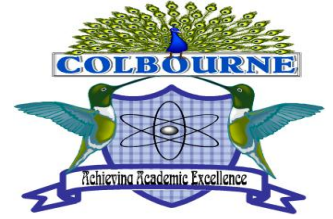


Colbourne College

Internship Manual



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INTRODUCTION

The Internship Manual is designed to outline the requirements, expectations and procedures for students and outline the role of the administrators in facilitating a comprehensive internship process for students attending Colbourne College.

The main objective of the Internship Manual is to communicate the criteria that are essential for;

1. students taking part in the internship,
2. documentation of internship processes;
3. preparation of student reports,
4. employer evaluation forms in assessing student's performance, and
5. standards that must be recognized and adhered to by all parties.

Students are expected to comply with all policies and procedures that are outlined in the manual and are expected to meet all stipulate guidelines and deadlines in order to ensure that the internship process is successful and students are able to maximize all benefits that are essential and offered to them.

INTERNSHIPS DESCRIPTION

The internship program at Colbourne College is designed to supplement the student's total educational preparation for the working world in the fields of business, tourism, education and management and provides a combined work experience and learning opportunity for application of classroom theories.

An internship is a real world experience that relates to the career goals and interest of the student and is an opportunity for the student to gain valuable experience that can facilitate the learning process and professional development. It can thus provide the opportunity for professional growth and the opportunity for the student to identify personal strengths and weakness in his/ her quest to gain exposure in the chosen career field.

In some cases, internships can be fulltime or part/time which is highly dependent on the host organizations ability to facilitate the process as well as the student's academic course load for the semester. In addition, some internships are paid and others are not, it is in this regard that students understand that unpaid internship are still a worthy and profitable opportunity to build a strong industry network base and gain valuable and critical techniques and guidance from capable practitioners.

As part of our development of professionals, Colbourne students pursuing studies leading to the Bachelor's Degrees and the UK Higher National Diploma (NCC level 5 Diploma in Business) are required to complete work experience during year I and 2 of the degree and internship in year three (3).

Similarly, students studying towards the following programs are expected to complete work experience / internships before the completion of their program.

1. BTEC L7 Diploma in Strategic Management & Leadership
2. Post Graduate Diploma in Teaching accredited by Joint Board of Teachers Education (JBTE) at the University of the West Indies.

The internship at Colbourne College is designed to ensure that our students develop into respected, well rounded, and knowledgeable professionals in their chosen field of study on completion of their academic career at Colbourne. In furtherance to ensure that the experiences garnered are wholesome, fruitful and mutually beneficial to the students, host company and Colbourne College.

NOTE

Students who are currently employed full time in their area of study will not be required to complete and internship but will however be required to submit their report and evaluations forms.

INTERNSHIP OBJECTIVES & GOALS

INTERNSHIP PLANNING

Colbourne College Internship Program provides Colbournites with an opportunity to gain meaningful and essential career experience in their area of study and specialization with the aim of assisting students in meeting their career goals.

The Students Service Office (SSO) is directly responsible for the management of the internship program and facilitating the research, implementation of the policies and procedures that govern the program.

In its aim to provide students with firsthand experience of the working world, the Students Services Office sources local and international organizations that offer work experience and internship opportunities and develop a working relationship is mutually beneficial. Although the Student Services Office will initiate contact with industry personnel in order to source internships, students are also encourage to self-place where they research organizations that they are potentially interested in and provide Student Services with the relevant data so assistance can be provided in making contact with the organization in an effort to have the internship realized.

The Student Services Office in its efforts to provide quality assurance, credibility to the program and a solid foundation of work experience for its students seeks out and evaluates organizations based on their;

1. Corporate Reputation
2. Work Experience and Internship Program offerings

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3. Operating in areas relevant to the various programs currently offered at Colbourne College
4. Ideals in supporting the growth and development of the Jamaican work workforce
5. Reputation and ability to add value to the theoretical framework provided by the college.
6. Exhibit an honest and distinguishable code of conduct in regards to business conduct and employee and employment standards.

