



United
Arab
Emirates
University

Internship
& Work
Integrated
Learning



STUDENT Internship Handbook

INSIDE

- Writing Effective Resume
- Internship Job Bank
- How to Choose An Internship Job
- Tips for Successful Interviews
- Setting Objectives
- Business Etiquette
- Employer Expectations
- Frequently Asked Questions





i WIL: National Priority

His Highness the Late President had 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 United Arab Emirates

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

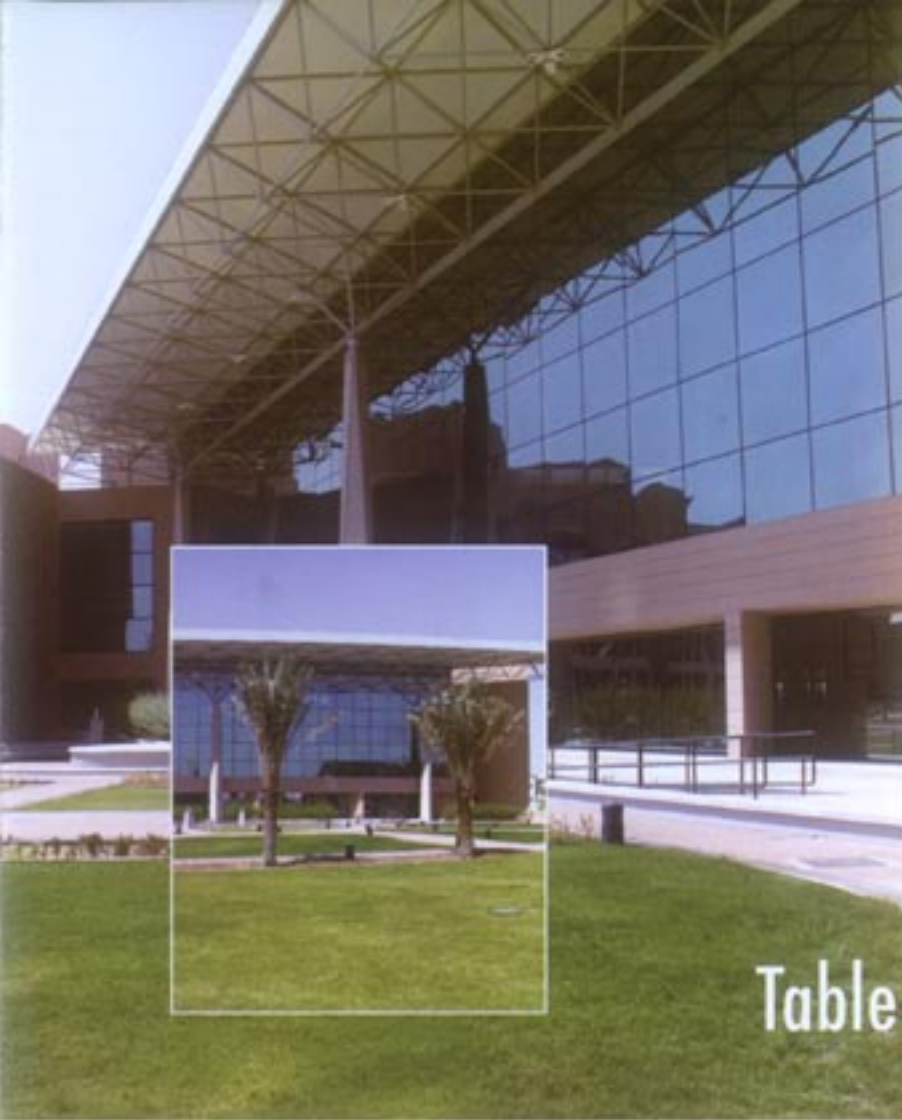
i WIL Vision

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

Nahayan Mubarak Al Nahayan

UAE University Chancellor

UAE University Chancellor Decree 146, 2002



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"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn".

Alvin Toffler



Welcome to internship at UAEU



"Develop a passion
for learning. If you
do, you'll never
cease to grow".

Anthony J. D'Angelo

On your way towards graduation, your internship will provide you the opportunity to explore your future career. It will help you confirm your career choices and discover what professionals in your major do on a daily basis. You will also discover where your talents lie.

The internship will also help you in establishing an important connection between theory and application, academic environment and real-world practice. When you see a concept in action, it will make more sense when you study it in the classroom. In addition, the internship will give you the chance to practice what you have studied.

During the internship period, you will gain several **employability skills**. As a professional employee, you will improve your communication, ability to work on teams, critical thinking, and decision making skills. Moreover, you will learn about ethics and disciplines at the work place.

The key benefit of the internship experience is offering you the ability to connect with professionals (**networking**) in your field of study. This will be among your invaluable assets as you move towards graduation and establishing your career.

Ten **i**nternship Benefits



If you are reading this handbook, it's most likely because you're going to make the first step towards your real life professional experience. Therefore, you should know what this internship program can do for you and your career.

The major ten benefits of the internship experience are summarized as follows:

1. **Gain Work Experience** and enhance resume while receiving college credit
2. **Career Exploration** and to sample the "world of work"
3. **Develop Work Skills:** Interpersonal and technological strengths
4. **Application** of classroom knowledge and theory
5. **Establish Your Identity** in your chosen career track
6. **Develop Self-Confidence** and professionalism
7. **Gain an Edge** in today's rapidly changing job market
8. **Acquire Knowledge** of professional demands in your career track
9. **Networking:** Establish professional contacts and referrals in the business field
10. **Construct Building Blocks** for future graduate studies and scholarships

In short, your internship provides the key to a more meaningful education and a brighter future.

