

INTERNSHIP MANUAL



**COLLEGE OF BUSINESS
ADMINISTRATION**

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Dean's Message

Dear interns,

The Internship Manual has been written to assist you, students, faculty and employers involved in AFU's College of Business Administration (COBA) Internship program. The Internship experience is the final step in your education, and it is an opportunity for you to further enhance your practical skills and to experience the responsibilities of a business administration professional within your chosen major. All this might be overwhelming, but you must remember that you are not in this experience alone. During your internship, you will be supervised by a qualified Site Supervisor who would help you meet your internship goals. Furthermore, the Academic Supervisor and Internship Coordinator would also be available to help make your Internship experience worthwhile.

For a complete evaluation of COBA's Internship Program, it is essential that you answer the appropriate evaluation forms. This is not only for us to assess and grade your internship experience, but also for us to know how effective the internship program is working. Therefore, we request that you provide us with your feedback and/or suggestions that would be helpful in improving the program.

All undergraduate students are required to take the Internship course (0501450). As a prerequisite, a student must have a minimum CGPA of 2.0 and completed 90 credit hours, 21 credit hours of which are from major courses. The internship is a cooperative agreement between the College of Business Administration and an approved Internship site for the student to receive practical experience for sixteen weeks. As interns, we expect you to comply with your Site Supervisor and to make the most out of the experience.

On behalf of all the faculty members of AFU's College of Business Administration, we would like to wish you the very best of luck in your internship experience.

Dr. Panagiotis Kokkalis

Dean

College of Business Administration

Internship Manual

Internships at AFU provide students with career-related experience and work opportunities. Within the UAE business environment, students need to involve in career experiences concerning their major field of the study. Particularly, the internship in AFU enables students the opportunity to learn about the daily routines and duties associated with real working environments. Also, internships allow employers to check AFU students in action. Most Internships will start with one week's orientations at AFU and then the student will get involved for sixteen weeks in the internship site. During these sixteen weeks, coordination and supervision are the joint responsibility of the site supervisor and a designated faculty as an academic supervisor. While at the internship site, students are expected to write a weekly report about his/her experience, and after the sixteen-week each student is required to write and present an in-depth report about his experience and what obstacles he/she faces and what professional skill gained during the internship. Moreover, students' presentations enrich the student's experience and allow Faculty to capture feedback for program improvement.

Objectives

The internship program aims to assist students in reflecting on their learning while in employment, which will lead to:

- Intern students will have the chance to experience their internship in a real work setting to practice acquired knowledge related to their major.
- Intern students will have the chance to realize their interests, values, and abilities in a real work setting.
- Internships boost students' professional skills within different cultures in the workplace.
- Intern students will have the chance to step forward for careers in several sectors, public and private.
- Allow the students to involve and learn about the daily routines, tasks, and duties related to a professional workplace.

Internship Requirements

Enrollment for the internship is compulsory for all COBA undergraduate majors. Internship counts for three (3) credit hours toward the undergraduate degree. Students are eligible for undertaking the internship after earning 90 credit hours (including 21 hours of major courses) toward completion of the degree and maintain an overall GPA of not less than 2. The Internship Coordinator confirms whether a student is qualified for internship enrollment. The enrolled student in the internship will sit in orientation classes for one week. Students will be encouraged to look for internships independent of the placement supervisor; however, the responsibility for evaluating the adequacy of the assignment rests with the placement supervisor. If an organization already employs a student and he/she agrees to undertake the internship in that particular organization, then the student must undertake the internship within the area of his/her specialization (i.e., Human Resource Management Department or Finance Department).

Each student must:

- Work at least for six hours daily of the selected firm or organization throughout the internship.
- Submit a weekly report of his/her work, get it signed by the Site supervisor, and hand it into the academic supervisor.
- Stay in contact with his academic supervisor several times during the internship.
- Submit the Final Internship Report upon the completion of the internship.
- Give an oral presentation after submitting the final report.

Internship Site

The student must consult with his/her Academic supervisor and review the plan of study in the respective department before going to the Internship coordinator. For those who are eligible, the Internship coordinator will make every effort to help place the student with reputable companies/ firms, within the UAE. Students are also encouraged to suggest companies that are willing to offer them practical training. These companies must be reputable in their fields and perform challenging technical work that will add to the skills of the interns.

The Internship Experience

The student and the Site supervisor should work closely under the supervision of the Academic supervisor. Wherever possible, the internship should give the student experience in overall knowledge of a variety of professional events in the area of specialization. Internship students should always be allowed to take part in administration meetings that are relevant to their prescribed duties.

Roles and Responsibilities

There are four main people in the internship. Each one has a special role and a unique set of responsibilities:



Internship Coordinator



Academic Supervisor



Site Supervisor



Internship Student

Internship Coordinator

The placement of the students in the various organizations for the internship will be the responsibility of the Internship Coordinator.

