



# Department of Business Administration

## INTERNSHIP HANDBOOK



香港樹仁大學  
HONG KONG SHUE YAN UNIVERSITY

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**Department of  
Business  
Administration  
INTERNSHIP HANDBOOK**

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# 1

## INTRODUCTION

The Department of Business Administration of Hong Kong Shue Yan University provides 4-year Business Administration Program. It seeks to train business management personnel for service to Hong Kong's commercial, financial and industrial organizations. There are over 200 students graduate from the University each year. In the final year, students are provided the opportunity to go through internship, from October to December, and/or from February to April. A summer block internship from June to August may be also provided. Each internship block will last at least 120 hours.

We have accorded a prime importance for internship education because we believe that field internship is a key component in developing the students' practical business sense and working attitude which are highly essential in shaping a competent manager. It is fortunate that the Department has steady support from various organizations and their staff who are willing to supervise our students voluntarily.



# INTERNSHIP

Internship practice is an integral part of business education and training of the Department of Business Administration. Internship should enable students to apply their theoretical knowledge through hands-on experience of real-world practices in both business and non-business organizational contexts. The teaching and learning process occurs through a cycle of engagement and reflection to connect what students have learned in the classroom with real life lessons learned in the workplace. It develops students' capacity to combine theory with practice in order to create new knowledge and builds generic competencies to enable them to pursue their career goals. Hence, the supervised field experience in carefully selected organizations will be a key component in developing students' practical business sense and working attitude which are highly essential in shaping a competent manager.

# 3

## OBJECTIVES OF INTERNSHIP

The internship program is aimed at providing business administration students with practical internship experience through a planned and supervised internship arrangement in various organizational settings so that the following objectives can be achieved:

1	To integrate business organization management theories with actual practice.
2	To apply management concepts, methods and models in various business natures and settings.
3	To develop managerial skills in both analytic and interactional aspects.
4	To cultivate business management values and develop appropriate work attitude aspects.
5	To understand business organization administration and product/service delivery systems.
6	To help students extend their self-awareness and achieve a sense of identity with business career.
7	To enable students develop a critical approach to practice open-mindedness to new ideas and evaluative attitudes towards their performance leading to further career development.

# MODE OF THE INTERNSHIP PROGRAM

In the final year of studies, Capstone Project is an elective course for the BBA (Hons) program. Students will undertake the internship, from September to December, or from February to May in the first or second semester respectively. A summer block internship from June to August may be also provided to Year 3 students who are promoting to Year 4. Each internship block will last at least 120 hours in one semester and students will have to complete the internship concurrently with their semester timetables by undertaking 2 full days or 4 half days for not more than 14 weeks in total.

At the beginning of each semester, the Internship Coordinator will hold briefing sessions for students about the opportunities for internship and the application procedures. Students will be required to fill in the Internship Student Form post on Moodle in order to facilitate the arrangement of the internship allocation by indicating their interests, career development plans and expectations from the internship.

A variety of internship organizations will be offered to students in line with their declared future career development. However, students will need to successfully pass interviews with the internship employers. If a student does not succeed in getting an internship post in the first round of allocation, the Internship Coordinator will assign him/her to an organization where the internship place has not been filled.

## Summary of Modes of Internship

GPA	Year	Credits	Nature	Duration
Minimum accumulated GPA requirement= 2.2	4 Or between Yr 3 and 4	3	Concurrent internship, 2-4 days (full or half day) per week	Not more than 14 weeks in total

# 5

## RESPONSIBILITIES OF STUDENTS

Students (interns) will be required to be fully involved in the whole internship program. They will be expected to identify their learning needs and goals with the help of the internship supervisors. In the interviews, they will obtain relevant information about the organizations to ensure that both the students and the internship instructors will have an opportunity to know one another. The students will also be encouraged to remain actively involved in performing tasks, setting goals and participating in the evaluation process with the internship supervisors.

Students will be expected to assume working behaviours as follows:

1	adhere to the policies, procedures and regulations of the internship organization.
2	follow the internship organizations' practices with respect to working hours, dress codes and general working behaviour. Absences due to illness or personal emergency must be made up if the minimum hours of internship are not met;
3	avail himself/herself of learning opportunities offered through on-job training, meetings and conferences;
4	clear the use of any confidential information and material for instructional purposes with the internship supervisors.
5	conduct himself/herself in ways consistent with the Code of Conduct of the company (if applied).
6	check with the internship organizations about the allowance policies. The Department does not provide reimbursement for any expense, and students should inquire about the company's reimbursement policies to avoid misunderstanding.
7	fill in the Student Final Self-evaluation Report and Investigative Study Report and Student Feedback Form and return to the Internship Coordinator by the end of the internship (Appendix 5 & 6);
8	keep a journal of events and reflections to support their mid-term self-evaluation and employer evaluation.
9	if students have any questions before and during the period of internship about the responsibilities of internship organizations/supervisors (as mentioned below, it is highly recommended to contact the Internship Coordinator.

