



## ASSESSMENT DETAILS

# INTERSHIP – FINAL PROJECT

## (ON THE JOB TRAINING)



Prepared by:

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## **Assessment**

Students must familiarize themselves with the following policies and procedures. Details of these policies and procedures can be found on the Student Handbook.

<b>Assessments</b>					
<b>Assessment Number</b>	<b>Outcomes Assessed</b>	<b>Type of assessment</b>	<b>Weighting</b>	<b>Duration (if exam)</b>	
<b>STAR – AR</b>	Objectives 2.1, 2.2	Monthly Written Competency Assessment	10%	monthly Submission	*****
<b>Internship Journal</b>	Objectives 2.1, 2.2.	Daily / Weekly Written Report	20%	Submission every 2 weeks of OJT	*****
<b>Internship Performance Evaluation</b>	Objectives 2.1, 2.2	Written Evaluation by Immediate superior	30%	2 times	*****
<b>Final Internship Report &amp; Completion of Other Required Documents</b>	Objectives 2.1, 2.2	Final Written Report/ Certificate of Completion/ Time Sheet etc.	40%	After the 300 hours OJT Requirements	*****

### **STAR - AR (10%)**

#### ***Situation – Task – Action – Result (Action – Result)***

- STAR – AR Form was created to keep track of the intern’s competency levels and how they are progressing on their On-the-job training.
- Interns should jot down critical incidences that happened to them the entire week highlighting the 9 competencies personnel are required of their job.
- Use of the form will be discussed on the internship assembly.
- The STAR – AR Form must be filled out by the students 2 weeks basis.
- A copy must be sent to their Internship Adviser Ms. Nicole Baudisch (NicoleBaudisch@Raffles-International-College.edu.vn) on Saturdays –

- Late STAR-AR will get a deduction of 50 points on a monthly basis. If you are working 8 weeks during your internship program, at least 8 STAR-AR must be submitted to your adviser.
- Details of competencies from the STAR – AR Form is listed below:

### **Knowledge of Industry**

Involves the application of knowledge of the industry in general to enable one to effectively and efficiently perform tasks in relation to the overall operations of the business.

Sample Questions:

- Staying abreast of current developments in the organization and in your industry (i.e. hotel, banking) can be challenging. Describe what you have done to stay informed.
- Have you observed any change in the way business is managed in your industry? Tell us what you have recently learned about the direction that companies (hotel, mfg., banks) are seriously pursuing? How did you get this information?

### **Functional/ Technical Know-How**

Involves the possession and utilization of expertise in an area or discipline to achieve or contribute to the superior performance of a certain function and activity in the organization.

Sample Questions:

- Describe a situation or assignment that challenged your skills as an intern. How did you manage the situation?
- Even though we try to be an expert in our area of work, it is impossible to know and understand everything. Tell me about the aspect of your work as an intern you are trying to master.

### **Communicating for Motivation and Action**

Refers to the utilization of a set of human relation skills, verbal, and non-verbal facility, as well as the ability to receive, act upon, and transfer information and meaning in order to persuade or influence people to the desired behavior and action beneficial to the organization.

Sample Questions:

- Have you ever been in a situation in which you had to motivate others to take action to support a change in the organization? How did you do that?
- What was one of the best ideas you successfully sold to a supervisor/ co-interns or co-workers/customer? What was your approach? Why did it work?

### **Innovation**

Involves the proactive generation, identification, and implementation of new and improved ideas, solutions, or opportunities to increase the efficiency, effectiveness and competitiveness of products, services, processes, business systems, and management methods.

Sample Questions:

- Describe how you improved the productivity/profitability of your assigned unit. How did you identify the opportunities for improvement?
- Tell us about a unique approach you took to solve a problem. How did you come up with the approach? Did you consider other options?

### **Teamwork and Collaboration**

Refers to the ability to establish and carry on synergistic partnerships with others within and across work groups in pursuit of common goals and/ or solutions beneficial to all concerned.

Sample Questions:

- Sometimes we comply with a team decision, even though we have personal reservation. Describe a time this happened to you.
- Working with others usually involves give and take. Tell us about a time when this happened to you. What did you do?

