

Policy – Internship Framework

Navitas Professional - Careers & Internships
ABN 25 100 404 199

Document

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Responsibility	Business Development and Industry Engagement Manager, C&I
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27 October 2015	Initial Document, v1.0	27 October 2017
2 May 2016	Update position titles, v1.1	27 October 2017

1 Purpose and Scope

The purpose of this policy is to provide a fair, equitable framework and procedure for Internships programs.

This policy and procedure applies to all participants enrolled in a Navitas Professional – Careers and Internships program.

2 Policy

2.1 Provision of information

2.1.1 Participants are provided information on the Internship phase of their course during the participant induction process and in the Participant Handbook.

2.2 Internships Arranged by Navitas Careers and Internships

2.2.1 All Internships arranged by Navitas Careers & Internships (C&I) will:

- Include an agreed Training Plan where the specific training outcomes are determined and monitored.
- Be supervised by a Host Company mentor who is able to assist the intern to achieve all elements of the Training Plan.
- Be a supernumerary in the role – i.e. not taking a role that would be normally expected to be filled by a paid employee (e.g. not having an intern to do the company IT when there is no IT person employed).
- Have no formal 'employer-employee' relationship established, including Workers Compensation cover which is provided by C&I.
- Not extend beyond the agreed period as stipulated in the Provider Agreements. See Appendix A.
- Be at a Host Company with the capacity to provide the requirements of an internship.
- Directly relate to the participant's qualifications and include a minimum of 70% of graduate entry work or higher. Interns should not be regarded as the 'junior employee' and required to do tasks such as coffee making, photocopying, lunch area cleaning etc. Interns will also work a normal roster such as other staff would be assigned.
- Be with host companies who are highly supportive of the intern role, an organisation that has a 'revolving door' of interns will be monitored closely to ensure the intern role is not being used as a de facto employment role whereby a permanent paid role should be in place.
- Ensure that if an internship is 'paid', the rate must be at the minimum award rate or above.
- Host Companies can provide support during an unpaid internship which might include specific things such as an accommodation allowance, meal allowance, travel allowance or similar. These are not regarded as 'payment', but also need to be in-line with expected expense reimbursement.
- Be at a Host Company that conducts business from a dedicated business premise/working environment.

2.3 Career and Internships Core Programs

2.3.1 Professional Year Program

The Professional Year Program (PYP) is a DIBP gazetted program, introduced to mitigate some of the key skills shortages in Australia. The program is a 44 week course designed to bridge the gap between university and a career for Accounting, IT and Engineering graduates. The program runs for 44 weeks and is split into 32 weeks of theoretical knowledge (part time study) followed by a 12 weeks full time, unpaid internship. Upon successful completion of the program graduates may be eligible for migration points.

2.3.2 Careers Experience Program

The career experience program (CEP) is a course specifically designed to launch student's careers through developing work readiness skills, in a local environment, as well as providing important training in support of this. The program runs over 18 weeks and is a 6 week part time theoretical study followed by a 12 week full time internship.

2.3.3 Engineering Experience Program

The Engineering Experience Program (EEP) is an 18 week program designed for graduate engineers with Australian work rights. It enables them to network with potential employers and develop an understanding of Australian engineering standards and work culture, followed by an internship.

2.3.4 Navitas Professional Internship Program

The Navitas Professional Internship program (NPIP) provides students and graduates with internship placements that lead to professional and personal growth for better career prospects.

2.3.5 Study to Work including University Graduate Programs.

This is a suite of career readiness activities designed for institutions who are seeking to provide students with both work-readiness preparation and access to industry placements opportunities. Study to Work is a fully customisable program, working with tertiary institutions to develop tailored packages that meet the needs of students, education providers and future employers.

3 Procedures

3.1 Internship Placement

3.1.1 During the application process or during class all participants will be required to put their resume into the required CV format.

3.1.2 Student Preliminary Interviews

- Internship Placement Co-ordinators will conduct a preliminary face-to-face interview with participants. Allowing the IPC team to assess participant's communication and interview skills, to go over resumes and suggest improvements. This should happen approximately 4-6 weeks before internships are due to commence.
- Each participant is allocated an Internship Placement Co-ordinator, who will :
 - Advise participants to treat the preliminary interview like a formal interview, including being dressed appropriately, be on time etc.
 - Provide participants with feedback on areas for improvement.
 - Obtain a report from the Program Trainer on the participant's course performance
 - Liaise with the Program Trainer and the State Operations Manager on the appropriate action taken to address the issue if the participant is not suitable for placement.
 - Will consult with the participants to achieve a suitable internship placement; participants will not have the option of choosing the Host Company.
- A participant who rejects an internship opportunity should provide reasons, in writing, as to why they do not wish to proceed with the proposed internship. Participants who provide reasonable grounds should be given other interview opportunities.
Disputes around such issues should be managed by the IPC Team Leader or State Operations Manager as appropriate.
- Participants who repeatedly refuse internship interviews or appropriate placement opportunities will be required to source their own placement.
- Participants on a Professional Year Scholarship will have the opportunity to select from multiple internship roles available and choose which company to attend interviews with. They will also meet with their IPC to discuss their preferences and interests; this should be done 1-2 weeks before their class.

