

Policy: **Internship**

Code: **03EP14**

Reviewed/ Revised: **26/07/2022**

Date of Next Review: **February 2024**

Policy Owner: **Manager – Industry Relations**

Target audience: **Students, Faculty, Staff**

### **PURPOSE:**

This policy is developed to govern the operations of the internships at EAHM. This guideline explains the anticipated conduct of EAHM students participating in internships and the repercussions for noncompliance.

### **SCOPE:**

This policy is intended largely for first- and second-year students, as internship obligations fall between these academic years. Internships are mandatory for the BBA degree and are a vital element of the academic curriculum; however, Study Abroad and Postgraduate students are not required to participate. However, the policy also applies to students who undertake an internship out of sequence, transfer to EAHM, or re-take an internship in a later year due to failure or non-completion, or who are representing EAHM in any interaction with industry, such as when performing casual work under EAHM's auspices. It also includes exchange students who join EAHM for a short number of courses, such as a time of formal industry experience or an internship, as well as postgraduate students who seek to complete an internship during or after their MBA degree. The policy also guides the work of faculty members who are charged with supervising and monitoring work placements and internships.

However, the policy does not (and could not) guide the actions of the host institution. When a student does not comply with the policy it is the host institution, not EAHM, that decides what action to take. When a host institution decides to terminate an internship, EAHM cannot change that decision, but it can, and will, use this policy to determine the academic consequences of the termination.

### **RESPONSIBILITY:**

The Manager of Industry Relations is responsible for ensuring that students are aware of this policy and have signed the Work Performance declaration. The Manager of Industry Relations is responsible for ensuring that the policy is reviewed regularly and kept up-to-date.

### **DEFINITIONS:**

**Internship:** The official academic internship course. Time spent working in a hotel or other hospitality operation approved by EAHM. The objective is that students gain operational knowledge and experience in a *real-work* environment.

**Job Description:** A job description summarizes the essential responsibilities, activities, qualifications and skills for a role.

**Casual work:** This is work carried out by students under the auspices of EAHM. EAHM is often approached to allow students to work for various companies and functions. Also, students may be required to perform some hours of work for industry partners as part of a course, or as an extra-curricular activity. EAHM encourages this type of activity; it enhances the reputation of EAHM students, allows students to make some money and gives students more experience in the real world of work.

## **POLICY STATEMENT:**

Students on internship or casual work in the industry are required to comply with the regulations detailed below, and with any other regulations stipulated by their employer. It is expected their roles during Internship will be defined by the use of a Job Description; however duties and tasks may vary as the Intern develops skills or is moved within the organisation.

### **Internship format and grading**

It is a 21/22 week; 6 credit-hour course (INTS202) and is weighted at:

- Two evaluations whilst on internship – 30%
- Interim report – 30%
- Final report – 40%
- Mandatory internship documentation (approval form, contract, contact information, covenant and learning contract) – 0%, but must be submitted for grading to be granted to the student

Or it is 3-6 months; non-credit bearing course (INTS001), which is optional for Study Abroad and postgraduate students:

- Completion of contractual agreement – 100%

### **Code of conduct**

- **Grooming and dress:** Students must meet the standards of the establishment where the work takes place.
- **Punctuality:** Students must arrive for their work shifts at or before their scheduled start time every day. It is each student's responsibility to
  - be aware of their own work schedule, and any changes to it
  - do whatever is necessary to awake, get up and prepare for work so they have sufficient time to arrive at their post at or before the scheduled start time
  - judge how long it will take to travel to work and to make their travel plans accordingly. Heavy traffic is not an excuse for lateness
  - schedule doctor's visits, driving tests, or other appointments for their days off

As is the industry norm, only unexpected and unavoidable delays will be considered acceptable as mitigating circumstances for lateness. As soon as students realize they will be late, they must phone their supervisor to explain and give an estimated time of arrival.

Constant or habitual lateness or lack of communication about lateness is grounds for dismissal.

- **Attendance:** Students must be on duty for all scheduled work shifts (and for all the hours scheduled).

As with punctuality (above) only absences that are unexpected and unavoidable will be considered acceptable as mitigating circumstances, and then only with written justification from an authorized source. For example, a student who is absent due to illness would normally be required to submit a doctor's note to their supervisor. As soon as students realize they are unable to come to work, they must phone their supervisor to explain. Other than in exceptional circumstances, the norm for sick leave over a six-month contract would be no more than five days.

Constant or habitual absence or lack of communication about absence is grounds for dismissal.

- **Performance:** Students are expected to learn the tasks required of them in a reasonably short period, and to perform them at the required level thereafter. There

is an expectation on the part of the employer that once a task has been learned the student will carry it out whenever it is required, even if the task is boring, repetitive or not taxing, and the student does not see personal value in carrying it out. Students are expected to take an active, and proactive, approach to their assigned duties.

