INTERNSHIP HANDBOOK AIT002-4-4

Contents

Introduction

Internship Placement Rationale

To enable students to gain industrial or professional learning experiences to develop transferable skills for employability so as to enhance their future value to employers. Familiarity with all common processes is essential and exposure at a practical level to a wide variety of processes is required at a level appropriate to young professional. Whilst it is clearly desirable for students to get a feel for the skills involved, the central aim is to achieve appreciation. Internship is a key component of learning in an integrated academic curriculum.

1. Learning Outcomes

On successful completion of the Internship Placement, students should be able to:
- LO1: Demonstrate a range of technical and nontechnical knowledge and skills which are relevant in the career plan (A3, PLO9).
- LO2: Relate on their learning experience, how it has affected them and its value in their future career and plan for that job seeking (A4, PLO10).
- LO3: Demonstrate the personal skills required in working in organisations and better manage projects and people in the CV (A3, PLO4).
- LO4: Communicate more effectively in appropriate media for the purpose and audience in the career plan (A2, PLO5).

List of Programme Outcomes covered:
- PLO4 – Demonstrate teamwork, interpersonal and social skills with people from diverse learning and working communities as well as other groups locally and internationally.
- PLO5 – Communicate effectively and professionally with peers, clients, superiors and society at large both in written and spoken form.
- PLO9 – Apply skills and principles of life-long learning in academic and career development through continuous professional development. Demonstrate an appreciation of broader socio-political economic and cultural issues at local and global level.
- PLO10 – Demonstrate entrepreneurial competencies in multidisciplinary environments.

Internship Placement Period
8 weeks of internship programme is equivalent to 4 credits. As per the requirement of the Malaysian Qualifications Agency, internship will be offered at the end of Semester 5. The start date of the programme will be indicated in the Course Schedule when they progress into the Diploma Part 2.

2. Aims and Objectives of Internship Placement

a) Interpersonal and Social Skills
This factor is concerned with gaining an appreciation of human relationship. It relates to such various abilities as working effectively as part of a team and as a member of a hierarchy; mixing with others including superiors, peers and subordinates; organising the work of others and exercising responsibility over them. Communication skills are also an important part of this factor, and include the ability to act tactfully, to present a case clearly, and to interpret the needs of others, whether articulated or implied.

b) Insight into the World of Work

This factor is concerned with the insight into the 'world of work' to be gained from a placement experience. It is about understanding the constraints of working life, as well as being aware of the functional relationships within and between organisations. An orientation toward work processes, the relationship of work to the rest of society, and an understanding of the realities of working life are all important elements of this factor.

c) Interrelationships of Theory and Practice

This factor is about relating theory to practice, and it describes how a placement offers practical experience of the application of theoretical concepts. It is concerned with appraising the usefulness of theory and academic knowledge at the practical level, as well as offering a context within which to integrate the practical and theoretical parts of an academic course. Typically, the placement offers an experience in complex IT activities and problem-solving, of which students are required to apply fundamental principles to approach systems, components or processes design with no obvious or single solution. During placement, students will be able to practice the complex problem-solving with appropriate consideration for public safety and health, cultural, societal and environment considerations.

d) Personal Development

This factor is about developing personal attributes like self-confidence, maturity and self-reliance. The ability to accept responsibility, to work effectively - especially under stress, and to build on previous knowledge and experience, all contribute to this factor.

e) Additional and Indirect Benefits of Placements

Various benefits arise from work experience in addition to those directly related to a training programme. Such benefits include opportunities for employment and recruitment course appraisal and review, and informed selection of course options and project work. It gives university staff links to industry and commerce, and in return employers gain closer links to the educational sector. A placement can provide fresh ideas and new experiences to all those who participate in it, such as meeting employers' short-term project needs.

f) Career Preparation

This factor is about the contribution of work experience makes to career development. Knowledge of potential careers and experience as well as the development of new areas of interest are important aspects of a placement. An insight into different careers and the opportunities for recruitment provided are other significant aspects of this factor.

g) Technical Development

This factor is concerned with the development of technical knowledge and expertise. It is about being involved in product innovation, design and construction. It concerns perceiving the needs of a task accurately and knowing how to extract information quickly and effectively.

3. Type of Work During Placement

The structure of the placement is dependent on what work the employer requires. Our only proviso is that the work should be related to the student's course of study. Typically, the student may become part of a project team or work solo on a variety of projects. We would encourage organisations to contact the placements unit when they have a role which may be suitable for one of our students, as we have a large number of awards which combine a variety of skills. Some of the most successful placements from the perspective of the employer and student have been challenging projects that "stretch" the student and necessitate the use of complex problem-solving skills. However, it should be said that students do need some guidance and structured help during the placement from the employer and University, particularly in the first few months of the placement.

4. Support for Students

The placements team are on hand to support the student along with the assigned Visit Tutor/University/Academic Supervisor. The student is encouraged to overcome any difficulties they may encounter themselves but the team are a support mechanism that is always available.

5. Support for Companies

As with the students, the placements team wish to build a good relationship with the companies and will endeavour to support the facilitation of a successful placement. A placement work plan or project is discussed with the appointed Visit Tutor/University/Academic Supervisor from the University and the student's internship Mentor/Company Supervisor at work. Assessment is made both by the firm using a feedback form and via discussions during a Visit Tutor/University/Academic Supervisor visit(s) to the firm. The tutor checks that the student is performing and that there are no adverse personal issues.

6. Future Recruitment

A large number of employers' view the placement as a potential induction period leading to a full-time role after graduation. Some of our students are set to return as full time members of staff after graduation.

