

THE COLLEGE FOR PROFESSIONAL DEVELOPMENT (CPD)

DEPARTMENT OF INTERNSHIP AND VOCATIONAL EXPERIENCE (DIVE)

GETTING BEYOND A TRANSCRIPT



BDD-CPD 2014

1.0 INTRODUCTION

1.1 Background

The popularity of internships among employers and students has steadily increased every year. Internship can be full time or part time, paid or unpaid, a few weeks or a full year in length, for undergraduate or graduate students, local or international. Internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skill development in a professional setting.

Interns are given significant work to do for the organization, with hours of tasks such as filing and copying. The expectation differs from a part-time hire who is paid for performing whatever tasks the employer assigns, mental or not. Legitimate internship means experience must be an extension of the classroom and a learning experience that provides for applying the knowledge gained in the classroom. It must not be simply to advance the operations of the employer or be the work that a regular employee would routinely perform.

The skills and knowledge learned must be transferable to other employment settings. The internship experience has a defined beginning and end, and a job description with desired qualifications. There are clearly defined learning objectives/goals related to the professional goals of the student's academic coursework.

In internship there is supervision by a professional with expertise and educational and / or professional background in the field of the experience.

There is always routine feedback by the experienced supervisors. In internship resources, equipment, and facilities are provided by the host employer to support learning objectives / goals. An intern can give the company additional talent to complete an existing project or to start a new one, to expand into a new line of business, or to bring knowledge that the current employees might not possess, such as working with social media among others. Interns can also have additional benefits to the organization like energy and fresh ideas that they bring to the workplace, and the positive publicity at their universities that will be given to the organization by the intern. Internship may be a cost effective and efficient way to potentially hire full time employees.

Just as new employees, the interns want to see that they are welcome in the workplace. The way to convey this feeling is to be ready for the interns on their first day. There should be an assigned work space, telephone, uniforms and other materials (if applicable), computer log in password, email access and name place or name badge. An

orientation and a tour of all the offices /departments and meeting of staff should be completed within the first few days of the internship.

Inviting the interns to staff meetings or other departments' gatherings will integrate the interns into the work team quickly. The interns want to do "real work" for the employer. They want to be of benefit to the organization's mission. In addition, they want to learn about the career fields and industry of the employer. It is helpful to the interns if they can be given the opportunity to cross train with other work units. It is helpful for the interns to network with employees in other parts of the organization, especially the senior management.

2.0 NAME, MISSION, GOALS AND OBJECTIVES

2.1 Name of the Department

The department is called Department of Internship and Vocational Experience (DIVE). It is a fully-fledged department under CPD.

2.2 Mission

To empower graduate students at all levels with evidence-based qualitative practices to current job environments and the Nation related challenges.

2.3 Purpose

The major focus of this internship program is to help interns learn professional skills, abilities and acquire more job related practical skills. It makes interns develop psychosocial, physical, recreational, vocational / career, social and / or independent employment and living skills.

By the end of the first quarter of the internship program, students are able to;

- (i) Learn basic listening skills.
- (ii) Learn the ethical and legal issues related to jobs.
- (iii) Understand the ability to evaluate work assessments and reports.
- (iv) Demonstrate on how interpersonal and intrapersonal values and beliefs affect professional relationships.
- (v) Learn the advocacy skills and promote full client access to community (nation service).
- (vi) Develop an understanding and ability to function in work interdisciplinary teams among others.

This internship program assists interns with career development by providing real work experiences that provide students with opportunities to explore their interests and develop professional skills and competencies. Students are provided with opportunities to apply what they learned in classes to actual practice. It is expected that students are also

challenged to examine how their attitudes, beliefs, and values influence the helping process.

2.4 Goals

- (i) To gain experience in design, implementation, and evaluation of worksite professional promotion programs.
- (ii) To provide awareness of the variety of worksite professional promotion approaches (and job opportunities).
- (iii) To understand the marketing / promotion process of professional program delivery.
- (iv) To observe interpersonal and organizational dynamics.

2.5 Objectives

- (i) To provide students the opportunity to their interest in a particular career before permanent commitments are made.
- (ii) To develop skills in the application of theory to practical work environment.
- (iii) To provide students the opportunity to test their aptitude for a particular career before permanent commitments are made.
- (iv) To develop skills and techniques directly applicable to their careers.
- (v) To aid students in adjusting from school to full-time employment.
- (vi) To provide students the opportunity to develop attitudes conducive to effective interpersonal relationships.
- (vii) To increase a student's sense of responsibility and be prepared to enter into full-time employment in their area of specialization upon graduation.
- (viii) To provide students with goals, work habits and opportunity to earn a salary while pursuing educational goals.
- (ix) To provide students with an in-depth knowledge of formal functional activities of participating organizations.
- (x) To enhance advancement possibilities of graduates and higher levels of academic performance.
- (xi) To increase on student earning potential upon graduation and motivate students to continue with their education.

2.6 Specific objectives to the interns

- (i) Apply, in an appropriate and professional work setting, theories, concepts, and philosophies learned through previous academic and other experiences.
- (ii) Assess through practical application, personal learning skills and competencies in routine business administration (e.g. accounting and record keeping, planning, public relations, research, staff relations) consultation, direct face-to-face leadership, supervision and teamwork.

- (iii) Develop decision-making and problem-solving skills through the formulation, implementation and evaluation of alternative solutions to problems and approaches to issues.
- (iv) Interact with and learn from industry professionals.
- (v) Acquire other practical career enhancing skills and interests through professional management and committed meeting attendance / participation, conferences, hearings, training sessions and workshops among others.
- (vi) Gain an understanding of the overall agency / company organization structure and their management philosophy (corporate culture) and clientele base, as well as their relative position to other local, national and global competition in the market place;
- (vii) Identify and address personal strengths and weakness in light of demands and expectations of employment in the various roles and responsibilities assigned in a work setting.
- (viii) Reflect and further define career objectives in respective professions, utilizing both personal assessment and evaluation by CPD and the respective universities.
- (ix) Develop a network of industry professionals that can be used when seeking full-time employment.
- (x) Share their internship experience and special project opportunities with CPD interns, department and staff.

