



INTERNSHIP HANDBOOK

Academic Year 2021/2022



About Internship Guideline

The internship guideline serves as the official reference for students taking credit-based internship program. This guideline regulates the internship required documents, eligibility procedure, and internship grading system for internship enrollment within the period of Academic Year 2021/2022 only. Henceforth, all students who enroll for internship in September 2021, January 2022, and May 2022 must comply with the regulation as stated in this Internship Handbook.

Internship and Career Center (ICC) Bureau will coordinate the implementation of this procedure, in coordination with Heads of Study Program. An internship briefing session will be organized to all concerned students prior to the internship enrollment start.

In response to the COVID-19 pandemic, to promote the social distancing and simplifies the document submission, starting in January 2020, and onward the document submission will be administered via PUIS. ICC will not accept submission either via email or hard-copy submission. All internship activities and documents will be recorded and completed in President University Information System.

As internship is strongly influenced by the business trends and external situation, ICC will stay alert and monitor the latest development and updates which may affect the student's internship plan. Should any revision of these policies concerning student internship is deemed necessary, ICC will communicate the necessary adjustment to all student interns via email and other communication channels. Student interns who need further explanations about the procedures, are recommended to send inquiry to icc_pu@president.ac.id.



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CHAPTER I - General Information

1.1. What is an internship?

Internships are planned and closely supervised "hands-on" work-related learning experiences providing the students with a chance to gain important knowledge and skills in a career-related that may or may not be directly related to their academic coursework. An internship provides exposure to career fields of businesses and interests.

By putting the internship as the compulsory subject of the university, President University recognizes the importance of experiential learning opportunities for both the educational advancement of students and the growth of host employers' businesses and organizations.

1.2. Criteria for an experience to be defined as an internship:

To ensure that an experience is educational and thus eligible to be considered a legitimate internship, President University has adopted the instructive criteria for an experience to be defined as an internship. To be considered a legitimate internship, the following criteria must be met:

- 1.2.1. The internship work activities are supervised under certain leadership whose position is well-defined the official organization structure;
- 1.2.2. The internship work activities have definitive goals which are relevant to the hiring institution's strategic and/or operational success;
- 1.2.3. Student intern can engage in a routine feedback with the on-site supervisor;
- 1.2.4. Student intern is enrolled for internship subject, and the experience is conducted within the enrollment duration;
- 1.2.5. The experience is constructed under definite period, with a specific beginning and end, and should comply with the minimum duration set by President University;
- 1.2.6. The internship work activities are the extension of student's learning and can complement the theory/knowledge/skills gained during the study in President University;
- 1.2.7. The internship work activities expand the student interns understanding on work skill set, insight about certain industry or profession, and provide sense of contribution for the student interns.



1.3. Objectives and Benefits

The overall goal of internship is to provide the means for each student to mature both personally and professionally, as well as to further their appreciation and understanding of the professional experience in their chosen field of study. Because of the commitment to this vision, the internship program was established with the following specific operating goals, which each student, can have the opportunity to:

- 1.3.1. Understand, observe, and apply the application of certain knowledge or working theory philosophies learned through previous academic and other experiences, in an appropriate work and professional settings;
- 1.3.2. Develop their abilities to achieve performance goals based on the responsibilities and duties.
- 1.3.3. Develop their ability to asses and direct achievement of specified performance goals.
- 1.3.4. Obtain a bird's eye view of how an institution is running and as a medium for the students to have direct interaction with and to learn from industry professionals.
- 1.3.5. Enrich their understanding about how an institution is forming the teamwork, making it effective, and united albeit the diversity, variety of social background, and culture.
- 1.3.6. Develop decision-making and problem-solving skills through the formulation, implementation and evaluation of alternative solutions to problems and approaches to issues.
- 1.3.7. Gain an understanding of the overall institution/organizational structure and their management philosophy (or corporate culture) and clientele base, as well as their relative position to other local, national and /or global competition in the market place.
- 1.3.8. Identify and address personal strengths and weaknesses in light of demands and expectations of employment in the various roles and responsibilities assigned in a work setting.
- 1.3.9. Develop a network of industry professionals that can be used when seeking full-time employment.
- 1.3.10. Share their internship experience and special project with other PU interns, faculty and staff.

In addition, the university recognizes the benefits of an academically sound internship program, which includes the provision and utilization of feedback from the employer and the student in the continuing evaluation of the university curriculum (i.e. the need for new courses and adjustment of existing courses), and the potential of promoting all programs/majors to prospective employers.