7. Remuneration

The placement is normally a paid period of employment. The rate varies according to type, size and policy of industries. The rate is influenced by factors such as the worth of the work undertaken and location.

8. Employment Contract

The placement conditions of employment will be derived from a contract drawn up between the firm and the student. A normal employment contract for short-term/temporary staff is adequate.

For any further information please contact the placements unit:

Email: **internship@apu.edu.my**

Internship Placement Officers (IPOs)

Kau Guan Kiat
Email: guan.kiat@apu.edu.my
Phone: +603-89961000 (Ext. 5406)

Internship Placement Mechanism and Process Flow

A flow chart of internship process is shown in Figure 1 and the descriptions of the internship process are summarised as follows:

1. **Briefing and Pre-Registration**

The first briefing about the internship will be conducted by the internship coordinator in **Week 8 of Semester 4**. At this point students are given the broad outline of the internship and the high level briefing on using the APLink System. They will be generally briefed on what to expect during their internship. This is to mentally prepare students that they will have to do internship as well as plan their leaves accordingly. Upon completion of the briefing, students will be required to login into APLink for the internship. Internship Support Letter will be issued by admin during the briefing session. An internship Handbook will be shared to each student via MOODLE/TEAMS and students are advised to read and understand clearly the flow of the entire internship process. The APLink User Guide is available on the system for students to understand the system. The template of CV and the sample of cover letter will be shared to students for the preparation of application documents. Students are expected to start off the job application on their own upon completing their CV and cover letter.

The second briefing will be held by the internship coordinator in **Week 12 of Semester 5**. The briefing is regarding the report format and the submission procedures. This session is more focussing on the Assessment and Grading Criteria. Students are also required to complete all pre-internship requirements if the job status is confirmed. The mentioned documents are required to be submitted and approved by their mentors at least a week before the internship.

2. **Application, Interview and Selection**

Subsequent to these pre-registration students are now ready to source and submit their internship applications to their prospective employers of their choice. Students are responsible for their own application as University is playing role in providing guidance and advice on job application.

It is an important provision on internship and requirement that will allow students to experience all the stages of searching and applying for jobs. Students must produce all the necessary evidence that they have tried and attempted to apply for jobs to 50 different employers and yet they are not able to get placement from the employers. Samples of evidence of application are e-mail replies and written document.

With sufficient evidence presented by the student on the difficulties of getting placement, the students could opt for the second part by seeking help from the APU Career Centre for the University Internship Placement (UIP), APU Career Centre will try his/her best to look and select for its corporate/industry partners to assist and provide internship placement for the students. Students who opted for UIP have no choice on the type of employer and location as APU Career Centre will finalize the placement.

Students are expected to attend job interview sessions during the application period for screening and selection by employers. Students will have to send the **CV**, **Application Cover Letter** and **APU Support Letter** to the applied company.

Students are encouraged to select companies within West Malaysia. However, international students may select companies (sourcing on their own) in their home countries.

Strictly, a student must do his/her internship in one organisation/company only. If you change your organisation/ company in between your internship, you will have to extend your internship period again for a minimum of 8 weeks. You are not allowed to carry forward the internship period that you have done in the other organisation/ company as it will null and void once you resign from the organisation/ company before you finish the internship. In the case where you have completed more than 1 complete cycle (8 weeks) of internship, only one internship report is required for submission and usually the report only includes the first company details. You are allowed to work in different department/ field within the same organisation/ company.

At this stage, students are expected to have their own internship portfolios ready and available at any time. A copy of all documents used for applying for the internship should be furnished upload to student's APLink account.

3. Placement, Confirmation, Approval & Orientation

Letter of Appointment/Letter of Offer given by the Host Company must be signed by students if they agreed to it. The placement requires verification and confirmation and approval from the mentor. Suitability of the job scopes will be confirmed by mentor by assessing the job scopes and requirements of the host company. Once the application for Internship is successful, the following actions must be carried out by students, IPO, School and Host Company:

a) If the students obtained the job through APLink, they must ensure that all steps are taken to ensure that the placement is reflected on APLink

b) If the student obtained the job on their own (Outside of APLink) they must provide all their placement details (Company Name, Contact Person Name & Email, Company Location) and upload the Letter of Offer on APLink

c) To forward a copy of Host Company **Letter of Appointment/Letter of Offer**, completed **internship Agreement/Approval Form** (filled in by Host Company) to mentor for verification

d) Mentor will contact and check the authenticity of the company and will immediately approve for the said internship placement;

e) With the approval by the mentor, Internship Handbook will be issued to the host company.

f) Host Company is to assign a supervisor and provide briefing to the Interns on the expectations, rules and regulations of the company. Interns will be treated just like any other employee in the company.

g) Interns to obey and follow all the regulations set by the Host Company

4. Reporting, Supervision and Maintaining Weekly Log

a) **Reporting**

Interns are required to report to the Host Company at the specified date and time. The Host Company will ensure that a Company Supervisor is assigned to the intern and proper briefing/orientation on the rules, regulations and policies are given to the intern.

b) **Supervision.**

Each intern will have two supervisors, one supervisor from the Host Company (external) and another one from the University (internal), the Company Supervisor will guide and provide feedback on the student's performance, its weekly logs and internship report during the period of Internship and University Supervisor (known as Visit Tutor) will assess the student's performance, its weekly logs and internship duties during the period of Internship. The University Supervisor where possible will visit the interns during the Internship period. Only one visit will be conducted unless there is any special request made by the University or the Host Company. For international students who are on internship in their home countries, a video conferencing or tele-conferencing is arranged to determine the performance of the intern.

c) **Weekly Logs**

Weekly Logs refers to all forms of note takings of all the personal experiences, attendance report and reflections that the Interns had during the internship period. It is an important evidence of the achievement gained at the workplace. Interns must record clearly the supplementary skills and knowledge gained during the internship. Interns are expected to be organised in their work and be diligent in keeping their log books complete, signed by the supervisors and accurate for reporting and to be submitted on-time. The practice to use logbook to record internship experience is in-line with MQA requirement.