The Internship Coordinator is responsible for:

- Assigning an academic internship supervisor.
- Preparing the required documentation and forms related to the internship experience.
- Providing consultation and advisory services to students in taking up internships as per their aptitude and interests.
- Contacting and corresponding with the prospective employer to organize presentations and help students in doing their internships.
- Providing the prospective employer with details regarding the internship program.
- Organizing orientation and providing students with information about training programs conducted.

Academic Supervisor

The College will name one member of the Faculty to oversee the program of the internship. The *Academic Supervisor* is responsible for:

- Initiating contact with the Site supervisor following the internship of the students at the internship site to delineate the student's role and duties and to state the expectations of performance over the internship. The academic supervisor will also send evaluation forms to the Site supervisor.
- Approving every internship of the department, and being made responsible for the overview of individual academic internships and the bringing together of the theory and practice.
- Scheduling several meetings with the student to discuss the internship and how the experience is progressing.
- Ensuring contact with the Site supervisor; occasional meetings may be scheduled at the beginning, midpoint, and end of the semester. Site visits will be arranged after an agreement between the Academic and Site supervisor. An evaluation of the intern should be obtained from the Site supervisor at the end of the internship period and prior to the student's final presentation at AFU.

Moreover, the Academic supervisor will follow up with each student regularly every week at the university about occasional updates on the internship process. The Site supervisor will be asked to contact the Academic supervisor if and when the requirement arises. This is also true in reverse.

Site Supervisor

The business with which a student has an internship should appoint one senior staff member to serve as the Site supervisor. The Site supervisor is responsible for developing a systematic program with the student. This is so that the intern will meet the internship goals. Furthermore, the Site supervisor role will include the following:

- Interviewing the student, developing and signing an agreement that meets the required goals of the internship.

- Assisting in the creation of objectives for each student detailing the job description.
- Arranging a student's roles and responsibilities to meet the objectives of the organization, College, and student. This should include supplying adequate resources such as time and space on site.
- Reviewing and assessing the intern's reports before their submission to the department and assess the student's ability and progress carefully by finishing the appraisal review. Also, signing off all written reports/papers handed in by the student, evaluate the student's tasks, and finish a mid-term and final evaluation on the performance of the intern. Evaluation forms can be seen in the end of this internship manual.

The Site Supervisor and the quality of the supervision are essential to the credibility of the program. It is expected that weekly meetings will be timetabled between the student and the Site Supervisor to discuss reports, evaluate progress, and plan assignments and events. These meetings between students and the Site Supervisor should also allow an opportunity for the Site Supervisor to answer the student's questions and to discuss issues connected to the area of study. Indeed, the Site supervisor will communicate with the academic supervisor and let him/her know of any significant staff or administrative changes that may impact the student's internship experience.

Internship Student

The internship is a course with components of academic and experiential nature. The internship, therefore, is required to make sure a professional manner is followed at all times throughout the process and to record the experience through the submission of reports and essays to the Academic Supervisor. It is thought that the experience part will involve around 30 hours per week of supervised experience. In general, the preparation of written reports and essays required by the College is not to be part of the workweek; however, organization visits, project development, and evaluation meetings should be included within the 30-hour week schedule.

Further, a student is responsible for:

- Understanding and meeting all specified requirements
- Choosing and contracting out a fieldwork experience that will contribute significantly to professional growth
- Attending all connected meetings and keep appointments with faculty and organization advisers
- Representing the university in a professional manner

Internship Final Report: Structure & Content

The final report shall consist of the following three sections:

- Company Description
- Job Description
- Personal reflection of student's job performance

Company Description

A brief description of the company in which the student was placed for an internship must be provided. This should include the nature of the business, organization structure, management and communication systems, resources, target markets, and its market offering.

Job Description

The job description must be written in the third person as if the student, acting as a manager, wrote it for a new person joining the company. It must be written in note form, except for the section that deals with the main aspects of the job. Titles must be used to delineate each of the sections.

Personal Reflection

This part of the report allows a student the opportunity to think again about the entire internship program and reflect on both the positive and negative parts of the internship program. This section should deal with the following queries and issues:

- The relation between the work done by the intern during the internship and the intern's specialization (the relation between theory and practice).
- To what extent has the student learned new skills for learning and managing time in general?
- Have the career goals been dealt with sufficiently, or have the original goals been changed?
- What new skills have the student gained, and what existing skills have been developed? The student must consider the full range of skills in the areas of leadership, technical matters, communication issues; artistic aspects, and social, economic, and political considerations.
- What particular techniques has the student learned which will improve interpersonal and presentational skills? How will these skills aid the ability to become a successful leader?
- How could the internship experience have been better? What were the most positive and negative elements of the total experience?

Evaluation and Grading

The Evaluation of the internship shall consist of the following four components:

- Daily Journal
- Grade Recommendation Form
- Student's weekly report
- Final Report
- Presentation

Daily Journal

It is essential that students keep a daily journal up to date on what they do over the period of the internship. They should include a summary of the work they have done and the lessons they have learned from following the course of action.