1.4. Internship Benefits for Employers

Companies gain advantages and benefits from having a successful internship program. For the participating company, an internship program can:

- 1.4.1. Allow the company to better serve its customers through the contributions of an intern. Interns can serve as short-term solution to handle increased workloads and complete needed projects, while at the same time providing the intern with a valuable work experience;
- 1.4.2. Stimulate and promote a learning experience among professional staff. Company employees can learn much from interns who bring a different set of skills, knowledge base, and perspective to the job;
- 1.4.3. Provide company personnel with the opportunity to evaluate the effectiveness of their in-house training programs or other services based on feedback from interns;
- 1.4.4. Afford an opportunity to screen for prospective employees and expand the manpower pipeline/new potential recruit database. Interns become familiar with an organization's culture and work and establish close working relationships with current employees. This makes them ideal candidates for job vacancies. Even if an intern does not end up being employed at their internship placement site, internship program may serve as a good recruitment tool for a company to observe potential workers under actual working conditions without a long-term commitment;
- 1.4.5. Allow the company to contribute to the professional development of future professionals through partnership with President University.





CHAPTER II-General Policies and Procedures

2.1. Internship Program Schedule and Duration

Based on the course description as stipulated by the University, the credit-based "Internship" program is offered in the 8^{th} semester for Accounting study program, and in the 9^{th} semester for non-Accounting study program.

The duration for credit-based internship program for Academic Year 2021/2022 lasts for a minimum of 16-weeks. In the Academic Year 2021/2022, the internship cycle starts in September 2021, May 2022, and September 2021.

| Semester | Internship Period (16 weeks) |
|----------|------------------------------|
| 2021.1 | September 2021-January 2022 |
| 2021.2 | January 2022-May 2022 |
| 2021.3 | May 2022-September 2021 |

2.2. Student Eligibility for Internship

To enroll for credit-based internship program as specified in the point number 2.1., the student must be deemed eligible.

2.2.1. Internship Eligibility Requirement:

- 2.2.1.1. By the time of the enrollment, the student must be at least 17 years of age.
- 2.2.1.2. Except for Accounting Regular Morning Class students (refer to point 2.2.1.7), for a student to be eligible to enroll for internship, the student has to complete a minimum 8 semesters of study, and can only start their internship in semester 9.
- 2.2.1.3. For "Accounting Regular-Morning Student", the concerned student must have completed a minimum of 7 semester, and if the student is registered as "Accounting Regular-Evening Student", the concerned student must have completed a minimum a minimum 8 semesters of study, and can only start their internship in semester 9.
- 2.2.1.4. If the student is registered as "TRANSFER and/or CONVERSION" student from Regular Morning Class, (applied



to students who transfer from other universities or study programs within President University), the student must have passed at least 87 SKS, by the time of internship enrollment;

- 2.2.1.5. If the student is registered as "TRANSFER and/or CONVERSION" student and enrolled for Regular Evening Class, (applied to students who transfer from other universities or study programs within President University), the student must have passed at least 84 SKS (Regular Evening Class), by the time of internship enrollment.
- 2.2.2. If the students do not meet the requirement stated in 2.2.1., students are deemed not eligible for the credit-internship and need to defer the internship enrollment. The student's internship will be scheduled and determined by the Internship and Career Center and in coordination with Head of Study Program according to the prevailing rules and regulations.

2.3. Enrollment

Students who take a-credit based internship must enroll for the subject accordingly as stipulated by the university. Schedule for the enrollment will be determined and announced by Academic and Administration Bureau. Students who do not enroll for internship are subject to penalty which is in accordance with the university policies.

2.4. Adding Subjects

The student interns must demonstrate commitment to the hiring employer and abide by the working hours set by the institutions. Therefore, to achieve maximum internship output, students are **NOT RECOMMENDED** to take any additional courses when the student is currently on the credit-internship program.

Student interns who plan to enroll for additional subjects must communicate to ICC prior to class enrollment and obtain written approval from the company.

2.5. Student Placement and Internship Work Arrangement

- 2.5.1. Students are given full liberty to choose where they want to undertake the internship program.
- 2.5.2. With respect to the COVID-19 pandemic, student interns must consult with the representatives of the hiring institutions about the internship work arrangement, whether it is Internship from Home or Internship from Site.
- 2.5.3. Hiring institutions which require internship from site, may require internship candidates to undertake medical examination. If such medical examination is required as part of the recruitment and selection process, the hiring institutions will communicate this matter to the student interns, and the student interns need to follow this regulation.