Interns must record clearly jobs assigned, problems encountered, details of discussion and job accomplished during the internship. Log books should be presented to and signed by the host Company Supervisor on a weekly basis. Interns are also required to submit a complete set of attendance record that has been approved or endorsed by the host company with company stamp (if any).

5. Portfolio Submission, Presentation, Evaluation and Grading

a) **Portfolio Submission.**

Once the required number of work-hours for internship is met or the internship appointment and placement is completed, the intern is now on the last stage of his internship by completing and uploading the needed internship portfolios (including the report, log book, and attendance records) to Moodle. It is a requirement for intern to report on complex activities and how he/she solved it utilising complex problem-solving in the Technical Report. Mentor will check and grade the completion of the portfolios submitted by students. Internship report portfolios must be submitted within the stipulated date and time. Late submission of any report is not allowed unless there is proof of extenuating circumstances.

b) **Evaluation, Assessment and Grading.**

Students' performance would be evaluated, assessed and graded depending on the quality and completeness of the internship portfolios submitted, report and feedback given by the Company Supervisor and University Supervisor.
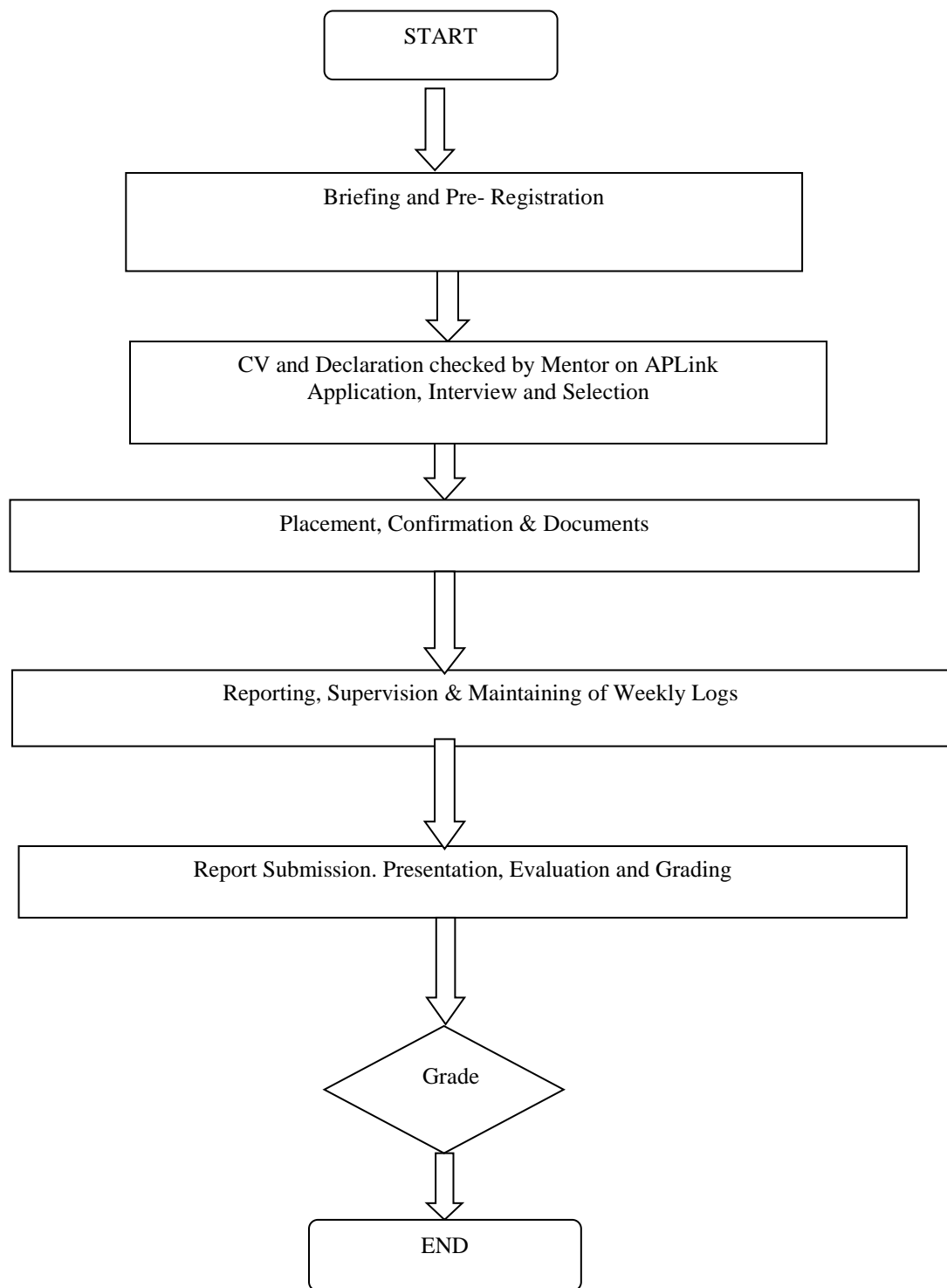
Internship Placement process flow chart

```
                        ┌─────────────────┐
                        │      START      │
                        └─────────────────┘
                                 │
                                 ▼
        ┌───────────────────────────────────────────────────┐
        │           Briefing and Pre- Registration          │
        └───────────────────────────────────────────────────┘
                                 │
                                 ▼
        ┌───────────────────────────────────────────────────┐
        │      CV and Declaration checked by Mentor on APLink │
        │         Application, Interview and Selection        │
        └───────────────────────────────────────────────────┘
                                 │
                                 ▼
     ┌──────────────────────────────────────────────────────────┐
     │            Placement, Confirmation & Documents            │
     └──────────────────────────────────────────────────────────┘
                                 │
                                 ▼
   ┌────────────────────────────────────────────────────────────────┐
   │        Reporting, Supervision & Maintaining of Weekly Logs      │
   └────────────────────────────────────────────────────────────────┘
                                 │
                                 ▼
   ┌────────────────────────────────────────────────────────────────┐
   │     Report Submission. Presentation, Evaluation and Grading     │
   └────────────────────────────────────────────────────────────────┘
                                 │
                                 ▼
                              ◇ Grade ◇
                                 │
                                 ▼
                        ┌─────────────────┐
                        │       END       │
                        └─────────────────┘
```

