

## UTC2501 Community Internship

### Module Information

#### Information for supervisors and students

##### A. Module introduction

The Community Internship module is open to undergraduate members of the College of Alice and Peter Tan (Year 1 and above) and will build on the first and second year modules of the University Town College Program (UTCP). Unlike volunteering programmes, this internship has a strong focus on academic and internship supervision to scaffold students' appreciation of complex issues.

Students will work in a multi-disciplinary **internship team** consisting of **two to five students**. Together with an external partner as the **Internship Supervisor**, and under the guidance of an **Academic Fellow**, the team will work in the community organisation on a full time basis over 8 weeks during the summer vacation to complete the tasks assigned by the Internship Supervisor. The tasks can range from dedicated projects (e.g. development of programmes) to day-to-day operations (e.g. volunteer training, financial accounting) and the scope must be clearly listed in the internship agreement.

The nature of the community internship is highly experiential and it requires students to creatively solve the problems encountered in the internship. By working closely with the Internship Supervisor and the Academic Fellow, it provides an authentic learning environment that connects theory to practice. This module is designed to accommodate multi-disciplinary internship teams to leverage on collaborative learning and provide peer support among the interns.

In the process, students will be able to apply disciplinary knowledge and skills in their internship. Students will engage communities and organizations either locally or abroad in planning, implementing and communicating their ideas and concepts, develop collaborative and leadership skills, cultural competency and an awareness of civic values.

##### B. Key features

The Community Internship Module is a 4 Modular Credit (MC), Satisfactory/Unsatisfactory (CS/CU) credit-bearing course that provides a group of **two to five undergraduate students** residing in the College of Alice & Peter Tan (CAPT), an opportunity to undertake an internship with a partner organization that addresses important issues pertaining to a particular community. Although the actual experiences may take on a variety of forms, they must satisfy **two basic**

**requirements:** (a) have a strong academic and internship supervision, and (b) meaningful learning experience.

The Community Internship module has **three distinguishing factors:** (a) Multi-disciplinary group internship that promotes collaborative learning, (b) close supervision by an Internship Supervisor and an Academic Fellow to bridge academics and practice and (c) a focus on understanding and learning from the community.

### C. Eligibility

**Students** – two to five undergraduate students residing in CAPT. CAPT Alumni members who are still NUS undergraduates can take this module, as long as the internship team comprises 50% or more current CAPT residents.

**Internship Supervisor** – full time staff of a registered non-profit organization (e.g. bearing status LLP, Pte Ltd, Charity, Society) authorized by the organization to supervise interns.

**Academic Fellow** – teaching Fellows in CAPT who are able to supervise the interns.

### D. Roles and responsibilities

**Students** – Students are expected to demonstrate **professionalism** in carrying out the assigned activities and conforming to organisation's policies and practices. Students are advised to manage with care the organisation's facilities and equipment and in the event that there is any damage caused by the student he/she is expected to bear the cost for repair/ replacement. If a student is working in a secondary setting, e.g., offsite or online, he/ she is responsible for keeping their supervisors informed of his/ her work.

**Internship Supervisor** – The role of Internship Supervisor is that of an educator in the workplace and he/she needs to create and maintain a conducive learning environment for the student interns. In addition, the Internship Supervisor needs to evaluate students' performance during the internship highlight any difficulties encountered in supervising the students to the academic supervisor. The hosting organization that the Internship Supervisor works in is required to provide a **safe, fair and inclusive work environment** for the interns, keeping in mind the relevant employment acts.

**Academic Fellow** – The Academic Fellow serves as the link between students and Internship Supervisor and he/she is responsible for the **planning, implementation**

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**and coordination** of the internship. This includes preparing the students for the internship, administrative responsibilities, evaluating students' performance and providing educational resources for students. As a key partner to the Internship Supervisor, the Academic Fellow is required to assist in monitoring students' progress, provide guidance on CAPT's administrative policies and scoping of internship activities.

