

Internship Handbook



جامعة الفيصل
Alfaisal University

Internship Handbook

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Internship Handbook

College of Business Vision

We aspire to become the leader in business research and education in the Kingdom of Saudi Arabia and the MENA region.

College of Business Mission

Our mission is to develop business leaders through quality education and research, and fostering partnerships with local and international communities.

College of Business Values

- **Quality:** our commitment to excellence reflects our passion for high quality and for going beyond expectations.
- **Integrity:** personal integrity, holding ourselves to the high ethical standards, transparency, and taking responsibility for our actions.
- **Diversity:** we take pride in our College culture that promotes inclusiveness and through preparing young men and women alike regardless of their background and economic status to be the next generation of business and community leaders.
- **Collegiality:** we are committed to a collegial system in which proposed policies and changes are institutionalized, principle-based, and consistent with our vision and strategic objectives.
- **Engagement:** Building strong relationships with our alumni, business and professional communities, and other stakeholders and taking leadership in issues that matter to them.

Internship Handbook

Introduction

The internship program is designed to provide the College of Business students with practical, on-the-job experience, which contributes to their academic and career development. It helps the students plan their future by exploring career alternatives prior to graduation. It prepares them to step into the real-world work environment by building their communication, problem solving and teamwork skills.

A list of currently available internship opportunities and companies is kept with the College of Business Internship Office. Students may choose from the available list or seek out other internships on their own with approval from COB Internship office. Only learning experience that is comparable to advanced business courses will be considered. Interns are expected to learn at a level that prepares them for professional employment. Clerical/secretarial, counter sales and similar experiences are unacceptable. The COB internship office will evaluate the learning potential of the proposed internship prior to acceptance of any internship.

Purpose of Internship Handbook

This handbook serves as a reference guide for students and faculty. It contains the criteria, requirements and procedures for completing the Internship program. It outlines the roles and responsibilities of the students, the internship department, the faculty advisor and the employer.

The Bachelor of Business Administration (BBA) program

This section outlines key contents of the Undergraduate Program requirements and the learning outcomes. The objective is to maintain alignment between the program learning outcomes and the internship learning outcomes.

BBA Vision and Mission

BBA Vision: We aim to be the first choice for students who strive to be business leaders.

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BBA Mission: The mission of the Bachelor of Business Administration is to develop the intellectual, professional and personal competencies of the students through principled business education and commitment to excellence.

The BBA program mission is translated to the following goals:

- Providing a student-centered environment that is committed to CoB core values of quality, integrity, diversity, collegiality and engagement.
- Offering modern curriculum and course delivery using innovative methods to enhance student learning experience.
- Engaging our students in extracurricular activities blended with work experience in local and international markets.
- Attracting well-qualified and research-oriented faculty from diverse backgrounds.
- Support learning activities that focus on applying business theory to real practices.

BBA program five concentrations

BBA with Concentration in Accounting

BBA with Concentration in Finance

BBA with Concentration in Human Resources Management

BBA with Concentration in Marketing

BBA with Concentration in Operations and Project Management

BBA Degree Requirements

To obtain a Bachelor of Business Administration degree with one concentration, the student must complete a total of **126 credit hours** that are distributed as follows:

- A. General Education Requirement (GER)** Courses adding to 44 credit hours; some of these are mandated by Ministry of Education and must be completed in the first two years of the program; normally before the student selects a concentration. It provides the student with good foundation in humanities, and in social and natural sciences.

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- B. **Business Common Core (BCC)** Courses adding to 43 credit hours. These provide the student with a strong foundation in quantitative and qualitative decision methods along with broad business education. These are normally completed before the end of the third year.
- C. **Concentration Core Courses (CCC):** These consist of 27 credit hours including 9 for internship completed in the semester before last in the area of the concentration.
- D. **Business Electives Courses (BEC)** consisting of 12 credit hours and completed within the third and fourth year. Students often complete these courses in their area of concentration.