With the current competitive nature of the education business environment and the high demands of employers for recruiting knowledgeable, hardworking and competent employees, the Student Services Office is committed to providing students with a solid theoretical framework to ensure that they are equip with the knowledge of the specific industries before venturing into this work experience. We are committed to forging long term working relationships with both local and international organizations to ensure that students are provided with the best opportunity to develop in their intended career paths.

INTERNSHIP OBJECTIVES & GOALS

The main purposes of the internship are:

- ❖ **FOR THE STUDENT:** To complete a designate internship program with an organization that can efficiently provide the student with the practical experience needed to compliment his/her theoretical knowledge in his/her chosen field.
- ❖ **FOR THE HOST COMPANY:** To provide the student with professional guidance throughout the experience.
- ❖ **FOR THE COLLEGE:** To support the students in preparation of the internships and monitor the progress from the commencement to finish to ensure practicality, appropriateness, and effectiveness of the program thus ensuring that the students have the relevant tools and ability to maximize the benefits and internship opportunity.

Thus, the purpose of the program is to implement a structured system of educational experience that is planned implemented, monitored and evaluated that will ensure a simple and easy transition from the class room to the work force and that will ultimately be mutually beneficial for the student, host company, and college, and to a larger extend the community.

The following Internship objectives and goals are presented for the student.

The student will:

1. Gain practical experience under the supervision of industry professionals
2. Implement classroom theoretical processes and applications

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3. Use the opportunity to develop a high level of professionalism and maturity that will ensure competence and acceptance in the work force.
4. Develop the ability to become a team player in diverse environments
5. Develop the ability to problem solve and evaluate alternatives to solving problems on a professional level
6. Build potential industry network opportunities.
7. Learn the various management and administrative roles that are required for the functioning of organizations within various fields
8. The ability to evaluate strengths and weaknesses in relation to the career choice and be able to evaluate the opportunities for growth and development towards his/ her professional development
9. Establish realistic goals for professional growth and development
10. Examine career goals and evaluate progress towards these goals upon completion of the internship

For the Host Company, the Internship Program:

1. Provides employers with a strategic opportunity to survey and select potential future employees.
2. Offers industry professionals the opportunity to contribute to the development and upliftment of educating young professionals that will ultimately contribute to the development and management of the work force in Jamaica.

3. Provides the organization with the opportunity to create and build strong relationships with the college for future opportunities to contribute to their workforce.
4. Affords industry personnel the opportunity to provide their own expertise in the specific field insuring that the specified field continues to be filled with qualified, professional and knowledgeable professionals.
5. Utilizes the students' abilities and expertise in enriching organizational goals.

For the College, the Internship Program:

1. Provides the college with an exceptional opportunity to provide students with a total and balance college experience.
2. Provides the college with an increase opportunity to increase marketability
3. Provides a competitive advantage over other colleges offering similar programs
4. Develops the college as one that is focus on the complete learning experience
5. Utilizing these opportunities to better conceptualize and evaluate student's needs, expectations and capabilities which will provide the relevant insight on how to adjust the academic programs to better meet this need where necessary
6. Keeps the College abreast with current market trends and industry demands
7. Provides students with the relevant and necessary feedback form organizations to ensure effective and efficient progression toward career goals.
8. Builds solid strong and mutually beneficial relationships with the various industry professionals to ensure longevity of the program and recruitment on a yearly basis.

Qualifications for Internships

Although mandatory, there are certain criteria and assessments that are required before students can be assisted with placements. It is essential that students be aware of all the requirements and stipulations before registering for internship so they can register as early as possible.

