



Student Internship Handbook

SV 374 Operational Field Training (Internship#1)

SV 484 Supervisory Field Training (Internship#2)

Bachelor of Arts Program in Service Innovation

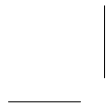
(BSI)

College of Innovation, Thammasat University

Name:

Student no.:

Employer's Name:



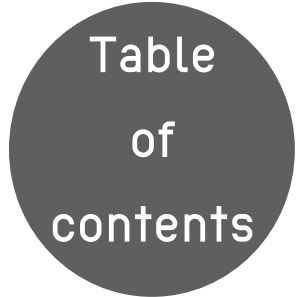


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**Objectives of
the Internship Program**

An internship is a structured academic opportunity that allows student to apply academic skills and knowledge in the work place. Experiential education that is based on a set of learning objectives help students to prepare to meet career responsibilities after graduation. Objectives of the internship program include:

- To allow students to apply, evaluate, test and integrate academic knowledge an theoretical concepts in a work setting.
- To expand students' awareness of the world beyond the campus by exposure to a variety of careers, disciplines, life styles, and environments.
- To promote development of confidence, maturity, responsibility, and skill inn human relations.
- To allow students to gain access to knowledge and equipment not available on a campus.

Internship course is a pass/not pass course. Students are expected to complete the two internship learning opportunities including SV 374 and SV 484. This document aims to provide guidelines for the internship program.

Internship 1 - SV 374 Operational Field Training

(Not less than 135 hrs)

The aim of this learning experience is to provide students with interesting, informative and high quality training opportunities, which enhance professional competence and enrich personal development. The internships can take place in a range of service businesses. Students can identify an internship or opportunities will be presented by the Program. (It should be noted that 135 hours is the minimum requirement. Some internships may require additional hours.)

Internship 2 - SV 484 Supervisory Field Training

(Not less than 135 hrs)

Pre-requisite: Passed SV 374

The second internship is designed as an opportunity to gain another work environment with more responsible areas of activity. It will take place both in the international segment of the hotel/resort industry or within smaller establishments in Thailand. The students are expected to develop skills of observation, reflection, and planning. Students will also be expected to present a 'reflective practitioner' report at the end of the internship. (It should be noted that 135 hours is the minimum requirement. Some internships may require additional hours.)

2.1 Student Eligibility

Internship experiences are available for students who have:

- Met the English level scores required at 500 for TU-GET and TOEFL.
- Attended and successfully achieved the objectives of the Internship Preparation Course. Failure to attend the course and achieve the required results will mean that students cannot register in the internship courses.

2.2 Timeline

- Students should begin exploring internship placements no later than 6 months preceding their intended internship. It should be noted that some very competitive internships have application deadlines of six to eight months prior to the start of the internship.
- Students must submit the following documentations for internship application process.
 - ◆ Internship application form
 - ◆ Resume and one-page statement of purpose
 - ◆ Employer agreement form
- Students are **NOT** registered for the course until internship application and employer agreement forms has been submitted and reviewed and approved by the internship instructor.

2.3 Internship Organizations

Students are responsible for obtaining an internship position (either selecting from the list of internship organizations provided by the College of Innovation or finding on your own).

Internship opportunities exist in Bangkok as well as in other provinces in Thailand. International internships are available in other countries. Any expenses are the student's responsibility. Some student interns may be paid a salary or stipend by their host organization; while other internships are unpaid.

2.4 Requirements

This internship program requires that students submit:

a. Time and activity logs every two weeks to internship instructor by email.

The time and activity logs are designed to help you see where you start professionally in your internship and how you progress over the course of the semester as your experiences grow and change from week to week.

b. A report on internship experiences within 3 weeks after completion of the internship hours.

Within 3 weeks after completion of the internship hours, students are required to report on the success of meeting these goals in your internship paper. This report should be 4-6 typed pages and be based on your entire internship experience including:

- How is your internship experience connected with your academic studies?
- What was the highlight of your internship?
- What are the most important skills you developed and the most critical knowledge you gained during your internship?
- Discuss a conflict or disappointment you experienced through your internship.

- What lessons have you learned as a result of your internship experiences from which future student interns can benefit?

As part of a report, please include time and activity log sheet as an Annex.

A student does not automatically get a passing grade for an internship. The internship instructor will evaluate the student's work based on the reports students submitted. Please note that a report must be submitted by deadlines. Any late assignments will not be accepted, unless prior notification has been made. It is the student's responsibility to ensure that all paperwork is submitted and received on time.

2.5 Conditions for Successfully Completing Internship Course

You must receive a satisfactory rating from your immediate internship placement supervisor as well as your advisor. It is well understood that any unsatisfactory behavior reported by your work supervisor will result in a failure in the course and the need to retake it. Unacceptable behavior will simply not be tolerated.

3 Internship Approval Process

Step 1: Finding an Internship Sites

Select about 5 possible internship sites and information about their internship program. Sites can be selected from a list that the College will provide you with or from what students find on their own.

Step 2: Prepare the Internship Application Form, a Resume and Statement of Purpose

Complete the internship application form and prepare a resume along with one-page statement of purpose for internship. The statement of purpose will outline the goals you have set and what you plan to achieve by the end of your internship hours.

Schedule an appointment with the internship instructor to get input on the resume, and review your skills and qualifications, areas of interest and possible internship sites. Then submit all documents to Internship Instructor and Program Director for approval.