# RESPONSIBILITIES OF THE DEPARTMENT'S INTERNSHIP COORDINATOR

In operating the Internship Program, the Internship Coordinator will perform the following tasks:

- |   |   |
|---|---|
| 1 | assess and recruit business and non-business organizations as internship sites so as to maintain adequate source internship places.   |
| 2 | match the students with the organizations.  |
| 3 | provide internship orientation and support to organization supervisors.   |
| 4 | provide guidelines for field education and assessment of students' performance.   |
| 5 | liaise with organizations and provide direct communication channel between the Department and internship supervisors so as to optimize the co-operative relationship between parties. |
| 6 | provide consultations to internship supervisors in dealing with students' learning difficulties in their work environment.  |
| 7 | resolve problems and issues from internship students and organization.  |

# RESPONSIBILITIES OF ORGANIZATIONS

The Department treasures the commitment of every company which will offer internship opportunities to facilities students' learning opportunities in the field. Internship Organizations are expected to:

- 1 make available the range and depth of learning opportunities appropriate to students' educational needs within limits of its organization functions and business areas.
- 2 designate appropriate qualified staff member as internship supervisors.
- 3 provide physical facilities, supplies and equipment necessary for student's internship education experience.
- 4 orient assigned students concerning all applicable rules and regulations with which they are expected to comply.
- 5 discuss with the Department's Internship Coordinator any problems which arise during the student's internship.
- 6 provide orientation to students so that they can understand the history, background, mission, goals, structure, products/services and practice of the internship organization they will work with.
- 7 maximize the learning opportunities to students, for examples, by encouraging them to join meetings, participate in staff development activities and conferences etc.

# RESPONSIBILITIES OF INTERNSHIP SUPERVISORS

In general, internship supervisors are expected to be well-qualified administrators/managers assigned by the internship companies. The internship instructors have educational, supportive and administrative roles. They will:

- |   |  |
|---|--|
| 1 | discuss the company's expectations of the learning experience with students and incorporate the expectations in learning contract.                                     |
| 2 | engage in a working relationship which includes educationally-oriented supervision and the presentation of content relevant to the career development of the students. |
| 3 | facilitate students' learning and analytical skills development.   |
| 4 | meet regularly with students and provide guidance.   |
| 5 | address any problems between students and internship organizations.  |
| 6 | assess the student's progress towards meeting the objectives of the internship.  |
| 7 | review the evaluation criteria with students throughout the internship and carry out evaluations of the student. (For more details, please read Section (9 & 10))      |
| 8 | discuss the written evaluation reports with the student and provide suggestion or comments for further improvement.  |

# 9

## THE PROCEDURES OF INTERNSHIP SUPERVISION AND RELATED EVALUATION AT DIFFERENT STAGES

The following internship supervision tasks will be completed at specified stages:

Stages	Tasks
<b>Pre-internship Period</b> <b>(1<sup>st</sup> week of the internship)</b>	<b><i>Internship Coordinator:</i></b> <ol style="list-style-type: none"> <li>organize pre-internship interviews/visits to the organizations;</li> <li>discuss the nature, objectives of the internship and expectations of the students and the internship supervisors with the organizations;</li> <li>reach an understanding among the organization and internship supervisors on quality and quantity requirements of students' assignment;</li> <li>arrange orientations for the students;</li> <li>allocate students to internship organizations.</li> </ol>
<b>Early-Internship Period</b> <b>(During the 2<sup>nd</sup> and 3<sup>rd</sup> weeks of the internship)</b>	<b><i>Internship Supervisors:</i></b> <ol style="list-style-type: none"> <li>interview students;</li> <li>discuss the mode, functions and schedule of supervision;</li> <li>initiate the Orientation Program, e.g. work site visits, meeting with colleagues;</li> <li>discuss the objectives, the expectations of students and the organizations, the system of written assignment, learning contract and different forms of supervision with the students;</li> <li>help the students to write up a Learning Contract (in English). The guidelines of the Learning Contract are in <a href="#">Appendix 1</a>.</li> </ol>