#### **E. Administrative matters**

To curate a transparent and effective learning experience, the college has put in place administrative policies and workflow, elaborated below:

- Students are encouraged to start early and to consult with potential partners and advisors the semester before the planned internship.
- The scope of the internship should be discussed and detailed in the **Community Internship Agreement** (see **Appendix 1**). The Internship Supervisor, Academic Fellow and students should be confirmed **four weeks before Special Term 1** (usually in Mid-May) and the agreement must be submitted to the Academic Fellow. *This is to ensure that all parties are clear of the roles and expectations of the internship.*
- All students must also fill in the **Student Information Form** (see **Appendix 2**), attach their CVs with the form and email the documents to the Academic Fellow. *This is to assess and ensure the fit of the student for the internship, and for module registration.*
- In addition, the Internship Supervisor, Academic Fellow and students should read the **Internship Guide for Students** (see **Appendix 3**) and **Internship Guide for Employers** (see **Appendix 4**).
- Prior to the start of the internship, the hosting organisations must also complete and convey the **Key Employment Terms** to the students (see template in **Appendix 5**).

#### **F. General timeline**

**6-8 weeks before internship:** Expression of student interest to NGO and Academic Fellow. Internship preparation and commence preparation of administrative documents [**submission of Appendix 2 to Academic Fellow for module registration**].

**4 weeks before internship:** Formalizing internship teams and pre-internship meeting (~4 hours) [**submission of Appendix 1 to Academic Fellow**]. The objectives of the meeting are three-fold:

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- a) Provide academic background to the social issue addressed by the community partner (e.g. through readings, field trips, consultation, dialogue).
  - b) Prepare the students for the internship **[run through Appendix 3 and 4]**.
  - c) Drafting of job assignments that are mutually agreed by the students, the Internship Supervisor and the Academic Fellow, to be included in the internship agreement **[Provision of Appendix 5 to students before internship starts]**.

**Internship weeks 1 to 8:** The student interns will work on the agreed job assignments at the community organisation under the guidance of an assigned Internship Supervisor. Student interns to submit fortnightly personal reflection to Academic Fellow (**see section K**).

**Internship weeks 9 to 10:** Student interns to submit final report to Academic Fellow. Assessments completed by Internship Supervisor and the Academic Fellow (**see section K**).

**Note:** An informal, non-graded post internship sharing may be requested for the student interns to share their learning experience with the wider college community (staff and students).

## **G. Preparation, insurance coverage and internship duration**

It is encouraged that students have some prior internship or career preparatory training (e.g. CFG's Career Catalyst, Business Finishing School (BFS) or Career Creation Starter Workshops) before the start of the internship.

If this is not possible, students need to go through NUS Centre for Future Ready Graduate (CFG)'s online guide for internship (<http://nus.edu.sg/CFG/students/jobs-internships/internships>) and attend the online internship video on IVLE ([Unit 6: Maximising Your Internship Experience](#)).

During your internship, internship organisations may provide medical or insurance coverage. All Singaporean undergraduates are also covered under NUS's Local Comprehensive Medical Scheme and all full time international undergraduate students are covered under NUS's International Comprehensive Medical Scheme. Students can check with the Office of Students Affairs for more information on the schemes and coverage.

Students are expected to work around 30 hours per week on a full time basis, but not more than 8 hours per day and not more than 44 hours per week. Working overtime is discouraged, but it can be granted with strong justifications from the Internship Supervisor, and supported with written approval from both the intern and the Academic Fellow. The number of overtime hours should not exceed 72 hours per month. As the internship lasts 8 weeks during the summer vacation (May to July), it

**must be completed before the first week of August.** While the start and end dates can be negotiated, it should be discussed and listed clearly in the internship agreement.

## **H. Special considerations**

The following are suggested guidelines for special circumstances which may result in student absence.

### **1. Illness**

A student requiring medical leave must produce a medical certificate covering the day(s) of absence to the Internship Supervisor and Academic Fellow. If the period of medical leave is longer and/or is difficult to make up during the placement, Internship Supervisor has to contact the Academic Fellow to discuss the problem.

### **2. Emergency Leave**

Where a student requires time off because of pressing personal emergency, the time will have to be made up later on. Internship Supervisors are asked to get in touch with the Academic Fellow as soon as possible.

