

Laurentian Leadership Centre Student Internship Handbook

POLS 395/396, HIST315/396, BUSI 395/396, COMM 353/356

LLC TWU INTERNSHIP PROGRAM

GENERAL INFORMATION FOR STUDENT INTERNSHIPS

Introduction to TWU and the Laurentian Leadership Centre

Trinity Western University is a not-for-profit Christian liberal arts university based in Langley, British Columbia. A member of the Association of Universities and Colleges of Canada, it is a fully accredited degree granting institution with over 3,500 students.

In 2001, TWU purchased the old J.R. Booth House (formerly the Laurentian Club) at 252 Metcalfe Street. Each semester up to 23 third and fourth year undergraduate students live in this heritage landmark (designated a National Historic Site for architectural significance) for three and a half months while taking a common academic course of study and pursuing internship placements in offices relevant to their degree majors.

The LLC Internship Program

Coordinated by the Centre's Director, the LLC Internship Program offers students the opportunity for experiential learning through exploring a complex set of new experiences in a practical work setting.

An "internship" is defined as a structured and supervised professional work-learn experience within an approved government office, non-profit organization, or business for which a student can earn academic credit. The "hands on" training at the work site provides a chance for students to apply theoretical knowledge to actual situations. The learning, which results not only increases the student's understanding of the field, also enhances his/her academic experience by providing new perspectives.

As an intern, the student is involved in a unique three way partnership that includes the student, the approved internship supervisor and the program's director. While LLC students will be "ambassadors" for the LLC program, they will not be representing the university in any official capacity.

The following points address some frequently asked questions about the internships:

a) Academic Credit

Internships provide students with the opportunity to earn six semester hours of academic credits at Trinity Western University or at other institutions if they consent to accept the transfer credit. The internship is evaluated as PASS/ FAIL. Questions about academic credit should be taken up with the LLC Director or with the student's academic advisor at TWU.

For students completing a SOCI internship, these internships are supervised by the Sociology practicum coordinator and co-supervised by the LLC Director. Please complete assignments as requested by SOCI and copy them to the LLC Director. The Sociology coordinator will assign your grade.

b) Appropriate Assignments

Because academic credit is involved, it is expected that internship tasks will be of a substantive and academically relevant nature. While the specific nature of tasks and final product will differ between offices, work should challenge the student intern to think and provide learning opportunities. While some administrative and clerical work is part of every job (from corporate CEO or political Chief of Staff down), it is expected that such tasks will not be a substantial component of an intern's daily work. Generally, expectations about the nature of work in an internship should be clear from initial conversations with the supervisor and formalized in the Internship Learning Agreement. Students having concerns about assigned tasks, however, should raise the issue with the program director as soon as possible.

c) Hours of Work

Student interns require at least 200 hours at work in a 12 week semester beginning either in early September or early January. Students and supervisors may arrange a work schedule that takes into account required classroom attendance. It is preferable that interns work a standard schedule from week to week. The supervisor is asked to bear in mind, however, that students must also balance a challenging class load along with their internship expectations. Finally, note that 200 hours should be understood as the minimum, not the target. Working 4 hours a day for the 12 week semester will mean that students usually approach 240 hours and, apart from sickness, a late start to the internship or other exceptional circumstances, this should be considered the norm. Students may not "quit" the internship upon completing 200 hours, nor may they take weeks off from the internship during the intensive course (currently POLS 392).

d) Insurance Coverage

Sometimes supervisors ask for confirmation that student interns are fully insured against accident and liability. As registered full time students at Trinity Western University, all LLC interns are covered by the university's insurance policy. Upon request, the Director can arrange for supervisors to receive written confirmation of coverage.

e) Confidentiality

In allowing a student intern into their offices, supervisors are agreeing to grant a stranger access to their physical space, equipment, files, and most importantly to the corporate culture of their organization. Therefore, it is essential that student interns show discretion and high regard for confidentiality in their dealings with individuals outside the office. In preparing their internship journal, students should ensure that they share enough context with the Director that she can fully assess their learning experience, yet at the same time ensure that sensitive details are not divulged.