<p><b>Mid-internship Period</b></p> <p><b>(During the 7<sup>th</sup> and 8<sup>th</sup> weeks of the internship)</b></p>	<p><b>Internship Supervisors:</b></p> <ol style="list-style-type: none"> <li>remind the students to write up mid-internship evaluation reports (in English) (<b>Appendix 2</b>);</li> <li>prepare for the mid-internship evaluation with the students, contact the supervisors and staff who work closely with the students in order to obtain feedback;</li> <li>discuss the workload, progress of tasks, effectiveness of supervision with students.</li> </ol> <p><b>Students:</b></p> <ol style="list-style-type: none"> <li>write up mid-term internship evaluation report (in English) and submit to the Capstone Project Coordinator.</li> </ol>
<p><b>Late-Internship Period</b></p> <p><b>(During the 12<sup>th</sup> and 13<sup>th</sup> weeks of the internship)</b></p>	<p><b>Internship Supervisors:</b></p> <ol style="list-style-type: none"> <li>discuss with students the arrangement for completing or handing over assigned tasks, e.g. reports or projects;</li> <li>collect final feedback on students' performance;</li> <li>conduct a final evaluation;</li> <li>ensure students have fully completed the handover procedures of the organizations' tasks before the internship is terminated;</li> <li>write up the internship final evaluation reports and give them to the students for signing in the last day of their internships. (<b>Appendix 3 &amp; 4</b>)</li> </ol> <p><b>Students:</b></p> <ol style="list-style-type: none"> <li>Students need to fill in the Student Final Self-evaluation Report and Investigative Study Report and Student Feedback Forms and return to the Internship Coordinator by the end of the internship. (<b>Appendix 5 &amp; 6</b>)</li> </ol>
<p><b>Post-internship Period</b></p> <p><b>(During the 14<sup>th</sup> and 15<sup>th</sup> weeks of the internship)</b></p>	<p><b>Students:</b></p> <ol style="list-style-type: none"> <li>submit the final internship evaluation report to the Internship Coordinator not more than two weeks or a specified date for the evaluation mentioned in the first week;</li> <li>attend the final report meeting with the Internship Coordinator and obtain the feedback from the students.</li> </ol>

With regard to the above-mentioned evaluation stages, the internship supervisors and the students will need to perform the following assessments and evaluations:

<b>a</b>	<b>Continuous Assessment</b>	Internship supervisors will observe the strengths and weaknesses of internship students from the very beginning of the internship to the day of the final evaluation. Internship supervisors will discuss the strengths and weaknesses of the students during the supervision to enable them to improve their performance. Students' progress must be specified in the Mid-term Evaluation to ensure that students have enough time to improve their performance.
<b>b</b>	<b>Mid-term Evaluation</b>	Internship supervisors will be expected to conduct evaluations according to the checklist provided. In the evaluations, instructors will be requested to review the Learning Contract made between the students and internship supervisors to see if the work plan should be modified. Students have to write up a Self-Evaluation in order to facilitate their reflective learning and the discussion during the evaluation. The evaluation is expected to take place by the middle of the internship period and the written report should be submitted to the Capstone Project Coordinator two weeks after the evaluation is done.
<b>c</b>	<b>Final Evaluation</b>	By the end of the internship, internship supervisors will be expected to carry out the Final Evaluation and complete the student evaluation report, based on the checklist provided. Students must write up a Self-Evaluation (in English) to reflect their internship learning and areas for improvement. During the evaluation session, internship supervisors should focus on students' growth and the need for improvement with reasons and specifications. Moreover, sufficient detail should be provided in the written comments of each part of evaluation in order to justify the marks awarded. The Final Evaluation should be conducted by the end of the internship and should be returned to the Capstone Project Coordinator together with the Internship Performance Evaluation Form, Students' Self Evaluation and Investigative Study, Journal of Events and Reflections, and Company Feedback Form, no later than two weeks after the Final Evaluation has taken place.
<b>d</b>	<b>Students' Self Evaluation</b>	Students are expected to carry out their own self-evaluation by writing up their self-evaluation reports (in English) for the mid-term and final evaluation. Students' self-evaluation reports should be submitted to the Internship Supervisors and discussed thoroughly during the evaluation session. Students should use the Check List for Student File ( <b>Appendix 9</b> ) to ensure that their internship evaluation process is completed.
<b>e</b>	<b>Organization Feedback</b>	<p><b>1) Mid-term Consultation:</b> Internship supervisors will be expected to consult their colleagues concerning the students' overall performance, work progress, growth and areas for improvement halfway through the internship period. The feedback will be in oral form and it will be incorporated into the Mid-term Evaluation Report.</p> <p><b>2) Organization Feedback for the Final Evaluation:</b> In order to accurately review the performance of the internship students, a Student Performance Evaluation Form will be given to the Internship Supervisors to fill in so that the students' performance will be further evaluated. The person who will fill in the form may be the workplace supervisor working closely with the students. The form will be completed by the organization and given back to the Capstone Project Coordinator.</p>