### **3. Leave for Personal Matters**

Full attendance is expected for the stipulated placement duration. Days missed for any reason need to be made up through overtime work and/ or extended placement. Absence from fieldwork for any personal reasons without prior approval of the Internship Supervisor is deemed as unacceptable.

As a guide, students are allowed a maximum of 2 days leave, subjected to the approval of Internship Supervisor. Permission will only be granted for official reasons, such as students having to represent the University/Country. Leave for personal reasons such as holiday plans and camps will not be considered. If there is any extension of leave beyond 2 days, the joint decision of the Internship Supervisor and Academic Fellow has to be sought.

### **Detailed information for students**

#### **I. Learning objectives**

By the end of the module, the student should have learnt to:

1. *Identify* the social issues that community organisations address and the roles they perform.
2. *Outline* the performance objectives (mutually agreed by the student, the partner and the academic supervisor) related to the job assignment.
3. *Perform* the assigned tasks effectively to achieve the performance objectives.
4. *Develop* communication, interpersonal and other critical skills needed for the job assignment.
5. *Justify* considerations that influence the community partners' operations.
6. *Apply* their academic knowledge to the issues related to the community partners' work.
7. *Reflect* on the internship experience to critically examine the social issue in the broader context.

#### **J. Workload**

As this is a CS/CU course that is worth 4 credits, students are expected to work around 30 hours per week on a full-time basis, but not more than 8 hours per day and not more than 44 hours per week. Working overtime is discouraged, but it can be granted with strong justifications from the Internship Supervisor, and supported with written approval from both the intern and the Academic Fellow. The number of overtime hours should not exceed 72 hours per month.

As the internship is 8 weeks, it will stretch over two special terms (ST1 and ST2) in the summer vacation (May to July) and must be completed before ST2 ends (typically first week of August). While the start and end dates can be negotiated, it should be discussed and listed clearly in the internship agreement.

This module is an Unrestricted Elective (UE) and it **cannot be used** to replace any Junior or Senior Seminars in CAPT, and so, **cannot be used** to fulfill their UTCP. Students will need to ensure that they have sufficient modular credits for this UE and they will need to seek approval from their home faculties, if necessary.

**K. Assessment**

Fortnightly personal reflection (individual)	40%
Post internship academic report (group)	20%
Evaluation by Internship Supervisor (individual)	20%
Evaluation by Academic Fellow (individual)	20%
<b>Total</b>	<b>100%</b>

In addition to the formal assessment, students are expected to maintain satisfactory attendance, meetings with advisors and external partners and participation in group work. Excessive and unexplained absences may lead to a student being penalised.

Details of the various assessment components are outlined below. Submission deadlines will be determined by and communicated to you by your advisor.

**1. Fortnightly personal reflection (individual assignment – 40%)**

The personal reflection documents your personal growth throughout the internship and it could range from ‘soft’ skills such as teamwork to ‘hard’ knowledge about the organisation or the issue addressed by the partner. It would typically include:

- (a) your observations made during the internship,
- (b) the description of your response,
- (c) a deeper reflection of how this has contributed to your personal growth and
- (d) the aspects that you think could be done better.

You are also encouraged to document your struggles or challenges, as the journals also serves to the Academic Fellow to track the your progress and provide timely feedback and support.

Each student will submit **one reflection to your advisor every two weeks** (i.e. a total of four submissions throughout the internship). Each submission should be about **600 words**, excluding tables, figures and references (if applicable). You or your advisor may initiate a meeting anytime during the internship for support or advice.

## **2. Post internship academic report (group assignment – 20%)**

This grade component will be based on a holistic appraisal of the content and quality of your final report (**1500 - 2000 words**, excluding tables, graphs, figures and references). As this is an academic report, it functions as a critical reflection of the student's "real world" experiences in relation to the broader societal and academic context. Therefore, it is important that you make a clear link between academic scholarship to your internship experience.

Your team will be evaluated by:

- (a) how well you have understood the relevant concepts of the issue that the community organization is addressing,
- (b) the insights and observations of how the organization is addressing the issue,
- (c) a critique of how the theoretical concepts interact with practical challenges faced by the organisation
- (c) any further recommendations that will help to address this question or issue.