Chapter 1



Internship Steps to success

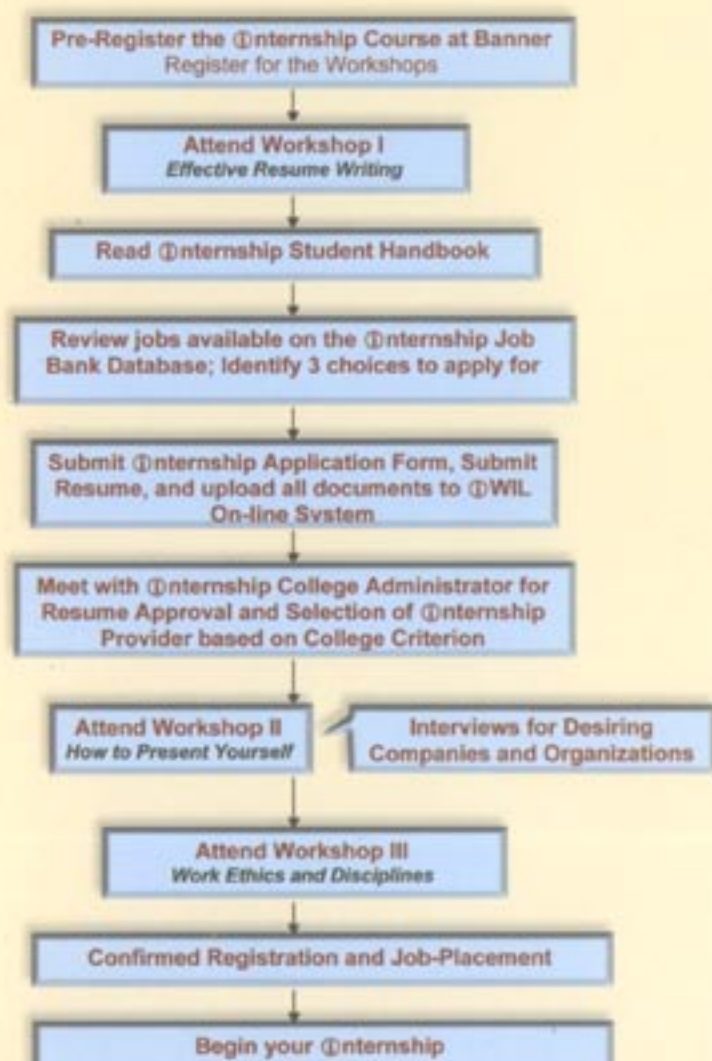
Before you begin your internship, you must apply to and be accepted into the internship course, as well as attend the mandatory workshops.

"He who would climb the ladder must begin at the bottom"

English Proverb

Chart of Sequence of Activities

The following chart summarizes the necessary steps you should complete in order for you to start your internship experience:



i n t e r n s h i p

O u t c o m e s

The internship helps you to establish the important connection between theory and application, academic environment and real-world practice. At the end of your internship experience, you will realize the scope of internship outcomes as follows:

Academic developments

- Ability to integrate classroom theory with workplace practice
- Clarity about academic goals
- Academic motivation
- Technical knowledge through the use of state-of-the-art equipment

Professional developments

- Understanding of workplace culture
- Workplace competencies
- New or advanced skills
- Career management
- Professional network
- After-graduation employment opportunities

Personal developments

- Maturity
- Determination of strengths & weaknesses
- Enhancement of interpersonal skills
- Productive and responsible citizenship skills
- Lifelong learning skills



Chapter 2

Eligibility and Academic Requirements

"Participation in the internship program has proven to be one of the best experiences I went through while at UAEU. My introduction into the corporate world made me into a stronger leader and a more wise individual"

CBE Accounting Intern

The colleges at UAE University have different internship requirements and pre-requisites. You should contact your academic advisor regarding specific college requirements to be able to register for the internship course. Also you may refer to your college specific rules and regulations regarding minimum credit hours requirements and other details.

Once the academic advisor's approval is obtained, you must register on the appropriate date through the Banner system for corresponding internship course and mandatory workshops. You should keep in mind that the pre-placement workshops attendance is compulsory to confirm internship registration. The dates of the three workshops will be posted through the Banner system.

Pre-Placement Workshops

As you are about to start a different educational experience, the preparation element is perhaps the single most important factor for a successful internship. At UAEU the successful completion of pre-placement workshops are required to confirm internship registration.

The **first workshop** will prepare you to identify and develop your career objectives and to assess your quali-

fications with respect to the required career skills. This workshop is intended to take you through the stages necessary to present educational and career information as effectively as possible through a resume or curriculum vita (CV).

The **second workshop** will enhance your commitment to the prospective employer and the career choice you seek. Through this workshop you will be trained to market your qualifications for different career opportunities and to develop the communication, behavioral, and professional skills needed for job interviews.

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

After attending the first workshop, you should submit your internship application file through the iWIL on-line system. The application file will contain the following items:

Understand that you are required to be a full-time student, earn at least a 2.0 GPA, and not fail any courses during the semester prior to your internship term.

- The on-line iWIL application form
- The on-line resume
- The iWIL MOLA agreement form
- Updated transcript
- Scanned passport copy

Chapter 3

iWIL Online System

You will be using iWIL online system from the moment you register for your internship course up to the end of your internship assignment. Automated internship operations encompass pre-placement workshops activities, job placement, keeping in contact while at site, monitoring and evaluation, and accumulating your final grade.

You will be trained on how to login and fill your application form and resume into the iWIL online system. Step by step instructions will be given to you during the workshop I.

The iWIL online system plays an essential role in the integration of the internship process between the three stakeholders: Faculty, Employer, and Student.

Faculty login to the iWIL system to audit your internship documents and your registration information. The college administrator will post to the selected employers all your documents once approved. At the work site, the academic advisor will follow up your progress automatically through the online system and evaluate weekly progress reports. Moreover, during your assignment, a faculty visitor will visit you at the work site and assess your performance.

A successful internship requires a cooperative employer to perform careful supervision and evaluation of internship students. Therefore, the employer's satisfaction of your job performance is essential for you in order to pass the internship course. The iWIL online system allows employers to login and create their own profiles and post internship jobs available at their organizations, forming the internship job bank. Furthermore, the employer will receive the candidate's internship file, review it, call for an interview if needed, and then approve the student placement. By the end of the internship course, the employer evaluates your performance automatically through the online system.

The iWIL online system is fully integrated with the Banner database. Therefore, some data will be retrieved from Banner to minimize your data entry and ensure data integrity. Your final grade is an accumulated grade; that is, weekly progress report, employer evaluation, visiting faculty report and final exam. The iWIL online system will maintain all evaluation records and post them into your grade database. Accordingly, if you don't use the online system, no grade will be given to you. Refer to the iWIL online system user manual for more details.

Can I pass my internship assignment without using the iWIL online system?

iWIL Online System is a web based information system that automates all operations related to internship. It covers all functions and procedures performed by the three stakeholders: student, college and employer.



Selecting an nternship P r o v i d e r

Chapter 4

"Choose a job you
love, and you will
never have to work
a day in your life."

Asian Proverb

Internship Job Bank

The internship Job Bank is a central database that houses all job entries offered by employers. Every job entry includes basic information about the organization along with its website and contact address, requested majors with required skills, and the corresponding job description. You may search the internship job bank which is available on-line at the IWIL website. You will have access only to jobs that are requesting your major.

How to choose an internship job?

How do you decide if the position and the organization are right for you? Consult with your parents, academic advisor, and past interns on selecting a suitable internship job.