Qualification requirements include:

1. Up to date resume. Resumes should be typed and professionally complied, and up to current industry standards
2. Complete the internship registration form and submit to the Student Services Office. For summer placements **NO LATER THAN MARCH 1** and for fall placements **NO LATER THAN JULY 1** for fall placements
3. Students should be full time tertiary students registered for minimum of four courses each semester
4. Complete all relevant course work and assignment for the current semester
5. Should have met all financial obligations to the college before the start of the internship process
6. For international internship (work and travel) students are fully responsible for all application fees, travelling expenses and processing fees
7. Students must have a minimum GPA of 2.5 to take part in the internship

DUTIES AND RESPONSIBILITIES OF THE INTERN

It is of fundamental importance that on completion on the internship an assessment is completed both by the student and by his/her direct supervisor during the internship. Students are required to submit One (1) typewritten report on their experiences and ensure to submit the evaluation that was completed by his/her supervisor or manager. The employer's completed evaluation should be placed in a sealed envelope and returned to the college no later than one (1) week after completion of the internship.

The student is required to adhere to all rules and regulations set out in the student manual and is fully responsible for his/her own actions during the internships.

1. Interns should at all times conduct themselves in a professional manner as it will be a direct representation of the student as an individual and a student of Colbourne College
2. Interns are expected to complete the full 10-12 weeks of the internship. Dropping out of the internship is unacceptable. Should the student be experiencing any personal or professional difficulties in completing the internship the Student Services Office should be advised immediately before the student leaves the organisation
3. Interns should adhere to the dress code of the organization at all times. Where uniforms are provided by the organization students should ensure that they are worn appropriately. Where students are expected to wear their own

clothes it is expected that students will ALWAYS dress in a professional manner

4. Interns should ensure to maintain an excellent attendance and punctual record throughout the duration of their program
5. Where an the intern is unable to attend work on any given day due to sickness, personal or emergencies, student should contact their immediate supervisor at the earliest possible time. It is UNACCEPTABLE for students to not attend work without making their supervisor aware of their intended absence.
6. In most situations, the intern will shoulder the major financial obligations for the internship. Interns are reminded that it is solely at the discretion of the organization to offer a financial compensation in the form of a stipend or salary but is not mandatory.
7. Before the start of the internship students are required to evaluate what are his/ her intended goals and objectives. This will be included in his/her internship report but should be discussed with the faculty advisor.
8. At all times the intern will conduct himself/herself as a member of the organization and will act in a manner that is in accordance with all policies and procedures of the organization.

9. Complete all task and assignments provided by his/her supervisor in a timely and effective manner
10. Interns are expected to be respectful to all members of the organization
11. Should any problems or concerns arise, the intern should immediately address these with their immediate supervisor/ manager. It is of fundamental importance that students acknowledge the relevant chain of command as it pertains to the above.
12. Interns should inform the faculty advisor of any challenges or problems that may arise throughout the internship period. These should also be documented in their internship report

The intern is expected to submit his/her report and evaluation forms completed by the supervisor in a timely manner. These forms will be retained by the Student Services Office for future reference and recommendation and will be placed on the student's permanent file.

A faculty representative will be assigned to the student when the internship begins. Normally, this is the beginning of the semester in which the internship is to be completed.

STUDENT INTERNSHIP REPORT

Upon completion of the internship, the intern will submit **ONE (1)** typewritten report surrounding the experiences along with a completed evaluation form. The evaluation form should be submitted in a sealed envelope address to the Director of Student Affairs. The intern will submit a Journal and a Report of his/her experience that should acknowledge the following criteria and format.

The report of experiences should include, preceding the introduction section,

1. A cover (title page)
2. Second page providing: Site Description Form
3. Brief Introduction
4. Goals and objectives for the internship
5. Reflection Essays: weekly summarization of the work experiences
6. Findings: Evaluate the systems, business environment, market, processes, culture, hierarchical arrangements, and management structure of the organisation.
7. Recommendations: make meaningful recommendations on each facet indentified above.
8. Personal development: Demonstrate how the internship experience has impacted your development.
9. The report should be neatly typed, bounded, and submitted. Address the Report to the CEO of the business. After assessing the work, a copy may be submitted to the firm so make keen observations and meaningful contribution to improve the systems identified.
10. The Report should be 3500 - 4000 words.