Figure 1: Internship Placement Process Flow Chart

Academic Supervisor's Internship Placement Handbook

1. Administrative Details

Your placement student's details will be forwarded to you after allocation. This provides important information, including addresses and telephone numbers, which will enable you to contact the students. Please ensure that you establish contact with your students as soon as possible after receiving their details. It is most important that any changes, particularly to address and telephone number are notified to the placements unit, to ensure our information is always accurate.

2. Student Conduct

As an employee of the organisation for which they will be working, the students will be expected to conduct themselves in a way consistent with the expectations of both the employer and the University. It is important that the student ascertains what normal practices exist within the organisation. i.e. use of e-mail, standard of dress code etc. In particular, they should maintain the same standards of time-keeping, and other working practices which permanent employees must comply to, especially in connection with professional and ethical protocol in relation to security and confidentiality of data and information.

Our hope is that they will be a good 'ambassador' for the University and that their performance will form the basis for us being able to sustain long-term relationships with the company.

3. Length of Placement Period

A **Minimum of 8 weeks'** internship is required.

4. Student Supervision

Throughout the placement the student will be supervised by a Company Supervisor (usually the line manager) and they will maintain contact with the University through you as University Supervisor. You may know who is the Company Supervisor from the Placement Record Form.

It is also compulsory for university supervisors to maintain communication with students with at least 2 emails for 2 months internship. The University Supervisor where possible will visit the interns during the Internship period. For overseas internship, University supervisors will communicate with students and Company Supervisors via teleconferencing facilities.

5. Health and Safety Issues

Employers have the primary duty to ensure the health and safety of placement students during their employment. During the induction to the intern the following items should be included where appropriate: emergency procedures, safety policy received or location known, location of first aid box, first aid arrangements, fire procedures, accident reporting, display screen equipment regulations, manual handling procedures, protective clothing arrangements, instruction on equipment to be used.

If there are any doubts over any of the above issues the Internship Company Supervisor should be asked for clarification.

6. Work Expectations

It is hoped that the placement proves to be an interesting and stimulating experience. Most jobs have their mundane aspects and students should bear in mind that routine tasks, which may not be particularly interesting or intellectually challenging, nevertheless have to be done and their timely and accurate completion could be very important.

If, however, a student feels that they are being asked to undertake an excessive amount of 'undemanding' work or, perhaps, are not being given enough work to keep them constructively occupied then they should take steps to rectify the situation. Often an informal discussion with the Internship Company Supervisor will be all that is required.

It is most important that the student uses their own initiative to gain the widest possible experience of the "real world" aspects of their placement by taking full advantage of all opportunities open to them, which will help with students' career development. In particular, student should proactively seek for opportunities to participate in complex IT activities and utilise complex problem-solving skills whenever possible.

7. Aims

The aims of the placement are as follows:
a) To provide practical experience of working within and for an organisation;
b) To increase awareness of the financial and other constraints within which organisations function;
c) To apply and further develop skills in communication and decision making within a practical environment;
d) To develop appropriate behaviour and attributes within the work environment;
e) To experience at first-hand the practical application of some of the theory and methods studied during the previous two years.

8. The Report

During the placement period the student will be required to submit a report giving an account of the environment in which they have worked and a description of the activities in which they have been engaged. The production of this report will be regarded as an opportunity to demonstrate their written communication skills. The report is to be produced by the student alone. It is a good idea for the student to keep a diary or log of their activities from the start, as this will help them in constructing the report at a later date.

ONE copies of the report are to be produced, including copies of the company assessment sheet. Submission of reports and logbook will be to the Moodle.

9. Assessment

The assessment of the placement period is based upon the performance of the student in the workplace as perceived by the Company Supervisor, the performance of the student as perceived by the University Supervisor, and the report marked by the University Supervisor.

The assessment consists of four components:

a) The mark for the written report – 40%
b) Logbook – 20%
c) Cover letter and CV – 30%
d) Company supervisor assessment – 10%

In the assessment process, factors as indicated below should be taken into account.

The Internship Supervisor Component

a) How well the student fitted into his or her work situation.
b) The student's performance as a member of the team.
c) The student's ability in carrying out specified work.
d) The student's ability to meet deadlines and to organise his or her workload.