**f*****Students'  
Signatures on  
the Evaluation  
Form***

Students will be expected to sign the evaluation form even if they are not satisfied with comments and grades given by the Internship Supervisors. The students' signatures on the forms indicates that the students are fully aware of the results of the evaluation carried out by the internship supervisors. It does not necessarily mean that the student agrees with the evaluation and he/she can write a letter to the Capstone Project Coordinator to indicate which points they do not agree with. Once the Capstone Project Coordinator receives the letter, a meeting will be arranged with the student and contacted his/her Internship Supervisors to further understand the case.

**g*****Students'  
Feedback  
Survey***

Students are required to complete the Student Feedback Survey ([Appendix 8](#)) provided by the Industrial Attachment Office after they completed their internships. The aim of this survey is to gather students' feedback to the credit-bearing internship after the completion of the course for the use of future improvements of internship design and arrangement.

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## EVALUATION CRITERIA, SCORING AND GRADING

Internship supervisors will be expected to complete final evaluation forms (Appendix 3) assessing students' performance by the end of the internship. The internship supervisors will be expected to assign marks in the appropriate columns of criteria as follows to indicate the level of performance of students. The internship supervisors will be expected to calculate the total marks by adopting the following formula:

Criteria	Examples of Consideration
<b>Competence &amp; Productivity (30%)</b>	<ul style="list-style-type: none"> <li>• Job related technical skills</li> <li>• Achievement of overall objectives</li> <li>• Volume of output</li> <li>• Accuracy &amp; quality of output</li> <li>• Problem-solving ability</li> <li>• Judgment &amp; common sense</li> </ul>
<b>Administrative Competence (30%)</b>	<ul style="list-style-type: none"> <li>• Time management</li> <li>• Organization &amp; co-ordination</li> <li>• Ability to follow the administrative procedure stated</li> <li>• Other comments</li> </ul>
<b>Work Attitude (30%)</b>	<ul style="list-style-type: none"> <li>• Cooperativeness</li> <li>• Enthusiasm</li> <li>• Adaptability</li> <li>• Resourcefulness</li> <li>• Sense of responsibility</li> <li>• Taking initiatives</li> <li>• Punctuality</li> <li>• Other Comments</li> </ul>
<b>Other Skills (10%)</b>	<ul style="list-style-type: none"> <li>• Computer knowledge &amp; application</li> <li>• Leadership skills</li> <li>• Interpersonal skills</li> <li>• Language proficiency in Chinese</li> <li>• Language proficiency in English</li> <li>• Other Comments</li> </ul>

Performance of students will be graded by the following grading system for the internship component in Capstone Project as follows:

Excellence		Good			Satisfactory			Pass		Fail	
100-90	89-85	84-80	79-75	74-70	69-65	64-60	59-55	54-50	49-45	44-40	39-0
A	A-	B+	B	B-	C+	C	C-	D+	D	E	F
The student's performance is excellent. He/she meets all or nearly all required/ expected standard in work dimension with regard to all or nearly all of the intended learning outcomes.		The student's performance is good. He/she meets most required/ expected standard in academic and work dimension with regard to most of the intended learning outcomes.			The student's performance is adequate. He/she meets a number of required/ expected standard in and work dimension with regard to a number of the intended learning outcomes.			The student's performance is barely adequate. He/she barely meets the required/ expected standard in work dimension with regard to the intended learning outcomes.		The student's performance is inadequate. He/she fails to meet most required/ expected standard in and work dimension with regard to the intended learning outcomes.	

