

United Arab Emirates University



Internship & Work-Integrated Learning Center



Partner Handbook

Building Bridges between the World of Learning
and the World of Work



Internship & Work-Integrated Learning Partner Handbook



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Partners in Education



Students graduating from post-secondary programs are now facing profound social, technological and economic change. Through internship, employers and educators share the responsibility to prepare students for these rapidly changing conditions. The employer becomes a co-educator and helps to develop today's students to become productive members of society.

By accepting interns, you become a partner in educating our students. You provide opportunities and experiences students cannot gain in a classroom or laboratory. As a partner in education, the United Arab Emirates University asks that you provide an instructive work environment.

Internship contributes to more than the students'

professional skills. The internship term provides an environment where students learn about working with people, communication, group dynamics, and pressures of the workplace.

Although each employer offers different opportunities to students, we want our students not only to strengthen their subject expertise, but also to gain experience in the following areas:

- Presentation skills
- Writing skills
- Planning
- Decision making
- Team work

An intern should be introduced to the work environment like any new employee. You may wish to explain to co-workers what internship is, and that the student is there to work and learn, not just observe.





The UAE University

- **Government-supported University.**
Established in 1976.
- **University Colleges:**
 - Business & Economics
 - Education
 - Engineering
 - Food & Agriculture
 - Humanities & Social Sciences
 - Information Technology
 - Law
 - Medicine & Health Sciences
 - Science
 - Shari'a
- **Approximately 700 Faculty members, all are PhD holders.**
- **Approximately 15,000 students**
(78% females, 22% male).



National Priority

His Highness the late President has called upon "Ministers, Departments, and the various business sectors to shoulder their responsibility in training and qualifying youth for direct entry into the labor market in order to demonstrate the national capability of framing the homeland future in the age of open economy. All national institutions must join hands to undertake this task."

Zayed Bin Sultan Al Nahayan
The Late President of the UAE

From HH address on the occasion of
31st National Day, December 2nd, 2002



WIL Vision

Cultivate "work-integrated learning" values within the current educational strategy of the UAEU, to render work experience a structured part of the curriculum.

Nahayan Mabarak Al Nahayan
The UAE University Chancellor

UAEU Chancellor Decree no. 146 for 2002

① WIL is a priority at the UAE University



Internship & Work-Integrated Learning (iWIL)

Definition

Internship is a structured educational program whose core is work-integrated learning in a field related to a student's academic and career goals. It is a partnership between the employer, the student and the university; each with specified responsibilities and goals.

Goals

Forces of globalization and the rapid development of knowledge-based economies and knowledge societies demand that governments and societies be more competitive in the global marketplace. This calls for:

- Building Bridges between the world of learning and the world of work.
- The preparation of graduates to become a productive workforce, i.e. to close the "knowing-doing gap", because employers no longer have sufficient time to do so.
- Promotion and support of Social Responsibility of all involved.

Aims

- Reforming and institutionalizing present internship programs. United through common operational procedures, which preserve distinctive features of each specialization.
- Building strong partnerships for effective learning systems. Uniting the University, businesses, community groups and government agencies in a collaborative effort where each of the partners realizes benefits.
- Promoting selective co-op degree programs. Advance work-integrated learning beyond the minimum internship to better serve employers and to bring proposed programs closer to accreditation.
- Enhancing student learning through academically approved work experience. Many students absorb information best when learning-by-doing. Learning through work experience unites employers and faculty in the education of tomorrow's workforce, promoting both critical thinking and employability skills.
- Developing faculty support for the integration of learning and work.

WIL Ten Quality Points

1. Quality internship assignments
2. Relevant links between internship and related instruction
3. Realistic and accurate job description
4. Effective on-the-job supervision
5. Student commitment to his/her career
6. Pertinent preparation of the student
7. Punctual academic coordination
8. Specific formal evaluations of the students' progress
9. Maintaining one job location for the entire period of internship
10. Adequate administrative support



WIL Online System

The @WIL Office is using an advanced online system with the following features:

- Unified internship registration for all students fulfilling requirements
- Intensive student preparation and career orientation through interactive pre-internship workshops
- Internship Job Bank through nationwide partnership campaigns
- Visiting faculty preparation and visit coordination
- Thorough student performance evaluation involving faculty and employers
- Built-in outcome assessment

Results of the outcome assessment:
Feedback for academic program development.