Supervisor Evaluation of Student Performance Form

At the end of the internship, the Site supervisor must complete the Supervisor Evaluation of Student Performance form and send it to the Academic supervisor. This form will allow the Field to provide a several evaluation of the student's skills set and the improvements made during the internship. The field supervisor does not grade the student; he/she provides only a Pass or Fail (P/F) recommendation to the academic supervisor.

Student's Final Report

In addition to the weekly reports, a student must submit at the end of the internship period, a report to his Academic supervisor. The report must be reflective of activities performed, skill development, and knowledge acquired during the internship. The report must be at least ten pages in length.

Presentation

After the completion of the internship and the submission of the student's final report, the student shall be required to give a presentation to his/her Academic supervisor. The presentation gives an opportunity for a student to talk about the whole internship. The Academic supervisor will ask a student what he has learned (or did not learn) and how the whole internship process has benefited him.

Final Grade

The Academic Supervisor, based primarily on the recommendations of the Site Supervisor, daily journals, student's weekly and final report, and student's performance in the presentation, assigns the final grade for the internship.

Monitoring of the Internship Program

At the end of the academic year, the Faculty will evaluate the significance and scope of the internship program and will recommend the changes if required in the College Council.

Contact Details

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Internship Coordinator

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COBA INTERNSHIP COORDINATION FORM

Student Evaluation of the Training Organization

Organization Name	
City	
Site Supervisor Name	
Supervisor job title	

General Evaluation:

Skill Set	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
After the internship, I have a clear image of my field of interest.					
After the internship, I have an in-depth understanding of concepts, theories, and skills related to my course of study.					
I was involved in adequate training.					
During the internship, I have regular meetings with my supervisor with constructive feedback.					
My site supervisor was available when I had questions.					
I was treated equally at the same level as other coworkers.					
I had a good working relationship with my coworkers.					
There were ample learning opportunities related to my field.					
I feel that I am well prepared for a real work environment after the internship					
After this internship experience, I had the opportunity to develop my:					
Interpersonal/human relations skills					
Oral communication/presentation skills					
Creativity					
Problem Solving abilities					
Critical thinking skills					
Writing skills					



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Please answer the following questions briefly:

1. What are the positives and negatives of your training experience?
2. What suggestions do you have for the College to improve the practical training program?
3. Do you recommend this organization to other students for training?
() Yes () No

If the answer to the above question is No, state why:

Student Name	
Major	
Signature	
Date	



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COBA INTERNSHIP COORDINATION FORM

Weekly Reports Tracking Form

Student Information:

Student Name	
Student ID	
Major	
Mobile	
Training Organization	
Training Period	

Report No.	Submitted	Submission Date
First		
Second		
Third		
Fourth		
Fifth		
Sixth		
Final Report		

Academic Advising Signature	
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COBA INTERNSHIP COORDINATION FORM

Training Course Assessment Form

(Should be filled by the Academic Supervisor)

Student Name	
Student's ID	
Major	
Department	
Training Site Address	
Email	
Phone	
Fax	

	Full Mark	StudentMark
Student Weekly Report	25%	
Field SupervisorEvaluation	Pass/ Fail	
Academic SupervisorEvaluation	25%	
Student Final Report	30%	
Presentation	20%	
Total	100%	

Academic Supervisor	
Signature	
Date	



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COBA INTERNSHIP COORDINATION FORM

Field Supervisor - Evaluation of Student Performance

Dear Supervisor,

Please fill out this form to the best of your knowledge, and send it directly to the Academic Advisor. Use additional space if needed.

This form is Confidential!

Student Name	
Student ID	
College	
Major	
Organization Name	
Supervisor Name	

General Evaluation:

Skills Set	Excellent	Very Good	Good	Fair	Poor
Academic Preparation					
Motivation and Attitude					
Interpersonal Skills					
Relation with Supervisor					
Following Instructions					
Attendance					
To what extent the student has improved in the following skills:					
Communication Skills					
Analytical Skills					
Creative Thinking					
Adaptability to Change					
Teamwork Skills					
Computer Skills					
English Language Skills					
Interpersonal Skills					
Areas of strength					
Areas of Weakness					

No. of Excused Absences	
No. of Not excused	
Total Absences	
Signature	
Date	

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COBA INTERNSHIP

Internship Final Report Content Checklist

No.	Requirement	Status	Comment
1	Declaration of Originality		
1.1	Table of Contents		
2	Company Description		
2.1	The nature of the business		
2.2	Organization structure		
2.3	Management and communication		
2.4	Systems, resources		
2.5	Target markets		
3	Job Description		
3.1	Combining Titles and main aspects of the job		
4	Personal Reflection		
4.1	The relation between theory and practice		
4.2	To what extent has the student learned new skills?		
4.3	To what extent has the existing skills have been developed?		
4.5	What particular techniques from the internship has the student learned?		
4.6	What most positive and negative elements of the total experience?		
5	Conclusion		