# APPLICATION FOR LEAVE

The details of specification and necessary procedures to apply for different types of leave by students will be as follows:

Types of Leave	Specification and Necessary Procedures
<b>Holidays</b>	Students will only be allowed to have holidays in accordance with the company work-calendar during the internship period. They will have to compensate for any missed internship hours resulting from taking holidays during the internship period with the approval of the internship supervisors.
<b>Leave for Term Examination</b>	Students will not be required to return to the internship organizations during the period of their term examination in the University (usually in early January and May).
<b>Compensatory Leave</b>	If overtime work is required in connection with the student's duties during the internship related compensatory leave should be discussed and arranged by the internship supervisors, the company and the students themselves.
<b>Illness and Absence</b>	Students should seek prior permission from internship supervisors for any absence. In case of illness or any other unforeseen emergency requiring absence, they should inform the unit-in-charge and the internship supervisors by telephone in the first office hour (i.e. before 10 a.m.). A medical certificate from a recognized doctor must be submitted to the internship supervisor (and Capstone Project Coordinator if a student requests sick leave of more than one day). Students will have to make up any internship hours missed.
<b>Leave (more than four working days)</b>	Students should seek prior permission in writing from internship supervisors, the company and Capstone Project Coordinator stating the reasons for the requested leave ( <b>Appendix 7</b> ).

# APPENDICES

### Guidelines for a Learning Contract (to be completed in English)

**Department of Business Administration  
Hong Kong Shue Yan University  
Internship**

Name of student: \_\_\_\_\_  
Student number: \_\_\_\_\_  
Name of internship organization: \_\_\_\_\_  
Semester: \_\_\_\_\_  
Year of Study: \_\_\_\_\_

**1. Learning objectives:**

- learning needs identified by the internship supervisor
- what the student wants to learn
- possible theoretical concepts/practice models to explore and use
- how the student believes he can learn best

**2. Work Requirements:**

Number of days of internship, compensation leave, time off, sick leave, etc.

**3. Organization's Requirements:**

Office hours, timetables of meetings, rules and procedures of agencies to be observed, etc.

**4. Written Project/Report-writing/Completion of statistics:**

Type, amount, format, purpose, usage, due-dates for handing in, etc.

**5. Supervision:**

Duration, frequency, preparation (who will be expected to do what, etc.)

**6. Assessment:**

Arrangements for mid-internship and final evaluation and preparation needed, basis on which the student will be assessed, whose opinions will be considered, evaluation form, etc.

**Signatures:**

Internship Supervisor: \_\_\_\_\_

Student: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_



## Student Mid-term Self Evaluation Report (to be completed in English)

Department of Business Administration  
Hong Kong Shue Yan University

*(Students are suggested to complete this report and return to Internship Coordinator two weeks after the Mid-term Evaluation. Students should prepare the Mid-term Evaluation Report on separate sheets)*

Name of student: \_\_\_\_\_

Student number: \_\_\_\_\_

Name of internship organization: \_\_\_\_\_

Semester: \_\_\_\_\_

Year of Study: \_\_\_\_\_

### **I Review of Progress:**

#### **II. Strength:**

1. Job Knowledge
2. Interpersonal Skills
3. Work Ethics and Attitude
4. Personal Growth and Development

#### **III. Areas for further improvement:**

1. Job Knowledge
2. Interpersonal Skill
3. Work Ethics and Attitudes
4. Personal Growth and Development

#### **IV. Other comments:**

#### **Signatures:**

Internship Supervisor: \_\_\_\_\_

Student: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# APPENDIX

## 3

## Student Internship Evaluation Report

### Department of Business Administration Hong Kong Shue Yan University Internship

#### PART ONE

Name of student: \_\_\_\_\_ Student number: \_\_\_\_\_

Name of internship organization: \_\_\_\_\_

Semester: \_\_\_\_\_ Year of Study: \_\_\_\_\_

Internship Supervisor: \_\_\_\_\_

Nature of Internship: \_\_\_\_\_

Internship Period: From \_\_\_\_\_ to \_\_\_\_\_

No. of days absent/late (if any) \_\_\_\_\_ Reasons: \_\_\_\_\_

No. of supervisory session: a) Individual \_\_\_\_\_ b) Group \_\_\_\_\_

Brief description of student's work assignments: (Please attach additional sheet if necessary)

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#### A. Areas of Assessment

##### Marks in Percentage

I.	Competency and Productivity	(30%)	_____
II.	Administrative Competence	(30%)	_____
III.	Work Attitude	(30%)	_____
IV.	Other Skills	(10%)	_____

**B. Please complete the assessment sheets of your student(s) on the attached sheets for evaluation according to the following guidelines: -**

1. Grading System

Performance of students is graded by adopting the college grading system for field work as follows.

Numerical Grade	Grade	
90 or above	A	(Excellent)
87 – 89	A-	(Excellent)
83 – 86	B+	(Good)
78 – 82	B	(Good)
73 – 77	B-	(Good)
69 – 72	C+	(Satisfactory)
65 – 68	C	(Satisfactory)
61 – 64	C-	(Satisfactory)
56 – 60	D	(Pass)
55 or below	E	(Fail)

2. In this rating scale that the Department is adopting, A is considered as 'excellent', B as good, C as 'satisfactory', D as 'pass', E as 'fail'.
3. Based on these marks in percentage, internship instructors are requested to give a suggested final grade on the evaluation form.