3.0 STRUCTURE, ROLES AND RESPONSIBILITIES OF THE DEPARTMENT

CPD is strong and convinced that the internship program not only satisfies the synthesis basic requirements, but is the best way to offer all interns a practical real-world-learning experience in a respective professions. The role policy and practice of the department is to establish a strong working relationship with all colleges and universities and the prospective intern by assigning dedicated and quality experienced supervisors, who mentor students, monitor their profession and communicate effectively with all parties concerned.

3.1 Head of Department (HOD)

She/he is responsible for overseeing all departmental programs on behalf of CPD. He / She is particularly be responsible for:

- (a) Overall management of the department
- (b) Promoting the internship and vocational experience programs that CPD offers.
- (c) Coordinating the departments' staff development
- (d) Constant development of new programs in the department
- (e) Procurement and replenishing required resources in the department
- (f) Coordinating research and evaluation

- (g) Compiling annual reports of the department
- (h) Representing CPD in various forms
- (i) Organizing linkages / collaboration with other departments and CPD

3.2 Internship program coordinator (Mother University College)

The internship program coordinator responsibilities include:-

- a) Chairing an Internship Program Committee which sets mother University direction and policy, and acts as a discussion forum to address any issues raised by faculty concerning the program.
- b) Establishing the framework and procedural requirements for the administration of Internship program in consultation with the mother University Dean and the Faculty.
- c) Maintaining the overall effectiveness of the mother University's internship program
- d) Determining the eligibility of students for their respective concentration internship Programs.
- e) Granting final approval for an internship placement site in consultation with the student and CPD Supervisor based on information provided by the student and contained in the ***Internship Site Confirmation Form***. Signatures of all three parties on this Form are required in order for the internship placement to take effect. Copies of the Completed form are provided to the intern and CPD Supervisor for their records.
- f) The University Supervisor is also provided with a copy to place on the student's file
- g) Ensuring that university program requirements are met. For example, The *CPD Internship Site Confirmation Form* must be correctly filled out by the student and a photocopy of their Student's ID card (**front and back**).
- h) Sending a personalized letter to the CPD Supervisor explaining the importance of Signing and returning all the required Mother University internship information.
- i) Ensuring that all agreements/contracts involving intern placements are reviewed by University Legal Affairs before they are signed and approved by the Dean, and the mother university. Once the CPD agreement/contract has been signed by the mother University ,the Internship Program Coordinator must ensure that the original document is returned to the CPD Supervisor for their records. In addition, the Internship Program Coordinator must ensure that the mother University Supervisor receives a copy of this agreement so that it can be placed on the appropriate intern's file.
- j) Acting as the repository for all original signed Affiliate internship Agreements and Contracts;
- k) Checking that each student is properly enrolled (i.e., listed in the correct internship

Concentration course) on the mother university's Student Information System to permit grading and ensure that the student is covered by the mother university for liability over the duration of the internship.

- l) Marketing the internship program to prospective internship employers and students. This entails overseeing (i). The development of the internship portion of the School's web site;
And ii). The design and production of a brochure that profiles the mother university's internship program.
- m) Fielding and reviewing queries about the School's internship program from the media, Current and prospective internship employers, and students;
- n) Periodically conferring with other internship related parties (e.g., Legal Affairs Department, Office of Risk Management, University Career Services), as warranted to improve the internship program. This includes listing herself/himself as one of the University's main contacts on University Career Services' Participating List to allow prospective employers the option of contacting and posting an internship position directly with the University and/or disseminating the information through Announcements.
- o) Updating the *University Internship Manual* to be sold in both book stores to future interns. Students may share the internship manual.

3.3 CPD- Business Development and Quality Assurance Manager

He is the frontline CPD staffs who work hand in hand with the internship program coordinator to develop and sustain the internship program. As a result the BDQAM assumes certain responsibilities and obligations to the student, department and the partnership institutions/ mother Universities as listed below:

- (a) He/she develops an internship job description that assists the department in determining what type of learning and Vocational experiences are mutually beneficial and rewarding for both the intern and the college.
- (b) Provides each supervision or lecturer with a copy of the internship manual that outlines their responsibilities as a willing participant in the internship program. He receives signs documents on behalf of the department in the absence of the Head that includes:
 - Daily activity log of hours sheet(s);
 - Weekly progress reports;
 - Mid internship performance assessment form; and
 - Final internship performance assessment form.
- (c) Maintains open communication with universities concerning all activities and supervision of the intern.

- (d) He serves as a member of internship program committee, which sets direction and policy, and serves as a discussion forum for internship program issues.
- (e) He verifies that each student under their supervision is properly enrolled.
- (f) Informing students through different avenues of the advantages, of the internship program within their industry and counseling them on how to best coordinate the program with their academic timetables.
- (g) Identifying potential internship field and practical places/ sites through books, websites, outreach searches, as well as through direct correspondence with partners.
- (h) He/she maintains a list of materials (e.g. books, brochures, and internet) about potential internship placement sites that collaborate with CPD and their respective application deadlines for students and sending it to the internship program coordinator.
- (i) Provides assistance with resume and cover letter development, and helping students to set realistic learning objectives for their internship.
- (j) Assuring that students understand their reporting and portfolio requirements that must be submitted to their mother universities by a specified timeline in order to fulfill their university internship obligations. Holding an on-going campus seminar for students prior to the commencing their internship usually accomplishes this task.
- (k) Provides students with all the necessary documents (e.g. internship manual appendices, which contain all the necessary reporting forms on disk) and completed signatory forms for their records.
- (l) He/she monitors and maintains regular communication with the university students for the duration of their internship placement.
- (m) He/she holds mandatory on-campus seminar for students towards the end of the working semester. Students are required to provide a summary of their internship site experience and their special project at this time, closing group session which is attended by all working interns under their supervision, the internship program coordinator, and relevant staff members among others.
- (n) He/she assess student performance by evaluating:
 - Daily activity log of hours sheets
 - Weekly progress reports and discussing their reports with the university supervisors and the entire CPD department.
- (o) Witnessing the assigning of the final grade for the internship
- (p) Reviewing post-exit survey comments made by the student about the internship program, CPD, the internship tutors, lecturers, supervisors and other staff.

