

International Business College Mitrovica



The Internship: A Guide



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1. Introduction

The internship is at the heart of what makes the IBCM “Theory to Practice” learning model so effective. The purpose of the internship is to give you the opportunity to connect the theories and concepts you study in the classroom to the real world of work, gaining skills and experience that will help you to not only gain meaningful employment once you graduate, but to succeed in your chosen profession.

Student services are available to you for further information and administrative coordination during your internship. Your IBCM internship supervisor will guide and assist you with your learning objectives and is appropriate, help you to link your internship with your AP or BA thesis.

General learning objectives of the internship:

Knowledge

- about the practice of the profession as well as theory
- the ability to reflect on the use of concepts and methods within the professional field

Skills

- in using a wide set of technical, creative and analytical professional skills
- in assessing practical issues and developing possible solutions
- in presenting practical issues and solution proposals

Competencies

- in using structured procedure and being able to acquire new professional knowledge and skills

2. Internship procedure

1. Independently locate and secure an internship opportunity (see page 7 for more advice on securing an internship).
2. Co-ordinate with your lecturers / Head of Department to agree on an **internship supervisor** that will be most suitable for your placement.
3. When you have been accepted for an internship with a company/institution, you need to complete and sign two internship agreement forms with a **designated supervisor from the host organization**. The agreement is included in this document (Appendix B), or you can collect a hard copy from Student Services.
4. You then need to meet with your IBCM internship supervisor at the earliest possibility to agree upon the **learning objectives** for the internship, which in turn provide guidelines for the company in planning your work. These learning objectives need to be recorded **on the internship and thesis supervision agreement** and signed by both you and your internship supervisor. The agreement is included in this document (Appendix B1), or you can collect a hard copy from Student Services.
5. You should then have the internship agreements (with learning objectives) approved and signed by the IBCM internship supervisor. You should get two copies signed – one for the college and one for your internship company/organisation. **The internship agreement must be signed by your work supervisor and by your IBCM supervisor before you start your internship.**
6. While completing your internship, you must write an **internship report** which uses the learning objectives agreed with your IBCM internship supervisor as a starting point in order to demonstrate the learning outcomes of your internship. (See page 6 for more information)
7. At the end of your internship, you should have your company/organization complete an **evaluation form and the recommendation from the internship organization** (Appendix D and D1). This can be submitted to IBCM when you submit your internship form.
8. The complete internship report is to be handed in to Student Services and uploaded on Google Classroom in your Intake's respective room. The **deadline** is set by IBCM, and will be around the time of internship completion. The deadline information will be shared by Student Services, and you can check on Google Classroom.
9. Once you have submitted all the relevant documentation and the internship report, and it has been **assessed**, you will be informed by Student Services whether or not you have passed your internship.
10. If you have passed, you will be called in for an **evaluation conversation** with your internship supervisor and continue with your AP/Bachelor thesis and any examinations.

Regulations for the Internship:

- The Head of Department has final decision making authority on IBCM internship supervisor allocations.
- The agreement with the company must be submitted in writing with signatures and must be approved and signed by you, your IBCM internship supervisor and your supervisor at the host company before you begin your placement.
- Up to 3 students may have similar internships with the same company.
- The Internship should be treated like a full-time job, making the same demands to work hours, performance, commitment and flexibility.
- The internship must be completed in full, and the internship report must be submitted and passed for the student to be able to complete the semester.

Environmental and Agricultural Management Department (EAM)

One internship must be completed as part of the AP degree (4th Semester)

Two internships (and internship reports) must be completed as part of the BA degree (7th Semester).

Each internship should last approximately the length of a semester (3 months).

Each internship (including the internship report) is worth 15 ECTS points

Marketing and Management Department

One internship must be completed as part of the AP degree 4th Semester)

Two internships (and internship reports) must be completed as part of the BA degree (7th Semester).

Each internship should last approximately the length of a semester (3 months).

Each internship (including the internship report) is worth 15 ECTS points

Public Administration Department

One internship must be completed as part of the AP degree (4th Semester) worth 15 ECTS

However, if the student wishes to go on to complete a Bachelor degree: One six-month internship (and internship report) must be completed in 6th Semester (worth 30 ECTS) (no 4th Semester internship is necessary).

Note: The PSM 6th Semester internship has different requirements. Please consult the documentation shared by student services.

3. Internship Report

NOTE: For 6th Semester Public Service Management students, the format of the internship report is different. Please see the relevant documentation, as shared by Student Services.

