



Internship Programme Manual

BBA/B. Com degree Programme

Prepared by

Mrs. Dilanthy Thavakumar

Internship Coordinator/Faculty of Commerce and Management

Faculty of Commerce and Management

Eastern University, Sri Lanka

Contents

01. Introduction to the Faculty and BBA/B.com Degree Programme

- 1.1 Faculty of Commerce and Management
- 1.2 Structure of the Degree Programme
- 1.3 Introduction to the Internship Programme
- 1.4 Objectives of the Internship Programme
- 1.5 Duration of the Internship Programme
- 1.6 Process of Placements
- 1.7 Supervision of the Internship
- 1.8 Training areas

02. Process of Assessment

- 2.1 Confidential Progress Reports from the company Supervisor
- 2.2 Internship Record Book
- 2.3 Internship Report
- 2.4 Internship Oral Presentation

03. Termination of Internship

- Appendix 01 Internship Application Form
- Appendix 02 Placement Confirmation Form
- Appendix 03 Confidential Progress Report from Company Supervisor
- Appendix 04 Guideline for Internship Report
- Appendix 05 Guidelines for Oral Presentation
- Appendix 06 Guidelines for Company Supervisors
- Appendix 07 Guidelines for the Intern
- Appendix 08 Student's Internship Feedback Form
- Appendix 09 Company's Supervisor internship feedback form
- Appendix 10 daily Training Log

1.1 Faculty of Commerce and Management

The Faculty of Commerce and Management (FCM) contributes to achieve the vision and mission of the Eastern University, Sri Lanka by functioning towards the direction of “to be trailblazer in creating excellence in managing the resources to the dynamics of the society through innovative modes”. The FCM was established in 1988 as the third Faculty in the Eastern University, Sri Lanka. The Faculty consists of three departments, namely, Department of Management, Department of Commerce and Department of Economics. It offers undergraduate and postgraduate degree programs in various disciplines. Presently, the Faculty offers the degrees of Bachelor Business Administration (BBA), Bachelor of Commerce (B.COM) and the BBA specialization in Marketing Management, BBA specialization in Human Resource Management, B.COM specialization in Accounting and Finance and B.COM specialization in Business Economics, it serves the need of young and qualified graduates for managing contemporary organizations in the national and international arena. Its curriculum consists of the Internship Training Programme, which mainly focuses on developing soft skills of undergraduates, is offered in the final semester of the degree programme. The Faculty of Commerce and Management also has linkages with several other universities and institution within Sri Lanka and outside the Sri Lanka.