- **Attitude:** Not every part of an internship will represent a student's ideal job situation and not every day is full of learning experiences. In spite of this, students are required to demonstrate the following attitudes during their work:
  - willing to learn new tasks and to perform assigned tasks at the required standard
  - willing to take direction and to receive criticism from their supervisors
  - hard-working and conscientious
  - cooperative, friendly and respectful with co-workers and supervisors

### **IMPLEMENTATION OF THE POLICY:**

This policy will be posted on Moodle in the course file for the internship. The Manager Industry Relations and/or relevant lecturers will go over the policy with the students before their internships and will ensure that every student signs and submits an Internship Covenant, indicating that they have read and understood the policy and that they will undertake to the best of their ability to follow it. The signed forms will be filed in each student's academic file kept in the Registrar's office.

### **Non-compliance with the policy**

Non-compliance with this policy may result in a student being threatened with termination, or actually having their employment terminated. In all circumstances under this section the student will receive a maximum of 60% as a grade for INTS202 (50% for the internship itself and 10% for the final report. If the final report is not submitted, the student will fail the course).

If an intern is *threatened* with termination but is kept on after the Manager of Industry Relations intervenes, the internship will be completed in the usual way.

If a student's internship is terminated by the employer then, depending on the length of time already served, a 'make-up' internship can be completed. See **Appendix A, Table for make-up internship**, which shows how many weeks of the 'make-up' internship will be required.

A full report of the circumstances of the termination will be made and kept as part of students EAHM file.

### **'Make-up' internships**

- The student may seek another internship right away and complete the 'make-up' internship with a new employer, returning to class for the next Trimester with the cohort. This option assumes that sufficient time for a full 'make-up' internship is left before the next Trimester begins.
- The student may defer the 'make-up' internship until a later time. If the termination occurs before classes begin in the autumn, the student may sign up for courses being offered, as long as the prerequisites have been met. In this case, the student may not graduate with his or her cohort.
- The student may seek another internship right away and complete the 'make-up' internship with a new employer. However, the timing means that the student misses the start of the next Trimester in order to complete the required time of the 'make up' internship. In this case, the student may not graduate with his or her cohort.

In all cases of termination or threat of termination, the student will incur the following consequences:

- A written record of the warning or termination and the reasons for it will go on the student's file
- The student will attend an official disciplinary meeting with the Manager of Industry Relations either the Managing Director, or the Dean, or both
- The maximum grade a student can receive for INTS202 (even if they completed an internship elsewhere) is 60%

If a student's internship is terminated by the employer in circumstances that cause significant damage to the reputation of the Academy further consequences will apply. The student will receive a Fail on their transcript for INTS202 and will need to register, pay again and complete a whole new internship. The Director of Industry Liaison will be the sole arbiter in these cases and that decision cannot be appealed. This may mean that the student will not graduate with his or her cohort.

Occasionally the Manager of Industry Relations will judge that there are mitigating circumstances in a termination. In such cases the consequences as described above may be less severe. The onus is on the student to provide evidence supporting a claim of mitigating circumstances. The Manager of Industry Relations will decide if the circumstances are sufficient to support a claim for leniency and that decision cannot be appealed. In such a case, the student may find a placement elsewhere and may receive more than 60% for completing it. However, the student may be required to complete more than 21/22 weeks, at the discretion of the Manager of Industry Relations.

**ASSOCIATED DOCUMENTS:**

- Career Services Policy, 06ST10

**MENTIONS:**

- Catalogue
- Internship Handbook
- Internship Syllabi

**DATE OF NEXT REVIEW:**

This document should be reviewed by **February 2024.**

## POLICY APPROVALS RECORD

Policy Name: **Internship/Practicum**

Policy Code: **03EP14**

Formerly: EA/ACA/005

Date of first approval: **12/05/2009**

Reviewed/ Updated	Details of Amendment
05/2011	
06/2010	
05/2012	
09/2013	
07/2014	
07/2015	
07/2016	
07/2018	
09/2020	
31/01/2022	- Changed the owner to Manager – Industry Relations, Global Mobility
26/07/2022	- Changed the marking criteria to evaluation received from the industry partner

**Appendix A - Table for make-up internship**

<b>Table for 'make-up' internship</b>	
<b>Terminated week:</b>	<b>Number of extra weeks required to complete:</b>
1-4	22
5	21
6	20
7	19
8	18
9	17
10	16
11	15
12	14
13	13
14	12
15	11
16	10
17	9
18-22	8

**Appendix B – Internship Covenant**



**INTERNSHIP  
for students of the  
THE EMIRATES ACADEMY OF HOSPITALITY MANAGEMENT (EAHM)**

**I have read The Emirates Academy of Hospitality Management’s (EAHM) *Internship Policy* and have had the opportunity to attend orientation sessions explaining it.**

**I understand that**

- As a full- or part-time student of the EAHM, or a temporary exchange student, I must comply in full with the policy whenever I am working under the auspices of the EAHM – while on internship or carrying out a casual work assignment.

**I understand that**

- The policy details specific requirements regarding standards for grooming and dress, punctuality, attendance, performance and attitude;
- Non-compliance with the policy can have serious consequences, up to and including termination of employment;
- It is my individual responsibility to take any and all necessary steps to fully understand the policy;
- It is my individual responsibility to conform to the policy;
- I must sign this form in order to continue studying at EAHM; and
- The signed form will be kept in my student file for the duration of my studies at EAHM.

**DATE:**

**NAME (Print):**

**SIGNATURE:**