2.6. Health insurance, living cost, travel and accommodation expense

Students are responsible to all expenses related to the activity of internship which may be incurred as part of the pre-internship preparation, during and/or after the internship program. This cost may comprise of, but not limited to, travel cost (from internship site to student's residents), accommodation, meal, health insurance, and



living cost. The University will not be responsible if one of these costs incurred. In case of insurance, students are encouraged to have insurance which will cover the protection for health, and/or medical cost for treatment caused by work-related injury.

2.7. Internship Reference Letter

All eligible students can access the internship online documents which are available in President University Information System (PUIS). The online system covers the administrative procedure starting from the beginning until the grading system.

Internship reference letter confirms that a student is currently registered as President University student, and that a respective student must conduct a compulsory internship program. The reference letter is commonly attached to the student's applications documents sent to the hiring employer. Although highly recommended, attaching internship reference letter is not mandatory unless being required by the hiring employer.

Student who requires internship reference letter can request the letter in PUIS. To access the internship reference letter please follow the attached guideline:

- 2.7.1. Only eligible students can access the internship reference letter.
- 2.7.2. To access internship reference letter, a student must submit and complete the "Online CV" available in the PUIS.
- 2.7.3. After completing the online cv, go to "Internship" menu and choose "Internship Reference Letter & Agreement Form".
- 2.7.4. Click the (+) button and fill up the required information. In this part, the student must specify and write the name of the institution, the name to whom the letter is sent to, and specify in which semester the internship is enrolled;
- 2.7.5. After completing the required information, student can send email to ICC requesting the validation of the internship reference letter.
- 2.7.6. ICC validates the request;
- 2.7.7. Student can download and print the internship reference letter;
- 2.7.8. Student who needs additional reference letter can request for another reference letter.

2.8. Application Procedures

Students assume full responsibility to find the internship placement and pursue to the internship application. ICC will facilitate the student with liaising and networking with the industry. The students can also refer to ICC if they need information about potential internship placement.

In search of the internship placement, students must follow the general procedure as follows:

2.8.1. Eligible students can directly submit their applications to the intended institutions. The documents consist of, but not limited to, CV, cover letter, transcript (if required by institutions), reference letter, and certificates of participation.



- 2.8.2. Students are encouraged to follow up on the status of their application to the intended institutions 2 weeks after they send their application documents.
- 2.8.3. Students must report to ICC if they have secured an internship placement by submitting the Internship Agreement Form or provide a written confirmation by email to icc_pu@president.ac.id as specified by ICC.
- 2.8.4. ICC will determine the deadline for the students to submit the Internship Agreement Form or the written confirmation. Students who have not secured an internship placement on the date assigned by ICC must report to ICC.

2.9. Student's Duties and Responsibilities during the Internship

During the internship, the students must deliver certain responsibilities and duties to the institution /company and/or On-site Supervisor, as well as the University, to fulfill their internship requirements. These include:

2.9.1. To the Institution and/or On-Site Supervisor

- 2.9.1.1.Familiarizing and abiding by all the rules, regulations, policies and procedures of the institution applicable to their conduct while in the institution's employment;
- 2.9.1.2.Reporting directly to the On-site Supervisor for instructions. The intern is responsible for fulfilling their duties as stipulated by their supervisor, and for meeting their scheduled training commitments and arrangements;
- 2.9.1.3. Setting mutually satisfactory and feasible goals and objectives in consultation with the on-site supervisor. These constitute a baseline against which the intern's performance is assessed by the On-site supervisor;
- 2.9.1.4.Becoming an integral and participating member of the institution staff;
- 2.9.1.5. Acting in a professional manner both as an institution staff member and when dealing with the institution's customers. The student is a representative and ambassador of President University. A positive experience effectively 'paves the way' for the future placement of other interning students. It is, therefore, imperative that a cooperative attitude and good work record and habits be maintained for a good rapport between the intern, the university and the employer.
- 2.9.1.6.Being involved, as appropriate and instructed, in all levels of the institution's operations, including meetings, programs, projects and training sessions. This enables the intern to strive toward higher levels of personal and professional growth and fulfillment;
- 2.9.1.7. Establishing and maintaining an open, regular communication with the on-site supervisor, and being transparent about the



issues/problems/update which takes place in the workplace. This also means that interns need to seek further clarification from the on-site supervisor when encountering tasks or problems that cannot be solved independently;

- 2.9.1.8. Preparing and discussing their progress report with their on-site supervisor in person. After it is approved, the on-site supervisor's signature on each of the report must be secured;
- 2.9.1.9. Notifying the on-site supervisor in advance when it is necessary for the interns to be absent from work. The intern should inform the on-site supervisor as soon as possible if they are unable to complete the internship program due to illness, accident, or other unforeseen circumstances.