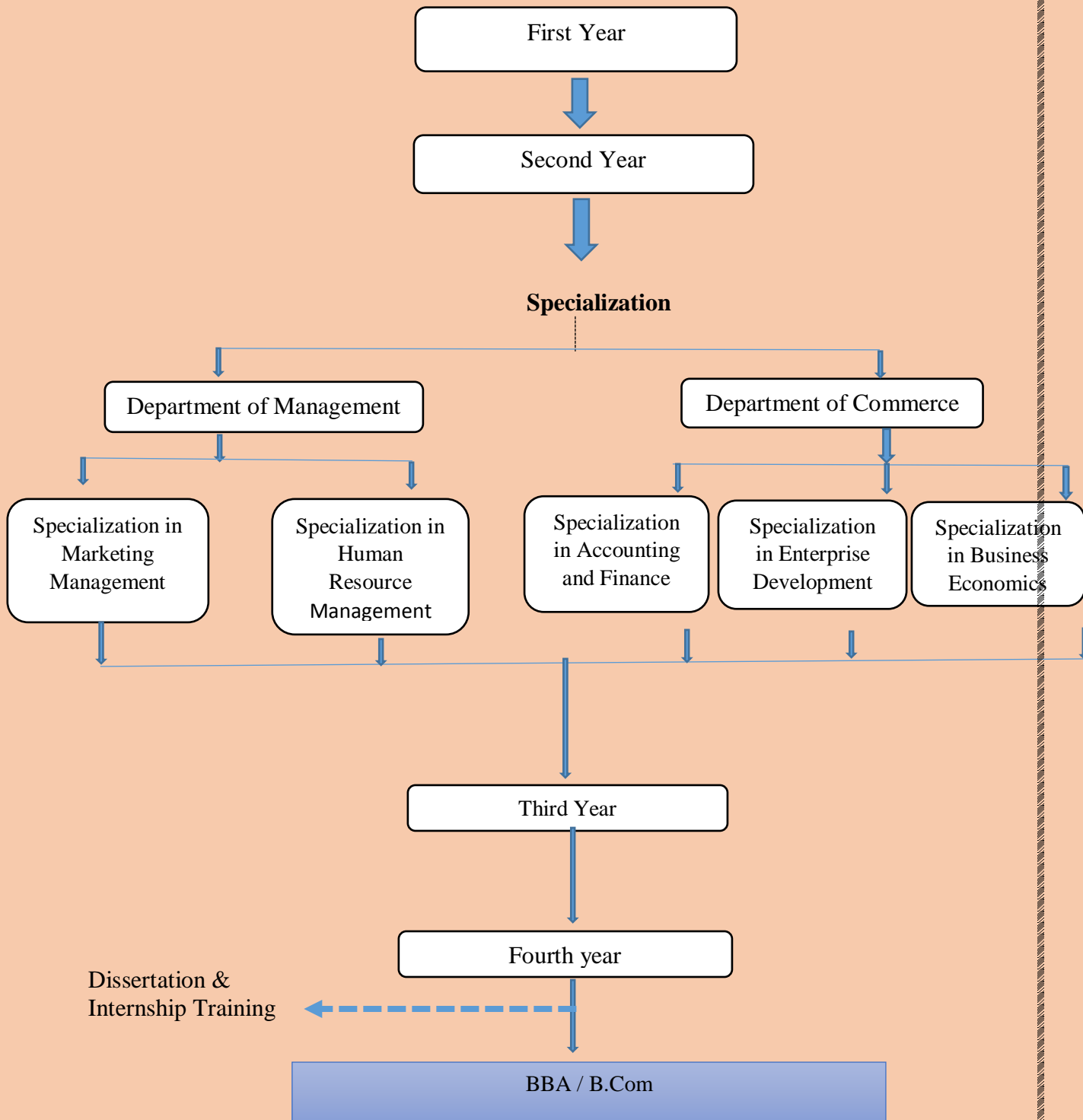
Our Vision

“To be the trailblazer in creating excellence in managing the resources to the dynamics of the society through innovative modes”.

Our Mission

“To be the leader in Management Education committed to the highest standards of teaching, learning and research to contribute to the holistic development of the society with concern for quality and teamwork”.

Structure of the Degree



1.2 Introduction to the Internship Programme

Internship is an applied academic experience conducted under joint faculty and employer supervision. An internship provides the student the opportunity to build upon, apply, and assesses the concepts that are developed through the university's curriculum and to further the student's professional growth through a meaningful "real-world" job experience. Internships give you a running start in your chosen career and show employers that you have initiative, experience and are ready for the work force.

1.3 Objectives of the Internship Programme

- Acquiring experience in a real-life work environment.
- Having the chance to put theory into practice, demonstrating significant understanding of own learning strategies to cope with the requirements of the work environment.
- Increasing the level of maturity and grasp business culture.
- Developing vocational and personal skills.
- Enhancing career opportunities and establishing useful contacts in the industry.
- Developing, reflecting and evaluating on the strategies to achieve own career goals.
- Having the opportunity to travel, earn a salary and enjoy an independent and different way of life.

1.4 Duration of the Internship Programme

Duration of the Internship Programme is three months which is conducted in final year Second semester of the degree programme.

1.5 Process of Placements

Each student's own responsibility to find an internship placement. In case of finding out placements by the students, they should inform it to the Internship Coordinator and a Placement Confirmation Form (PCF) (Appendix 02) which could be obtained from the Learning Management System (LMS) should be completed and handed over to the Internship Coordinator within one week, after commencing the training. This will help the Coordinator to maintain an updated knowledge about the placement process.

However, the Internship Coordinator also will help the students in finding placements for the training. In this process, the students will be asked to prepare their curriculum vitas which should be handed over to the Coordinator. These curriculum vitae will be used by the Coordinator to help the students in finding placements in organizations. Once, such placements are found out by the Faculty, open interviews will be organized according to the preference of relevant organizations.