Pre-placement Workshops

An internship survey carried out by the World Association for Cooperative Education (WACE) sought to identify international best practice in this field. The WACE survey shows that more than 80% of the employers graded the students' pre-placement workshops to be most valuable for both the employer offering the internship and the student participating in it. Accordingly, ①WIL has developed a series of workshops aimed at students' preparation for the internship experience.

The first workshop will prepare students to identify and develop their career objectives and to assess their qualifications with respect to the required career skills. This workshop is intended to take the student through the stages necessary to present educational and career information as effectively as possible through a resume or CV.

The second workshop will enhance students' commitment to their prospective employers and the career choices they seek. Through this workshop students will be trained to market their qualifications for different career opportunities and to develop the communication, behavioral, and professional skills needed for job interviews.

The third workshop will provide students with a basic understanding of work ethics and employer expectations.

nternship Evaluation

Inspired by the vision of Sheikh Nahayan Mubarak Al Nahayan, The UAEU Chancellor, the internship is designed as a structured part of the curriculum to achieve the academic goals set by colleges.

Therefore, the internship assignment is equivalent to a certain number of credit hours defined by the college. The student will be evaluated and monitored jointly by faculty along with the work supervisor.

The internship evaluation system includes different components. Each one will be graded separately, and the summation of all the components will result in a final grade, which will be submitted to the banner system. However, the grade distribution over the components may differ from one college to another. In general, the internship course is graded "pass/fail".

The internship evaluation system includes the following components:

- Student's Weekly Progress Report
- Faculty Visit
- Partner Evaluation
- Final Exam
- Attendance Tracker/Notification Report

Weekly Progress Report

During the internship, the student will have to submit an online report by the end of every week. This report is one to two pages. The student should state the tasks he/she completed during the week, the ones in progress, and the ones planned. In addition, any problems or recommendations should be included. The report must be approved by the work supervisor and submitted on time. The student's academic advisor will comment and grade the report.

Faculty Visits

Faculty members are the living link with the cooperating partner. They will visit the student at the work location at least twice during the internship term. The faculty visitor will meet with the student and the supervisor for the purpose of assessing the student's professional performance.

Partner Evaluation

Towards the end of the internship term, the work supervisor will provide an overall assessment of the student's performance during the stay at the organization. A sample of the evaluation form is found in the appendices.

Final Exam

Depending on the college requirements, the final exam may include any of the following:

- Oral Presentation
- Report including detailed description of the tasks completed and the contributions made to the organization
- Specific on-site Project
- 5-Pages Essay addressing critical analysis of the work experience
- Poster illustrating the internship experience

Attendance Tracker

The UAE University attendance policy will be strictly implemented during the internship period. Absence of 5 percent results in first warning, 10 percent results in second warning, and 15 percent results in disqualification and failure of the internship course.

Advantages for Employers

- Well-prepared Short-term Employees
- Flexibility to Address Human Resource Needs
- Cost-effective Long-term Recruitment and Retention
- Access to Candidates with Sought-after Skills and/or Background
- Increased Staff Diversity
- Partnerships with Academic Programs
- Input on Quality and Relevance of Colleges' Curricula
- Promotion of Social Responsibility



Benefits for Students

Academic

- Ability to Integrate Classroom Theory with Workplace Practice
- Clarity about Academic Goals
- Academic Motivation
- Technical Knowledge Through Use of State-of-the-Art Equipment

Professional

- Understanding of Workplace Culture
- Workplace Competencies
- New or Advanced Skills
- Career Management
- Professional Network
- After Graduation Employment Opportunities

Personal

- Maturity
- Determination of Strengths & Weaknesses
- Development/Enhancement of Interpersonal Skills
- Productive and Responsible Citizenship Skills
- Lifelong Learning Skills



University Outcomes

- Wider Range of Learning Opportunities for Students
- Enriched Curricula
- Enhanced Reputation in the Employment Community
- Improved Rate of Employment of Graduates
- Increased Alumni Participation
- Partnerships with Business, Government and Community Organizations
- Increased External Support by Corporations, Foundations & Government Grants

Becoming an Internship Partner

Memorandum Of Learning Agreement (MOLA)

The Student, Internship Partner, and College Internship Administrator agree on the following responsibilities for the duration of the student's internship.