Here are some questions you may ask yourself to help you in your decision-making process:

Assess the position:

- How do the position and the job description fit with your long and short-term career goals?
- How can the position prepare you for future opportunities?
- What career track do employees in this position usually follow?
- What are your specific job responsibilities or how will you fit the employer's needs?



Assess the organization:

- Is the job location near your hometown (remember that UAEU does not offer accommodation for internship students)? Does the employer offer a housing allowance or accommodation?
- What is the organization's culture (governmental vs. private)?
- Would you be working in a strong division or with a strong team?
- Is the organization growing or downsizing?
- How does the employer treat and train its interns (ask previous interns)?
- What has been the employer's internship rate of retention and after-graduation hiring rate (Refer to the internship job bank booklet)?
- Can you see yourself working in this organization?

Internship Planner for First Semester Academic Year 2007/08 (Full Semester Program)	
First Semester	Sun.
Internship Commences	2 Sep., 2007
Faculty Advisor Visits	Sun. – Thu.
1 st visit	9 – 20 Sept.
2 nd visit	Sun. – Thu. 4 – 15 Nov.
Internship Ends	Thu. 20 Dec.
Final Exams /	Sun. – Thu.
Presentations	23 – 27 Dec.
Results Announced	Wed. 2 Jan., 2008
Internship Registration for second semester	Sun. – Thu. 14 – 18 Oct. 2007
First Student Workshop	To be scheduled by Colleges
Steps to Success: Rules and Regulations File Preparations	
Second Student Workshop	
How to Present Yourself: Career Start-up Kit	To be scheduled by Colleges
Third (Final) Workshop	
Work Ethics and Discipline	
Placement Completed	Sat. 5 Jan., 2008

Internship Planner for First Semester Academic Year 2006/07 (8+8 Program)	
First Semester Internship	Sun.
Commences	2 Sep., 2007
Faculty Advisor Visits	Sun. – Thu.
1 st visit	9 – 13 Sept.
2 nd visit	Sun. – Thu. 7 – 11 Oct.
Internship Ends	Thu., 1 Nov.
Final Exams /	Sun. – Thu.
Presentations	4 – 8 Nov.
Results Announced	Tue. 13 Nov., 2007

Writing an Effective Resume

**"Shoot for the moon.
Even if you miss, you
will land amongst the
stars."**

Jill McLemore

Among the most important steps in your internship is preparing an effective resume.

A resume is an essential and expected part of virtually any job search. It is something that you will modify throughout your internship and beyond. Your resume often forms the first impression - and if poorly written, the last impression - on an employer. What distinguishes your resume from others is identifying a clear objective for your future career.

A resume is a compelling summary of your education, work experiences, and job competencies. It should provide an overview of your skills and summarize your

experience and education related to the job you are seeking.

Think of your resume as an advertisement or marketing tool that can assist you in capturing the employer's interest.

The first workshop is structured to guide you through all the steps to prepare an effective

resume. The support of the iWIL online system and the pre-placement workshop I can make writing a resume a pleasant experience. The next section presents the key parts of a writing a comprehensive resume.

Key Parts of a Resume

Heading - Contact Information

This section should contain your name, address, phone numbers (home, mobile), UAEU e-mail address, and personal home page (if it represents you positively).

Career Objectives

Having a well-stated goal or objective gives the employer clarity and some indication of what you are trying to accomplish in your career. An objective is a brief, concise statement of your career goals and interests. It describes the kind of job opportunity you are looking for.

Examples

- An internship position that will enable me to bridge my academic knowledge with real-world experience.
- To learn more about the work practice in the field of xxxx, to enhance my capabilities in working with groups, to understand more of the work ethics, responsibilities, and expectations.



Education

Include the name of your college, major and degree expected, anticipated graduation date, enrollment dates, credit hours finished, and GPA. If you attended more than one college, list the most recent one first.

Courses

List the courses relevant to your major and the internship. State clearly the name of the courses; do not use abbreviations.

Experience

Include all previous job experience (full time, part time, volunteer, or even experiences in the classroom). In writing this section, list the name of the company, the job title, and the dates of your experience. Describe your job responsibilities in action verbs (such as trained, planned, designed, supervised, increased, represented, etc.). Provide the reader with a scope of your responsibilities and job-related accomplishments.

Highlight any problems you have solved and any special projects you have been involved in.

Skills

The skills could be computer skills, communication skills, technical skills, foreign language, organizational skills, etc.

Honors and Awards

List honors, awards and scholarships that make you a distinguished individual.

Examples:

- Distinguished Student of the Year-2002.
- Placed 2nd in the Qur'an Memorizing competition.

References

List the names, addresses, and contact information for two references whom you think are aware of your academic background or previous work experience (include your academic advisor). Make sure that you inform your references before using their names.