2.9.2. To the University

- 2.9.2.1.Adhering to all policies, regulations, procedures and assignments as outlined in the *Internship guideline*;
- 2.9.2.2.Maintaining intensive communication with the university internship mentor by submitting the progress report to the mentor for their review and approval.
- 2.9.2.3.Unless circumstances warrant other arrangements, the student must attend meetings with their University internship mentor and on-site supervisor during a routine on-site visit to discuss their: a) internship experiences; b) special project; c) progress towards meeting personal objectives identified;
- 2.9.2.4. Presenting an overview of their internship site work experience and special project at an internship presentation session which can be attended by all working interns, university internship mentor, Internship and Career Center, relevant faculty advisors and other staff members, as warranted, toward the end of the working semester; and
- 2.9.2.5. Notifying the university internship mentor and Internship and Career Center as soon as possible, if they are unable to complete the internship program due to illness, accident or other unforeseen circumstances.

2.10. Internship Final Presentation

To complete the internship program, student interns must conduct final presentation. The final presentation will describe the overview of internship learning progress, and their experiences, including content from special project (if applicable), at a closing internship session. Interns will also share what challenges and successes they experienced during their internship.

The presentation can be attended by all working interns, University internship mentor currently having intern responsibilities, the Internship and Career Center, the on-site supervisor (if available), relevant faculty advisors and other staff



members, as warranted. It is compulsory for the interns to make use of Power Point slides or other visual aids. Unless specified otherwise, the presentation session will be held in the President University campus at a predetermined date and time.

2.11. Completion of Internship

A credit-based internship program can be considered complete if the student internship has met the following requirement:

- 2.11.1. Student intern has performed a minimum of 16-weeks internship program which is proven by written evidence and documentation as stated in points 2.11.2; 2.11.3; 2.11.4; 2.11.5; 2.11.6; 2.11.7;
- 2.11.2. Student intern has submitted a minimum of 4-monthly reports to the internship university mentor;
- 2.11.3. Student intern has delivered responsibilities to the hiring employer as proven by the issuance of internship completion letter from the company;
- 2.11.4. Student intern has acquired the performance assessment from the onsite supervisor.
- 2.11.5. Student intern has acquired the full-assessment from the mentor (including conducting the internship final presentation);
- 2.11.6. Student has submitted the internship final report; and
- 2.11.7. Student intern has submitted all required documents to PUIS, and verified by Internship and Career Center.

2.12. Grading Assessment

For an internship grade to be issued, the student must have completed all documents and met the requirement as stated in point number 2.11. The internship final grade reflects the student's effort and progress from the internship preparation, during the internship period, and after internship has ended. The grading system consists of the following factors:

| Grading Factors | Assessor | Weight Proportion |
|------------------------------------------|-----------------------|-----------------------------------------------|
| Monthly Progress Report | Internship Mentor | 15% |
| Final Report | Internship Mentor | 15% |
| Final Presentation | Internship Mentor | 15% |
| On-Site Supervisor Evaluation | On-Site Supervisor | 45% |
| Document submission punctuality | ICC | 5% (final document 2.5% and final report 2.5% |
| Attendance on the Internship Briefing | ICC | 5% |



2.13. Policies on Extension on Internship Completion

It is vital for the student intern to manage the time properly to ensure effective delivery of the internship requirement from both the internship placement. Students who cannot meet the deadline of the internship documents submission are not entitled to **Document Submission Punctuality Points (5%).**





CHAPTER III-Internship Documents and Online Submission Procedure

Internship final documents are necessary tool to monitor and evaluate each progress of the student intern. The internship final documents capture the milestone of the student internship experience, starting from the beginning of the internship, during the internship, and after the internship work is completed.

The final documents are the learning tool for the university to continuously improve the services. The final documents validate how relevant President University's students in the employer's perspective, the current competencies needed by the industries, and, more importantly, if the internship program is effective as employment channel.

