to oversee the internship and provide a point of contact for Macleay College. Workplace Supervisors should be aware that the student’s main interest is to gain some industry experience and a practical insight into the processes of an industry environment and to use this as a basis for reflection and learning. Workplace Supervisors are encouraged to include the student in daily activities as appropriate to allow the student to acquire a sense of day-to-day working life. In summary the Workplace Supervisor will:

- Sign the internship agreement on behalf of the Host Organisation that states obligations on observing appropriate workplace rules, codes of conduct and ethics

- Provide advice and support for the student in the workplace

- Evaluate the student using an online form to provide feedback and a recommended grade

### Role & Responsibilities of the Student

For the period of the internship, the student remains a Macleay College student. This means that all administrative matters and questions relating to their enrolment and status should be directed to the Program Leader. Responsibility for the coordination of the internship rests with the Internship Coordinator and all enquiries about the internship should be directed to the Internship Coordinator.

The student is expected to attend all classes in which they are registered throughout the trimester in which the internship is undertaken. When the student has been formally notified of the internship and supervision arrangements, they should arrange a meeting with their Workplace Supervisor to plan their timetable accordingly.

The student must contact the Internship Coordinator or Program Leader if there are any problems that cannot be resolved with the Workplace Supervisor.

The student should note that at all times they remain responsible for their own conduct. In signing the Internship Agreement, the student agrees to the terms of the Business Internship Unit and that adequate time is available for observation and reflection.
Clearances

Depending upon the focus of the internship undertaken, it may be necessary to gain formal clearances before commencing, for example, a youth based event would require a Working with Children Check. Much of the observation done as part of the internship would be defined as undergraduate ‘research training’ and would not require formal clearances. However, appropriate practice must be observed at all times.

Code of Practice

As part of their participation in an internship, the student must agree to abide by a defined code of practice.

As well as recognising and acting in accordance with all provisions set out above, the student should be aware that their internship is likely to be in a busy working environment and they should act at all times with respect for normal daily activities.

As well as a general requirement for appropriate standards of behaviour, decorum and dress, there are a number of specific protocols that must be observed:

- **Confidentiality.** The student should be aware that they may be working in a sensitive environment and it is essential that they adhere to a code of absolute confidentiality and discretions. All information gained through access to written materials, informal activities, conversations, meetings, even overheard telephone conversations, are to be regarded as confidential unless otherwise notified. The long-term success of Macleay College’s Internship Program will depend on all students acting in accordance with this understanding.

- **Status.** Depending on context, the student may be afforded the same privileges as paid staff. At the same time, the student should accept the same disciplines and constraints to which paid staff are committed. It is important that the student does not allow anyone to believe that they are members of paid staff.

- **Correspondence.** While it may be appropriate for some correspondence in connection with your internship to come from the Internship Coordinator, nothing should be sent under Macleay College letterhead or via email without prior permission.

- **Expenses.** Any travel costs or other incidental costs incurred by the student as part of the internship will remain the responsibility of the student. Neither Macleay College nor the Internship Coordinator has any funds to meet such expenditure.

- **Advice.** Students must not provide advice regarding the Internship Organisation’s product or service to customers, clients, or others within or outside the internship organisation without express permission and guidance of the Industry Supervisor.

OH&S & Insurance

During the internship, the student at all times remains enrolled at Macleay College and is expected to abide by its usual policies. The student is covered by Macleay College’s insurance policy.
Student Assessment Requirements

The student is required to meet with their Internship Coordinator once per trimester, as a minimum. It is the responsibility of the student to schedule these meetings with the Internship Coordinator.

All students will be expected to prepare a student portfolio. This will include a description of the projects(s) they undertake and a number of sections based on the objectives outlined above. They will be expected to gather evidence from peers and supervisors about how they are meeting the objectives of the unit. Included in each section there will be a compulsory reflective diary that they will be expected to complete on a weekly basis. The final section of the portfolio must be a reflective exercise that asks the students to gather together the whole of their experience of the course including what was learnt in the internship and how it is linked to the objectives and content in their other units of study.

Acknowledgements & Bibliography

This document was developed with specific reference to the Arts Internship Scheme within the Faculty of Humanities and Social Sciences at the University of Adelaide and The Frederick Community College Maryland.