f) Remuneration

Very rarely, a supervisor has asked whether it is appropriate to give the LLC student intern an honorarium at the conclusion of his or her internship. It is LLC policy to discourage any financial remuneration; if the supervisor insists, however, payment should be made to the LLC program instead of to the individual student. This is to ensure common treatment of all LLC students and to ensure that unhealthy competition for certain “paying” internships does not arise in future.

Establishing Learning Objectives

Every university course has learning objectives and an internship is no different. However, the learning objectives must be identified in relation to the student, the internship placement and the student’s major. Prior to the start of the internship, each student should identify at least three learning objectives. Some of these are general and can apply to any internship but at least one should be specific to what the student hopes to get out of the internship experience. At the end of the semester, students will be asked if they met their learning objectives and how.

The following provides a list of possible learning objectives that will be a helpful starting point.

General learning objectives for internships:

1. For the student to apply theoretical knowledge to practical situation.
2. For the student to test commitment to career path.
3. For the student to learn the following skills:
 - a.
 - b.
 - c.

Specific to POLS:

1. For the student to learn the practice of partisan political life
2. For the student to understand how an MP/Senator/Cabinet Minister’s office works

Specific to IS:

1. For the student to learn advocacy from an international NGO perspective
2. For the student to understand NGO organization

Specific to COMM

1. For the student to apply skills to various communications media in political office
2. For student to have practical understanding of public relations in the political context
3. For the student to learn the practice of a daily newspaper

Specific to BUSI:

1. For the student in a politician's office: For the student to understand the process and implications of government regulation of business
2. For the student in a business setting:
 - a. For the student to develop professionalism.
 - b. For the student to understand office procedures and protocol
 - c. For the student to have applied learning related to their business major.

Establishing the Internship Learning Agreement

The Learning Agreement is fundamental to the internship experience since it sets out what the student can expect from the internship supervisor, and what the supervisor can expect from the student, and it permits the LLC Director to understand the direction of the internship. Generally, the student will discuss learning and employment objectives with both the Director and the Internship Supervisor. The Student Intern and the Internship Supervisor will determine the objectives and "job description" and this should reflect the previously identified learning objectives. This could include internship responsibilities, tasks, projects to be completed, new assignments, acquisition of new knowledge or skills, and types of learning opportunities. The more concrete and specific the Learning Agreement, the more useful it is to the student. However, it is recognized that the direction of an internship can change significantly within a 12-week period, so the Agreement is understood as an expression of intent and not an immutable contract.

The Internship Learning Agreement must be completed by the student, signed by the supervisor, and submitted to the Director for approval not later than the end of the second week of the internship. If the student is unable to get the supervisor to discuss or sign the document by that date, then he or she must seek an extension from the Director. Unjustified failure to meet this deadline may result in a failing grade assigned to the internship.

Summary of Student Intern Responsibilities/Expectations

1. Identify learning objectives in relation to the internship.
2. Complete the *Internship Learning Agreement Form* and obtain approval thereof from the program director by the end of week 2 of the internship.
3. Comply with the internship supervisor's rules and regulations: report for work on time; complete assignments competently; maintain a professional attitude and appearance.
4. Keep a daily journal of activities and reflections upon the internship experience. This is an essential part of the internship. Please see the fuller discussion elsewhere in this handbook. The journal must be submitted to the Director upon request during the

semester for periodic checks, and the final journal submitted before the student leaves the LLC.