The office of ICC oversees the collection, archival, and storage of the internship final documents. All information stated in the documents may be extracted for President University annual accomplishment report, and parts of information may be shared with the Ministry of Education and Culture.

3.1. Types of Documents and the templates in President University Information System

The student must submit the documents as stated in chapter 2. To maintain the quality and standards, ICC has developed the template for each document. To access the documents, students must login into the "Internship" feature in the President University Information System. Only eligible student can access the documents.

3.2. Beginning of the Internship and Internship Agreement Form

To formally document the student internship placement, student must submit the hardcopy of Internship Agreement Form. Internship Agreement Form serves as formal contractual document between the student interns and hiring employer regarding the student internship placement.

Written in the form is the information on the student's placement, on-site supervisor, internship duration, and the person in charge administering the internship hiring program in the institution.

Submission procedure: Form is submitted before the deadline determined by ICC. Scanned version of the agreement form (completed with the signature and stamp of the hiring institutions) will need to be uploaded to PUIS. It is also courteous to send a copy of the form to your university mentor.



3.3. Progress Reports

Progress reports are a vital for the success of the internship program. By submitting the monthly progress report, student intern can report important events/assignment, notable challenges, and information on how the students encounter those challenges. The monthly reports formally describe the learning process which takes place during the internship fieldwork, and through this report, both student interns and mentor can evaluate if expected improvement is observed.

Submission procedure: Monthly progress report is submitted every 4-weeks to the internship university mentor via President University Information System. Upon the submission, internship mentor must provide written feedback and comment into the system as the documentation about two-ways communication between student interns and university mentor.

In addition, the student intern may submit directly or upon the approval by the mentor, by email. All progress report must be discussed with, signed by the onsite supervisor, and stamped prior to the submission to the university internship mentor.

3.4. Final Internship Documents

The internship documents are essential for the sustainability of the internship program in President University. Through the written documents, the university can gain full access to the student's internship and learning progress, student interns learning internship result, most recent issues in the workplace, as well as the competencies required by the industry.

The final internship documents consist of the following forms:

3.4.1. Internship Job Description

Internship job description summarizes the duties which student interns has delivered during the internship, the learning points, and summary of skills and knowledge which the student must acquire to successfully perform the duties.

Submission procedure: Similar to the agreement form, student interns must upload the canned version of the document (completed with the signature and stamp of the hiring institutions) to PUIS system. It is also courteous to send a copy of the form to your university mentor.

3.4.2. Internship Performance Evaluation Form by Employer

The internship performance evaluation by employer is the formal assessment from the on-site supervisor to the student interns in the end of the internship period. The assessment is used to determine if the student has met the expectation of the on-site supervisor and considered proficient to cope with the job's challenges. The assessment duration must cover internship period as stated in the "Internship Agreement Form".

For the student intern's personal improvement, it is crucial for the student interns to receive feedback from the on-site supervisor on the impact of the student's performance to the employer, how significant the presence



of student interns to the day-to-day business operation, and whether any unsatisfactory effort or the competency deficiency is observed during the work activities.

Submission procedures: A link of online assessment will be sent to the internship on-site supervisor 3 weeks before the end of the internship, as stated in the agreement form. The on-site supervisor will rate the quality of student's internship performance, and this assessment will directly be inputted into the student's grading system.

The performance evaluation is conducted during the last week of the internship placement. Ideally, the on-site supervisor will discuss the internship performance with the student interns before reaching the conclusion on the assessment.

Both the student interns and on-site supervisor must sign (with valid institution's stamp) the internship performance evaluation form as the proof that both parties have agreed and acknowledged the assessment result.

3.4.3. Self-Assessment by Student.

To understand how effective the internship program has advanced student's personal and professional maturity and the contribution of the program to student's learning process, the students must complete the self-assessment on the internship program.

The self-assessment is the reference used by the university to measure the effectiveness of the student internship program to develop the personal and professional growth.

<u>Submission procedures</u>: The assessment will be conducted via PUIS whereby student will fill up an online questionnaire.

3.4.4. Internship Completion Letter

Upon the completion of the internship fieldwork, the institution will issue completion letter or certification that authenticates the internship program that students have undertaken in the institution.

<u>Submission procedures</u>: The hiring employer will issue the internship completion letter in the end of the internship duration as written in the "Internship Agreement Form". Student will upload this document into PUIS.

3.4.5. Declaration of Originality

In the final submission, the student must attach "Declaration of Originality" along with the other final documents as mentioned in number 2.12.1 – 2.12.2. The document states that the final internship documents are true documents, issued and signed by the authorized personnel.