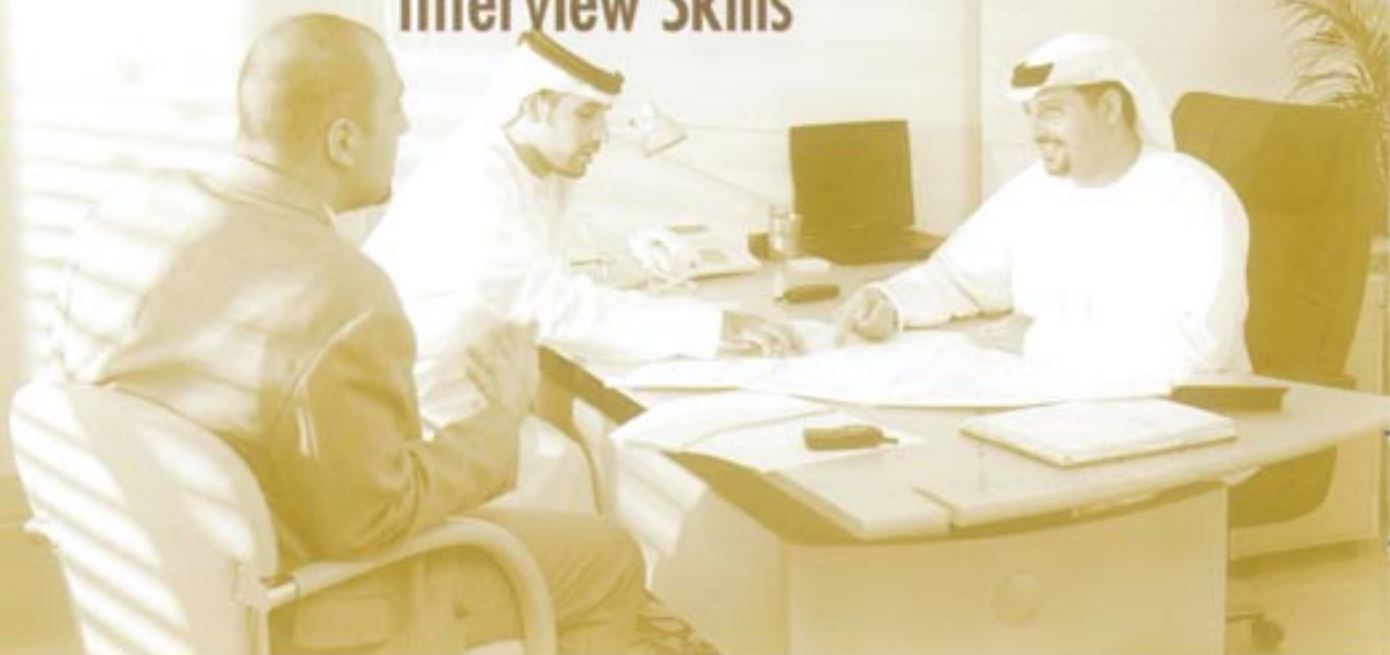
Writing Tips and Guidelines

- Write in a consistent style (keep date formats and tenses consistent throughout the resume.)
- Stay with action verbs and avoid using "I."
- Edit and proofread for typographical, spelling, and grammatical errors. Have someone else review and proofread your resume.
- Do not use abbreviations or acronyms; spell out words/organization names.
- Present only positive and relevant information. DO NOT include your health, height, weight, or other unnecessary personal information.
- Follow resume writing tips given to you during workshop I.



Chapter 6

How to Present Yourself: Interview Skills



Interviewing is a critical step you will undergo in any future job search. It is important to learn about and be prepared for interviews. Such preparation will help you gain an edge over other candidates competing with you for the same position. However, for UAEU internship placements, not all employers require an interview.

*Would you consider
taking an exam
without preparing
in advance?
Of course not!*

For interviewers, finding the “right match” means that they have identified individuals capable of performing and meeting the immediate challenges. More importantly, they hope the individuals have the potential to be future resources and assets to the organization. You are being interviewed to determine whether you have the qualifications necessary to do the job and whether a mutually rewarding professional relationship can be formed. Similarly, you must determine whether you can be successful in the available position and whether the company will give you the opportunity for growth and development. Present yourself in the best possible way. However, be yourself; everyone has the same goal - the “right match.”

Your skills are your stronger selling points. It is not as effective to state that you are skilled at something as it is to give an example of how you are skilled at something. Use descriptive action verbs and include the outcome. Be prepared to talk about the following skills:

- Technical
- Organizational
- Communications
- Interpersonal
- Research
- Leadership
- Teamwork
- Problem Solving

This section provides you with general tips that are applicable to all students regardless of their academic background.

Interview Tips

Look Sharp

Before the interview, select your outfit. Even if the company has a casual environment, you don't want to look like you slept in your clothes. Above all, dress for confidence. If you feel good, others will respond to you accordingly.

Be On Time

Never arrive late to an interview. Allow extra time to arrive early to the interview location, allowing for factors like getting lost. Enter the building 10 to 15 minutes before the interview.

Know About the Company

Learn about the company before the interview and search as much as possible about its services, products, customers and competition. This will give you an edge in understanding and addressing the company's needs. The more you know about the company and what it does, the better chance you have of selling yourself.

Be Prepared

Bring along a folder containing extra copies of your resume, a copy of your references and paper to take notes. You should also have questions prepared to ask at the end of the interview.

Show Enthusiasm

Plenty of eye contact demonstrates confidence. Speak with a confident voice, even though you may feel shaky.

Listen

One of the most neglected interviewing skills is listening. Make sure you are not only listening, but also reading between the lines. Sometimes what is not said is just as important as what is said.

Answer the Questions Asked

Candidates often don't think about whether or not they actually are answering the questions asked by their interviewers. Make sure you understand what is being asked, and get further clarification if you are unsure.

Give Specific Examples

One specific example of your background is worth a lot. Prepare your stories before the interview. Give examples that highlight your successes and uniqueness. Your past behavior can indicate your future performance.

Ask Questions

Many interviewees don't ask questions and miss the opportunity to find out valuable information. Your questions indicate your interest in the company or job.

Follow Up

Whether it's through email or regular mail, the follow-up is one more chance to remind the interviewer of all the valuable traits you bring to the job and company. You don't want to miss this last chance to market yourself.

Tips on Answering Most Common Behavioral Interview Questions

What are your weaknesses?

This is the most important question of all. Handle it by minimizing your weaknesses and emphasizing your strengths. Stay away from personal qualities and concentrate on professional skills: "I am always working on improving my communication skills to be a more effective presenter. I recently joined XXXX, which I find very helpful."

Why should we hire you?

Summarize your experiences: "With background in the xxxx and my records and certificate, I am sure I could contribute to your company and add to your team."

Why do you want to work here?

The interviewer is listening for an answer that indicates you've given this some thought and are not sending out resumes just because there is an opening. For example, "I've selected key companies whose mission statements are in line with my values and career objectives."

What are your goals?

Sometimes it's best to talk about short-term and intermediate goals rather than locking yourself into the distant future. For example, "My immediate goal is to get a job in a XXXX company that has a good reputation, and where the work environment would enable me to illustrate my capabilities. I hope to eventually grow into a position of responsibility."

What makes you most satisfied in your job?

The interviewer wants to know what motivates you. If you can relate an example of a job or project when you were excited, the interviewer will get an idea of your preferences. "I was very satisfied in my graduation project in xxxx because I worked directly on solving problems that relate to xxxx (describe your project). I guess working along the same line would make me quite excited."

"The important thing is never to stop questioning"

Albert Einstein

What can You do for us that other candidates can't ?

What makes you unique? This will take an assessment of your experiences, skills and traits. Summarize concisely: "I have a unique combination of strong technical skills and the ability to build strong relationships and connections. This allows me to use my knowledge and fit within your working team."

Interview Questions

Questions You Might be Asked

- Why did you choose to apply for our company?
- What do you know about our company?
- Tell me about yourself?
- What are your strengths?
- What are your weaknesses?
- Can you give an example of a time you worked on a team to complete a project?
- What do you know about the position you are applying for?
- Why did you choose your major?
- How would you describe your ideal job?
- What criteria you use to evaluate the company for which you will work?
- What are your short-term goals?
- What are your long-term goals?
- Tell us more about your experience?
- Why should we hire you?

Questions You May Ask

- What is the exact title of the position?
- What are the specific duties?
- What kind of assignments would I have in the first year?
- What kind of training programs do you have?
- How long does the training last?
- What qualities do you look for?
- What are your expectations?
- How much travel is normally expected?
- How frequently do you relocate your employees?
- What are the short- and long-term plans of your company?
- When shall I expect to hear from you?