5. Keep a record of days and hours worked. At the end of each month have this time sheet signed by the internship supervisor. The final log is to be given to the Director and is due by 9 am on the first day of LLC exams.
6. Attend all internship classes.
7. Report on your progress to the Director regularly during the semester, and notify her immediately if you have any concerns relating to the placement (e.g. required hours of work, amount of work expected outside of office hours, nature of work).
8. Submit the supervisor's evaluation form to the Director..
9. Notify the Director of any unavoidable absences, changes in job status, or if any difficulties are experienced with the internship site or supervisor.

Receiving Academic Credit for Your Internship

Upon completion of the internship with a minimum of 200 hours work, the submission of the *Learning Agreement*, a daily journal and the internship supervisor's evaluation to the Director, the Director will award a PASS/ FAIL mark for the six semester hours of credit for the internship. All the documents you will need are at the end of this handbook.

The Internship Journal

The Internship Journal is by far the most important record of the internship and will be given the most weight in determining the final result.

A successful journal should include a log of the student's day to day activities in the internship in sufficient detail to give a good idea of what is being accomplished and learned (always respecting office confidentiality, as required). However, it must do more than chronicle events. It must also provide insight into how the student is interacting with his or her duties, colleagues and office environment by recording questions, perceptions, feelings, and insights. What is being learned? How is the student's thinking changing over the course of the internship? What is the student learning about office work? About personal interaction in a work environment? About the specific material being dealt with? About himself or herself? See the "Suggested Format for the Internship Journal" (below) for further ideas.

Finally, the Internship Journal must be complete and consistent. There should be entries for every work day, and these entries should consistently (no, not every single day—that's not what life is like) show reflection and insight. These insights are within the reach of everyone, no matter what is happening at the internship (sometimes "bad" experiences are the most valuable

learning opportunities). However, discipline in writing the journal when thoughts and experiences are fresh is essential to producing an authentic and insightful work.

The journal must be submitted to the Director for review as required at intervals throughout the internship. The final journal, along with supporting time sheets, is due before students leave the LLC. If a student's journal has not been submitted by the end of the last day of LLC exams, a failing grade will be assigned.

Suggested Format for the Internship Journal

As noted above, an internship journal is much more than a bare statement of "I did this, and I did that." Rather, it must document the variety of learning experiences which the student has encountered. During the class sessions associated with the internship, the Director will identify certain foci for the journal. As well, the required textbook, *Internship Success*, has a helpful chapter on journaling for an internship.

The student has much latitude to decide how best to write the journal. However, the following represents a possible format:

1. **The Log**: The log requires the intern to say concisely and specifically just what was done each day in the work experience. It is similar to the who, what and where in the lead paragraph of a news story. The log requires accurate, factual recording of what was done or accomplished in a particular time frame.
2. **Recording of Questions**: Each intern should record two or three questions a day—something they find interesting and relevant. The questions can be directed at anyone in the organization or at the field site. (Answers are not expected in the journal, only questions).
3. **Recording of Perceptions**: The detailed recording of perceptions in the journal helps the intern assemble, organize and begin to make sense of his/her own observations and experiences. "What did you see?" "What did you observe?" "What patterns begin to emerge in the course of events in your work assignment?" "How does your work assignment fit into the organizational system," etc.
4. **Recording of Feelings**: What are the student's feelings toward the internship, the work they are doing, and the organizational system within which they work (positive or negative)?
5. **Learning**: What did the student learn about leadership as a result of their working experience? This section could include factual information as well as an evaluation of

observed processes, office operations, or the role of one's supervisor. It should also identify how and when learning objectives have been fulfilled.

Internship Dress Expectations

When attending their internship, LLC students are participating in professional work environments and must fit the part. Remember that people will judge you on how you look. Only in rare cases will you ever hear it commented on, but your manner of dress will help to determine how seriously others take you, and consequently the sort of expectations that they have for you and the sort of tasks that will be assigned.

Of course, different offices have different cultures. A parliamentary office will, for example, tend to be more formal than a high tech work place. Some parliamentary offices will be more formal than others; and sometimes the same office will be more or less formal depending on factors such as whether or not the "boss" is in town.