The report should relate to the student's internship experience and relevant academic literature where necessary.

## **3. Evaluation by Internship Supervisor and Academic Fellow (individual assignment – 40%)**

At the end of your internship, your overall performance will be evaluated by your Internship Supervisor and Academic Fellow (20% each), which can be based on the following areas:

- (a) **Knowledge areas** (e.g. knowledge of organisation and service users, critical and creative thinking)
- (b) **Practical skills** (e.g. assessment and implementation, working relationships, communication skills)
- (c) **Values and professionalism** (e.g. intercultural awareness, social consciousness ethical reasoning, professionalism)
- (d) **Attitudes towards learning** (e.g. ability and attitudes towards learning, ability to integrate and apply personal skills, capacity for independent thinking)



**Appendix 1: Community Internship Agreement**

Name of organisation	
Name of Internship Supervisor	
Internship Supervisor's email	
Duration of project	
Name of Academic Fellow	
Academic Fellow's email	
Duration of project	
Key objective(s) mutually agreed with the Internship Supervisor and Academic Fellow	<i>Description of the objectives(s)</i>

<p>Scope/proposed activities</p>	<p><i>Brief description of activities to be conducted and timeline of activities (if available)</i></p>	
<p>Any other information, agreements or considerations</p>		
<p>Team members</p>	<p>Students' full name</p>	<p>Matric number</p>

Checklist of items and declaration	We declare that:
	<ul style="list-style-type: none"><li>• The students' CV have been duly received by the Internship Supervisor and Academic Fellow</li><li>• We have read the internship guidelines for both students and supervisors (<b>Appendix 3 and 4</b>)</li><li>• We agree on the key employment terms issued by Internship Supervisor to the students (see template in <b>Appendix 5</b>)</li><li>• We agree to this <i>contract of service</i> between the internship organisation and the student interns</li><li>• We are aware of Singapore Ministry of Manpower's <b>Employment Act</b> and <b>Work Injury Compensation Act</b></li></ul>
	_____
	_____
	_____
	_____
	_____
	_____
	<i>Students' names, signature and date</i>
	_____
<i>Academic Fellow's name, signature and date</i>	
_____	
<i>Internship Supervisor's name, signature and date</i>	

**Appendix 2: Student Information Form**

Please fill in this form, attach your CV and email to your advisor.

Name & Matric number		Faculty/Year	
HP		Email	
Internship organisation			
Have you attended any preparatory training for internships (e.g. CFG's Career Catalyst, Career Creation Starter Workshops)? If yes, please list them.			
Why are you interested in this internship?			
Relevant experience and skills for this project			
Period of residency in CAPT			
Are there any other major commitments that you have taken on? (e.g., case competitions, training for a marathon, etc) during the internship period?			
UTCP Module History (please tick if you have read the module)	<input type="checkbox"/> Junior Seminar <input type="checkbox"/> Senior Seminar (UTC-coded) <input type="checkbox"/> Senior Seminar (UTS-coded) <input type="checkbox"/> IEM1 <input type="checkbox"/> IEM2		
Any other information			

### **Appendix 3: Internship Guide for Students**

Link:

[http://nus.edu.sg/CFG/docs/default-source/students/jobs-internships/internship-guidelines-for-students.pdf?sfvrsn=57754f26\\_0](http://nus.edu.sg/CFG/docs/default-source/students/jobs-internships/internship-guidelines-for-students.pdf?sfvrsn=57754f26_0)

#### **Appendix 4: Internship Guide for Employers**

Link:

[http://nus.edu.sg/cfg/docs/default-source/default-document-library/internship-guidelines-for-employers.pdf?sfvrsn=5a8579b4\\_2](http://nus.edu.sg/cfg/docs/default-source/default-document-library/internship-guidelines-for-employers.pdf?sfvrsn=5a8579b4_2)

## **Appendix 5: Template for Key Employment Terms**

Link:

<https://www.mom.gov.sg/-/media/mom/documents/employment-practices/kets/single-blank-plain-ket-english.pdf?la=en&hash=42EA5FB67650CDB36C3A62354A8C7168>