### **Customer Focus**

Involves meeting, exceeding and anticipating needs of internal and external customers, such that there is value added to the customer's experience

Sample Questions:

- Tell us about the most you have ever done to serve a customer's needs. What did you do?
- To better serve customers, we sometimes promise more than what we can deliver. Tell us about a time when you over-committed yourself or your company. How did you handle the situation?

### **Decision-Making**

Refers to the ability to identify and analyze alternatives to reach a definitive course of action and accept responsibility for decisions made and their implementation.

Sample Questions:

- Describe a situation in which you had to decide which course of action to take. What did you decide and why? What happened?
- Sometimes we have to make decisions very quickly. Tell me about a time when you made a decision too quickly? What happened?

### **Results Orientation**

Refers to the ability to start, carry on, and complete organizational strategies/ projects/ assignments while competing against an accepted standard of excellence to ensure a valuable contribution to the attainment of corporate targets.

Sample Questions:

- Can you tell us about a time when you faced unreasonable performance expectations? How did you deal with the situation?
- Tell us about a specific situation in which you stuck with a position or plan of action in spite of barriers or difficulties.

## **Leadership and People Development**

Refers to the ability to articulate, cascade, and realize vision, mission, and stretch objectives/ strategies for self and others. It includes the ability to inspire and motivate others to action, to create an environment that fosters organization and people development, and the ability to inject and manage change all in a manner that increases organizational effectiveness, efficiency, and competitiveness,

Sample Questions:

- Describe the most effective techniques you've used to encourage full participation from every member of the team you were on.
- Tell us about a time when you led your team to solve a problem. How did you involve everyone? What happened?

## **INTERNSHIP Journal (20%)**

Interns are encouraged to write their daily activities at work on the internship journal. This serve as a control and monitoring on how the apprentices are performing their assigned duties and responsibilities on the on-the-job training site,

## **INTERNSHIP PERFORMANCE EVALUATION REPORT (20%)**

The Internship Evaluation Form must be accomplished by the Intern's immediate superior or supervisor at the training site. The evaluation report must be completed every one hundred hours (twice) on the whole duration of the Internship Program.

All evaluation reports must be sealed and signed in an envelope. Upon completion, submit it to your student coordinator or to your Internship Adviser.

## **INTERNSHIP FINAL REPORT & COMPLETION OF OTHER REQUIRED DOCUMENTS (40%)**

- Other Required documents that an intern must submit are: Certificate of Completion to be issued by Participating Firm, Student's Time Sheet, and the Internship Agreement Form, properly signed by both parties.

## **INTERNSHIP FINAL REPORT**

### **WRITTEN REPORT INSTRUCTIONS**

Each report should contain 3 sections:

#### **I. Description of Your Role in the Company**

Minimum of **5 pages** attached with an appendix of the documentation – the appendix should not be considered as part of the 5 pages.

- A. Introduction and Background of the Participating Company
- B. Products & Services they Offer
- C. Description of Your Role

II. **Recommendations**

Content must be minimum of **2 pages**. State what you think should be improved in the company you have worked for based from your observations during your internship.

- A. Recommendations for Improving Customer Value & Service  
(Include the strong points of the company in terms of providing customer value and quality service followed by the rooms for improvement)
- B. Recommendations for Improving Employee Productivity  
(Include the strong points of the company in terms of taking care of its internal stakeholders – the employees, followed by the rooms for improvement)

III. **Comments**

Content must be minimum of **3 pages**. State what you have carried out during your Internship with an analysis of your experiences and acquisition of knowledge and experience gained. In addition, state whether the courses which you have undertaken at Raffles International College - HCMC were relevant to your Internship experience.

- A. Experience and acquisition of knowledge carried out during the internship
- B. Relevance of the courses at RIC to your Internship Experience
- C. Other Recommendations

The report is to be handed in to your Lecturer **one (1)** week after the completion of your internship. No excuses for late submission will be accepted. 10% of the report percentage will be deducted for each day late.

Ensure that the title page states your name, telephone number, student number, course title, date of submission and your Lecturer's name.

\*\*Please remember that the information you have obtained from the Company is confidential and therefore you should be very discreet.

## **IMPORTANT NOTES:**

### **What is an internship?**

An internship is a sort of trial run at a company and one of the best ways to test out a potential career field or employer.

### **Why do an internship?**

Internship helps you to break into a field that's tough to crack and the best way to secure a job in that particular field is to have hands-on industry experience prior graduating. Not only will you have great experience on your resume, but you'll meet plenty of contacts and potential mentors.

Similarly, interning at a top company puts you on the fast track to getting a full-time offer from that firm. Most large companies are much more likely to hire a former intern than someone "right off the street." Even if you don't end up working for your employer, you'll have some invaluable and difficult-to-obtain experience on your resume.

### **Tips for applying internships**

- ✓ **Apply by the deadline.**
- ✓ **Follow the instructions.** If you're asked to provide a writing sample, don't send your photo portfolio. If you're asked to provide a reference, start canvassing your teachers and professors.
- ✓ **Prepare your resume and make sure the resume is up-to-date. Ensure it is thoroughly spell checked.** If you've never written a resume, go to your lecturer-in-charge and ask for advice. And ask an experienced professional or two you trust to review your resume. If you are applying for internships in different fields, you may need to have more than one version of your resume highlighting different experience. Ensure that your most current contact information is on the resume.
- ✓ **Don't ignore the cover letter.** Make a persuasive case in your cover letter, which should be tailored to each internship, that you really want to intern at the company. Do your research and be specific -- and honest -- about why the opportunity is right for you. Again, make sure you carefully proofread the cover letter. Let a trusted friend or teacher read it as well.
- ✓ **Follow up.** If you're really interested in an internship, there's nothing wrong with a quick call or e-mail a few weeks after the application to let the organization know how interested you are. But don't pepper them with phone calls every day.
- ✓ **Carpe diem.** If you're really interested in an internship, but your qualifications aren't quite right, apply anyway and stress your real interest. Many organizations would rather have a truly excited and motivated intern than one that just meets the qualifications on paper.

### **Tips before, during and after your internship interview**

#### **Before Your Internship Interview**

- ✓ Learn all you can about the company and organization.
- ✓ Be prepared to answer and ask questions.
- ✓ Prepare your clothes for your interview. Dressing nicely and appropriately is a compliment to the person you meet.
- ✓ Prepare papers for your interview, including extra copies of your resume, job reference lists, reference letters, note pad for taking notes, and any other information that you may wish to have with you.

#### **During Your Internship Interview:**

- ✓ Arrive 10 to 15 minutes early.
- ✓ Treat all people you encounter with professionalism and kindness. That receptionist or secretary or maintenance man may offer his or her opinion of you to the boss. It will count.

- ✓ Don't let the employer's casual approach cause you to drop your manners or professionalism. You should maintain a professional image. Don't address the interviewer by his or her first name unless you are invited to.
- ✓ Don't chew gum or smell like smoke. Don't take cell phone calls during an interview. If you carry a cell phone, turn it off during the interview to be sure it doesn't ring.
- ✓ Don't ever interrupt the interviewer, even if you are anxious and enthusiastic about answering the question.
- ✓ Be aware of your non-verbal behaviors. Sit straight, smile as often as you can, maintain eye contact but don't stare the interviewer down, lean forward but not invading the interviewer's space.
- ✓ Don't be shy or self-effacing. You want to be enthusiastic, confident and energetic, but not aggressive, pushy or egotistic.
- ✓ Don't make negative comments about previous employers or professors (or others).
- ✓ Listen very carefully to each question you are asked and give thoughtful, to-the-point and honest answers. Ask for clarification if you don't understand a question.
- ✓ Make sure you understand the employer's next step in the hiring process; know when and from whom you should expect to hear next. Know what action you are expected to take next, if any. Always thank the interviewer for his or her time at the close of the interview and establish a follow-up plan.
- ✓ When the interviewer concludes the interview, offer a firm handshake and make eye contact. Depart gracefully.

#### **After the Interview:**

- ✓ After the interview, make notes right away so you don't forget critical details.
- ✓ Always send a thank you letter to the interviewer immediately. If there were several people that interviewed you, send them each a thank you note. It is good to keep the letter short but to also reiterate your interest in the position and your confidence in your qualifications.
- ✓ Don't call the employer back immediately. If the employer said they would have a decision in a week, it is OK to call them in a week, again to thank them for the interview and reiterate your interest.
- ✓ If you receive word that another candidate was chosen, you may also send a follow-up letter to that employer, again thanking him or her for the opportunity to interview for the position. Let them know that should another or similar position open in the future, you would love to have the opportunity to interview again.