Chapter 7

Work Ethics



To know about work ethics ask yourself the following three questions :

- Is this legal?
- Is this against company policy?
- Can I sleep at night if I do it?

No matter who you are or where you are within your organization, you must build credibility and keep away from all that might destroy it. Consider this your number one priority throughout your career, and promise yourself you will never get caught in a situation that forces you to compromise your credibility.

Five Be's  **to Enhance Your Credibility**

And Five Mistakes  **to damage it!**



Be Enthusiastic

Enthusiasm is contagious, and so is the lack of it. No matter what the job is, complete it with a sense of urgency.



Failing to Keep Up with Your Field of Expertise

No matter what field you're in, there are almost always changes. If you don't stay ahead of the advances, others will see you as a weak leader. People want to follow leaders who are current, knowledgeable and confident.



Withholding Information

Good leaders and team members do not keep information from others. When you withhold information, it is perceived as being controlling at best, lying at worst.



Be Optimistic

Negativity in the workplace is destructive. Your boss doesn't want to hear what's wrong with a project; he wants to hear your suggestions for making it better.



Be Flexible

You can't survive in business today while resisting change. Show you can handle change by volunteering for a new project or by helping others with change.



Not Telling the Truth

Lying to your staff and customers or fellow employees is always a terrible idea. You must recognize that self-serving behavior is the trail to organizational suicide. Be honest with others, and you will better serve yourself and your organization in the long run.



Trying to Get People to Like You Rather Than Respect You

Typically, a person who is trying to be liked rather than respected is perceived as insincere and non-credible. These people run into meetings all smiles and try to shake hands with everyone, but they are not the least bit interested in anyone and are only interested in their own agendas.



Be Cooperative

Since companies must do more with fewer resources, teamwork is essential. If you insist on having your own way or controlling others, your career will run into a brick wall.



Be Creative

What process can be improved? How can you make things easier for customers? Use your creativity to continuously improve processes, and you will stand out.



Not Accepting Responsibility

If you're not willing to accept personal responsibility for what you do, then you will lose credibility.

Chapter 8

①nternship at Site



Job Objectives

"It is not enough to do
your best; you must
know what to do, and
THEN do your best."

W. Edwards Deming

After a week on the internship assignment - when you have met new people, became familiar with your job description, and oriented yourself to the company's policies and procedures - it's time to develop job objectives.

A job objective is essentially a guideline that you create with your employer to determine the tasks you want to accomplish, how you will get them done, how your performance of the tasks will be evaluated, and in what time frame the tasks will be completed. A job objective can also be a learning objective, defining skills that you want to learn or improve upon. Because job objectives can be used later on as a guide in evaluating your performance and success, they should be realistic and achievable. It is important to discuss your job objectives with your work supervisor as early as possible. This will help you develop a useful plan for your internship assignment.



"Good
manners will
open doors
that the best
education
cannot."

Clarence Thomas

Job Objectives may include the following:

- Technical skills that you need or want to learn.
- Tasks to practice that will help you enhance your performance.
- Interpersonal and communication skills that you want to develop and improve.

Business Etiquette

Ahmed was an internship student working on an industrial site in the UAE.

One day he decided that things were going a little slowly at work and that to pass time he would bring in his video camera and film the company projects and employees, even though the company's employee manual stated that taking photos of any kind within the organization was not permitted. What happened to Ahmed after the videotaping episode? He was (a) asked to videotape the next company picnic, (b) offered a new programming project to relieve his boredom, or (c) fired. You guessed it. He was kicked out the door along with his camera (but not the tape, which was taken away).

During your internship assignment, your behavior does not only represent you, but also it reflects the UAEU image and its reputation in the labor market. It is your responsibility to maintain appropriate conduct and avoid the following behaviors:

- Sleeping on the job
- Coming to work late or leaving early
- Taking a sick day without calling
- Using the company phone to make personal calls
- Surfing the internet, chatting or working on other personal projects during work time
- Having a lousy attitude
- Failing to follow the directions of your supervisor

Now let's consider professional behaviors expected from a UAEU student at work:

- Report to work regularly on time.
- Notify your supervisor immediately and report to your college coordinator if an emergency causes you to be late or absent.
- Abide by regulations and working hours as defined by the employer.
- Dress appropriately for the work environment and in accordance with the employer's dress code.
- Conduct yourself in a professional and business-like manner.
- Handle disputes and conflicts in a mature and professional fashion.
- Consult your supervisor if unsure about procedures or expectations related to the assignment.
- Do your best to contribute innovative ideas and participate as a valuable member of the work team.

Remember that making a sincere effort to produce high-quality work will contribute significantly toward your success as an internship employee and your professional skills development for your future career.

Employer Expectations

Ability to Communicate

- Do you have the ability to organize your thoughts and ideas effectively?
- Can you express them clearly when speaking and writing?
- Can you present your ideas in a persuasive way?

Intelligence

- Can you understand assignments?
- Can you learn details of operation?
- Can you contribute ideas to your work?

Self-Confidence

- Are you able to deal positively and effectively with situations and people?

Willing to Accept Responsibility

- Are you someone who recognizes what needs to be done and are willing to do it?

Initiative

- Do you have the ability to identify the purpose of the work and to take action?

Imagination

- Can you confront and deal with problems that may not have standard solutions? Think out-of-the box!

Energy Level

- Do you demonstrate the energy and capacity to make things move ahead?
- Can you maintain your work effort at an above-average rate?

Interpersonal Skills

- Do you encourage individuals to become effective, enthusiastic members of the team?

Self-knowledge

- Can you realistically assess your own capabilities?
- Can you see yourself as others see you?
- Can you clearly recognize your strengths and weaknesses?

Ability to Handle Conflict

- Can you successfully handle stressing situations?

Competitiveness

- Do you have the capacity to compete with others?
- Are you willing to be evaluated by your performance in relation to that of others?

Goal Achievement

- Can you identify and work toward specific goals?
- Do such goals challenge your abilities?

Vocational Skills

- Do you possess the combination of education and technical skills required for the position you are seeking?

Direction

- Have you defined your goals?
- Have you determined what type of position will fit your knowledge, skills and goals?

Flexibility

- Are you capable of adapting to change and being receptive to new situations and ideas?