3.1.3 Short Listing

Prospective Host Companies will be sent a shortlist of suitable internship candidates' resumes by the IPC to enable them to identify who they wish to interview.

3.1.4 Interview with Host Companies:

- Host companies must interview participants before accepting them as an intern.
- Participants will be advised to treat the Host Company Internship interview like any formal job interview.
- Participants should ensure that they dress appropriately and arrive on time.
- Where a participant is unsuccessful, they must be given feedback on their interview, given coaching, if required, and shortlisted to further companies.
- Interviews, both successful and unsuccessful are to be logged in the student management/internship placement software SONIA

3.2 Internship Documentation Navitas

The documents required for internship compliance, must be received and saved into files both physically and electronically and uploaded to SONIA .

Failure to obtain the following four documents is a breach of the requirements of the vocational training program: -

3.2.1 Job Descriptions

- It is a Navitas organisational requirement that a detailed job description (can also be a Position Description or Vocational Placement Description) should be obtained from the Host Company for each intern. This should include the name of the host organisation, company logo, a detailed outline of the training and activities to be conducted during the course of the internship. Bullet points in an email do not constitute an appropriate JD/PD/VPD.
- A Job Description should not be generic or recycled. A new one should be created for each intern the Host Company accepts, or at the minimum, updated regularly.

3.2.2 Internship Agreement

- Once a participant has been accepted by a Host Company an Internship Agreement must be signed by all three parties (Navitas, Host Company and participant).
- A signed copy should be given to both the Host Company and the intern, while a third copy should be added to the participant's hard copy file and an electronic copy saved to WIP.
- The agreement must be signed before an intern enters the Host Company's premises for the first day of their internship to ensure all parties are insured in the unlikely event of an accident. There are no exceptions to this rule.

3.2.3 Mid Review

- The Mid-Review is conducted at approximately the week 6 mark of the internship placement by the IPC. This review is ideally done onsite with both the intern and the Host Company separately to monitor and obtain feedback relating to the intern's training.
- An IPC must visit each intern at their host organisation at least once during the course of their internship.
- Internships in remote areas are the only exception to the above rule. For remote (e.g. mining or construction projects) a Skype interview should be conducted with both the Supervisor and Intern. If Skype is unavailable, a telephone interview will suffice.
- Mid Review Reports should be detailed and include comments from both the Supervisor and the Intern in the respective sections of the report.
- All Internship reports should be signed by the Supervisor and the Intern so that their authenticity can be established.

3.2.4 Training Plan

- A copy of the plan should be provided to the Host Company at the commencement of the internship. This will ensure the Supervisor is aware of what behaviours to assess over the course of the internship.
- Training Plans must also be signed by the Intern and the Host Company Supervisor. The Supervisors are welcome to make supplementary comments and or reports

3.3 Internship Documentation – Participants

Depending on the participant's professional association, i.e., the ACS, EEA and the Skilled Migration Internship Program (SMIPA), there will be assessments and/or homework to complete during the internship period that relate only to the professional year and internship and do not form a part of the assessments for the BSB40212 Certificate IV in Business and the BSB40215 Certificate IV in Business as follows:-

3.3.1 Australian Computer Society

- Participants will be required to complete the Professional Environment (PE) online assessments and homework as a part of their course requirements. Details regarding the PE Assessment including the login and the password will be sent to participants via email by ACS.
- Failure to keep up-to-date with the Professional Environment work on a weekly basis may result in the participant being withdrawn from this component by the ACS. In this case the ACS may elect to remove the participant from the program, or stipulate that they repeat the Professional Environment component, from the beginning, at an extra charge of \$900 plus GST.

3.3.2 Engineering Education Australia

- As a mandatory EEA requirement Engineering participants are to submit a Workplace Report and an Events Register to EEA directly. The Events Register is a record of events attended by the participant whilst they are enrolled in the Professional Year. The IPC is not required to collect this EEA report.