As a "rookie" your only way to navigate the unspoken rules is to observe what others in the office wear. As a general rule, try to fit in – not to be the best dressed (i.e. flashy or expensive) or the worst dressed – but remember that it will always be better to err on the side of being over-dressed (i.e. too formal) than underdressed. And, when in doubt, ask your supervisor.

As a guide, however, here are the dress expectations as set out in the Hudson's Bay Company corporate guide:

Female:

What is acceptable:

- Suits
- Tailored jackets
- Dresses
- Skirts, Slacks
- Blouses, shirts
- Sweaters, Turtlenecks
- Shoes without socks are not permitted, hosiery must be worn at all times
- Dressy shoes, dressy casual boots

Restrictions:

- Mini skirts are not permitted
- Evening wear, halters, tank tops, or any garment which is sleeveless, strapless, backless, or low cut are not permitted
- Fabrics should be those traditionally acceptable for business: corduroy, denim, or sheers are not permitted
- Bare legs are not permitted
- T-shirts with logos are not permitted

Aesthetics:

- Cosmetics should be worn in a neat, professional way. There should be no extremes in colors or application.
- Fingernails should be kept clean and presentable.
- In offices where public representation is important, body piercings and tattoos will not be regarded as appropriate.

Hair Styling

- Hair should be kept clean, neatly combed and styled. Extreme uneven or irregular styles are unacceptable.
- Hair colour should be natural looking; it should be well maintained and not include extremes in dying, bleaching, or colouring.

Fragrances and Deodorant

- Daily contact with fellow associates requires the use of an antiperspirant or deodorant
- The use of strong, heavy scents and fragrances is discouraged.

Male:

What is acceptable:

- Suits
- Sport jacket or blazers
- Vests
- Casual pants, chinos, tailored pants
- Dress shirt & tie
- Banded collar shirts
- Sweaters
- Socks to be worn at all times
- Dress shoes, loafers, dressy casual boots

Restrictions:

- Fabrics should be those traditionally acceptable for business: corduroy or denim are not permitted
- Shoes without socks are not permitted
- T-shirts with logos and golf shirts are not permitted

Aesthetics:

- Moustaches, beards, and sideburns are acceptable provided that they are kept clean, short, and neatly trimmed.
- Fingernails should be kept clean and presentable
- In offices where public representation is important, body piercing and tattoos will not be regarded as appropriate.

Hair Styling

- Hair should be kept clean, neatly combed and styled. Extreme uneven or irregular styles are unacceptable.
- Hair colour should be natural looking; it should be well maintained and not include extremes in dying, bleaching, or colouring.

Fragrances and Deodorant

- Daily contact with fellow associates requires the use of an antiperspirant or deodorant
- The use of strong, heavy scents and fragrances is discouraged.

Winter Wear

Students in both fall and spring semesters will experience Ottawa winter. It is recommended that students in the fall semester have boots as it is likely there will be snow the last few weeks of their semester. Students in the spring semester must have boots, a warm jacket or coat, gloves or mittens, a scarf and a hat (toque). In the spring semester, it is normal for temperatures to be between -20 and -30 degrees Celsius. Students will be required to walk at least 15 minutes to their internships and sometimes more. As well, there are outdoor activities such as Winterlude, where students will be outdoors for significant periods of time. People who live in Ottawa tend to value warmth over fashion. Three quarter length jackets work better than shorter jackets for men. Down coats or jackets are the best for warmth. Ottawa uses lots of salt on sidewalks to keep you from slipping. This means that leather boots and shoes get ruined with salt lines. Boots that are warm, waterproof and salt resistant are the most practical.