I, the Internship Student, agree to:

1. Perform to the best of my ability those tasks assigned by my training supervisor which are related to my learning objectives and the responsibilities of this position.
2. Follow all the rules, regulations, and normal requirements of the internship provider organization.
3. Fulfill the iWIL-MOLA under the direction of a faculty advisor, and consult as needed with my faculty for guidance and evaluation when receiving academic credit for placement.
4. Notify the college internship administrator of any changes I need to make in the internship assignment or of any problems that may develop during the placement.

I, the Internship Partner, agree to:

1. Provide the necessary orientation, training, precautionary safety instructions, and supervision in the execution of the placement duties and responsibilities.
2. Complete a final written evaluation of the student's performance during the placement.

I, the College Internship Administrator, agree to:

1. Maintain communication and act as a liaison between the student, the internship partner organization, and the faculty advisor.
2. Assist the student, faculty advisor, and internship partner in resolving any problems or difficulties that may arise.
3. Assess the student's placement and the internship partner's satisfaction with the learning experience.

(Internship Partner)

(Student)

(College Internship Administrator)

Date: _____

Date: _____

Date: _____

Recommendations for Internship Management

Please remember that our student interns are gaining maturity and experience while working for you. We have prepared few suggestions on how you can help your interns to be most productive.

Give clear directions.

Students may be unfamiliar with your way of doing business.

Put work into perspective.

Let the student know how the work contributes to the overall project or organization.

Give responsibility.

Assign the student tasks to be completed.

Reward and Correct.

When work is well done, say so. When

expectations are not met, correct them (whenever possible, correct in private and praise in public).

Encourage students to ask questions.

Often, students ask too few questions for fear of appearing incompetent.

Students need feedback and recognition.

Sometimes employers let problems slide because interns are there for a short time only. This perspective benefits neither side.

Ensure that the job the student gets is the one that was described by your organization.

Ensure that the student can work upon arrival.

Explain the rules.

Students must know about work hours, safety, and confidentiality.

A “Win-Win Partnership”



The UAE University colleges and their motivated students together with ①WIL are eager to team up with your organization for a “win-win” partnership in educating tomorrow's workforce: promoting both critical thinking and employability skills.

Appendices



- A ①WIL Work Supervisor Evaluation Form
- B ①WIL Student Weekly Report Form

United Arab Emirates University
 Internship & Work-Integrated Learning
 Work Supervisor Evaluation

Organization	Name				
Contact Information	Name			Title	
	Country		City		P.O. Box
	Telephone			Fax	
	Mobile			E-mail	
Student Information	Student Name			ID	
	Date	(Format: mm/dd/yyyy)			
	Training Period	1 st Semester (Aug-Jan)	Winter Break (Jan-Feb)	2 nd Semester (Feb-Jun)	
Student Performance		☒	☐	☐	
	Intellectual Skills				
	Learning/Understanding				
	☐ Excellent	☐ V.Good	☐ Good	☐ Fair	☐ Poor
	Critical Thinking				
	☐ Excellent	☐ V.Good	☐ Good	☐ Fair	☐ Poor
	Problem Solving				
	☐ Excellent	☐ V.Good	☐ Good	☐ Fair	☐ Poor
	Decision Making (Leadership)				
	☐ Excellent	☐ V.Good	☐ Good	☐ Fair	☐ Poor
	Professional Skills				
	Organizational				
☐ Excellent	☐ V.Good	☐ Good	☐ Fair	☐ Poor	
Written Communication					
☐ Excellent	☐ V.Good	☐ Good	☐ Fair	☐ Poor	
Oral Communication					
☐ Excellent	☐ V.Good	☐ Good	☐ Fair	☐ Poor	

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

☐ Excellent ☐ V.Good ☐ Good ☐ Fair ☐ Poor

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

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United Arab Emirates University
Internship & Work-Integrated Learning
 ① WIL Student Weekly Progress Report

Student Information	Student Name			ID	
	Training Period	1 st Semester (Aug-Jan) ☒	Winter Break (Jan-Feb) ☐	2 nd Semester (Feb-Jun) ☐	
	Week			Date	
Tasks Completed					1.
					2.
					3.
					4.
Tasks in Progress					1.
					2.
					3.
					4.
Tasks Planned					1.
					2.
					3.
					4.
Problems and Recommendations					1.
					2.
					3.
					4.

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