3.3.3 Skilled Migration Internship Program – Accounting

- Participants can complete an optional internship diary, which is intended to be completed each month via the Navitas Moodle online learning portal, located under the heading of Professional Year Internship Diary. Participants who decide to complete the internship diary will find it has three sections which encompass Culture, Communication and Relationships and Business Skills.

3.4 Participant Conduct during Internship

3.4.1 Participants will be treated the same as an employee within their Host Company, so will be required to act accordingly. Participants are expected to behave professionally throughout their placement. Professional behaviour includes:

- speaking in English at an appropriate level in the workplace;
- ensuring that they are punctual and dress suitably for the Host Company environment;
- adhering to all Host Company policies such as IT, WHS and Codes of Conduct; and
- exhibiting behaviour as expected in the workplace i.e. treating colleagues and managers with respect, acting in a professional manner at all times etc.

3.4.2 Any participant who displays unacceptable or disruptive behaviour during their internship may be asked to leave the internship or source their own suitable internship.

3.4.3 The appropriate external authority will be informed where the alleged misconduct under investigation is considered to warrant intervention or action from an external agency

3.5 Removal from internship – Host Company Request

- 3.5.1 Where a company asks an intern to leave, the request must be in writing and needs to include as much evidence (dates and specific incidents) as possible.
- 3.5.2 The IPC and State Operations Managers will assess the situation and advise the participant and Host Company on the recommended course of action.
- 3.5.3 Where a participant's behaviour is deemed unacceptable and unprofessional the participant will be notified in writing that they will be removed from the internship.
- 3.5.4 Where the incident is not severe enough to justify completely removing the participant from the internship the State Operations Manager will decide whether or not they will be placed with another company and undertake the entire process again.
- 3.5.5 The appropriate external authority will be informed where the alleged misconduct under investigation is considered to warrant intervention or action from an external agency

3.6 Removal from internship – Participant Request

- 3.6.1 If a participant requests to be removed from an internship placement this will be managed on a case by case basis by the IPC.

4 Responsibilities

- The **Director, C&I** is accountable for the ongoing development, approval, implementation, awareness and effectiveness of this Policy and the supporting processes and documentation.
- The **Business Development and Industry Engagement Manager, C&I** and **State Operations Managers, C&I** are responsible for ensuring that all team members are aware of this Policy and their responsibilities defined herein.
- **C&I employees** are responsible for being aware of, and complying with this Policy.

5 Definitions

Unless the contrary intention is expressed in this Policy, the following words (when used in this policy) have the meaning set out below:

DIBP –Department of Immigration and Border Protection

IPC – Internship Placement Co-Ordinator (Navitas)

SONIA – Student management/internship placement software

WHS - Work Health and Safety

OHS – Occupational Health and Safety – State Legislation, Victoria

6 Review

This Policy is reviewed every two years by the Business Development and Industry Engagement Manager C&I in accordance to RTO Standards 2015 and organisational risk management.

7 Records

All records in relation to this policy will be managed as follows

Record type	Responsible	Location	Retention
Participant File	State Administration Office	Participant File	7 years
Internship Agreement	IPC Team	SONIA	7 years
Job Description	IPC Team	SONIA	7 years
Mid Review Report	IPC Team	SONIA	7 years
Training Plan Report	IPC Team	SONIA	7 years

8 Related documents

- Internship, Induction and Training Pack
- CI-01.01-28D Participant's Handbook
- Australian Computer Society (ACS) Professional Year Quality Handbook
- Australian Computer Society (ACS) Operations Manual
- Australian Computer Society (ACS) Internship Framework June 2014
- Skilled Migration Internship Program – Accounting (SMIPA) Provider Agreement
- Skilled Migration Internship Program – Accounting FAQs
- Engineering Education Australia (EEA) Professional Year in Engineering Guidelines for Delivery Partners
- CI-01.01-06P C&I Complaints and Appeals Policy

Appendix A – Internship Duration Professional Year

ACS

The Professional Internship is to be a minimum of 240 hours duration over a minimum of 10 weeks.

EEA

The internship must occur over 12 weeks and be at least 456-480 hours per working week (a standard work week between 38-40 hours).

SMIPA

12 Week accounting internship

Appendix B – Internship Duration – Other Programs

CEP

12 Weeks internship placement

EEP

12 Weeks unpaid internship in a relevant engineering field.

Navitas Professional Internship Program (NPIP)

The program length can be tailored to individual needs; however the recommended duration is 12 weeks for an effective workplace experience.

Study to Work

As negotiated.