3.4 CPD Principal

The principal plays a master pivotal role in the lives of the interns at the personal and professional career level by offering advice, resources, protocol, instruction and supervision that furthers an intern's professional competence by providing a challenging and stimulating work experiences. Interns are allowed to discover their own strengths and weaknesses in their chosen professional career. Thus, the principal is expected to assume responsibilities and obligations to the student, the mother university supervisors and CPD staff.

- (a) He/she apprise the university supervisor and tutors of the pending dismissal of an intern, in event that a student's performance or behavior is unsatisfactory (i.e. not in accordance with both the mother university rules and CPD standards) or detrimental to the university or the community.
- (b) Coordinating with the internship department and partnering institutions in evaluating the internship program and providing input into the internship curriculum development process.
- (c) Communicating with mother university supervisors as warranted, regarding any suggestions or concerns about the internship program.
- (d) He/she submits signed copies of all internship performance assessment form and final internship performance assessment forms discussed with and agreed to by the intern to the mother universities / supervisors to meet course evaluation obligations
- (e) Provides printed material like, brochures, reports among others to department, partnering universities, among other students in order to market/promote, and sell out our program.
- (f) He/she interprets and communicates the aims and outcomes of the internship program to partners, tutors, mother university field supervisors and other staff which allows the intern to be presented to all stakeholders in such a manner to ensure their professional status.
- (g) He/she develops an internship position description which exemplifies a synthesis requirement with mutually beneficial and rewarding learning experience.
- (h) Prepares the universities and colleges staff for the arrival of students and orienting the students on CPD history (the organizational chart) philosophy, policies and regulations, administration programs and facilities.
- (i) Allowing the interns, within reason, to observe and participate in the college activities, such as meetings, programs, projects and training opportunities so as to obtain a broad and relevant pre-professional work experiences.

- (j) He/she provides an opportunity for interns to assume an active leadership role by assigning projects or tasks to improve their organizational and supervisory responsibilities,
- (k) Assigning routine administration and management tasks to the interns in order for them to gain a greater understanding of the organization's operation.
- (l) Conferring with the students to select a mutually beneficial required special project for the student to compete as part of their internship requirement. The special project should be one that facilitates the intern's learning experience and makes a meaningful contribution to the agency.
- (m) Scheduling meetings with the interns to provide consistent and frequent feedback regarding the CPD's work expectations and intern performance.

2.5 CPD General Management and Directorate

- (a) Allocates the required staff on request from the department.
- (b) Support the program and actively promotes it.
- (c) Allocates space to provide effective internship support
- (d) Solicit funds and other support from government, donors, partners and other agencies.
- (e) Monitor all the internship developmental programs in line with the College mission and Objectives.
- (f) Maintaining a close link with the department.
- (g) Provides premises and hubs of the program for all internship students in their catchment areas/centres.
- (h) Offer administrative support to all interns during their sessions.
- (i) Distribute all study and practical equipment.
- (j) Coordinate and supervise tutors activities among others.

4.0 GENERAL DEPARTMENTAL POLICIES AND PROCEDURES

4.1 Intern eligibility

- (a) A student must have completed or pursuing a certificate, diploma, bachelors or a master's course in any recognized institution of higher learning.
- (b) A student has to be enrolled in any recognized institution for a certificate, a diploma, a degree, or a master's course.
- (c) Students must meet specific academic course prerequisites / requirements prior to enrolling in the internship program
- (d) Prospective interns must confirm their eligibility to the college through the department or through the Business Development and Quality Assurance Manager as their outside link to the College.

- (e) Students should go to CPD's internship page (<http://www.cpd.ac.ug>) and download the confirmation eligibility form, fill it out and leave it with the internship program coordinator who will finally forward it to the department. (See the attached form in the Appendix).

4.2 Enrollment and Scheduling

- (a) Students may pre-register for their internship once they receive notification from concerned personnel.
- (b) CPD internship programs are offered throughout the year for students in different universities, colleges and courses
- (c) The appropriate time to take on the internship is generally decided by the mother university.
- (d) An internship usually begins on the first day of classes and any exception to the start date must be cleared with the mother university and with internship coordinator.
- (e) Interns are expected to conform to the work and holiday schedule of CPD at which they are interning.
- (f) CPD discourages interns from taking additional courses or outside assignment during the period of their internship, since they are working on a fulltime basis.

4.3 Grading

- (a) The mother university and Head of department (DIVE) assign the grade based on the intern meeting all the course requirements.
- (b) The grading must reflect the cognitive, affectionate and psychomotor performances of an intern during the time of stay.
- (c) The grading will be either excellent showing or A grade), "satisfactory" (showing B grade), "medium pass" (showing C grade), "A Pass" (showing D grade), or "A No Grade" (showing NC) which is a failing grade.
- (d) Any intern receiving an NC grade for their overall performance will be required to begin a new internship including re-enrollment and repayment for all internship period.
- (e) An 'incomplete' (IN) grade may be assigned until all course work requirements are completed and submitted to both the mother university supervisor and CPD. And once all requirements have been made, the mother university supervisor and internship coordinator shall coordinate to change the "incomplete" grade to any of the above category.
- (f) Credits for the internship course count toward the general education certificate, diploma, degree or masters an intern is aspiring to get.

4.3.1 Appeal of grade

- (a) In case an intern disagrees with his/her grade, then she/he files her complaint with the mother university supervisor through the CPD Head of department.
- (b) In case a student is not yet satisfied with the grade, then she/he may use another option to file a grade appeal to the mother university head of department through CPD principal. And if they find that the student's complaint has no merit, his/her finding is reported to the mother university dean in writing and no further action is taken.
- (c) Alternatively, the program internship committee may convene to hear the grade appeal case / the Head of Department shall service as the chair, unless there is a conflict of interest (i.e. the mother university supervisor or, CPD head of department or CPD principal can be named in the grade appeal process).
- (d) A non-participant observer of the student's choice may also attend the committee meeting(s).
- (e) The committee will meet separately with both supervisors and the students to review the findings of the case and the report findings submitted to the relevant authorities.

4.4 Course requirements

Interns are required to fulfill specific requirements and complete specified forms and assignments in order to be evaluated and receive a grade for their internship. Among the requirements we need the intern to complete the intern daily Activity log **off** hours, weekly progress reports, written evaluation from the mother university supervisors, CPD supervisors and other internal and external agents, completion of a special project, on-site visits, oral presentation and submission of an internship report and project he/she intends to do after the internship.