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ROLES AND RESPONSIBILITIES OF THE FACULTY INTERNSHIP ADVISOR

The main responsibility of the faculty advisor overseeing the Internship Program is to certify that the program is properly organized and administered to ensure that all goals and objectives are realized for the duration of each internship period.

The Faculty Advisor will:

1. Assist the student in registering for the internship.
2. Evaluate student's readiness for internship.
3. Assist the student with matching relevant/intended internship organization with student's career goals and course of study. This is to ensure that students are placed with organizations that operate in line with the students goals, future career, needs and expectations
4. Contact the student within the first two weeks of application to ensure that that all requirements and documentations have been completed and the student is eligible to take part in the program.
5. Also be responsible for assisting students in developing their goals and objectives to ensure that the students are fully prepared mentally and materially to pursue the internship for its full duration
6. The Faculty Advisor will remain in continuous dialogue with the student throughout the duration of the internship to provide the necessary support in solving student problems and concerns, and providing guidance in order to enhance the internship experience. This communiqué will be via individual meetings, e- mails, or telephone call as arranged to the convenience of both parties.
7. Organize at least one midpoint site visit to meet with the Human Resources Department and immediate supervisor to evaluate the student's progression and address any problems or concern that might have arisen thus far.
8. Maintain a strong working relationship with host organization to ensure longevity and continuity of the sponsorship of interns from Colbourne College

9. Send Thank You letters at the end of each internship period to host organization in appreciation for facilitating Colbourne Students.
10. Ensure that students' evaluations and reports are submitted on time and documented to the student's file.
11. Since the internship involves the awarding of academic credit, the Faculty Advisor is also expected to;

to visit the Work Site prior to commencement of the Internship and at the Intermediate stages.

- Minimum number of Host Site Visits required: 2

to report on the planning and quality assurance in the internship experience.

- Number of Reports generated: 2

Conduct evaluations of the Interns performance, Journal and work activities

- **GRADING**

The Faculty Advisor will determine the final grade based on the following factors:

25% Written Report (Maximum: 2000 Words)

25% Two page reflection essay (Maximum: 2000 words)

50% Host Company Supervisor's Evaluation

Faculty Advisor's Report on Internship

Provide:

- The Rationale for the Internship and Host Employer
- Internship Planning and Implementation Processes
- Internship Evaluation and Feedback Processes

Address:

- Did the internship provide the support for the theoretical knowledge learnt in the classroom? If the answer is no, why or why not? If it yes, how?
- Should Colbourne College seek to place another intern with this Host? Provide support to validate your response.
- What recommendations do you have for the improvement of the Internship Experience?
- Did the Host Company provide the relevant experience to meet the student's objectives and goals?

Remuneration

- Was a stipend paid? Indicate the amount that was provided on a weekly basis.

Documentation

- Are all the required Internship documents and course work returned and on file and are graded?
- What is the Student's Final Grade?

STUDENTS PERFORMANCE CRITERIA

1. JOB PERFORMANCE						
Introduces new ideas						
Knowledgeable about work area						
Exercises good judgment						
Demonstrates Strong capabilities in problem solving						
Self-motivated						
Completes task in designated time						
Works well as a team						
Shows ability to use own initiative						
Demonstrates a level of commitment towards completing task						
Student is equip with knowledge of the field of work						
Demonstrates enthusiasm to assigned task						
2. PROFESSIONALISM						
Professional Attired						
Demonstrates a good corporate attitude						
Punctuality						
Dependability						
Performs task thoroughly						
Good working relationship with staff						
Displays good oral communication						
3. Ethics						
Adheres to organizational policies						
Student is receptive to instruction						
Adheres to organization code of conduct						
Demonstrates a high level of respect for the organization						
Student overall behavior is in line with organizational culture						
Student takes pride in the quality of work produced						
Student displays a high level of confidence in completing assigned task						