The Academic Supervisor's Assessment of the Report

a) An assessment of the student's report as a record of his or her employment experience.
b) An impression of the student's contribution to his or her employer, as conveyed by the report.
c) An assessment of the student's report as a professional communication document.

The Academic Supervisor's Assessment of the Placement Period

a) A perception of the student's contribution to his or her employer.
b) A perception of the student's technical ability and its application.
c) A perception of the student's personal organisation and professional behaviour.

Progression

In order to proceed to graduation a student must normally have passed Semester 1-5 (diploma) as defined by the University regulations. In addition they should normally have achieved a mark of at least 50% overall in the placement assessment.

10. Placement Referral

The form of referral of a failed internship will be decided by the Award Board and will depend on the nature of the failure. It may, for example, take the form of a resubmitted report. In exceptional circumstances a student who has failed their Placement may be allowed to repeat the year once only. In such cases it will be the student's own responsibility to find an appropriate placement in which to repeat the year.

Internship Placement Templates, Documents and Forms
(For the Usage of Students)

Appendix 1

Internship Placement Agreement/Approval Form

This Agreement outlines specific responsibilities and expectations accepted by:
(*Must be filled up by the internship company supervisor)

STUDENT EMPLOYER

Company: _____

Supervisor Name/Title: _____

Company Street Address: _____

City, State: _____

Internship Company Supervisor's Telephone Number: _____

Internship Company Supervisor's Email:_____

Internship Student: _____

Student Position Title (in industry):_____

Student Address: _____

Student Email: _____

Student Phone: _____

This internship provides a comprehensive training experience for the student by performing duties including: _____

_____

_____

A. Conditions of Employment

1. The student must be placed in technical/ IT related areas and not administrative/ QC areas.

2. The internship period will be for _____ months with a minimum average of allowances of RM _____ per month.

3. The internship will begin on _____ (day/month/year) and will end on _____(day/month/year)

4. Benefits supplied by employer to employee:

   _____

5. Overtime wages (state conditions of)

_____

B. Provisions of the Internship Program

The Employer Will:

1. Enable the student to gain experience in a variety of positions (jobs) within the firm.
2. Assign the student new responsibilities when the employer feels the student can handle them.
3. Collaborate with the University in evaluating the students learning experience.
4. Notify the internship coordinator of any significant deficiencies in the student's performance.
5. Assure compliance with all applicable employment laws and regulations.

The Student Agrees to:

1. Perform assigned duties to the best of his/her ability.
2. Keep the employer's best interest in mind at all times and be punctual, dependable and loyal to the firm.
3. Follow directions, avoid unsafe acts, and be honest in all dealings with the employer and or customers.
4. Submit records and reports as required by either the employer or the University when due.
5. Ask for clarification if unsure of any procedure or expectation of either the employer or the University.
6. Keep the employer and the coordinator informed of any change in his/her program or intentions.
7. Send a follow up thank you letter to the employer upon completion of the internship.

The University Agrees to:

1. Assist the student in securing on the job training related to his/her career goals.
2. Assist the student in times of need.
3. Work with the employer in developing training plans consistent with the student's career goals.
4. Report problems related to the internship experience program to appropriate persons or officials.
5. Terminate this agreement if, after other appropriate investigation, no other mutually agreeable alternative is available.

Agreed to by: (Name, Date, Signature & Stamp)

1. Internship Employer Name and Signature: _____

    Internship Employer Company Stamp: _____

    Date: _____

2. Internship Student Name and Signature: _____

    Date: _____

3. Mentor (APU) Name and Signature:_____

    Date: _____

Appendix 2

Cover Letter Template

[**Your Name**]
[**Street Address**]
[**City, ST ZIP Code**]
[**Date**]

[**Recipient Name**]
[**Title**]
[**Company Name**]
[**Street Address**]
[**City, ST ZIP Code**]

Dear [**Recipient Name**]:

I am a final semester student at Name University interested in pursuing a career in IT. An internship with your company would provide me with the opportunity to apply the knowledge learned in my five semesters at Name University. I have researched XYZ Firm and your commitment to excellence and active involvement in the community are very important criteria to me when selecting a company.

In my five semesters at Name University I excelled academically with an overall CGPA of 3.5/4.0 with a 3.80 in my major classes. I am a very dedicated, hardworking person hoping to make a difference. Recently, the Young IT's Club elected me President, which has given me the opportunity to strengthen my communication and leadership skills. My skills, knowledge and desire fit the company philosophy of XYZ Firm.

I hope we can further discuss my qualifications and how they might be utilized in an internship with your company. If you would prefer, you can reach me at **[Contact Number]**. Thank you for your attention and consideration in this matter.

Sincerely,

[**Signature**]
[**Your Name**]

Appendix 3

CV Template

<<PICTURE>>, professional picture only

<<FULL NAME PER ID/PASSPORT>>

Contact Info	
Address	:
Telephone No.	:
Mobile No.	:
Email	: (note use only email id with your name)

Personal Particulars	
Age	:
Date of Birth	:
Nationality	:
Gender	:
Marital Status	:
IC No/ Passport No.	:
Permanent Residence	:

Educational Background

Diploma/ Equivalent

Field of Study	:
Major	:
Institute/University	:
Grade	:
Graduation Date	:

Employment History

Company ABC Sdn Bhd

Position Title	:
Position Level	:
Specialization	:
Industry	:
Duration	:

Work Description:

Company DEF Sdn Bhd

Position Title	:
Position Level	:
Specialization	:
Industry	:
Duration	:

Work Description:

Technical Skills

(**Proficiency**: **Advanced** - Highly experienced; **Intermediate** - Familiar with all the basic functionalities; **Beginner** - Just started using or learning the skill)

Skill	Years	Proficiency
Web Design	>5	Advanced
System & Business Requirements Analysis	>5	Intermediate
Documentation, User Manual & Tutorial Preparation	5	Intermediate
Project Management & Coordination	4	Intermediate
Pre-Sales Consultancy	3	Intermediate
Portal & CMS Technology	3	Intermediate
Proposal, Presentation & Report Writting	3	Intermediate
User Support and Training	3	Intermediate
System, Modular & User Acceptance Testing	2	Intermediate
UI Engineering (HTML, JasperReport, Velocity)	2	Intermediate

(Change according to your field)

Languages

(**Proficiency**: 0=**Poor -** 10=**Excellent**)

Language	Spoken	Written
Chinese	10	8
Bahasa Malaysia	8	8
English	8	8

Additional Info

Availability   :

Miscellaneous

Willing to Travel   : Light (<25%)
Willing to Relocate   : Will Consider
Possess Own Transport : No
Awards:

References

Minimum 2

Mr Jones
Relationship   :
Position   :
Tel   :
Email   :

Appendix 4

Internship Placement Logbook Template

Week:_____ Start Date:_____ End Date:_____

Objective of the activity:

Contents:

Appendix 5

ASIA PACIFIC UNIVERSITY OF TECHNOLOGY & INNOVATION
SCHOOL OF TECHNOLOGY

INTERNSHIP LOGBOOK

Student Name:

Student ID No:

Intake:

Company Name:
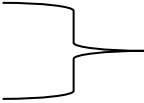
Company Address:

Academics Supervisor:

Start & End Date:

Appendix 6

Content Guidelines for Internship Placement report

1.   General Information

At the end of your training period you are required to produce:

- Your up-dated log book (hand-written)
- A Summary Report
- A Business Report
- A Major Technical Report

Bind them together as one report which is known as internship report.

The report should be uploaded to your mentor's Moodle folder on the submission date announced during second internship briefing.

2.   Points to consider when writing your Reports

- The format outlined in the following pages is described as a general format and provides general guidance on the content. Your placement experience will determine the extent to which you have sufficient information to report on the issues suggested.

- Consult your tutor, on the precise format and extent of the report, as she/he will be able to give you more precise guidance in relation to the nature of your placement.

- Consult your employer in relation to information on the broader aspects of the organisation and its activities.

- The Business Report is intended, as with your Technical Report to be completed during your Internship. Your Technical Report may require security clearance; this can take up to six weeks or even longer, so start your project as soon as you start your placement.

3.   Weekly Logs

During your placement, the log book should be written at regular intervals (on a weekly basis). The pages should be numbered and an index included. All reference material such as published leaflets, maker's codes, computer programmes and print-outs, etc., should be kept separately as Appendices. When appropriate, sketches should be used where these amplify and add to the written matter. The logbook is to be bound together with the internship placement report. Both original or photocopy (if student would like to keep the original copy for future usage) can be accepted. Proof of attendance should also be attached at the last page of logbook as it is evidence to shows student has completed the required duration of internship. The proof of attendance in the form of Attendance Record (attendance print-out or punched card photocopy verified by the internship company supervisor) should be verified and stamped by the company.

Summary Report

1.   Cover Sheet for the Summary Report

The **cover sheet** for this report should be as follows:

<u>Name</u>

<u>Intake</u>

<u>Programme</u>

<u>Internship Period</u>

<u>Company/Establishment</u>

<u>Purpose of Reports</u>

During your internship you learn from the experience of working in the world of reality rather than in the theoretical academic environment. In this report you are asked to summarise your work experiences and your perception of professional skills and competences acquired and development during your placement. This Summary Report, together with your Technical and Business Report will form the basis of your internship report.

2.   Guidance Notes on how to complete the Summary Report
Student should provide an overall discussion in this section and arrive at a conclusion with regards to the internship undergone.

- The Summary Report should be of 600 words length approximately.

- The report should be typed for preference; if not typed then written neatly in black ink.

- Describe in not more than 300 words the nature of the work you have performed during your internship.

- Comment in not more than 300 words, on the value of your placement in developing and extending your professional skills and competencies. Consider the following points:

    (i)   Application of relevant technological principles - both those already known to you and new knowledge you had to acquire.

    (ii)   Complex IT activities and problem-solving, i.e. the need to exercise initiative/imagination/creativity and make judgement to arrive at solution utilising fundamental principles and concepts.

    (iii)   Exercising self-motivation;

    (iv)   Exercising interpersonal skills especially in communication;

    (v)   Acquiring an awareness of commercial and social needs and cost effectiveness.

Business Report

1.   **Introduction**
A brief and concise description of the company/organization in which you are undertaking the internship. You are required to produce a report based upon a business and financial appraisal of the company organisation in which you are working. The report should be approximately 1000 -1500 words in length, though this may be supplemented by the use of diagrams, flow charts and/or tables of data where appropriate. The overall aims is to encourage a wider and more detailed understanding of the financial and organisational structure of your own organisation and of its placement within a broader local, national and where appropriate international, internship environment.

2.   **Objectives of the Report**

- To summarise your general understanding of the organisation in which you are working - products, markets and competitors.

- To explain the main areas of activities and how these have developed.

- To develop an understanding of the organisational structure, the main functions in the organisation, the role they play in the organisation, and how the organisation structure welds these functions together.

- To explain the general nature of communications within the organisation, both across different functions, and within individual functions.