1.6 Supervision of the Internship

The entire supervision process will be conducted by Internship Coordinator and Supervisor of the respective companies.

Company Supervisor

The training will be supervised by a supervisor from the organization to which the students are assigned. Depending on the situation, probably the supervisor will be the immediate supervisor of the trainee in the training organization. The supervisor will continuously assess the performance of the interns while the training is going on. A Training Record Book will be issued for each student and the supervisor will supervise it by recording progress of the training fortnightly. It is the responsibility of the students to submit the record book to the supervisor and get it duly recorded by him/her.

1.7 Training areas

The emphasis during this practical training period is to provide students with hand on experience in the areas of **Marketing Management, Human Resource Management, Accounting and Finance and Enterprise development**. Training will be provided in the suitable public or private sector.

02. Process of Assessment

A student is required to cover the minimum of 03 months of training in the fourth year in order to complete the component of internship. The following Evaluation criteria will be used for assessing students' performance in the training programme.

1. Assessment by the Company Supervisor

Confidential Progress Report from Company Supervisor (Performance of the Intern)	30%
--	-----

2. Assessment by the Department

Internship Record Book	10%
Internship Report	30%
Internship Oral Presentation	30%
	<hr/>
	100%

2.1 Confidential Progress Report from Company Supervisor

Confidential Progress Reports from company supervisors will be obtained by the Internship coordinator at the end of the training period. This report will be given to the Coordinator for the purpose of assess the performance of the intern during the training.

2.2 Internship Record Book

Students must maintain a Training Record Book in which they are to be recorded a summary of daily learning activities what they obtained from the training. The

Training Record Book duly supervised by the company supervisor and should be returned to the Faculty after the completion or termination of the internship.

2.3 Internship Report and Oral Presentation

At the end of the internship, students should be prepared the internship report according to the guidelines (Appendix 05) and submit it to the departments. The oral presentation is an opportunity for students to share their internship experience with the staff of the faculty. So the students must make an oral presentation based on the report and it will be evaluated by the panel members of the departments.

03. Termination of Internship

The Faculty Board of the Commerce and Management will take the final decision in a case of the termination of the internship as a result of student's misconduct or indiscipline.

Appendix 01 Internship Application Form

Dear Student,

Internship Training Programme for Undergraduates – Faculty of Commerce and Management (FCM)

The Faculty of Commerce and Management has scheduled to commence the internship training for undergraduates in final year second semester of the degree programme. Duration of the internship training programme is three (03) months. In this internship training programme, the interns will be provided an opportunity to learn how theoretical knowledge is effectively applied in real environment.

Therefore, please furnish the following information which is required for your internship training programme.

01.	Name with Initials:	
02.	Registration No.:	Index No.:
03.	Current Postal Address	
04.	NIC No.:	
05.	Land Phone No.:	Mobile Phone No.:
06.	District:	
07.	E-mail Address:	
08.	Gender:	
09.	If you have selected the organization for your internship training programme, please give the following details:	
	(a)	Name and Address of the organization:
	(b)	Whether it is a public sector or private sector organization:
10.	If not, please select one of the followings:	
	(a)	Government Departments comes under Eastern Provincial Council
	(b)	Central Bank of Sri Lanka
	(c)	Bank of Ceylon
	(d)	People's Bank
	(e)	Private Banks
	(f)	Securities and Exchange Commission of Sri Lanka
	(g)	World Vision Lanka
	(h)	Accounting/Auditing Firm
	(i)	Private Company/Firm
	(j)	Hotels
	(k)	Manufacturing organisations
11.	What is your career objective?	
12.	No. of subjects you have to repeat (No. of repeat exams you have)?	
13.	Signature.....	Date:.....

Note: Your application will be processed first-come first served basis and/or availability of number of placements.

Appendix 02 Placement Confirmation Form

Placement Confirmation Form

This form must be completed and returned to the Coordinator- Internship Training Programme, Faculty of Commerce and Management, Eastern University, Sri Lanka for approval before the placement.

Particulars of the Student (Intern)

Name:.....

Index No:

Address:.....

Phone No: E-mail:

Company Particulars

Name of the Company.....

Address:.....

Name of the Supervisor:

Designation:.....

Phone No:.....

Fax No:..... E-mail:.....

Date of Commencement of Training:.....