THE LAURENTIAN LEADERSHIP CENTRE INTERNSHIP LEARNING AGREEMENT

A. Registration Information to be completed by Student Intern

Name of Student: _____

Degree Major: _____ University: _____
 Third Year Fourth Year Other

B. Internship Supervisor's Information—to be completed by Student Intern & Internship Supervisor

Name of Internship Supervisor: _____ Title: _____

Name of Organization: _____

Address: _____ Tel: _____

City: _____ Postal Code: _____

Internship Start date: _____ End date: _____

Title of internship position (if applicable) _____

C. Academic Component Description – to be completed by Student Intern, the LLC Program Director and the Internship Supervisor

Student learning objectives:

- _____
- _____
- _____

Taking into consideration discussion with the student about his or her interests and objectives, please describe the internship job responsibilities, tasks, and learning opportunities for the Student Intern (where possible, please include anticipated activities, projects, meetings, training, etc.). Attach printed sheet if desired.

D. Agreements and Signatures

***Internship Supervisor:** *I have discussed this internship with the Student Intern and we have agreed upon the assigned work components appearing on this form. I agree to: provide assistance including any necessary training and consultation to the Student Intern in order to enable him/her to advance toward his/her learning goals and objectives, provide an orientation concerning our organizational policies and procedures, meet with the Student Intern regularly, and provide a written evaluation of the student intern to the LLC program director.*

Name of Supervisor (please print)

Signature of Supervisor

Date

Internship Program Director: *I have discussed the academic component of this internship with the Student Intern, and I accept this as a work plan for the LLC Internship Program. I further agree to meet periodically with the Student Intern to discuss the internship experience and I will conduct an assessment/evaluation of the internship experience.*

Program Director's signature

Date

Student Intern: *I concur with and accept the academic and work assignments indicated above. I will complete all work and academic assignments to the best of my ability. I accept the obligation of confidentiality in my work and will familiarize myself with and adhere to the organization's relevant policies/procedures and appropriate standards of conduct.*

Student Intern signature

Date

Evaluation of Student Performance

Student's Name: _____

Position Title: _____ Department: _____

Name of Organization: _____

Address: _____

Semester: Fall Spring

Work Period (Dates): _____ to _____ Total Hours Worked: _____

Note to Internship Supervisor:

Please complete this form and share your comments with the student at the conclusion of the internship. This is an important part of his or her learning experience. Feel free to add additional comments or observations on a separate sheet.

The form should be returned to the LLC program director via the student.

1. What specific assignments did the student complete during this work period and how much time was devoted to each?
2. Was the student able to accomplish the duties/responsibilities stated in the position description?
3. What new skills were developed?
4. Would you recommend this student for another work period? Yes No
5. What training and skills development would you recommend this student take in preparation for more advanced responsibilities?
6. Have you discussed these recommendations with the student? Yes No

	Superior	Above Average	Satisfactory	Below Average	Poor
HUMAN RELATIONS Cooperative, courteous, tactful, poised, mature and friendly with customers, associates, and supervisors.					
ATTITUDE Ambitious, enthusiastic, sincere.					
PERFORMANCE Dependable, prompt, and has appropriate work habits. Uses common sense and good judgment.					
PERSONAL APPEARANCE Dresses appropriately and exhibits good grooming.					
CAPABILITIES AND ABILITIES Is quick to understand new, involved or difficult problems. Is creative and logical in thought. Is able to organize/promote concerted action when needed. Demonstrates competent oral and written communications skills. Is thorough and accurate with regular improvement in work.					
Overall work performance of the student: (circle one) Low 1 2 3 4 5 6 7 8 9 10 High					

Student's Strengths:

Suggested Areas of Improvement Needed:

Supervisor's Signature

Supervisor's Title

Phone

Date

LLC INTERNSHIP TERM TOTALS TIME SHEET

Student Information:

Name: _____

Term and Date: _____

Internship Site: _____

Internship Supervisor: _____

Time Card Information: (to be completed in ink)

Summary of Monthly Hours:

Month	# of Hours
Term Total	

I certify that I have worked the hours indicated above.

Signature of Student

Date