Remark: The internship supervisor shall write down 'N.A.' for those inapplicable items for that internship

# APPENDIX

## 3

### PART TWO

**Hong Kong Shue Yan University**  
**Business Administration Department**  
**Student Internship Performance Evaluation Form**  
**Internship Program**

Name of student: \_\_\_\_\_

Student number: \_\_\_\_\_

Name of internship organization: \_\_\_\_\_

Semester: \_\_\_\_\_

Year of Study: \_\_\_\_\_

Internship Period: \_\_\_\_\_

Brief Description of duties:

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#### RATINGS

#### 1 Competence & Productivity

- 1.1 Job related technical skills
- 1.2 Achievement of overall objectives
- 1.3 Volume of output
- 1.4 Accuracy & quality of output
- 1.5 Problem-solving ability
- 1.6 Judgment & common sense

E	G	S	P	F	NA

#### 2 Administrative Competence

- 2.1 Time Management
- 2.2 Organization & co-ordination
- 2.3 Ability to follow the administrative procedure stated
- 2.4 Other comments


#### 3 Work Attitude

- 3.1 Cooperativeness
- 3.2 Enthusiasm
- 3.3 Adaptability
- 3.4 Resourcefulness
- 3.5 Sense of responsibility
- 3.6 Taking initiatives
- 3.7 Punctuality
- 3.8 Other comments


### **4 Other skills**

- 4.1 Computer knowledge & application
- 4.2 Leadership skills
- 4.3 Interpersonal skills
- 4.4 Language proficiency in Chinese
- 4.5 Language proficiency in English
- 4.6 Other comments


### **5 Overall Rating & Comments**

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### **6. Other Comments**

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### **7. Concluding Remarks**

- a. Major strengths of the student

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- b. Area of improvement

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- c. **Grading**

Suggested Final Grade (in letter) \_\_\_\_\_

(in percentage) \_\_\_\_\_

Signed by Internship Supervisor: \_\_\_\_\_

Name of Internship Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Read and Signed by Student: \_\_\_\_\_

Name of Student: \_\_\_\_\_ Date: \_\_\_\_\_

Internship Coordinator: \_\_\_\_\_

Remarks: Issuing a separate reference letter to participating students is strongly recommended.

\*\*\* The End \*\*\*

# APPENDIX

## 4

### Organization Feedback Form

**Department of Business Administration  
Hong Kong Shue Yan University  
Internship**

Company Name: \_\_\_\_\_

No. of students involved: \_\_\_\_\_

Nature of tasks involved: \_\_\_\_\_

	RATINGS						
	A	B	C	D	E	F	N.A.
	(Strongly agree)			(Strongly disagree)			
<b>1. Support from Department</b>							
1.1 Clear introduction of Program objectives							
1.2 Clear introduction of Program details							
1.3 Immediate assistance upon request							
1.4 Effective communication with the company							
1.5 Other comments	_____						

	A	B	C	D	E	F	N.A.
	(Strongly agree)			(Strongly disagree)			
<b>2. Program Effectiveness</b>							
1.6 Achievement of Program Objectives							
1.7 Contribution to the company effectiveness							
1.8 Effective program design							
1.9 Other comments	_____						

	Yes	No	Not Sure
<b>3. Overall Rating</b>			
3.1 Will your company participate in this program next year			
3.2 Will you recommend this program to your friends/other organizations?			
3.3 Other comments	_____		
<b>4. General comment of the program</b>	_____		
	_____		
<b>5. Other suggestions to improve the program effectiveness</b>	_____		

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Post: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Thank you for your valuable comments!

## Student Final Self-evaluation Report and Investigative Study Report (to be completed in English)

**Department of Business Administration  
Hong Kong Shue Yan University  
Internship**

Name of student: \_\_\_\_\_  
Student number: \_\_\_\_\_  
Name of internship organization: \_\_\_\_\_  
Semester: \_\_\_\_\_  
Year of Study: \_\_\_\_\_  
Name of Internship Supervisor: \_\_\_\_\_

**Part 1: Self-Evaluation**

1. **My expectations on the internship:**
  
  
  
  
  
  
  
  
  
  
2. **Areas that I have learnt most:**
  
  
  
  
  
  
  
  
  
  
3. **Areas that I need to have further improvement:**
  
  
  
  
  
  
  
  
  