- The internship report must be related to practice in the profession and contain a condensed description and analysis of your internship experience.
- The Internship is compulsory and must be passed before you may submit the dissertation and sit the final exam.
- Length of the report: 8-10 pages
- You must use APA style guidelines and fully reference any other sources that you use in APA style. See Appendix C for APA guidelines.
- For a detailed guide to the **structure** of your internship report please see Annex E.
- Once you have submitted your internship report, you must have an internship evaluation with your IBCM internship supervisor to discuss whether your internship report reflected the learning objectives.

Thesis and Internship

Many students choose to write their AP/BA thesis about the company/organisation they have been an intern with, as they have a much better insights in to that organisation. However, the decision is up to the individual student.

4. Finding and securing an internship

It is your responsibility to locate a suitable company or organisation for your internship, but student services can offer advice and assistance.

Here are a few ideas on how you might find a company/organisation for you internship:

- Ask your professors for recommendations and advice on good organisations within your field of study or areas of interest.
- Look in the classified advertisement sections in the newspapers. These sections often offer good insight into various companies' areas of interest. Check out the websites of these companies too.
- Watch for mention of various firms in the business sections of newspapers.
- Talk with friends, acquaintances and family about your plans. They might offer useful suggestions or contacts.
- Investigate the companies that advertise job openings on the electronic job markets. Look too on the international job and trainee job boards.

Other suggestions include:

- If writing letters, be sure to address them to the correct person at the company and be clear in regards to what you are offering the company and what tasks you may be able to perform
- When you apply for an internship you may wish to send an information letter from the college that informs the company about the programme and any expectations to the internship (Appendix A).
- Try to sell the internship idea and your thesis as a "package solution." When you have been with a firm for three months and accumulated knowledge about the way it functions, its products, competition, customers and markets and much more, you will subsequently be much better equipped to write a thesis about the company.

5. Appendix

A. Information Letter to the Company

Dear _____,

Full-time professional internships are a mandatory part of degree programmes at IBCM. During the internship the student should acquire practical and/or theoretical insight progressing from the subjects studied as part of their programme.

According to our learning model, students should gain practical understanding of how companies function in the real world. To gain this understanding, it is necessary for the student to receive coaching in the company or organisation. This means beyond performing the various tasks the company may set the student, s/he is also given the opportunity to ask relevant questions and have them answered. In other words, the company plays an educational role.

Work Assignments:

During the internship the student may participate in routine tasks that the company might have had to set aside due to work pressure, or the student can work on a more challenging specific assignment.

Thesis Project

By agreement with the company/organisation, the student's internship may result in the student writing his/her dissertation for the company. After the 3-month internship, the student is clearly in a better position to write a qualitatively better dissertation. If the parties agree that the student will write his/her thesis related to the company or organisation, he/she can start gathering data during the internship phase. Another agreement may be that the student can continue working for the company either part-time or full-time while completing the dissertation.

Scheduling:

The internship should last a minimum of three-months, on a full-time basis.

Financial Parameters:

The company has no financial obligations to the student but the college will not interfere with any financial agreements made between the company and the student. However, the company is encouraged to arrange some compensation to cover the student expenses.

Further Information:

For further information regarding the company internship or the programme in general, please do not hesitate to contact our career office. We can be reached during the week at 028 534 834 South Campus and 028 409 013 North Campus or via email: student.service@ibcmmitrovica.eu

Kind regards
IBCM Career Centre Office

B. Agreement Form (Company / Institution)

Internship contract format			
<u>Internship company/institution</u>		Student	
Name of the company		Name of the student	
Address (street, zip code, city)		Address (street, zip code, city)	
Homepage		Tel.	
Tel.		E-mail	
Email:			
Start date of the internship:		End date of the internship:	
Monthly remuneration:			
Learning outcomes			
<p>I hereby confirm the appropriateness of the internship company and the defined learning outcomes.</p> <p>Name of the IBCM internship supervisor:</p> <p>Date, signature of the internship supervisor:</p>			
<p>Date, signature and stamp of the internship company</p>			
<p>Date, signature of the IBCM student- intern</p>			

B1. Agreement Form (IBCM Mentor agreement)

Internship and thesis supervision agreement

For the __ semester students of the academic year ____ / ____

Student's name		
Study programme		
Place of internship	Starting date:	
Supervising IBCM lecturer		
Learning objectives		
internship		
Thesis Topic		
Signature Student		
Signature IBCM lecturer		
Place and date		

C. Follow-up letter and evaluation form

Dear ,

Thank you for your positive cooperation in connection with the company internship for our student attending the AP Degree Programme in Marketing Management/Environmental and Agricultural Management and/or Public Administration.

We hope that we, and our student, have lived up to your expectations.

To help make any improvements and to let us know if we can contact you again for an internship in the spring of 2017, we ask you please to fill out and return the attached questionnaire.

In the questionnaire it is possible for you to mark if you are interested in receiving students from International Sales and Marketing/Environmental and Agricultural Management study programmes for an internship at your company.

Thank you for your help.

Kind regards

IBCM Career Centre

Tel: +381 (0)28 534 834/+381 (0) 28 409 013

Mob: +386 (0) 49 333 990/ +381 (0) 64 10 31 299

Email: student.service@ibcmitrovica.eu

Address: Str. Bislim Bajgora n.n. Mitrovica South, 40,000

Str. Cara Dusana n.n. Mitrovica North, 38800

D. Evaluation Form for the Internship – MM/ISM/EAM/PSM

1. Company name:	<hr/>		
2. Company contact:	<hr/>		
3. Student's name:	<hr/>		
4. Information prior to the internship was satisfactory / sufficient:			
	Yes <input type="checkbox"/>	Reasonably <input type="checkbox"/>	No <input type="checkbox"/>
Comments:			
5. The student lived up to our expectations:			
	Yes <input type="checkbox"/>	Reasonably <input type="checkbox"/>	No <input type="checkbox"/>
Comments:			
6. We are interested in receiving a MM/EAM/PSM student for an internship in the spring 2017:			
	Yes <input type="checkbox"/>	Perhaps <input type="checkbox"/>	No <input type="checkbox"/>
Comments:			
7. We are interested in receiving a Bachelor student in ISM/EAM/PSM for an internship in the fall 2017:			
	Yes <input type="checkbox"/>	Perhaps <input type="checkbox"/>	No <input type="checkbox"/>
Comments:			
8. If we need supplementary manpower we would consider hiring a MM/EAM/PSM graduate:			
	Yes <input type="checkbox"/>	Perhaps <input type="checkbox"/>	No <input type="checkbox"/>
Comments:			

Thank you for your help. Please return this questionnaire to IBCM Student Services/Career Centre Office.

D1. Recommendation from the internship organization

Name of student _____

Internship institution and IBCM supervisor

1. In your opinion, has the IBCM student successfully fulfilled objectives and learning outcomes of the internship, as agreed in the internship agreement?
Please give details.

2. Did the work plan assigned to the student enable them to fulfil the objectives and learning outcomes as agreed in the internship agreement?
Please give details.

Recommendation from the internship institution: Positive_____ Negative _____

**Internship supervisor
signature**_____

This form should be given to the student at the end of the internship.

E. APA Style Guidelines

IBCM uses **APA format only** for essays and reports.

Format:

Font: Times New Roman

Font Size: 12pt

Spacing: Double spaced

Page numbers: Top right, including the cover page

Referencing:

1) You must write an in-text reference every time that you use another person's words, facts, idea, data, theory, model, concept, etc.

In brackets () next to your quote, paraphrase or summary of a secondary source, provide the surname of the author and year the source was published.

1. E.g. The tendency towards longer working hours for much of the labour force in the UK and North America (**Ogden, 2008**), along with escalating numbers of dual-income families and employed single parents (**Office for National Statistics, 2007**), creates increasing opportunities for multiple roles to clash with one another.
2. **Footnotes should only be used for additional information, not for references**
3. 2) You must include a full reference for every source used in the reference list at the end of your paper.

Book	Ogden, J. (2008). <i>Health Psychology</i> , Buckingham: Open University Press
Journal article	Petrov, A. (2008). The development and actual condition of industrial relations in Bulgaria as an element of national security in the transition period. <i>SEER South-East Europe Review For Labour And Social Affairs</i> , 239-255
Newspaper article	Meier, B. (2013, January 1). Energy Drinks Promise Edge, but Experts Say Proof Is Scant. <i>New York Times</i> , p. 1.
Online newspaper	Retrieved from http://www.theguardian.com/australia-news/2015/oct/12/older-single-women-new-face-of-homelessness-anglicare-report
Website	World Health Organization,. (2015). <i>World Mental Health Day – 10 October: Dignity in mental health</i> . Retrieved 13 October 2015, from http://www.who.int/mediacentre/news/notes/2015/world-mental-health-day/en/

Note: www.citethisforme.com is a very helpful reference and bibliography generator. Just ensure that you have set the referencing style to *APA 6th edition* before creating any references.