4.4.1 Work experience hours

All interns must work full time at CPD for a minimum of 5 hours a day, 25 hours a week, 100 hours per month, 360 hours per 2 months, 540 hours per 3 months, 720 hours per 4 months.

4.4.2 Daily Activity log off hours

This one requires the student to keep a detailed record of their experiences during the course of the internship. This is important because:

- (a) It gives the other mother university supervisor a more detailed account by the type and variety of responsibilities assigned to the intern.
- (b) It gives a framework for the interns to discuss and preview the week's activities with CPD.
- (c) It acts as a mechanism from which the interns can draw material to analyze and reflect on the past week's work experiences. This information is very vital while compiling the weekly progress reports.

- (d) It is used to verify the number of hours worked at CPD.
- (e) It is used to validate how much time the intern is being provided to complete the special project.
- (f) It shows how many hours were spent at CPD and in the field.
- (g) The mother university supervisor is the last person to sign off and date each log off form before putting them in the intern's file.

4.4.3 Weekly progress reports

- (a) Ensure a systematic methodology of personal face-to-face communication between CPD and the intern. These reports must be discussed with CPD supervisors and once approved their signatures must be secured on each of these reports before sending them to the mother university. The regular meetings between CPD and interns facilitate the review of the revised goals and objective in the internship agreements between the two parties.
- (b) Provide early and consistent evaluation and feedback to the mother university supervisor regarding the important aspects of an intern's placement.
- (c) Practice written communication skills on a regular basis during the internship experience.
- (d) Require an intern and CPD supervisor the opportunity to put comments in writing to the mother university supervisor. The weekly report must include the intern's full name, the dates covered by the report, the number of cumulative internship hours covered to date, and three dated signature spaces for the intern, CPD and the mother university supervisor.

The report requires the students to:

- (i) summarize their activities for the past week;
- (ii) identify and analyze what experiences they had, and why these experiences were both rewarding and / or a disappointment to them;
- (iii) mention and describe the importance of any past or upcoming professional developmental opportunities (e.g. meetings, conferences);
- (iv) list anticipated tasks or duties to be performed in the upcoming week; and
- (v) provide any other additional comments they may wish to make.

4.4.4 Midpoint and final internship

CPD supervisors are expected to conduct formal evaluations of the student's performance at least thrice during the internship. Mid internship evaluation is important because:

- (i) It provides structures feedback to the student based on assessments of the strength and weakness of their performance to date;
- (ii) Offers an opportunity for interns and CPD supervisors to re-establish or set new performance goals which can be used to further their development over the course

of the second half of the internship. The final evaluation is used to determine the overall performance and development of the intern since the start of the internship with the agency. Both performance evaluations serve as a written and permanent documentation of an intern's record and accomplishments for the internship, and as such must be inserted into the portfolio submission to the school at the conclusion of the experience.

4.4.5 Special project

Each intern at CPD is expected to develop and complete a special project of significance and enduring value to CPD. The intern is to provide CPD with a tangible and useful finished resource or service. The project also provides the intern with an opportunity to demonstrate and improve their problem solving and communication skills. Work on the special project should be considered part of an intern's hours and is to be completed in incremental stages throughout their internship; Interns are expected to assume much of the responsibility for the project and should be able to work on it as autonomously as possible. It services to illustrate projects that have been undertaken by CPD interns. These include:

- Preparation and production of a policy or employer's training manual among others.

4.4.6 On-site visit

The mother university supervisor is able to gain a better appreciation for an intern's work site environment as well as their special project. It entails face-to-face contact with the CPD supervisors, during which the intern's progress can be discussed. The mother university supervisor normally conducts an on-site visit after the reception of the student's midpoint internship performance assessment around 7th to 10th working week of the internship.

4.4.7 Presentation

Interns are required to attend and present an overview of their internship site and their experience, including content from their special project, at a closing internship group session. Interns share what challenges and successfully experienced during the course of their internship. The presentations should be attended to by all interns, mother university supervisors, CPD supervisors and department related staff, internship coordinator and other staff members, as warranted. It is advisable that interns make use of power point slides or other visual aids since the presentation forms an integral component.

4.5 Withdrawal

Students must contact their internship program coordinator to verify the correct procedures of withdrawal at their mother university. Students who cannot fulfill the

requirements of the internship course during the semester for which they have Pre-registered must cancel their registration through the internship coordinator before the early registration deadline for payment.

4.6 A lot is put in by both the internship program coordinator, mother university supervisors and CPD supervisors to support the internship learning process, but on a one occasion, it may be necessary to either (a) terminate a student intern; or (b) remove an intern from CPD for re-assignment elsewhere.

4.7 Possible grounds for dismissal of an intern by CPD may include:

- Lack of responsibility for example constant lateness for work, failing to report absences in advance, misuse of equipment, failure (within reason) to undertake or complete assignment/ tasks);
- Violation of CPD's policies (e.g. confidentiality, safety, sexual harassment, racial or religious discrimination);
- Personal problems or emotional problems that hamper an intern's ability to function in a work place environment;
- Reporting to work site under the influence of alcohol or illicit drugs;
- Failure to follow the policies and procedures of internship at CPD;
- Failure to adhere to CPD and Internship policies and procedures.

4.7.1 Termination of an intern by CPD

CPD to terminate an intern must do the following:

- (a) The department must immediately make a phone call to the mother university supervisor and internship program coordinator if circumstances arise that could eventually lead to the dismissal of an Intern. The issues to terminate an intern must be discussed and understood by entire team.
- (b) The mother university supervisor and the relevant departments must be immediately notified by the internship program coordinator of the dismissal or pending dismissal proceedings against an intern.
- (c) The mother university supervisor continues to maintain direct and open communication with both the intern and CPD.
- (d) CPD must have reviewed , in writing, the concerns with the intern and given the student the opportunity to correct the problems where possible and defence
- (e) Every effort should be made to reconcile the issues, but it is still possible that CPD's decision to terminate an intern will stand. Termination of the intern must be mutually agreed to by both CPD and the mother university.
 - CPD department must provide a one-week termination notice to the intern.
 - A written statement outlining the reasons for termination and all appropriate documentation arising from the internal review must be provided by CPD to the mother university.