Website Resources

Courses & Programs, Frederick Community College, viewed 16 February 2012, <http://www.frederick.edu/courses_and_programs/internship.aspx>
Internship Checklist

Step 1 - Before you start your internship

☐ Submit your Expression of Interest for an internship the ‘Internship Application Form’ via downloaded and lodged via the Student Resources section of our website at [http://www.macleay.edu.au/current-students/student-resources](http://www.macleay.edu.au/current-students/student-resources) (pages: Current Students > Student Resources > Internships).

☐ Research the Host Organisation (Reflective Journal: Section 1)

☐ Attend an Internship Interview with the Host Organisation

☐ Receive advice whether or not you have been successful

☐ Once accepted by a Host Organisation, sign an Internship Agreement which will also be signed by the Host Organisation and Macleay College.

Step 2 - During your internship

☐ Log your work activities. (Reflective Journal: Section 3)

☐ Contact the Internship Coordinator if you encounter a situation which cannot be resolved with the Workplace Supervisor

☐ Regularly review your progress in achieving your Learning Outcomes

Step 3 - At the conclusion of your internship

☐ Your Workplace Supervisor will complete an assessment of the student’s performance

☐ Complete your Reflective Journal and submit it to the Internship Coordinator by 11:55pm, Sunday of Week 12 of the trimester
Schedule A

Workplace Supervisor Evaluation

To be completed by Student with the Workplace Supervisor

1. **Location**

2. **Workplace Supervisor**

3. **Hours and Pattern of Attendance**

4. **List of Normal Duties & Tasks**

5. **Any Other Details**
Annexure A

Reflective Journal

*An electronic copy of this form can be downloaded from the Student Resources section of the Macleay website*

**Submission Instructions**

<table>
<thead>
<tr>
<th>Due:</th>
<th>11:55pm on Sunday of Week 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit to:</td>
<td><a href="mailto:assessments@macleay.edu.au">assessments@macleay.edu.au</a></td>
</tr>
<tr>
<td>Subject Line</td>
<td>your email should state the following subject line “Internship Reflective Journal”</td>
</tr>
</tbody>
</table>

Name: ___________________________  Student Number: ___________________________

Host Organisation: _________________________________________________________________

Start Date: ___________________________  End Date: ___________________________

Workplace Supervisor: ______________________________________________________________

Telephone: ___________________________  Email: ___________________________

My Position Title during the Internship: ___________________________________________________________

I was placed in the ___________________________ Division/Section/Team Department

**SECTION 1  About the Organisation**

1.  When did this organisation start?

2.  What does this organisation do?

3.  What is their main product or service?

4.  Who are their major competitors?

5.  What are the key market factors affecting their business?

6.  What is their market position

7.  Who are their main customers or clients?

8.  How widely is the organisation spread? Are they state-wide, national or international?
9. Where is their Head Office?

10. Is this a large, medium or small sized operation? What are the approximate number of employees?

11. Who are the key people and stakeholders?

SECTION 2 People

It is important to find out as much as you can about key people in your Host Organisation. Ask your Workplace Supervisor if they would give you 10-15 minutes so you could ask them some questions using the format provided below. They might also be able and willing to introduce you to other people to interview as well:

1. People you worked with and their roles
2. Key people you met and learned about

Interview Format

<table>
<thead>
<tr>
<th>Date of Interview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title:</td>
</tr>
<tr>
<td>Division/Department/Section:</td>
</tr>
</tbody>
</table>

These questions follow a strategy. They begin asking about the person, and then go on to the job and how they hire new recruits. You can sometimes find patterns of success in industries – patterns you can replicate. For example: key jobs leading to advancement, key organisations for developing people.

1. How did you get your start in the industry?
2. What career steps do you feel have been instrumental in your success?
3. Is there any advice you could give me that would help me at this stage of my career?
4. What would be an entry-level job in your part of this organisation?
5. How many people would carry out this job at any one time?
6. How often do you have vacancies?
7. Do vacancies tend to occur at particular times of the year?
8. How do you recruit for these jobs?
9. What sort of skills, knowledge, qualifications or other things do you look for?
10. Is recruiting in the organisation usually carried out by the managers of the various areas or a recruiting officer/human resources person?
SECTION 3 Log of Work Activities

During your internship, you will meet and learn about key people and systems and processes. You must keep a log of these and other aspects of your experience because these notes will provide the basis for your Reflective Journal describing your internship experience.

Work Activities

<table>
<thead>
<tr>
<th>Date</th>
<th>Activities (your main Duties/tasks, key skills you needed)</th>
<th>% Estimated Time spent on the Activity</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

SECTION 4 Systems & Processes

List the business processes you observed in your internship.