- To assess specifically the operation of the particular function/department with which you are employed and to justify the contribution this makes to the organisation as a whole.

- To assess the source of funding and finical standing of your placement organisation and of the functional area/department in which you work.

3.   **Format and Content of the Report**

- **Introduction**

  Brief introduction to the organisation and the specific area of your involvement

- **The Organisation**

  The organisation, its historical development and general range of activities.

  The products/services provided by the organisation.

  The general objectives of the organisation in relation to its customers and employees.

  The overall structure of the organisation; the different division, departments or sections and the role they perform.

  The geographic distribution of the organisation activities.

- **The Environment**

  The general nature of the markets that the organisation operates within.

  The nature of competition within these markets.

  The effects of technology within the market, and how the company responds to this.

  Details of any particular constraints or issues within the environment, which influence the organisation.

- **The Functions**

  Outlines of the organisation structure of the functional area in which you are employed. The main Departments/Sections of the function and brief details of the role they perform and the contribution they make to the effective running of the Department.

- **The Department/Section**

  Details of the work/activities of the Department or Section within the organisation in which you are placed and how your specific activity contributes to this.

- **Communications/Information Technology**

  Details of the main methods of communication used in the organisation, in relation to reports, instructions, procedures etc.

  The distinction between formal and informal communications within the organisation and its departments.

  The ways in which the organisation is using formation technology to aid its work and communication, i.e. the use of micros, mini or mainframe computers in the provision of appropriate Management Information Systems and in the use of CAD/CAM and/or CAPM.

- **Financial Structure (only if allowed by company)**

  Details of the sources of capital and methods of funding and financial planning and control exercised within your placement organisation.

  An indication of the degree of effectiveness achieved in financial planning and control, including the control of individual projects.

  An indication of the market share of your organisation.

Technical Report

1.   Guidance Notes on how to complete the Technical Report

This report should be 3000 – 4500 words in length and a detailed description of an aspect of work you have been doing.

This report should be structured. There should be a definite title, a summary, an index, an introduction and chapters, which show a logical development, finishing with a conclusion. Remember that a Technical Report should be succinct but nevertheless, convey all the essential details of the project being described and discussed. A report, which is too long, will be criticised as much as one, which is too short.

There is usually plenty of scope for writing a suitable and representative report on some aspect of the work you have been doing. If you have been working on a specific project in either research, development of design, then this will provide the obvious subject of the report. If your work has been more general (for you have moved from one Department to another), then a critical appraisal of the firm as a whole or its products or a particular department within the firm could form the basis of the report.

You are required to highlight the complex IT activities and problem-solving (refer to Appendix 6) that you participated in. It is important to describe the nature of these activities/problems and how you arrived at the solution or produce a system, component or processes design by utilising fundamental principles and concepts.

2.   Contents of the Technical Report

- Introduction (summarise the technical nature of your work)

- Title of Project/Task (you may include several projects and tasks as deemed appropriate)

  o   Brief (overview of the project/task and highlight complex IT activities and problems)
  o   Solutions (highlight how you arrive at the solution using fundamental principles and concepts)
  o   Results

Format of Report
A wide variety of working environments make it difficult to lay down a set format, but the following may be used as a model

(A)   Internship Report
Cover Page (Appendix 7)
Internship Report Clearance Form
Acknowledgements
Summary Report
Table of Contents
List of Tables
List of Figures

CHAPTER 1: Business Report

- Introduction to the business

- The Organisation

- The Environment

- The Functions

- The Department/Section

- Communications/Information Technology

- Financial Structure

CHAPTER 2: Technical Report

- Introduction to the nature of your work

- Brief

- Solutions

- Results

Conclusions & Recommendations
Appendices
References/ Bibliography
Student feedback form
Visit assessment form

(B) Logbook
Log book Cover Page
Log book (hand-written/typed)
Proof of Attendance

(C) Slides
Slides

Length

The report should contain approximately 6900 words of text, (+/- 10%) excluding contents page and any diagrams, charts and appendices which are considered appropriate. **A word count must be included** and should this differ substantially from the recommendation above a penalty may be imposed.

Confidentiality
The student should check with the Company Supervisor for possible security or confidentiality problems in disclosing material, and inform their visit tutor (at an early stage) if this is likely. Such problems may be resolved by a combination of the following.

(a) Removal of data from the report.
(b) Returning the report to the company after assessment.
(c) You as the University Supervisor may visit the company to mark the report.
(d) Security vetting of University Supervisor. (This should be avoided if possible as it causes delays

Appendix 7

ASIA PACIFIC UNIVERSITY OF TECHNOLOGY & INNOVATION
SCHOOL OF TECHNOLOGY

INTERNSHIP
REPORT

An Internship report submitted in partial fulfilment of the requirement of
For the Diploma of
XXXXXXX

Student Name:

Student ID No:

Intake:

Company Name:

Company Address:

Academics Supervisor:

Start & End Date:

Appendix 8

INTERNSHIP PLACEMENT REPORT CLEARANCE FORM

This form must be given to the company supervisor for clearance. Please ensure that this form is attached to your Report.

Student's Particulars

Name of Student: _____

Department: _____

Student ID No: _____

Intake: _____

Student Passport no/IC no: _____

Company Details

Name of Company: _____

Contact Person (Supervisor): _____

Contact No(s): _____

Internship Report Clearance by Company

Signature	Company Stamp	Date

Note: If the company wishes to have a copy of the report, the arrangement is left between the company and the trainee.