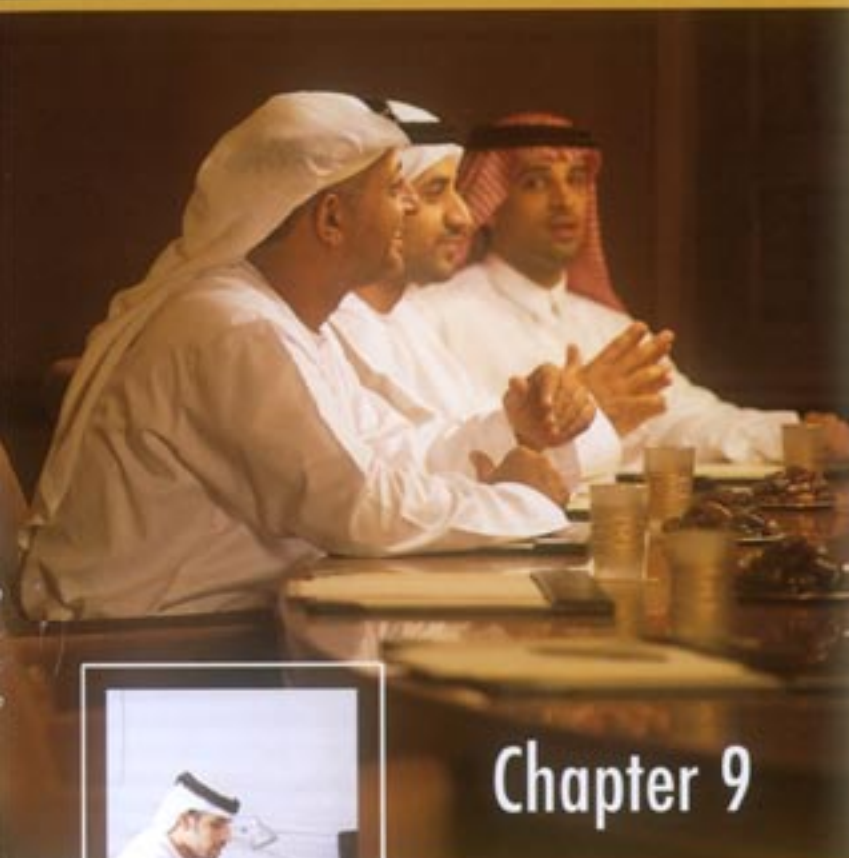
Leadership

- Can you guide and direct others to obtain a recognized objective?
- Will you be liked and respected by the team you lead?



Internship Planner for Second Semester Academic Year 2007/08 (Full Semester Program)	
Second Semester	Sun.
Internship Commences	3 Feb., 2008
Faculty Advisor Visits	Sun. - Thu.
1 st visit	10 - 21 Feb.
2 nd visit	Sat. - Wed. 6 Apr. - 17 Apr.
Internship Ends	Thu., 22 May
Final Exams / Presentations	Sun. - Thu. 25 - 29 June
Results Announced	Wed. 4 June, 2008
Internship Registration for first semester	Sun. - Thu. 16 - 20 Mar., 2008
First Student Workshop	To be scheduled by Colleges
Steps to Success: Rules and Regulations File Preparations	
Second Student Workshop	
How to Present Yourself: Career Start-up Kit	To be scheduled by Colleges
Third (Final) Workshop	
Work Ethics and Discipline	To be scheduled by Colleges
Placement Completed	
	Sat. 7 June, 2008

Internship Planner for Second Semester Academic Year 2007/08 (8+8 Program)	
Second Semester	Sun.
Internship Commences	3 Feb., 2008
Faculty Advisor Visits	Sun. - Thu.
1 st visit	10 - 14 Feb.
2 nd visit	Sun. - Thu. 9 - 13 Mar.
Internship Ends	Thu., 27 Mar.
Final Exams / Presentations	Sun. - Thu. 30 Mar. - 3 Apr.
Results Announced	Tue. 8 Apr., 2008



Chapter 9

Internship Evaluation

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

Therefore, your internship assignment is equivalent to a certain number of credit hours defined by your college. You will be evaluated and monitored jointly by your faculty along with your work supervisor, even though you are spending your internship term in carrying out your job assignment according to the supervisor's instructions.

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 elements may differ from one college to another. In general, the internship course is graded "pass/fail". Therefore, you must accumulate 60 percent to obtain a passing grade. Contact your college internship administrator to find the grade breakdown.



**"The only place Success comes before
Work is in the dictionary."**

Vince Lombardi

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 your internship, you will have to submit an online report by the end of every week. This report should be one to two pages. You should state the tasks you 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 your work supervisor and submitted on time. Your academic advisor will comment and grade your report.

Faculty Visits

Faculty members are the living link with the cooperating partner. They will visit you at the work location at least twice during your internship term. The faculty visitor will meet with you and your supervisor for the purpose of assessing your professional performance. This is an opportunity for you to express any concerns that you might have regarding your work environment.

Partner Evaluation

Towards the end of your internship term, your work supervisor will provide an overall assessment of your performance during your 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-Page essay addressing critical analysis of your work experience
- Poster illustrating the internship experience.

Attendance Tracker

The UAE University attendance policy will be strictly implemented during your 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.



Chapter 10

Q & A

Where can I find more information about iWIL internship programs?

More information are available at our website: <http://iwil.uacu.ac.ac>.

What is the iWIL online system?

The iWIL online system is a web based information system developed to automate all internship program processes. It provides an interactive channel between the three stakeholders: student, employer and college.

What is the iWIL Planner?

The iWIL planner represents the internship calendar actions during the whole academic year and the associated deadlines.

Who qualifies for internships?

In general, junior and senior students are eligible for the internship; however eligibility rules differs from one college to another. Review your curriculum plan with your academic advisor to know exactly when you are eligible.

What are the objectives of students' pre-placement workshops?

Students' workshops are mandatory to complete internship registration. The aim of those workshops is to prepare students for the internship through condensed orientation. The workshops instruct students on how they should identify their career objectives, write an effective resume and other communication skills and work ethics.

What is the MOLA agreement?

The MOLA is an agreement form signed by three stakeholders; student, college administrator and employer representative. It defines the responsibilities to be carried by each stakeholder during the internship assignment. Your violation of any of the conditions listed in the agreement would result in disqualification and failure of the internship.

How can I apply for the internship?

Register for the internship course and for the corresponding workshops with the Banner system. The attendance of all workshops is obligatory. Workshop 1 will provide you with necessary steps and instructions to complete your registration.

What happens if I don't attend the students' workshops?

You will be disqualified from the internship.

How do I find a suitable internship job?

While filling out the internship application form, you will have the opportunity to browse through available jobs in the internship job bank. You need to identify three choices matching your career objective. The final selection will be approved after consulting with your college internship administrator based on college criteria.

How is the internship course graded?