4.7.2 Termination and dismissal

Removing of an intern from CPD may arise where it is necessary or prudent for the mother university to remove an intern from CPD, and relocate them to another work placement site without acidic penalty. These conditions include, but are not limited to the following:

- excessive work of a trivial nature,
- other significant violations of terms of engagement on the part of CPD,
- intimations or evidence of conflict either by CPD supervisor and the intern or the intern and other colleagues,
- unsafe working environment
- strike action, lockouts, or other labour related disruptions experienced at CPD
- CPD being bankrupt or financial exigency resulting in the inability to retain an intern,
- Sexual or other harassment of the intern in a work place setting.

In more serious situations, e.g. where an intern may be a target of sexual harassment, immediate intervention by the mother university supervisor and or internship head of department is appropriate. It may be advisable to remove the intern and terminate the internship immediately if the problem is not quickly and decisively resolved upon acknowledgement of the problem.

5.0 CPD SELECTION AND INTERN PLACEMENT RULE AND PROCEDURES

5.1 CPD selection

Students are encouraged to begin the process of securing the internship placement with CPD as early as possible. CPD has the following qualities and legalities that make it your best internship site in Uganda and beyond.

- (i) CPD meets all the professional standards for this professional field; including national or state regulations for registration and certifications;
- (ii) We are fully registered and recognized by The National Council for Higher Education;
- (iii) CPD on-site, field supervision and training assists you to prepare and sit for your final examinations.

5.2 Remunerations

Students joining CPD for their internship must remit the following before joining.

- a. Intern registration fees of 10,000/-

- b. Intern tuition fees of 120,000/- per month which can be payable in weekly installments of 4 times.
- c. Break tea, and evening tea shall be provided.
- d. Identity cards, intern completion certificates shall be provided by CPD at a fee cost.

5.3 Student requirements

Once the student is notified upon admission at CPD, he/she is supposed to present the following:

- (i) An internship file that posses a well typed curriculum vitae, photocopies of all academic credentials from primary seven to the partial university results, university internship application letter and recommendation letter from one senior civil servant, residence recommendation letter, photocopy of university, college or school identify card, 3 passport size colored photos, and an outline of the intended objectives, an intern wishes to achieve.

5.4 Students responsibilities during internship

During internship the interns must meet certain responsibilities and obligations with CPD; as well as the mother university to fulfill their internship requirements. These include:

To the College for Professional Development CPD.

- (a) Notifying CPD, if they have not already done so, of their current internship address and other contact information.
- (b) Reporting directly to CPD department (DIVE) for instructions. The interns are responsible for fulfilling them as stipulated by their supervisor, and for meeting their scheduled training commitments and arrangements.
- (c) Familiarizing and abiding by all the rules, regulations, policies and procedures of the agency applicable to their conduct while at CPD.
- (d) Becoming an integral and participating member of CPD staff.
- (e) Acting in a professional manner both as CPD staff member and when dealing with CPD clientele/customers. A student must behave as a representative and an ambassador for the mother university. A positive experience effectively paves the way for the future placement of other interning students. It is therefore imperative that a cooperative attitude and good work records and habits be maintained for good rapport between the intern, the Mother University and CPD.
- (f) Visiting, observing and participating, as appropriate, in all levels of the agency's operations, including meetings, programs, projects and training sessions. This

enables interns to strive toward higher levels of personal and professional growth and fulfillments.

- (g) Preparing and discussing their daily activity log of hours and weekly progress reports with CPD supervisors in person, once approved, CPD supervisors sign on each of these reports.
- (h) Setting mutually satisfactory and feasible goals and objectives in consultation with the CPD supervisors. These constitute a baseline against which the intern's performance is assessed.
- (i) Completing two self-assessments of their internship performance, in preparation for the midpoint and final evaluation performance assessment meetings with CPD supervisors.
- (j) Carrying out and assuming full responsibility for a mutually agreed upon special project in consultation with the CPD supervisors.
- (k) Seeking further clarification from CPD supervisors when encountering tasks or problems that cannot be solved independently.
- (l) Treat internship as a professional commitment. Although still a student, the CPD supervisors and other staff will perceive the students' role as similar to that of an employee. As such, demonstrating good work habits, being receptive to supervision and doing assigned work are signs of commitment.
- (m) Meeting with the CPD supervisors and mother university supervisors during a routine on-site visit of the latter at CPD.
- (n) Notifying CPD supervisors in advance when it is necessary to be absent from work. The intern should inform CPD supervisors as soon as possible if they are unable to complete the internship program due to illness, accident, or other unforeseen circumstances.
- (o) Ask for assistance and supervision when needed.
- (p) Inform supervisors of work related difficulties and challenges.

To Mother University.

- i. Reading and adhering to all policies, regulations, procedures and assignments as outlined in the manual. Deadlines for application forms and assignments must be met;
- ii. Submitting weekly progress reports and a daily activity log off hours sheet to the mother university;
- iii. Completing a total of allocated hours of the internship work as tracked in the daily activity log off hours sheet and cumulative hours stated on their weekly progress reports;
- iv. Meeting with their university supervisors and CPD supervisors during a routine on-site visit to discuss their internship experiences, special projects, and progress towards meeting their internship objectives.

- v. Presenting an overview of their internship site work experience and special project at a closing group internship session attended by all working interns, mother university supervisors, CPD supervisors, department team members, advisors and other CPD staff members as warranted, towards the end of the internship;
- vi. Notifying the mother university supervisors and CPD department (DIVE) as soon as possible, if they are unable to complete the internship program due to illness, accident or other unforeseen circumstances.

6.0 POST – INTERNSHIP STUDENT PROCEDURES

It is a section of the report that focuses on the final phase of the student's internship experience, during which students are required to:

- (a) Confirm that the mother university supervisor has received their final performance evaluation report from CPD within one week after their internship period ends;
- (b) Complete exit evaluations of the mother university internship program, CPD and the department (DIVE). These evaluations should be prepared by the intern at the termination of their internship experience with CPD and submitted as part of their portfolio. This information is used by all participating parties to improve on their internship program, as well as to determine appropriate internship placements for students in the future.
- (c) Complete a self-analysis report of their internship experience and include it as part of their report.
- (d) Prepare and submit a report outlining their internship experience to the mother university supervisor using the guidelines set in the manual.

7.0 SUPERVISION, MONITORING, EVALUATION AND GRADING OF INTERNS

7.1 Supervision

Students are required to obtain a minimum of two hours of individual supervision per week. CPD focuses on the following main skill areas during supervision:

- (i) **Case management skills.** These refer to case recording and case documentation procedures relevant to the internship at CPD and making case presentations at team meetings.
- (ii) **Professional skills.** These refer to skills related to work performance inside and outside the customer relationship and include respecting confidentiality, behaving professionally, and demonstrating consistently strong work behaviors, as well as being able to work effectively with colleagues.

7.2 Evaluation report

In the middle of the internship period and during the last week of the internship the intern and the CPD supervisors will complete an intern evaluation report which provides feedback about the intern's performance.

7.3 Internship critique

At the end of the internship each intern is required to complete a short critique of the internship experience. The critique should include:

- (i) An overview of the activities the intern engaged in with a critique of the personal and professional development gained from this activity,
- (ii) An assessment of the supervision and support the intern received at CPD,
- (iii) Self-assessment of the intern's performance and relative strengths and weaknesses,
- (iv) Suggestions for improving the internship experience for future interns,
- (v) Any other relevant comments.

7.4 The Grading

The Mother University internship coordinator together with the Head of Department responsible for assigning the final grade of the intern. The information provided by CPD supervisors is very critical and constitutes the most influence on the grade, but other factors are also evaluated (intern self-assessment/submitting assignments and projects) on time in terms of mid and final evaluation, the general expectation is that the intern has shown improvement and there are no major deficiencies noted on the intern evaluation report. Grading is assigned as follows:

- Intern evaluation report: 70% (mid-point is 30%, final is 40%).
- Weekly logs 20%
- Internship critique 10%

7.5 Onsite and field evaluation areas

- (i) **Ability to learn**
 1. Asks pertinent and purposeful questions
 2. Seeks out and utilizes appropriate resources
 3. Accepts responsibility for mistakes and learns from experiences.

- (ii) **Reading / writing/computation skills**
 1. Reads, comprehends and follows written material
 2. Communicates ideas and concepts clearly in writing
 3. Works with mathematical procedures appropriate to the job
- (iii) **Listening and oral communications skills**
 1. Listen to others in active and attentive manner
 2. Effectively participates in meetings or groups settings
 3. Demonstrates effective verbal communications skills
- (iv) **Creative thinking and problem-solving skills**
 1. Breaks down complex tasks into manageable pieces
 2. Brainstorms options and ideals
 3. Demonstrates an analytical capacity
- (v) **Profession and career development skills**
 1. Exhibits self-motivated approach to work
 2. Demonstrates ability to set appropriate priorities / goals
 3. Exhibits professional behavior and attitude
- (vi) **Interpersonal and teamwork skills**
 1. Manages and resolves conflict in an effective manner
 2. Supports and contributes to a team atmosphere
 3. Demonstrates assertive but appropriate behavior
- (v) **Organizational effectiveness skills**
 1. Seeks to understand and support the organization's mission / goals.
 2. Fits in with the norms and expectations of the organization
 3. Works within appropriate authority and decision-making channels.
- (vi) **Basic work habits**
 1. Brings a sense of values and integrity to the job
 2. Behaves in an ethical manner
 3. Respects the diversity of co-workers

7.6 Internship activities and structure

Sometimes it is not possible and desirable to require a specific set of activities for all interns, but what we provide at CPD guides a well-rounded internship experience. There is a logical

sequence built into the outline, but many activities may overlap in time or continue for the duration of internship.

(a) Orientation

Orientation at CPD begins with an introduction to staff and touring the whole college, giving an overview of policies and procedures including hours of attendance, use of CPD facilities, or chain of command, confidentiality, History of CPD, funding/sources of income, customer population catered for, referral sources, customer services, case management procedures and customer eligibility criteria.

(b) Observation activities

At CPD observation activities include: observation of intake interviews, assessment procedures, and individual, group; class teaching, occupational activities, career guidance and counseling, recreational, speech trainings vocational training and activities of daily living.

Interns may also observe and participate in staff meetings, in-service trainings, and administrative responsibility. Observation at CPD also involves participation in field visits that include school visit, factories and individual visits, carrying out community charitable activities, marketing and promoting of goods and services and brand promotion among others.

(c) Participation

As interns develop competences through observation and supervisor feedback, they will take on greater responsibility for providing direct customer services. This depends on intern competencies, CPD preferences and specific site regulations, participation activities among others.

7.7 Other student activities at CPD during internship

(a) Oral and written assignments

- Group discussions
- Project work done weekly, and monthly
- Presentations to defend project work
- Professional intellectual debates
- Filling questionnaires
- Student appraisals
- Report writing

- (b) **Professional codes**
 - Code of conduct
 - Work dressing codes
 - Sitting codes
 - Eating and drinking codes
 - Walking codes
 - Personal hygiene code
 - Public appearance codes

- (c) **Computer application**
- (d) **Internship practices shall include:**
 - Office management skills
 - Record keeping and filing systems
 - Effective and efficient work related communication
 - Meetings and consultations
 - Giving feedbacks
 - Time management
 - Conflict resolution
 - Problem solving

- (e) **Company projects**
 - Writing project concept papers
 - Writing Project proposals
 - Writing a Business plan
 - Writing a Marketing plan/proposal
 - Writing an activity report
 - Writing a Project report
 - Project planning, implementation, monitoring and evaluation
 - Writing monthly, annual strategic plans programs
 - Team work in project management and role play work scenarios

- (f) **Getting a meaningful job**
 - Writing a winning CV
 - Writing an impressive cover letter
 - Recommendations letters
 - Filling project, scholarship and request forms
 - Working experience as a requirement for all companies

- Writing resignation letters
 - Writing leave letters/notices
- (g) **Customer care**
- Customer service goal
 - Who are our customers?
 - Strategies to improve customer service
 - Customer care Dos and don'ts
- (h) Personal development
- (i) Project work
- i. Weekly projects
 - ii. Monthly projects
 - iii. Presentation of the final internship report
- (j) Starting and running a sustainable small enterprise

8.0 FREQUENTLY ASKED QUESTIONS AT THE INTERNSHIP DEPARTMENT (DIVE – CPD)

This will help you answer some of the questions you are about to ask us in relation to our internship programs.

1. When should I start preparing to approach CPD for an internship program?

At least one – two months before you set off for your semester exams at the mother university.

2. How do I find information about CPD internship programs?

At www.cpd.ac.ug and check on departments and then select, the department of internship and vocational experiences (DIVE) or send us an inquiry email on info@cpd.ac.ug, programmes@cpd.ac.ug or come to our headquarters on plot 61/67 JB Place (side B) Nkrumah Road – Kampala or call +256 414 256216 / 0772847345 ,0704356459 for more information.

3. How long will it take me to finish my internship?

Internships are full-time activities requiring approximately a minimum of 40 hours a week and for a number of weeks depending on the internship period of your mother university.

4. Can I complete other courses while I am pursuing internship?

You must have completed all course works and exams prior to internship under no circumstances will students be allowed to complete more than one course.

5. Will CPD provide me with housing and lunch?

Interns are responsible for making their own living arrangements and lunch however arrangements are always made to provide interns with lunch from private suppliers at a very affordable cost.

6. How do I get to know if my internship has been approved?

You receive a copy of the confirmation or internship placement letter from CPD. This letter is the student's confirmation that their internship is approved and that they have been registered for internship. The letter can be sent by email or collected from the Department at CPD.

7. If I cannot finish my hours within the semester in which I am registered for internship, can I complete them during the break between semesters?

All internship assignments must be completed by the last day of classes during the semester of the internship. If there are unusual circumstances that interfere with the expected completion date then the intern must discuss this situation with the Mother university internship coordinator and CPD is updated.

8. Can I complete an internship at my current place of employment?

Although interns are permitted to intern where they are currently working, in general this practice is not encouraged. The expectations for an intern versus an employee are quite different. When these roles are mixed, it can sometimes lead to problems in supervision (e.g., frequency, intensity, focus) and, as a result, can negatively affect the internship.

9. What if I cannot attend my internship because of weather, illness, family issues etc?

You are responsible for accruing the set amount of internship hours during the semester. If students must miss a day they should make arrangements with CPD and internship coordinator at the Mother university to make up the hours.

INTERNSHIP SCHEDULING SHEET – APPENDIX 1

THE COLLEGE FOR PROFESSIONAL DEVELOPMENT (CPD)

Submitted to the mother university internship coordinator

A. INTERN INFORMATION

Full Name -----

(Print legibly)

Address where a student will be living during internship (Home / Resident address).

----- Telephone: -----

Permanent address: -----

----- Telephone: -----

Internship Course: -----

B. INTERNSHIP CPD INFORMATION

Name of Head of Department: -----

Telephone: ----- Email: -----

CPD supervisor's name: (Prof. Mr. Mrs.Ms)

CPD Facility name: -----

CPD Facility address: -----

Name of location: -----

District: -----

Division /county: -----

Sub county: -----

Parish: -----

Village: -----

Registration Number with:

(i) Ministry -----

(ii) NCHE -----

(iii) Passport registration No

(iv) National identification Number.....

C. INITIAL LEARNING OBJECTIVES

List learning objectives which describe what you want to learn from the internship experience. Objectives should be concise, measurable (e.g. identify, improve, define, compare, apply, understand, develop, write) and attainable actions or behaviors related to particular duties of internship e.g. to apply how the budget process work for large scale events forms etc.

1. -----

2. -----

3. -----

4. -----

Student's signature: -----

Date: -----

ID number: -----

Student's name: -----

Email: -----Telephone -----

**APPENDIX III – DAILY ACTIVITY LOG OFF HOURS
THE COLLEGE FOR PROFESSIONAL DEVELOPMENT (CPD)**

Sample day: Monday 28 April 2014

Hours	Activity
9.00am – 11.59am	Assisted business managers to write invitation letters for the business development workshop
12.00pm – 1.00pm	Assisted the finance manager to enter finance data for the last concluded work
1.00pm – 2.00pm	Lunch
2.00pm – 3.00pm	Attended staff meeting to review program activities and venue sites
3.00pm – 3.30pm	Prepared draft media release for Kampala FM
3.30pm – 5.00pm	Worked on special project
Monday/...../20.....	Activity
9.00am – 11.59am	
12.00pm – 1.00pm	
1.00pm – 2.00pm	
2.00pm – 3.00pm	
3.00pm – 3.30pm	
3.30pm – 5.00pm	
Tuesday/...../20.....	Activity
- Do -	
Wednesday/...../20.....	Activity
- Do -	
Thursday/...../20.....	Activity
- Do -	

Friday/...../20.....

Activity

Saturday/...../20.....

Activity

- Do -

Signatures:

-----/-----/ 20-----

Intern

Date

-----/-----/ 20-----

CPD supervisor

Date

-----/-----/ 20-----

BDQA Manager CPD

Date

-----/-----/ 20-----

University supervisor

Date:

**ACTIVITY V: MID POINT INTERNSHIP PERFORMANCE ASSESSMENT FORM
THE COLLEGE FOR PROFESSIONAL DEVELOPMENT (CPD)**

Name of intern: -----

Name of Agency: -----

Name of mother university supervisor: -----

Period covered by evaluation:

From -----/-----/ 20----- To: -----/ -----/ 20 -----

This form must be completed by the CPD supervisors at the midpoint of the student’s placement period. The results should be shared with the intern and then returned to the mother university supervisor. The midpoint evaluation should be used to identify strength and weaknesses as a basis for assessing progress and establishing growth targets for the remaining weeks of the internship. CPD supervisors are asked to base their judgment on the entire period covered by this report rather than focusing on isolated incidents. A final evaluation will be completed at the conclusion of the intern’s experience.