BBA Program Learning Outcomes

- Graduates will be able to relate the core concepts of each business discipline to real-world business settings.
- Graduates will be able to outline the full life cycle of managing business products and projects.
- Graduates will be able to assess business performance by applying objective metrics.
- Graduates will be able to develop innovative solutions to business problems supported with data analysis and deductive reasoning.
- Graduates will be able to support ethical reasoning and corporate social responsibility to promote collaboration and mutual benefits in a community setting.
- Graduates will be able to evaluate risks and opportunities in culturally diverse business environments to enhance business performance.
- Graduates will be able to influence work teams to achieve organizational goals.
- Graduates will be able to demonstrate commitment to continuous personal and professional development.
- Graduates will be able to compose oral and written business presentations in a coherent and professional manner.
- Graduates will be able to adapt cost effective software and hardware technologies to support operational needs and meet strategic targets.

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- Graduates will be able to determine financial implications of business decisions using mathematical theories and quantitative analytical tools.

Internship Learning Outcomes

The internship learning outcomes help the students, the academic advisor and the site supervisor in setting the learning objectives of the Internship in the learning agreement contract 'Form B'. The tasks and assignments given to the student intern and the basis of assessment must mirror the internship learning outcomes.

Learning Domains and Corresponding Learning Outcomes:

Learning Domains*	Learning Outcomes
1. Knowledge	1. Relate theoretical knowledge and skills to real world work environment.
2. Cognitive Skills	2. Integrate analytical, problem-solving and critical thinking skills practiced in class with real life business situations to make critical decisions.
3. Interpersonal Skills and Responsibility	3. Demonstrate effective communication and interpersonal skills when working with others in teams. 4. Improve self learning processes by monitoring self behavior and attitude and successful achievement of assigned tasks
4. Communication, Information Technology, and Numerical Skills	5. Develop effective oral and written business reports using appropriate tools and technologies.

Terms and Conditions

- The internship is mandatory requirement for all COB undergraduate students.
- Undergraduate students can start their internship after completing 96 credit hours.
- The internship is to be completed during the 7th semester (one semester before graduating). In some cases, 8th semester might be allowed. Each case has to be reviewed by the internship office then approved by the chair of the department and the dean. Summer term internships are not accepted.
- COB undergraduate students must complete uninterrupted 4 months (600 working hours). If the student is not accumulating the minimum required 600 working hours, he/she will have to extend the internship period to meet the hours' requirements.

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5. The internship will account for 9 graded credit hours effective Fall 2020.

Responsibilities

1. The Internship Office:

- Assume general responsibility for the pre-internship assignment; orientation, academic instruction, advertisement, and progress of the intern.
- Inform the Intern that he/she is subject to the general rules, policies, and procedures of Alfaisal University.
- Collect information to make sure students are eligible to start their internships.
- Help students with registration and the internship process.
- Maintain students/companies' Database.
- Maintain the internship page on CoB website.
- Organize the orientation workshop for internship.
- Prepare unified/standardized forms for the internship (e.g. internship contracts)
- Finding new companies and keeping the database updated.
- Help students with their CVs and application forms.

2. The Academic Advisor:

- Meet with assigned interns before embarking on the internship and approve his/her internship application.
- Meet with the site supervisor to discuss alignment of the Internship Learning Outcomes and with student learning objectives and activities at the work site in order to achieve maximum benefit.
- Meet the intern during the internship to discuss progress and challenges/problems.
- The advisor is to study and evaluate the intern reports and provide appropriate and timely feedback to the intern.
- Arrange the final report presentation before an evaluation committee.
- Grading students.

3. The Employer (Work Supervisor)

- Assigning work/tasks to interns in the company.
- Monitoring students' progress in the company including attendance and performance.
- Report in a timely manner to the internship office Manager any problems or difficulties the intern may run into.

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- The work supervisor should submit a final evaluation report that summarizes students work experience and performance to the internship office.

4. The Academic Department Chairs:

- Assign an academic supervisor for each student in the department, and sign the Internship Intent Form.
- Agree on the progress reports format and frequency with the intern and the academic supervisor.