Date of Completion of Training:

Signatures:

Student: Supervisor:

Date:

Placement is accepted/not accepted by the Coordinator/Internship Training Programme

.....
Signature

.....
Date

Appendix 04 Guideline for Internship Report

Internship Report Format of Faculty of Commerce and Management, Eastern University, Sri Lanka-(Year)

General Guideline

(Please Read the following information carefully and prepare the report based on given guidelines)

The report must have a title page and a table of contents with number the pages. Your report is a summary of your internship. Make sure it is neat, well organized, focused. Proofread for typos. Make it as professional as you can. Consider it the writing showpiece of your internship. It should be about **10 pages** (Paper size: A4, Font type and size: Times New Roman - [12], Line space 1.15) in length **not including the reference and appendix**. Three-credit internship reports should be **at least ten pages in length** (not including reference and appendix). Submit your report in a spiral binder book format, with your **internship record book** in your respective department of study **within one week, from your last date of your internship** (end of three months period of your internship program).

If your internship report is similar (identical) to another student's report in terms of writing styles, wording and formatting both evaluations will be cancelled. You have to lose your marks for the internship report. Faculty will follow this rule very strictly from this year. Therefore, please do not share your soft or hard copy of your report with others.

Specific Guideline

Your Internship Report will be divided into six major chapters:

- 1. Introduction (Chapter-1):** This gives the examiner (s) a brief profile of the company or organization for which you worked. Inform the examiner (s) about the type of business, ownership, number of employees, geographic location, etc. Tell about the identity and the image of the business - how the business (company/organization) positions itself in the industry. Next, move from general information to the specifics about the division or department you worked in. Here you might include an organizational chart of your department. Limit this section to two or three pages.

(10 Marks)

2. **Description of what you did during your Internship (Chapter-2):** You can do this either chronologically by project or by the kinds of tasks/works performed. Tell the examiner(s) exactly how you got your internship and what you did on the job. Describe duties/tasks in detail. Include writing and/or marketing/account/HR/administrative work as well as all other duties.

(20 Marks)

3. **Description of what you learned during your Internship (Chapter-3):** You can do this by comparing your coursework based learning (before you participate in the internship) with the kinds of job/tasks you performed during the internship. Tell the examiner(s) exactly what you learned during your internship. Most importantly, describe what you have learned about the practice of public relations, organizational management and etc.

(20 Marks)

4. **Self-Evaluation (Chapter-4):** This is the heart of your report and will largely determine your grade on it. Take a long, hard look at your experience and tell the good and the bad of it. Make constructive criticism of use/misuse of you as an intern. Perhaps you learned something about yourself. Tell the examiner(s) about it and make recommendations and suggestions about how you can use what you've learned about yourself. Be sure to bring some insight, analysis and reflective thinking to this section. Don't generalize and offer superficial, glib observations. Be specific and detailed in describing your experience.

(25 Marks)

5. **Conclusion and Way forward (Chapter-5):** This is another important part of your report, finally, you should mention what you would going to say about your internship program, what message you want to communicate based on your experience and learning to future interns of your Faculty, as well as internship administrators of the Faculty and you must suggest at least five (05) innovative ideas to improve the internship program of the Faculty of Commerce and Management.

(15 Marks)

6. **Appendix:** Include samples of the work you did at the internship. Show a variety of work you did/participated/prepared/submitted and etc. (i.e. include five samples of other formats such as documents or photos). Layouts, reports, and scripts are also appropriate for this section. What you include here will be determined by the kind of internship you had. If you have nothing to include here, your report should explain why this is so.

(10 Marks)

Sample Format of your Report

Title page

Internship Report (Font Size: 14)

Organization: (e.g. Bank of Ceylon PLC)

Place of Internship: (e.g. Batticaloa, Chenkalady)

Scheduled Period of Internship: (e.g. 21-08-2017 to 17-11-2017)

Actual Period of Your Internship: (e.g. xx-xx-2017 to xx-xx-xxxx)

**Study Program and Specialization: (e.g. BBA-HRM/B.Com-
Accounting and Finance)**

By

Mr/Ms. A P A Ram

EU/IS/YYYY/MS-COM/XX

Index No.: MS/COM-XXXX

#		Please (✓)	
		Yes	No
01	Did you submit your Confirmation Letter?		
02	Did you change your internship organization during the internship period?		
Student's Signature:..... Date:.....			