Section A: Intern’s general performance

Please check (✓) the appropriate box

Performance category criteria	Unsatisfactory	Below average	Average	Above average	Excellent	Not applicable
1. Professional behavior:						
Professional appearance (neatness, appropriateness)						
Seeks responsibility						
Demonstrates initiative						
Dependability (punctual, carries work to completion)						
Accepts direction and constructive criticism						
Ability to work independently						
Motivation (e.g. enthusiasm, attitude towards duties)						
Resourcefulness (e.g. use of resources, varied approaches / ideas)						
Offers options and suggestions						

2. Professional relations Rapports with staff (e.g. co-workers, volunteers) interaction with public (i.e. clients, participants, students, staff) Understands needs of clients Ability to plan for client’s needs Adaptability (e.g., adjusts plans/actions according to situation)						
3. Professional performance Planning and organizing work schedule e.g. time management Judgment (e.g. common sense, problem solving skills) Task accomplishment Oral communication Written communication Evaluation, self improvement Leadership ability Quantity of work Quality of work						
4. Professional knowledge Understanding of CPD goals and operations Knowledge of field						
5. Ability to learn Asks pertinent and purposeful questions Seeks out and utilizes appropriate resources Accepts responsibility for mistakes and learns from experiences						
6. Reading writing / computation skills Reads / comprehends and follows written materials Communicates ideas and concepts clearly in writing Works with mathematical procedures appropriate to the job						
7. Listening and oral communications skills Listens to others in an active and attentive manner Effectively participates in meetings or groups settings Demonstrates effective verbal communication skills						

8. Creative thinking and problem solving skills. Breaks down complex tasks into manageable pieces Brainstorming options and ideas Demonstrates an analytical capacity						
9. Profession and career development skills Exhibits self-motivated approach to work Demonstrates ability to set appropriate priorities / goals Exhibits professional behavior and attitude						
10. Interpersonal and teamwork skills Manages and resolves conflict in an effective manner Supports and contributes to team atmosphere Demonstrates assertive and appropriate behavior						
11. CPD organizational effectiveness skills Seeks to understand and support the organization's mission / goals Fits within the norms and expectations of the organization Works within appropriate authority and decision-making channels						
12. Basic works habits Reports to work as scheduled and on time Exhibits a positive and constructive attitude Smartness and appearance are appropriate to CPD						
13. Character attributes Brings a sense of value and integrity to the job Behaves in an ethical manner Respects the diversity of co-workers Overall rate of intern's performance at CPD						

Section B: Written evaluation of interns' performance

For each of the criteria below, briefly comment on the intern's abilities, strengths and weakness in the space provided.

- 1. Knowledge (e.g. requisite, current knowledge and skills of profession)

Section B: Written Evaluation of interns' performance

- 2. Leadership (e.g. instills confidence in others, organization, group spirit and cooperation, maintains an attitude of objectivity and fairness, communication)

- 3. Public relations (e.g. with supervisors, co-workers and public, courtesy, insight, respect, tact)

APPENDIX VIII: PORTFOLIO GUIDELINES

THE COLLEGE FOR PROFESSIONAL DEVELOPMENT (CPD)

This allows the intern to reflect on the most significant events and experiences of their placement. Students integrate these reflections into a wide internship portfolio, which show cases that specific achievements in the work place and analyzes the quality of their studying throughout their internship period while contents are normally compiled in a 3-ring notebook, other formats for displaying the internship portfolio are acceptable. All submissions must be well organized (i.e. table of contents, tabbed), typed and otherwise professionally presented. The front cover and title page must include: name, title – internship site, enrollment information etc. the following suggestions are not intended to be all inclusive, but are only guidelines for the final internship report.

The portfolio may include but is not necessarily limited to the following contents.

Section B: CPD overview provides an in-depth overview of CPD (or its department) and this should include:

- (i) Introductory statement
 - Name and briefly describe the type of company, and activities CPD represents.
- (ii) History / Development
 - From a historical perspective, how has CPD evolved into its present form?
 - What were the stages of development and growth?
 - When and why it was originally established
 - How big is CPD (size and distribution)
 - Provide map of CPD layout between location and situation / site map)

APPENDIX IX:

Section B: CPD overview

- (i) Purpose/philosophy
 - What is the mission and/or vision statement of CPD?
 - What is CPD's philosophy or overall goals as they relate to providing products or services to its clients?
- (ii) Personnel
 - Provide an organizational chart and label the names of the key executive officers, managers and show your place and position in CPD as an intern.

- Give a brief job description for the individual that an intern might interact with on a regular basis, and include whether they are full time, part-time, seasonal, and/or volunteers.
- (iii) Programs/services
- What services or activities are offered?
 - How are these services/activities organized and programmed (e.g. when, how, often, types of program, group structures)?
 - Include any supporting documentation such as forms, brochures reports or other professional materials used by the agency etc.
- (iv) Clientele
- What populations (e.g. general public, youth, and persons with disabilities, economically disadvantaged) are served? What other social demographic information is available?
 - What regions do CPD programs serve?
- (v) Funding
- What are the major funding sources for CPD?
 - What is the relationship with respect to funding between services and other aspects at CPD?
- (vi) Problem areas
- What are the major areas of concern for CPD (e.g. funding shortages, growth in demand for services, increased user fees, hiring freezes, and legal liability issues)?
 - How is CPD addressing these issues?

Section C: Overview of internship experience

- (i) Internship goals and objectives
- (ii) Summary of work responsibilities (job description, assignments, projects)
- (iii) Professional development
 - Orientation process and sessions
 - Workshops, conferences, seminars, meetings, visits, outreaches done
 - In-service training

**APPENDIX X:
THE COLLEGE FOR PROFESSIONAL DEVELOPMENT (CPD)**

Section C: Overview of internship experience

- (i) Other example of work completed
- Administrative work performed
 - Correspondence prepared
 - Photographs of events etc
 - Program plans
 - Promotional materials e.g. flyers, newsletters, hand books, etc)

Section D: Special project

- Summary of special project
- Hard copy of actual special project
- Include any supporting documentation such as photographs or maps
- Copy of power point presentation both printed out and enclosed on disk

Section E: Report section

- Daily activity log of hours
- Weekly progress reports
- Midpoint internship performance assessment form
- Final internship performance
- Student evaluation of CPD

Section F: Evaluation of internship experience

- Student evaluation of mother university internship program
- Student evaluation of CPD supervisors
- Student evaluation of internship experience
- Accomplishments (include any awards recognition, letters of appreciation, thank you notes, photos or newsletters involving you during internship)
- Written description of next professional job description (be realistic)
- Revised resume (incorporating your newly completed internship)