5. Student Intern:

The COB student intern agrees to:

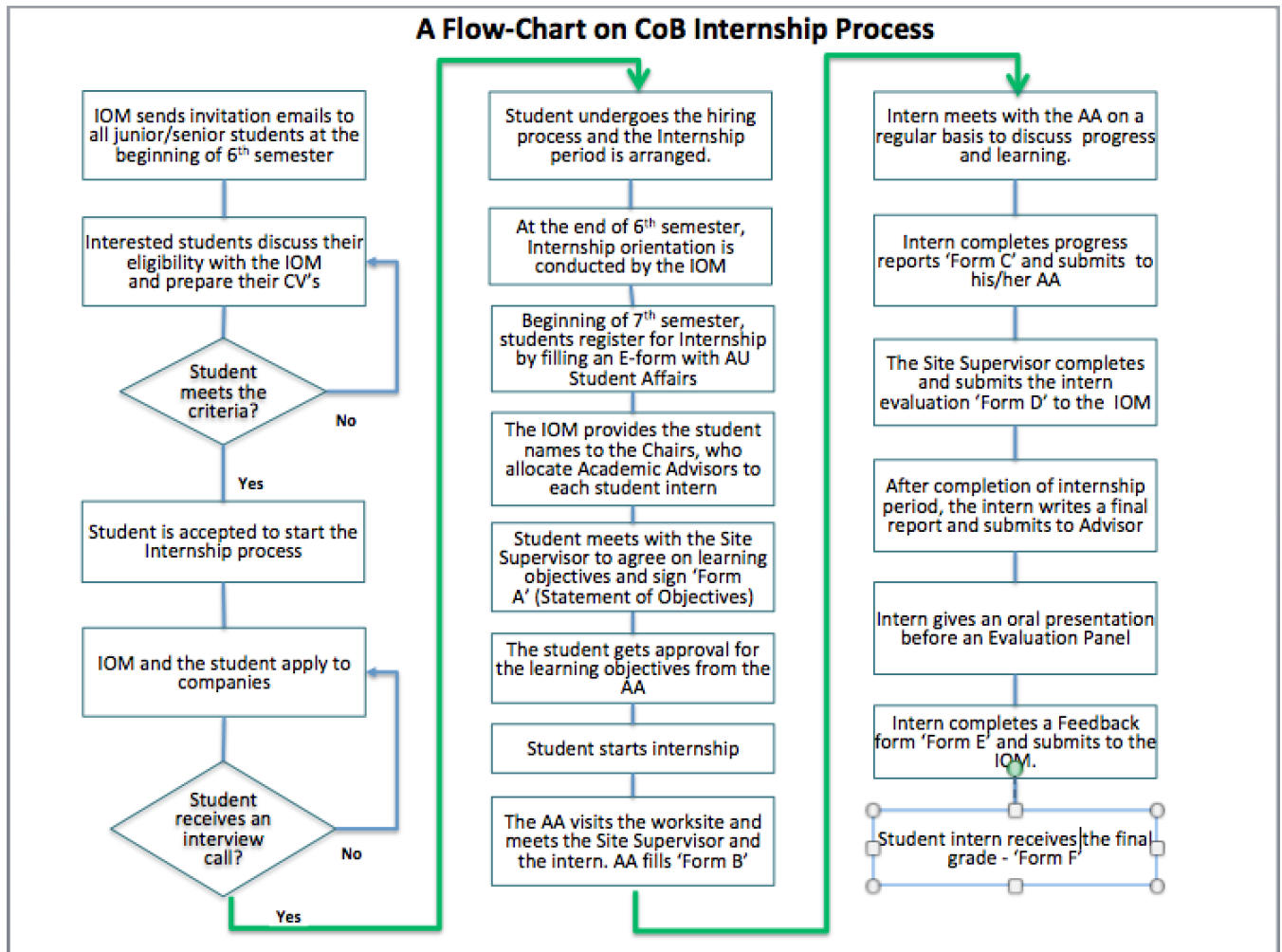
- Be registered at Alfaisal University as an internship student in good standing.
- Complete the internship during the dates specified.
- Report serious problems (including physical, safety and personnel) to the COB Internship Office in a timely manner.
- Complete all Alfaisal University COB course work related to this internship as outlined by COB Internship Office.

Grading scheme

Aspect for Evaluation	Percentage
Company/employer Evaluation	25%
Progress Reports	25%
Oral Presentation	15%
Final Report	35%
<p>Pass grade is 70%</p> <p>Note: Student must pass 70% of each of the four aspects above to obtain a "Pass" grade.</p>	

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Internship Process Flowchart



IOM: Internship Office Manager

Academic Advisor: AA: Faculty

Site Supervisor: A person of authority at the workplace who is directly responsible for the student intern

Evaluation Committee: A panel consisting of 2 faculty and maybe the IOM

Forms

Form A: Statement of Objectives

Form B: Site Visit Form

Form C: Progress Reports Template

Form D: Evaluation of Student Intern's Performance

Form E: Intern Feedback Form

Form F: Final Grade Form

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Internship Process Guidelines and Step-by-Step Procedure

The internship will account for 9 credit hours. The internship is to be completed during the 7th semester (one semester before graduation). In some cases¹, 8th semester might be allowed. Each case has to be reviewed by the internship office then approved by the chair of the department and the dean. Summer term internships are not accepted due to the four continuous months requirement. Students will undergo the process below from invitation to placement:

1. All students beginning the 6th semester receive an email from the Internship Office Manager – IOM inviting them to register for the internship.
2. Interested students schedule a meeting with the IOM to discuss internship requirements and pre-requisites.
3. Students submit their CVs and transcripts to the IOM.
4. Students who meet the eligibility criteria are accepted for the Internship.
5. The IOM will meet with students to discuss their CVs, application forms, and advise on preferred target work companies.
6. The students will apply to suitable companies for placement. The IOM will help those who have difficulty in finding placement.
7. Students undergo the interview and hiring process.
8. Internship period is arranged with the company supervisor.
9. Accepted students attend orientation at the end of the 6th semester.
10. The students register for Internship by filling an E-form on the AU website and agree to abide by Alfaisal terms and conditions. Bearing in mind that students will register for internship under different codes depending on their concentration (i.e. FIN 499, MKT 499, HRM499, ACC 499, OPM 499)².

¹ Examples of such cases include: If the company wants to employ the student OR if the internship is done outside Riyadh.

² The current cohorts (students who joined the CoB before 9/2017) will register MGT499 (12 credit hours)

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11. The IOM provides the lists of registered students to the Department Chairs according to the concentration major of the student.
12. The Chair of each department allocates a faculty as Academic Advisor to each student.
13. The student meets with the site supervisor to complete Statement of Objectives (Form A).
14. The student meets his/her academic advisor to discuss and get approval for the learning objectives.
15. The advisor performs a survey of the work site, meets the site supervisor and the student intern, and fills Site Visit Form (Form B).
16. A minimum of three interim progress reports are required from students on the tasks performed during the internship. These should also summarize attendance and performance, 'Form C' (progress reports). The reports are to be submitted to the academic advisor.
17. The academic advisor needs to meet with the student intern to discuss progress and learning at least twice during the internship.
18. Upon completion of the work experience, the site supervisor will evaluate the intern's performance using 'Form D' and sends it directly to the IOM.
19. Intern prepares a final report, using the template and guidelines provided by the Internship Office 'Appendix 1'. Students present their final reports before an evaluation panel (minimum of 2 faculty members). See Appendix 2 for Presentation Guidelines and Appendix 3 for Presentation Marking Sheet.
20. Academic credit will not be given simply for good performance on the job. Rather, academic credit will be awarded based on evidence that the student has received a valuable educational experience, which complements classroom learning.
21. Students will be requested to record their overall internship experience and give their feedback using 'Form E'.

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22. Students will receive a Pass (P) grade for successful completion of the internship or a Fail (F) grade if unsuccessful in the Final Grade 'Form F'.

Internship Assessment and Reporting

The Academic Advisor will work closely with the students and the employers to assess the degree of achievement of pre-determined learning outcomes of the internship. This process is managed through the following points:

1. On-going evaluation of learning during the internship.
2. Submission of progress reports.
3. Attending monthly meetings with academic advisor (at least 2 meetings).
4. Oral presentation before an evaluation committee. The committee should include a minimum of two faculty members from the department; one of them has to be the advisor. The IOM might be invited to the presentation if needed.
5. Evaluation by the site supervisor.
6. The academic supervisor and the faculty member/s who attend the presentation determine the grade for the final report and the oral presentation jointly.
7. The total grade should include the assessment made by the employer as specified in the grading structure based on the information presented in the Handbook.
8. The final report must include an executive summary, a general description/overview of the company, the different tasks performed by the intern, the acquired skills and knowledge (benefits gained), and the overall evaluation of the internship experience. For information on the report format.
9. The course is Pass/Fail. Academic credit will not be given simply for good performance on the job. Rather, academic credits will be awarded based on evidence that the student has received a valuable educational experience, which complements classroom learning. Students will receive a Pass (P) grade for successful completion of the internship or a Fail (F) grade if unsuccessful.
10. The student must receive 70 % in all the above to obtain a pass grade.

Forms and Appendices

College of Business – Internship Program Statement Of Objectives

(Form A)

This statement of objectives is to be completed by the student intern and the student's supervisor for the planned internship. Each party is to sign this form and the student is to return it to COB Internship Program Manager.

Student Intern's Name: ----- Semester/Year-----

Emphasis or Career Objective -----

Supervisor's name: -----Phone: -----

Organization's Name: -----

Organization's Address: -----

LEARNING OBJECTIVE 1 is:

The Specific activities that the intern will undertake to accomplish this objective are:

- 1-
- 2-
- 3-

LEARNING OBJECTIVE 2 is:

The Specific activities that the intern will undertake to accomplish this objective are:

- 1-
- 2-
- 3-

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LEARNING OBJECTIVE 3 is:

The Specific activities that the intern will undertake to accomplish this objective are:

1-

2-

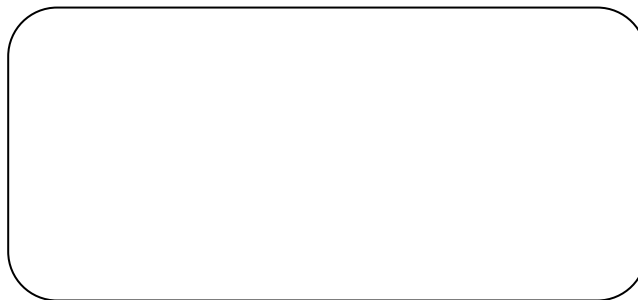
3-

If additional objectives are used, please outline them below or attach an additional page.

I agree that the objectives stated herein are reasonable; I agree that the learning objectives stated above are realistic and will provide training and assistance to the intern as needed. And I will attempt to accomplish them to the best of my ability through the activities suggested above.

STUDENT SIGNATURE _____

SUPERVISOR SIGNATURE _____



Company Official Seal (This document is considered void without the official stamp)

ACADEMIC ADVISOR SIGNATURE _____

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Site Visit Form

(Form B)

Student's Name: _____	Site Supervisor's Name: _____
Name of Company: _____	Address of Company: _____
Date of the Visit: _____	Time of the Visit: _____

Please tick the appropriate box to indicate the level of achievement for all of the below statements.

Student's Learning Progress (<i>1=Strongly Disagree; 5=Strongly Agree</i>)	1	2	3	4	5
1. The student's work/site supervisor has a clear understanding of the student's learning objectives and the program in general.					
2. The student's work assignments correlate with his/her learning objectives.					
3. The student finds the theory and skills learnt in the classroom useful and applicable in the field setting.					
4. The student is satisfied with his job role and finds it challenging.					

Risk Assessment of the Working Environment:	Yes	No
5. The student has a designated workspace with necessary supplies and tools to perform his/her job.		
6. The student is physically safe in the new work environment.		
7. The site supervisor is supportive and interested in helping the student achieve his/her learning goals.		
8. Other employees are respectful and considerate towards the student.		

Any Other Comments or Observations:

ACADEMIC ADVISOR SIGNATURE: _____ Date: _____

SITE SUPERVISOR SIGNATURE: _____ Date: _____

College of Business – Internship Program Progress Report (to be completed by Intern)

(Form C)

Student Name : (Name)

Company : (Name)

Supervisor Name : (Name)

Date : From (dd/mm/yy) To (dd/mm/yy)

Accomplished this Month

Day / Date	Main Objectives, Tasks, Lesson & Challenges
First week	<p>Objectives:</p> <p>Tasks:</p> <p>Lessons learned:</p> <p>Challenges faced:</p> <p>Solutions to the challenges:</p>
Second week	<p>Objectives:</p> <p>Tasks:</p> <p>Lessons learned:</p> <p>Challenges faced:</p> <p>Solutions to the challenges:</p>
Third week	<p>Objectives:</p>

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	<p>Tasks:</p> <p>Lessons learned:</p> <p>Challenges faced:</p> <p>Solutions to the challenges:</p>
Fourth week	<p>Objectives:</p> <p>Tasks:</p> <p>Lessons learned:</p> <p>Challenges faced:</p> <p>Solutions to the challenges:</p>

Planned for next month (If any)

Day / Date	Tasks to do
First week	
Second week	
Third week	
Fourth week	

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Evaluation of Student Intern's Performance

(Form D)

Thank you for supporting our program by offering internship. This survey will help in evaluating the overall knowledge, performance and employability skills of the student intern and help us in improving the quality, consistency, and transparency of the internship process at the College of Business.

This form is to be completed by the Site Supervisor.

Student Name	
Supervisor's Name	
Supervisor's Title	
Company Name and Address	
Total Hours of Internship	
Period of Internship	From _____ To _____

Please tick the appropriate box to indicate the level of achievement for all of the below statements.

	Poor	Fair	Average	Good	Excellent
1. The intern was able to relate theoretical knowledge and skills to real-world work environments.					
2. The intern was able to integrate analytical, problem-solving and critical thinking skills with real life business situations to make critical decisions.					
3. The intern was able to demonstrate effective communication and interpersonal skills when working with others in teams.					
4. The intern was able to function independently by monitoring self behavior and achievement of assigned tasks					
5. The intern was able to develop effective business reports and present them using appropriate tools and technologies.					
6. The intern was able to adapt to the culture of the organization in an effective manner.					
7. The intern was punctual in attending the Internship program.					

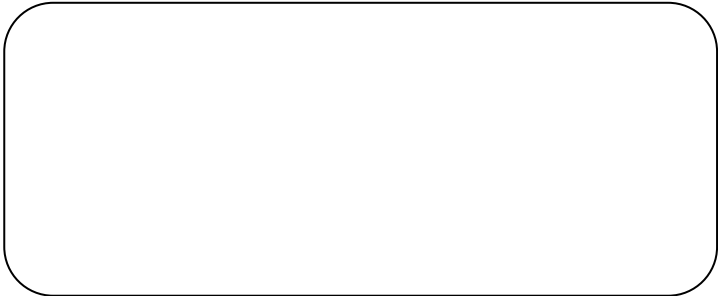
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8. The intern tolerated daily routines and frustrations encountered in the company and had a positive attitude.					
9. The intern understood the professional, ethical, social and legal responsibilities.					
10. The intern was able to accomplish the learning objectives that were set at the start of the program.					

Comments and suggestions for improving the AU internship program:

Supervisor’s Signature

Date



Company Official Seal (This document is considered void without the official stamp)

College of Business – Internship Program Intern Feedback Form

(Form E)

Name (first, middle, last): _____

Student ID: _____ Concentration: _____ Current GPA: _____

Internship Company Name: _____

Company Supervisor Name: _____

Company Ratings: Great ____ Good ____ Average ____ Poor ____

Internship Period: From: / / To: / /

Number of Work Hours Completed During Your Internship: _____

Academic Faculty Advisor Name: _____

Please answer the following:

- Were you visited by your Academic Faculty Advisor at your internship work site: **Yes** ____ **No** ____
- Did you meet with your Academic Faculty Advisor during your internship: **Yes:** ____ **No:** ____ . If yes, how many times did you meet with him/her? _____
- How many times did you receive a call from your Faculty Advisor during your internship: _____
- Did your Academic Faculty Advisor contact your Company Supervisor? **Yes:** __ **No:** __ **Don't know:** __
- How many interim reports (other than the final report) you submitted to the Academic Advisor? _____
- Did you receive feedback from the Academic Advisor on each of the interim reports? **Yes:** __ **No:** __

Comments/Difficulties during your internship:

Recommendations:

Student Signature

Date

College of Business – Internship Program Final Grade Form (Form F)

Student Name:

Company:

- **Progress reports grade (out of 25):**

- **Employer assessment grade (out of 25):**

- **Oral presentation grade (out of 15):**

- **Final report grade (out of 35):**

Notes

Academic supervisor name/signature: _____

Date: _____

College of Business – Internship Program Final Report Suggested Template and Guidelines

Appendix 1

Student Name :	
Company :	
Supervisor Name :	

- Executive summary (approximately 250 words).
- Introduction (approximately 400 words).
- General description/overview of the company (approximately 400 words).
- Different tasks performed by the intern (approximately 1000 words).
- Acquired skills and knowledge and how they relate to COB courses (approximately 1000 words).
- Overall evaluation of the internship experience (approximately 500 words).

College of Business – Internship Program Internship Presentation Guidelines

Appendix 2

Presentations must last no longer than 6 minutes, and will be followed by a 3-minute “question and answer”.

Students should present alone in front of two professors.

Presentations must be made using PowerPoint slides (or Prezi), and must include:

- a. An overview of the internship site, including a brief description of its services, personnel, on-site supervisor, etc.; **2 marks**
- b. A brief description of the internship responsibilities; **2 marks**
- c. A brief description of the challenges and successes experienced during the internship; **3 marks**
- d. A very detailed description of a Special Project student was involved in (the majority of the presentation time should be devoted to this). This should include the rationale, benefits to the company, planning involved, implementation and outcomes evaluation. **3 marks**
- e. A description of what was learned from the experience and how it can be applied in the future; and **3 marks**
- f. A statement of future (professional and/or academic) plans. **1 mark**
- g. Reflection on the quality of the company. Would you recommend an internship experience at this company again? **1 mark**

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Internship Presentation Marking Sheet

Appendix 3

Date:

Student Name:

Student Id:

Judge # 1 Name:

Judge # 2 Name

a. An overview of the internship site, including a brief description of its services, personnel, on-site supervisor, etc.;

/2marks

b. A brief description of the internship responsibilities;

/2
marks

c. A brief description of the challenges and successes experienced during the internship; /3
marks

d. A very detailed description of a Special Project student was involved in (the majority of the presentation time should be devoted to this). This should include the rationale, benefits to the company, planning involved, implementation and outcomes evaluation.

/3 marks

e. A description of what was learned from the experience and how it can be applied in the future

/3 marks

f. A statement of future (professional and/or academic) plans. /1 mark

g. Reflection on the quality of the company. Would you recommend an internship experience at this company again? /1 mark

General Comments:

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Progress Report Marking Criteria

Appendix 4

Student Name :

Company :

Supervisor Name :

Supervisor email and phone number:

Monthly report Number (#)

Date : From (dd/mm/yy): To (dd/mm/yy):

Day / Date	Main Objectives, Tasks, Lesson & Challenges
First week	Objectives: SMART: 10 % Tasks: Rich and detailed Info : 20 % Lessons learned: Articulated to the Courses: 30 % Challenges faced: Rich and detailed Info : 20 % Solutions to the challenges: Articulated to the Courses: 20 %
Second week	Objectives: SMART: 10 % Tasks: Rich and detailed Info : 20 % Lessons learned: Articulated to the Courses: 30 % Challenges faced: Rich and detailed Info : 20 % Solutions to the challenges: Articulated to the Courses: 20 %
Third week	Objectives: SMART: 10 % Tasks: Rich and detailed Info : 20 % Lessons learned: Articulated to the Courses: 30 % Challenges faced: Rich and detailed Info : 20 % Solutions to the challenges: Articulated to the Courses: 20 %
Fourth week	Objectives: SMART: 10 % Tasks: Rich and detailed Info : 20 % Lessons learned: Articulated to the Courses: 30 % Challenges faced: Rich and detailed Info : 20 % Solutions to the challenges: Articulated to the Courses: 20 %