Appendix 9

INTERNSHIP STUDENT FEEDBACK FORM

Please fill in the form diligently and ensure that it is **attached at the back of your Internship Report** before submitting it to your APU supervisor to grade.

1.   General Information:

Student's Name:	
Student ID No.:	
Intake.:	
Student Passport No./IC No:	
Department:	
Period of Placement: **(Start Date and End Date)**	
APU Supervisor:	

2.   Feedback on Company:

Company's Name:	
Company Address:	
Company Supervisor & contact No/ E-mail:	
Department student was attached to:	
Describe briefly nature of work performed:	
Was nature of work assigned challenging?	**Yes/No** (Delete accordingly)

If not, please elaborate:	
Comment briefly on level of supervision provided:	
Would you recommend that we continue to assign students to this company in future?	**Yes/No** (Delete accordingly)
Suggest ways in which you think the Internship Program offered by the company could be improved:	
Overall, how do you rate the company in providing you with this training?	**Excellent / Good / Satisfactory / Poor** (Delete accordingly)
If poor, please elaborate:	
Allowance Paid	**RM**

3. General Feedback (optional):

Suggest ways in which you think the Internship Program, as a whole in APU can be improved:

Date:

Signature of Student:

Appendix 10

INTERNSHIP (AIT002-4-4)
ASSESSMENT FORM
TO BE COMPLETED BY THE MENTOR

Student's name:	Student's ID:
Intake Code:	Mentor Name:

COMPONENT 1: Report
(This component contributes to 40% of the module assessment)
A reflective essay considering how effectively employability skills have been developed and the lessons learnt in relation to the value and usefulness of these skills to degree study and subsequent employment, and modes of continuing professional development.
Please tick ONE box and provide comments to justify mark.

Fail	Marginal Fail	Pass	Credit	Distinction
☐	☐	☐	☐	☐
Enter a mark between 0 and 15	Enter a mark between 16 and 19	Enter a mark between 20 and 25	Enter a mark between 26 and 29	Enter a mark between 30 and 40

COMMENTS - (Please continue on another sheet if necessary)

COMPONENT 2: Log Book
(This component contributes to 20% of the module assessment)
A portfolio of work, including a log of the details of all relevant activity during the university-arranged internship or a period equivalent to an internship of not less than 12 weeks, demonstrating the skills that have been developed and the contexts in which this took place.
Please tick ONE box and provide comments to justify mark.

Fail	Marginal Fail	Pass	Credit	Distinction
☐	☐	☐	☐	☐
Enter a mark between 0 and 7	Enter a mark between 8 and 9	Enter a mark between 10 and 12	Enter a mark between 13 and 14	Enter a mark between 15 and 20

COMMENTS - (Please continue on another sheet if necessary)

COMPONENT 3: Cover Letter and CV

(This component contributes to 30% of the module assessment)

An updated plan of action for seeking employment and continuing professional development, including supporting documentation such as CV and letter of application.

Please tick ONE box and provide comments to justify mark.

Fail	Marginal Fail	Pass	Credit	Distinction
☐	☐	☐	☐	☐
Enter a mark between 0 and 11	Enter a mark between 12 and 14	Enter a mark between 15 and 19	Enter a mark between 20 and 22	Enter a mark between 23 and 30

COMMENTS - (Please continue on another sheet if necessary)

COMPONENT 4: Company Supervisor

(This component contributes to 10% of the module assessment)

A plan for securing good quality internships for future students.

Please tick ONE box and provide comments to justify mark.

Fail	Marginal Fail	Pass	Credit	Distinction
☐	☐	☐	☐	☐
Enter a mark between 0 and 3	Enter a mark between 4 only	Enter a mark between 5 and 6	Enter a mark between 7 only	Enter a mark between 8 and 10

COMMENTS - (Please continue on another sheet if necessary)

Component 1 Report	☐out of 40	Component 2 Log Book	☐ out of 20
Component 3 Cover Letter and CV	☐ out of 30	Component 4 Company Supervisor	☐ out of 10
Total	☐ out of 100		

Please tick 'Yes' / 'No'

	Yes	No	Comments
Total mark more than or equal to 50			
Component 4 mark more than or equal to 5			
Report Clearance Form – signed and stamped by the company			
At least 8 weekly log books – signed and stamped by the company			
At least 8 weeks of attendance record – signed and stamped by the company			
Submitted Mentor Feedback form			
Submitted Internship page in APLink with two approval from mentor			

Signature…………………………………….   Date…………………….

Appendix 11

INTERNSHIP VISIT ASSESSMENT FORMS
SECTION TO BE COMPLETED BY COMPANY INTERNSHIP COMPANY SUPERVISOR

Student's name...

Name of Employing Organisation...

Name of Internship Company Supervisor..

Start Date…………………………… Finish Date…………………………..

1) **STUDENT'S PROFILE**
Please rate the student's performance using the following: A=Excellent, B=Good, C=Satisfactory, D=Poor, U=Untested).

	Rating	Comments (Please fill in comments)
Attitude to supervision		
Social integration		
Motivation		
Perseverance		
Technical knowledge		
Productivity		
Capacity for teamwork		
Problem solving ability		
Communication skills - written		
Communication skills - oral		
Others (please specify)		

(*Will be used only as a feedback and not for grading)
2) **OVERALL GRADE – [LO3, PO8]**
The mark awarded will used only as a feedback and not for grading. Please tick ONE box.

Unsatisfactory	Weak		Satisfactory		Good		Very Good		Exceptional
☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7	☐ 8	☐ 9	☐ 10

3) COMMENTS (if necessary):

Signature…………………………………. Date…………………….