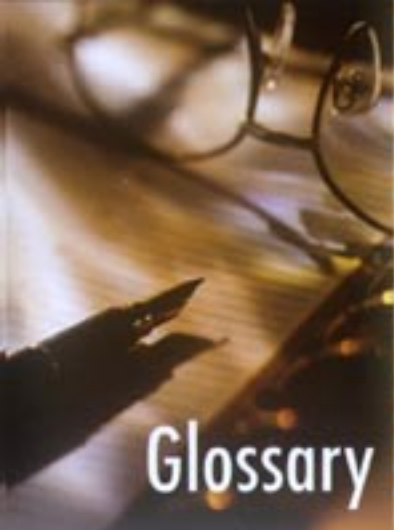
The internship course is graded "pass/fail". You must achieve 60 percent to obtain a passing grade.

Would I receive academic credit hours for an internship assignment?

Yes, the number of credit hours is defined by your college.

Will there be any type of compensation to the interns?

The university provides neither accommodation nor financial compensation to internship students; however some employers may compensate students.



Glossary

①WIL

Internship and Work-Integrated Learning unit in the UAEU established as the keystone of the Chancellor's vision. Its mission is to cultivate the values of work-integrated learning as an integral part of the university's educational strategy.

Internship Job Bank

A central database that houses all job entries offered by partners.

Internship Partners

Public and private organizations that provide internship jobs for UAEU students.

Academic Advisor

A faculty member of the student's academic department that provides mentorship to the student's academic plan. This advisor approves the student's eligibility for the internship course and follows the intern's weekly progress.

Faculty Visitor

A faculty member that is considered as the living link with the cooperating employers. The faculty visitor's role is to evaluate the intern's professional performance at the work site.

Work Supervisor

A member of the partner organization that provides close supervision at the worksite and shares his own professional expertise with the intern.

College Internship Administrator

A college staff member who maintains communication and acts as a liaison between the student, internship partner and faculty advisor.

Pre-placement Workshops

Preparatory interactive lectures to guide students about resume writing, interviewing, success on the job, dealing with conflict, and ethics in the workplace.

MOLA

Memorandum Of Learning Agreement signed by the student, internship partner, and college administrator, defining the responsibilities of each of the three stakeholders.

IWIL On-line System

A web based information system that automates all operations related to internships.

Appendices

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United Arab Emirates University
 Internship & Work Integrated Learning
 ⓘ WIL Application Form

Internship Term

Term

Academic
Year

Personal Details

First Name

Middle

Last Name

Gender

M

☐

F

☐

Birth Date

(Format: mm/dd/yyyy)

Nationality

Marital
Status

Address

Street

Area

Emirate

P.O. Box

**Contact
Information**

Telephone

Fax

Mobile

E-mail

**Academic
Information**

College

Major

Credit Hours
Passed

Credit
Hours
Enrolled
This
Semester

GPA

**Guardians
Information**

Name

Name

Emirate

Emirate

B.O. Box

B.O. Box

Telephone

Telephone

Mobile

Mobile

United Arab Emirates University
Internship & Work Integrated Learning

In the space below, list your preferred training providers.

**Internship
Provider**

Internship
Provider
Name

Option 1

Internship
Provider ID

Emirate

Area of
Specialization

Internship
Provider
Name

Option 2

Internship
Provider ID

Emirate

Area of
Specialization

Internship
Provider
Name

Option 3

Internship
Provider ID

Emirate

Area of
Specialization

Place a recent photo
here

Abu Dhabi- XXXXX street

Tel: 02-xxxxxxx

Mobile: 050- xxxxxxx

Fax: 02-xxxxxxx

E-mail: xxxxx@uaeu.ac.ae

Student Name

Career Objectives

To establish a career in XXXXXX

Education

Current College Enrolment

19XX-Present XXXXX -UAE University

Currently fulfilling the course requirements towards the B.Sc. Degree in XXXX.

Previous College/University Enrolment

19XX-19XX Department of XXXX- XXXXX college- UAE University

Covered xxxx credit hours of courses.

Courses

List courses related to your major area of study

- Structural Design
- Advanced Fluid Mechanics
- xxxxxxxxxxxxxxxx
- Soil Mechanics
- xxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxx

Skills

Using action words to maximize the impact, describe how your background and strengths would make you a strong candidate for the position you are seeking. This section should be concise, contain action words, and should sell your most marketable experiences and abilities.

Computer/Programming Skills

- List software here (e.g. MS Word)
- MS Excel, xxxxxxxxxxxxxxxx

Communication Skills

- Competent in oral and written XXXXX
- Fluency in XXXX technical writing

Organization Skills

- xxxxxxxxxxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxxxxxxxxxx

Interpersonal Skills

- Efficient, self-motivated, xxxxxxx
- Can work independently and in groups

Other Skills

- xxxxxxxxxxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxxxxxxxxxx

Experience

List all your previous/current work experience

19XX-19XX United Arab Emirates University

Job Title (e.g. Research Assistant)

Participated in the data collection for XXXXXXXX.

Participated in the XXXXXXXXXXXXXXXXXXXX.

Honours and Awards

Distinguished student of the year- Faculty of XXXXX.

Distinguished Student grant by XXXXXXXXXXXXXXXX.

Certificate of XXXXXXXXXX.

Accomplishments

Academic Accomplishments

- Data collection in the research project titled "XXXXXXXX" by "Name of Professor", 2002
- Analysis of data results in the research project titled "XXXXXXXX" by "Name of Professor", 2003
- XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Other Accomplishments

- XXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXX

Membership Societies

XXXX student chapter
Faculty of XXXXX- Student Union- Member
XXXXXXXXXXXXXXXX

Interests

Computers, Reading, Programming, Swimming, etc.

References

Dr. XXXXXX XXXXXX (Academic Advisor)

Department of XXXXXX
Faculty of XXXXX
UAE University
Tel: XXXXXXXX
Fax: XXXXXXXX
E-mail: XXXXXX@uaeu.ac.ae

Dr. XXXXXX XXXXXX

Department of XXXXXX
Faculty of XXXXX
UAE University
Tel: XXXXXXXX
Fax: XXXXXXXX
E-mail: XXXXXX@uaeu.ac.ae

①WIL

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 ①WIL-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: _____

United Arab Emirates University
Internship & Work Integrated Learning
**iWIL Student Weekly Progress
Report**

Student Information

Student
Name

ID

Training
Period

1st Semester
(Aug-Jan)

☒

Winter Break
(Jan-Feb)

☐

2nd Semester
(Feb-Jun)

☐

Week

Date

Tasks Completed

1.

2.

3.

Tasks In Progress

1.

2.

3.

Tasks Planned

1.

2.

3.