Faculty of Commerce and Management
Eastern University, Sri Lanka

13-11-2017

Table of Contents

Page No.

- 1. Chapter-1: Introduction**
 - 1.1 A brief profile of the company or organization
 - 1.2 A brief profile of the division(s) or department (s) you worked
 - 1.3 Organization Chart

- 2. Chapter-2: Works Performed**
 - 2.1 Daily Tasks and Activities
 - 2.2 Your working fields/areas
 - 2.3 Nature and types of your works
 - 2.4 Challenges of your works

- 3. Chapter-3: Lessons Learned**
 - 3.1 Lessons Learned from the tasks/works your performed
 - 3.2 Lessons Learned from my supervisor(s)
 - 3.3 Lessons Learned from the other works/employees/managers
 - 3.4 Lessons Learned from the customers or other relevant parties/stakeholders
 - 3.5 Lessons Learned from system, policy and practices

- 4. Chapter-4: Self-Evaluation**
 - 4.1
 - 4.2
 - 4.3
 - 4.4
 - 4.5

In this chapter, you can decide the sub-sections based on your creativity and reflections

- 5. Chapter-5: Conclusion and Way forward**
 - 5.1 Internship Experience Summary
 - 5.2 Message to future interns of your Faculty
 - 5.3 Message to internship administrators of your Faculty
 - 5.4 Innovative ideas to improve the internship program of the FCM

- 6. Appendix**

Reference (if any) (APA Formatting Style)

Appendix 05 Guidelines for Oral Presentation

- Final presentation should be based on the Internship Report.
- 30 minutes will be allocated for the presentation and will be followed by a 10 minutes “question and answer” period.
- Presentation must be made using PowerPoint slides.
- Presentation will be evaluated by a panel appointed by the Departments of Faculty of Commerce and Management.

Appendix 06 Guidelines for Company Supervisors

Company Supervisors should:

- Involve genuinely and regularly with the training activities throughout the training period.
- Help the Departments to conduct a successful training program by providing necessary feedback. (i.e. confidential progress report, Supervisor feedback and training record book).
- Continuously evaluate the performance of the Trainees in the organization.
- Provide feedback to the students about their performance.

Appendix 07 Guidelines for the Intern

- Find out placement opportunities that facilitate for the achievement of training objectives and acceptable to the department.
- Actively participate in the Training Programme.
- Respect company norms of punctuality, dress, etc. and behave in an ethical and professional manner.
- Work together collaboratively with the Department, Internship Coordinator, Company Supervisor, and the Company.
- Engage in self-evaluation and receive constructive feedback.

- Maintain the Training Record Book as instructed by the Internship Coordinator.

Appendix 10 daily Training Log

Daily Log

Date	Time		Works/Tasks Completed	Supervisor's Signature
	Arrival	Departure		
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				
Week Summary:				
Total Hours Worked :.....				
New Concepts & Ideas Learned :.....				

Appendix 03 Confidential Progress Report from Company Supervisor

S/No	Performance Evaluation	Supervisor 's Marks	Office Use
1	Professional Expertise		

1.1	Ability to demonstrate theoretical knowledge	1	2	3	4	5	6	7	8	9	10	
1.2	Ability to demonstrate technical skills	1	2	3	4	5	6	7	8	9	10	
1.3	Knowledge of the firm's methodologies and procedures	1	2	3	4	5	6	7	8	9	10	
1.4	Work efficiency and accuracy	1	2	3	4	5	6	7	8	9	10	
2	Contribution to the firm											
2.1	Ability to enhance client/customer relationship	1	2	3	4	5	6	7	8	9	10	
2.2	Active participation in organizational activities	1	2	3	4	5	6	7	8	9	10	
3	Development of skills											
3.1	Leadership skills and decision making ability	1	2	3	4	5	6	7	8	9	10	
3.2	Oral and written communication ability	1	2	3	4	5	6	7	8	9	10	
3.3	Timeliness	1	2	3	4	5	6	7	8	9	10	
3.4	Ability to work as a team member	1	2	3	4	5	6	7	8	9	10	
Total												

Any other Comments:

.....

Signature of the Supervisor/Senior Manager:

Date:

