



# **Internships Program Policy & Procedures As At August 2008**

**Private and Confidential**

## **1.0 Policy**

- 1.1. This policy applies to students who are part of a Performance English internship program.
- 1.2. The purpose of this policy is to define the processes to be followed in taking a student through the internships process.
- 1.3. Performance English will generally work with approved Internship Partners in sourcing internship opportunities and placing students. These partners are thoroughly vetted to ensure they have the experience, capability and quality systems to deliver an appropriate outcome for our students.
- 1.4. Performance English works closely with its Internship Partners to ensure our students gain the appropriate work experience. The Internship Partner and Performance English will monitor a student's internship closely and will take prompt action to address any issues or concerns of the student or organisation.
- 1.5. This policy is the responsibility of the Enrolments & Internships (E&I) Manager.

## **2.0 Internship Preparation**

- 2.1. The E&I Manager will manage initial enquiries from new or existing students about internships. This will include explaining how internships work, timing and costs associated.
- 2.2. The E&I Manager will gather background details and resumes of interested students and discuss them with the relevant Internship Partner.
- 2.3. The Internship Partner will assess and screen all applicants and prepare an applicant package. Applications will be processed within two working days.
- 2.4. The Internship Partner will promptly inform Performance English of the status of all internship applicants.
- 2.5. Once an applicant is approved, the Internship provider will work with the applicant to develop a tailored internship program to meet their individual academic and/or professional needs and timeframes.
- 2.6. Subject to the timeframes required by the applicant, the Internship Partner will commence identification of appropriate internship options through its network of host companies, and discuss these options with the applicant.
- 2.7. The timeframe from application to placement should be generally a maximum of 2 months.

- 2.8. Once a placement is agreed by the applicant, the Internship Provider will develop a Training Agreement that defines the responsibilities of the intern, host organisations and the internship provider. This also includes details on the learning outcomes, projects and tasks agreed for the duration of the internship as well as timelines and assessments.
- 2.9. The Internship Partner will advise Performance English of the agreed internship and provide a copy of the Training Agreement. This will be reviewed by Performance English to ensure the Training Agreement is consistent with the learning goals of the student.
- 2.10. The Internship Partner will prepare a pre-departure package and orientation for students prior to commencement of their internship. The package includes a Learning Plan, a documented diary of workplace activities to be completed by the intern and signed by the host company when complete.
- 2.11. The Internship Partner will provide the host company with a manual including a clear set of instructions outlining their responsibilities.

## **3.0 Internship Monitoring**

- 3.1. The Internship Partner will monitor the progress of the internship as follows:
  - A dedicated Internship Program Supervisor (IPS) is responsible for weekly monitoring of the intern.
  - The IPS will provide any counselling or guidance required and will periodically review progress against the Training Agreement.
  - A Business Development Executive (BDE) will obtain regular feedback from the host company and address any issues.
  - The IPS and BDE will promptly report any issues to Performance English.
- 3.2. The Internship Partner will follow the procedures contained in its Quality System including:
  - Grievance Procedure
  - Complaints and Refunds Procedure
  - Emergency Procedures
- 3.3. At the conclusion of the internship, the Internship Partner will provide Performance English with copies of the student's completed Learning Plan, intern feedback and host company feedback documents. The Performance English E&I Manager will review these documents to ensure they are consistent with the required outcomes of the learning outcomes.