  
4. **My own strengths as a business practitioner:**
  
  
  
  
  
  
  
  
  
  
5. **My own weaknesses as a business practitioner:**
  
  
  
  
  
  
  
  
  
  
6. **My own feelings about this internship:**
  
  
  
  
  
  
  
  
  
  
7. **Other comment:**

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### **Part 2: Investigative Study**

- 1. My investigation of the industry I was being placed, by data gathering through interviews, reading of literature, collection of documents, field visits and other means.**
  
- 2. Areas I have learnt through the investigation.**
  
- 3. Any insight on the development of the industry.**
  
- 4. Career aspects of the industry and areas should be addressed for career development concern.**
  
- 5. Other highlights.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This self-evaluation report has been read and discussed with the internship supervisor.

Signature of Internship Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_



## Student Feedback Form

### Department of Business Administration Hong Kong Shue Yan University

Name of student: \_\_\_\_\_

Student number: \_\_\_\_\_

Name of internship organization: \_\_\_\_\_

Semester: \_\_\_\_\_

Year of Study: \_\_\_\_\_

#### I. Suitability of the Internship Setting

	Excellent	Very Good	Good	Average	Below Average
1. The internship company has adequate facilities and resources to support students	5	4	3	2	1
2. The internship company has clear and consistent working policy and procedure	5	4	3	2	1
3. The internship agency provides adequate and sufficient assignment	5	4	3	2	1
4. The internship staff possess helpful manner and attitude to students, difficulties	5	4	3	2	1
5. The internship company possess the spirit of professional values and ethical practice	5	4	3	2	1
6. I can obtain the additional learning opportunities, e.g. staff meeting and training	5	4	3	2	1

#### II. The Process of Students Learning Experience from the Internship

	Always	Most of Time	Some-times	Seldom	Never
1. I utilize my knowledge and skills in planning, implementing and evaluating my assignment	5	4	3	2	1
2. I ask for internship supervisor's advice to initiate my assignment	5	4	3	2	1
3. I learn the skills in handling assignment by observing staff's practice	5	4	3	2	1
4. I discuss the progress of assignment with internship supervisor in different stage	5	4	3	2	1
5. I learn the skills in handling assignment by observing internship supervisor's practice	5	4	3	2	1

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6.	I go through the process of the assignment with staff and obtain the feedback from internship supervisor	5	4	3	2	1
7.	I rehearse skills in handling work with the internship supervisor before the real practice	5	4	3	2	1
8.	After the assignment, I obtain the feedback from supervisor	5	4	3	2	1

### III. Teaching Patterns of Internship Supervisor

		Always	Most of Time	Sometimes	Seldom	Never
1.	He/she gives my freehand to plan, implement the assignment by giving advice to me in different stages	5	4	3	2	1
2.	He/she facilitate my analysis toward my assignment	5	4	3	2	1
3.	He/she facilitate me to observe experience staff's practice to improve my skills	5	4	3	2	1
4.	He/she emphasize on integrating theories and knowledge into practice	5	4	3	2	1
5.	He/she gives my freehand to plan, implement the assignment and encourage me to reflect my learning and problems encountered in the process	5	4	3	2	1
6.	He/she directly comments on my assignment	5	4	3	2	1
7.	He/she facilitate me to appreciate the ethics and value of practice	5	4	3	2	1
8.	He/she facilitates me to develop the critical thinking and ability toward the integration of knowledge into practice.	5	4	3	2	1
9.	He/she facilitate me to develop the critical thinking.	5	4	3	2	1

#### IV. Performance of Internship Supervisor

	Always	Most of Time	Sometimes	Seldom	Never
1. He/she emotionally support me when I encounter difficulties and frustration from the internship	5	4	3	2	1
2. He/she provides constant liaison with the internship company	5	4	3	2	1
3. He/she arranges the adequate pre-internship meetings and visit	5	4	3	2	1
4. He/she provides the regular supervision in the internship company	5	4	3	2	1
5. He/she focus on professional advice in the process of internship	5	4	3	2	1

#### V. On a whole, do you satisfy with this internship?

- ☐ 1. Very satisfy
- ☐ 2. Satisfy
- ☐ 3. No difference
- ☐ 4. Not quite satisfy
- ☐ 5. Very not satisfy

#### VI. Do you recommend the Department to use this internship in future?

- ☐ 1. Always
- ☐ 2. Most of the time
- ☐ 3. Sometimes
- ☐ 4. Seldom
- ☐ 5. Never