<table>
<thead>
<tr>
<th>System or Process</th>
<th>Comment</th>
</tr>
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SECTION 5 Summary & Discussion (1,500 Word Report)

This section must demonstrate what you have learnt as a result of your Internship. In completing this section include the following:

- Review each of your Learning Outcomes and discuss how successful you were in achieving them.
- What you have learnt about setting goals at work
- To what extent did your preparation and learning at Macleay College prepare you for the work you carried out?
- What were the most useful things you learned in your internship?
- What insights has the internship provided for your future career
Annexure B

Internship Agreement

① an electronic copy of this form can be downloaded from the Student Resources section of the Macleay website

This Internship Agreement, effective from [Date] to [Date], is between:

1. Student Name: 

2. Host Organisation:

3. Macleay College

It is agreed by the aforesaid parties to be of mutual interest and advantage that the Macleay College student involved in one of the Internship Programs at Macleay College be given the opportunity for, and benefit of, experiential learning through an internship provided by the Host Organisation.

Internship allows the student to gain industry experience and to equip them with a range of practical and novice level professional skills built on the knowledge they have gained during their study. The student will be matched with a suitable Workplace Supervisor according to their interests and experience.

The aforesaid parties understand the following:

1. The student agrees to

   1.1. Follow the policies of the Host Organisation
   1.2. Provide transportation to and from the Host Organisation
   1.3. Abide by the details listed in Schedule A
   1.4. Abide by Macleay College Policies

2. The Organisation agrees to

   2.1. Provide a program of internship experience that is mutually acceptable to the student, Macleay College and the Host Organisation.
   2.2. Maintain required records and reports on each student’s performance and provide an evaluation of the student’s performance to Macleay College at the end of the internship.
   2.3. Request Macleay College to engage in a joint evaluation of any student whose performance is questionable, whose personal characteristics seem to prevent desirable relationships within the Host Organisation, or whose health status becomes a detriment to the student’s successful completion of the internship.
   2.4. Upon reasonable request, permit the inspection by Macleay College of the Host Organisation facilities, records pertaining to the internship experience, student records, and such other items pertaining to the Host Organisation’s internship program.
   2.5. Assign a Workplace Supervisor who is an employee of the Host Organisation and listed in Schedule A. The Workplace Supervisor shall be responsible for mentoring the intern as well as supervising and evaluating the student’s internship performance.
   2.6. Immediately notify Macleay College in writing of any change or proposed changes in the program.
   2.7. Exercise a duty of care to the student as if they were an employee of the organisation.

3 For the purposes of this document the term Workplace Supervisor is used to cover any relevant organisation eager to provide a placement for a Macleay College student.
3. Macleay College agrees to

3.1. Send the name of each student intern to the Host Organisation as soon as possible before the beginning date of the internship.

3.2. Supply, with the student’s permission, any additional information required by the Host Organisation prior to the commencement of the student intern.

3.3. Work with the organization in assigning to the Host Organisation only those students who are acceptable to the Host Organisation and Macleay College.

3.4. Make available the Internship Coordinator to act as a liaison between Macleay College and the Host Organisation.

3.5. Comply with all established policies and practices of the Host Organisation as such policies and practices are made known to Macleay College. Macleay College further agrees that students will be subject to all rules and regulations pertaining to regular employees of the Host Organisation.

3.6. Provide Insurance for all participating students in the internship.

4. It is mutually agreed that

4.1. Macleay College and the Host Organisation will indemnify, defend and hold each other innocent for and against any and all losses, damages, expenses, or other liabilities including legal fees, court costs, and related costs of defence, arising from or in any way connected with claims for personal injury, death, property damage or contractual liability that may be asserted against the Macleay College or the organisation by any party(ies), which arise or allegedly rise out of action, inaction, or breach by their own employee, student, agent, or representative while in the conduct of the internship experience.

4.2. The Host Organisation will not assess fees to Macleay College or student for the use of the Host Organisation’s resources in connection with this internship program.

4.3. Neither Macleay College nor the Host Organisation shall discriminate against any student during this affiliation because of race, colour, sex, creed, age, or national origin.

5. Terms of Agreement

5.1. Any of the above parties hereto may, upon giving thirty days written notice, terminate this Agreement.

5.2. Revisions to this Agreement become effective upon approval of the parties hereto through written communication from all parties.

EXECUTED by the Parties as an Agreement:

Student

____________ signature __________________ print name ____________________ date 

Host Organisation

____________ signature __________________ print name ____________________ date 

Macleay College

____________ signature __________________ print name ____________________ date 