Once your application is approved, the College will issue an official letter and send to the employers along with your resume, statement of purpose, employer agreement form. These documents will be sent to only one internship site at a time. If students were rejected for an internship, will send to the 2nd internship site on the list.

If there are any problems with your application, students will be notified. There will then be a need to set a time to meet with the internship instructor.

For students who find internship opportunities on their own, after receiving approval from the internship instructor, they should follow up with the internship site directly on their acceptance of students' internship. If so, please send the 'Employer Agreement Form' to be filled out by the potential site supervisor and return back to the College.

Step 3: Interview

Some companies might request for an interview. They may do a phone and/ or face-to-face interview.

Step 4: Accept the Position

Once you have been accepted for an internship, you will be given additional information from the company as well as any additional-specific forms you may need to fill out. You will set your hours with your internship site supervisor and report to internship instructor.

Please keep the internship instructor informed of when you begin your internship. Internship instructor will follow up with you and your site supervisor periodically to monitor your progress.

4

Code of Conduct
for Student Interns

While interning at your site, you are representing not just yourself, but the University, the College and your fellow students, both current and future. Whether you do well or not at your site may have implications far beyond your current situation.

- a. You are governed by the employer's employment policies, practices, procedures, dress code, and/or standards of conduct. To avoid any misunderstanding, it is recommended that you obtain clarification regarding such matters from your employer when you begin your assignment.
- b. Your performance while on assignment as an intern will be measured by your employer through a College-provided performance evaluation. You must receive a satisfactory (or better) performance rating for the period of your internship for the internship to be recognized by the College.
- c. Any changes in your internship status (layoff, cutback in hours, and change in site supervisor or dismissal) must be reported immediately to the internship instructor.
- d. If you feel victimized by a work-related incident (e.g. job misrepresentation, unethical activities, sexual harassment, discrimination, etc.), contact the internship instructor immediately.

Please note that an intern may be terminated at any time. If you were asked to leave a position, you agree to do so in a calm, professional manner and to inform your internship instructor within 3 business days.

Internship Time and Activity Log

Week

Report on Working Period: From to

Date	Hours	Activities
	
	
	
	

Date	Hours	Activities
	
	
	
Total Hours		

comment:

Supervisor Signature Date:

Internship Time and Activity Log

Week

Report on Working Period: From to

Date	Hours	Activities
	
	
	
	

Date	Hours	Activities
	
	
	
Total Hours		

comment:

Supervisor Signature Date:

Internship Time and Activity Log

Week

Report on Working Period: From to

Date	Hours	Activities
	
	
	
	

Date	Hours	Activities
	
	
	
Total Hours		

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Supervisor Signature Date:

Internship Time and Activity Log

Week

Report on Working Period: From to

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Week

Report on Working Period: From to

Date	Hours	Activities
	
	
	
	

Date	Hours	Activities
	
	
	
Total Hours		

comment:

Supervisor Signature Date:

Internship Time and Activity Log

Week

Report on Working Period: From to

Date	Hours	Activities
	
	
	
	

Date	Hours	Activities
	
	
	
Total Hours		

comment:

Supervisor Signature Date:

1.4 Page number should be put at the center of page bottom.

1.5 Put captions **under** the figures.

For example, figure 1.1 would be the first figure of Chapter 1.

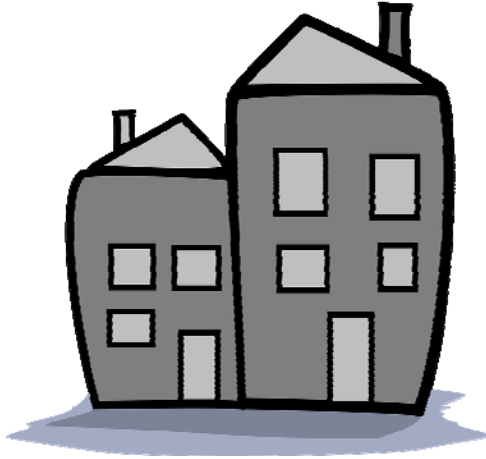


Figure 1.1

Source:

1.6 For example, put "Table 2.1" **above** the table when it is the first figure of Chapter 2.

Table 2.1

2. Component of the report

2.1 Cover pages

- Cover
- Inner cover
- Preface
- Table of contents
- List of tables
- List of figures

2.2 Contents

Chapter 1 Introduction

(Name & location of the organization/ background/ structure and its management/ provided services/ duty and responsibilities assigned to the intern/ intern's position/ name & position of intern's supervisor/ internship duration)

Chapter 2 Job description

(Explain workflow of assigned job by inserting some figures/ tables to make a clearer explanation of job description)

Chapter 3 Conclusion

(Explain intern's expectations, advantages, experiences got from internship)


Chapter 4 Problems & Recommendations

(Explain problems occurred in between internship and recommendation to solve those problems)

Chapter 5 More skills and knowledge that you would like to improve

(Indicate some skills and knowledge that you think they are important for your work, and you would like to learn more about them)

2.3 References and Appendices (If any)



Note

College of Innovation, Thammasat University


2 Prachan road, Pra Nakorn, Bangkok 10200

www.citu.tu.ac.th

E-mail: edu_lb@citu.tu.ac.th

Tel: (66-2) 623-5055-8 Fax: (66-2) 623-5060

cover by: Soraya Udommitrak

Design by:  **project**