#### VII. Other Comments

END

### Notification of Absence Form

**Department of Business Administration  
Hong Kong Shue Yan University**

To: Internship Coordinator  
Department of Business Administration  
Hong Kong Shue Yan University

**Part I (to be completed by the student)**

Name of student: \_\_\_\_\_

Student number: \_\_\_\_\_

Name of internship organization: \_\_\_\_\_

Semester: \_\_\_\_\_

Year of Study: \_\_\_\_\_

No. of day(s) absent \_\_\_\_\_ Period: From \_\_\_\_\_ to \_\_\_\_\_

Reasons:

**Part II (to be completed by the internship supervisor, who will send this form to the Internship Coordinator of the Department)**

Absence approved/not approved

Suggested way for making-up the missed internship hours. If the suggested mode is not approved, please specify the exact way agreed upon:

Internship Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Industrial Attachment Office – Student Feedback Form

### Industrial Attachment Course Student Feedback Survey

*The aim of this survey is to gather student's feedback to the credit-bearing internship/placement after the completion of the course. Please select the answer that best represents your views and complete this survey. Select your answer in the boxes provided. Your feedback is essential for us in reviewing and improving the course. The information collected will be kept strictly confidential. No individual identity will be disclosed. Only the aggregated results will be reported and used for analysis.*

#### Feedback to Internship/Placement

Internship/Placement Arrangement	Very Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Very Disagree (1)	N/A (0)
1. The placement recruitment procedure is efficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I was given adequate support from the placement agency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I was given adequate feedback on my performance from my workplace supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I received support from the Industrial Attachment coordinator when I needed help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Enhancement in Transferable Competency and Skills

5. My sense of responsibility is improved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I have improved my time management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. My competence to work independently is improved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I have a greater capacity to deal with challenging tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# APPENDIX

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- |   |                          |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. I am more capable of conducting data analysis for facilitating tasks.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. I have improved my organisation and planning skills.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. My problem solving ability is improved.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. My presentation skills for expressing personal views have improved.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. I can collaborate better with others to pursue team goals.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. I am able to engage in discussions with other parties so that I can reach an agreement that is in the best interests of the organisation. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### Overall Internship/Placement Outcomes

- |   |                          |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 15. I know how to apply what I have learned from lectures in the workplace. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. I have improved my employability.                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

--Thank you for your completing this questionnaire. --

## Industrial Attachment Office – Student Focus Group Interview Schedule

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### HONG KONG SHUE YAN UNIVERSITY

#### Industrial Attachment Office

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#### Student Focus Group Interview Schedule

##### Introduction

Thank you for your coming!

At this focus group discussion, we aim to collect your opinions and suggestions on the credit-bearing internship/placement. Your feedback, whether it is positive or negative, is a valuable tool for us to review and improve the course. You should feel free to agree or disagree with what are being discussed. The data collected will be kept strictly confidential. No individual identity will be disclosed. Only the aggregated results will be reported and used for analysis.

##### Opening Question

Please introduce yourself.

##### Basic Question

What was your overall learning experience in the placement?

##### Key Questions

1. Please discuss whether the placement can help to improve your employment prospects? Why or why not?
2. What additional support and resources would you have liked to receive from the University?
3. What extra support would you have liked to receive from the placement agency?
4. Could you make any suggestions for the improvement in the IA course? What aspects related to the placement arrangement need improvement? (Feedback related to the duration and location of placement, the diversity of the nature and number of placement agencies, and subsidy of the placement is welcome)

##### Ending Question

Anything that you would like to add but did not get the chance to? Anything you feel may be important and relevant, please feel free to comment.

Thank you!

# APPENDIX

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### Checklist for Student File

**Hong Kong Shue Yan University  
Department of Business Administration  
Internship**

**Student File**

**Tasks**

- |     |         |  |
|-----|---------|--|
| ( ) | Task 1: | VeriGuide Confirmation Page                          |
| ( ) | Task 2: | Learning Contract                                    |
| ( ) | Task 3: | Student Mid-internship Self-evaluation               |
| ( ) | Task 4: | Internship Final Evaluation Report                   |
| ( ) | Task 5: | Organization Feedback Form                           |
| ( ) | Task 6: | Student Final Self-evaluation                        |
| ( ) | Task 7: | Student Feedback Form                                |
| ( ) | Task 8: | Industrial Attachment Office – Student Feedback Form |

Other Assignments kept in the student file (to be filled in by the student)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

These materials would only be made reference to in case of having doubts in the moderation exercise.

\_\_\_\_\_( )  
Name & Signature of Internship Coordinator

\_\_\_\_\_( )  
Name & Signature of Student









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