**Problems and
Recommendations**

1.

2.

3.

United Arab Emirates University
 Internship & Work Integrated Learning
 Faculty Visitor Evaluation

Visiting Faculty
 Information

Faculty Name		Title	
Faculty		Department	
Telephone		E-mail	

Organization

Name	
Training Location	
Date of Visit	(Format: mm/dd/yyyy)

Student
 Information

Student Name		ID	
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

United Arab Emirates University

Internship & Work Integrated Learning

Computer/Technical Skills

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Social Skills

Interpersonal

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Initiative

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Reliability

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Level of Professionalism

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Work Ethics

Attendance

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Time Management

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Credibility

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Abidance to Work Standards

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Overall Assessment of Student

☐Excellent ☐V.Good ☐Good ☐Fair ☐Poor

Other Comments and/or Suggestions

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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

1st Semester
(Aug-Jan)

Winter Break
(Jan-Feb)

2nd 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

United Arab Emirates University

Internship & Work Integrated Learning

Oral Communication

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

Computer/Technical Skills

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

Social Skills

Interpersonal

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

Initiative

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

Reliability

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

Level of Professionalism

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

Work Ethics

Attendance

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

Time Management

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

Credibility

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

Abidance to Work Standards

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

Overall Assessment of Student

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

Other Comments and/or Suggestions

--

Student Checklist

A. Internship Registration

- ☐ 1. Talk with faculty in your field, your academic advisor and past interns to develop a vision of the learning experience you would like from your internship.
- ☐ 2. Contact your academic advisor regarding specific college requirements and the minimum credit hours needed to be eligible for internship.
- ☐ 3. Understand that you are required to be a full-time student, earn at least a 2.0 GPA, and not fail any courses during the semester prior to your internship term.
- ☐ 4. Register for the internship course at the banner system, and find the internship course number and the corresponding CRN.
- ☐ 5. Register for internship pre-placement workshops. Remember that failure to attend disqualifies you from the internship course.

B. Internship Preparation

- ☐ 1. Read and understand the IWIL student handbook.
- ☐ 2. Attend Workshop I.
- ☐ 3. Log in to IWIL on-line system and browse through the internship job bank.
- ☐ 4. Consult your parents, academic advisor, and past interns about finding a suitable internship job. (Remember that the university provides neither accommodation nor financial compensation to internship students.)
- ☐ 5. Submit on-line the following: Application form, resume, passport copy.
- ☐ 6. Meet with internship college administrator for resume approval and selection of suitable employer based on college criterion.
- ☐ 7. Attend workshop II.
- ☐ 8. Check if your selected employer requests an interview.
- ☐ 9. Follow-up with college internship administrator about the employer's approval of your internship assignment until your job placement is confirmed.
- ☐ 10. Submit the hard copy of MOLA agreement signed by you to the internship college administrator.
- ☐ 11. Attend workshop III.

C. Internship at Site

- ☐ 1. After Arrival at your internship site, confirm that the address and telephone number for contacting you during you internship, is correct.
- ☐ 2. Report to work supervisor on start date. Discuss your job with the work supervisor and define your job objectives and task assignments.
- ☐ 3. Maintain regular contact with your college internship administrator throughout the work period to discuss concerns or any problems that may rise.
- ☐ 4. Be sure to submit your weekly report at the end of each week with the approval of your work supervisor.
- ☐ 5. View your graded weekly progress report corrections and seriously consider the academic advisor comments for next submissions.
- ☐ 6. Make sure that your employer provides you with feedback throughout the semester and completes the employer evaluation form at the end of the internship assignment.
- ☐ 7. Contact your college internship administration for final exam instructions.

Internship Hotline

Internship and Work-Integrated Learning (WIL)

Mr. Michael Rjeily	(Office Manager)	03-7133036	iwil@uaeu.ac.ae
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Mr. Murtada Al Amin	(Mass Communication)	03-7134076	Murtada.Amin@uaeu.ac.ae
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Mrs. Kamla Al Bady	(Social Work)	03-7134790	Sowork@uaeu.ac.ae
Mrs. Wafa' Al Shamisi	(Family Science)	03-7134129	W_alshamisi@uaeu.ac.ae
Mrs. Magda Al Badawy	(Political Science)	03-7132802	Magdaa@uaeu.ac.ae

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Mr. Ezat Ismail	(Males)	03-7671001	Ezatfar@uaeu.ac.ae
Mr. Mohamed Shahid	(Females)	03-7134209	Mohamed.Shahid@uaeu.ac.ae

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Sharia & Law

Mrs. Zahra Al Saadi		03-7134743	Fsisa@uaeu.ac.ae
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Food Systems

Mr. Abu El Majed Matwally		03-7133464	A.Elmatwally@uaeu.ac.ae
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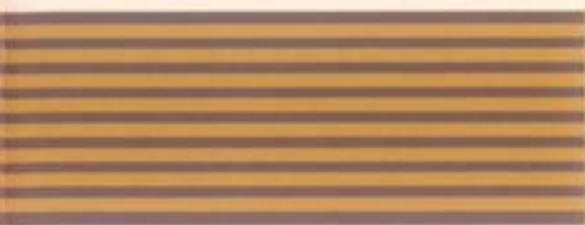
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Mr. Mohammad Ghanim	(Architecture)	03-7622318	Mohammad.Ghanim@uaeu.ac.ae

Information Technology

Mrs. Dalal Al Ahbabi		03-7133688	D.Alahbabi@uaeu.ac.ae
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Notes



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ΦWIL - UAE University

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Fax: +971-3-7634650
E-mail: iwil@uaeu.ac.ae
Website: <http://iwil.uaeu.ac.ae>



Summary

Your internship assignment may be one of the best experiences you undergo as you complete your degree requirements. UAEU students who have completed their internship assignments agree that the internship was well worth the time they invested in it, and that they advise other students to learn as much as they can from this program. The application of classroom knowledge and theory into a real-life professional experience results in a truly complete education.

The iWIL office works with ALL academic departments at UAEU. Therefore, this handbook addresses ALL UAEU students regardless of their majors. It covers the benefits of the internship, the process to start this experience, and the requirements and procedures to successfully complete your internship assignment. Now that you've read this handbook, keep it and refer to it for future needs. Although the handbook contains a lot of useful information, it is no substitute for the guidance of your academic advisor, to whom you should always refer.

Your internship can help you create a successful start-up to your career by gaining work experience related to your studies and establishing a network of professional contacts. However, you must do your best in this assignment. Give your employer all your efforts while learning as much as possible.

Best wishes for success!

① WIL Unit



Internship & Work-Integrated Learning

"21st Century Empowered Graduates"