<u>Submission procedures</u>: Student will confirm the declaration of originality via PUIS.



3.5. Internship Final Report

The internship final report summarizes the cumulative experience of the internship. It is a compilation of the intern's objectives, activities, personal result, conclusions and other related materials which they have developed and assembled as evidence for their performance, and acquired skills and knowledge, over the course of their work placement. This might include samples of the intern's work found in letters, memos, photographs, videos, report or brochures, as well as evaluations written by their clients, colleagues or supervisor.

Final report is a formal document of internship grading, and the university highly emphasizes in the accuracy and quality of the final report, including the grammar and writing technique which should reflect the acceptable standard of academic writing.

Further information about the structure and layout of the final report is written in different section of this handbook.

<u>Submission procedures</u>: The submission of Internship Final Report will only be valid if the student has conducted the Internship Final Report. The student intern submits "The Soft Copy" of internship final document to ICC by uploading the report into PUIS.

If instructed by the Study Program and/or University Mentor, the student intern must also send a copy of final internship report to the Study Program and/or university mentor.

3.6. Document Submission Deadline

The deadline for internship document submission is divided into two terms, the final documents deadline which consists of:

- 3.6.1. Internship Agreement Form;
- 3.6.2. Internship Job Description;
- 3.6.3. Work Performance Evaluation by On-Site Supervisor (Internship Performance Evaluation by On-Site Supervisor);
- 3.6.4. Self-Assessment by Students;
- 3.6.5. Internship Completion Letter, and
- 3.6.6. Declaration of Originality.

As for the internship final report, student must submit the report in soft-copy PDFformat.

The following table describes the deadline for internship document submission for each semester period.



| Internship Enrollment | Deadline for Document Submissions and final report | Submission Method | Format |
|--------------------------|-------------------------------------------------------------|-----------------------------------------------|---------------------------------------------------------------------------------------|
| 2021.1 | 25 th February 2022 | All scanned documents are uploaded into PUIS. | PDF. Each file is no more than 2 MB. Format file title: Name_ID_Internship Documents. |
| 2021.2 | 31 st May 2022 | All scanned documents are uploaded into PUIS. | PDF. Each file is no more than 2 MB. Format file title: Name_ID_Internship Documents. |
| 2021.3 | 30 th November 2022 | All scanned documents are uploaded into PUIS. | PDF. Each file is no more than 2 MB. Format file title: Name_ID_Internship Documents. |





CHAPTER IV-Guideline for Mentor

4.1. Who is the university internship mentor?

University internship mentor is the President University lecturer who is recommended and appointed by the Head of Study Program to monitor the progress of the student's internship activities and advise the students about the viable solutions to those challenges

4.2. University Internship Mentor Appointment Period

University internship mentor appointment period will be effective as of the date stated in the assignment letter issued by Head of Study Program until the end of the internship period as stated in the Chapter 2, point number 2.1.

4.3. Responsibilities of the university internship mentor

By assuming the duty as mentor for internship program, the lecturer is under the responsibility to:

- 4.3.1. Monitoring the progress of the student's learning and activities through reviewing the progress report sent by the students.
- 4.3.2. Providing direct feedback and comment to the students about the monthly report progress via President University Information System.
- 4.3.3. Maintaining open communication for the students who need to consult their problems or issues.
- 4.3.4. Paying an on-site visit to meet and discuss with the on-site supervisor and the interns concerning the intern's performance, progress, required knowledge and skills, and feedback to the faculty/study program. For further documentation, mentor will document the visit, and submit the form to ICC in the end of the internship program.
- 4.3.5. Attending the internship presentation, reviewing the internship report, and grade the intern's performance based on the criterion that has been designated by ICC.
- 4.3.6. Submitting the grades in accordance with the grading policy and timeline as determined by ICC and President University.

4.4. The authority of a university internship mentor

As the mentor, the lecturer is entitled to the following rights:

4.4.1. Grading the student's performance in terms of monthly report, final presentation, and final report.



- 4.4.2. Determining the schedule for final presentation.
- 4.4.3. Recommending any decision that may be related to the termination of the internship or the student's withdrawal from the current internship placement.

4.5. Virtual Mentor Visit

A virtual mentor visit is a method that can be used by university mentor to monitor intern's practical performance, by arranging virtual meeting amongst the student interns, on-site supervisor, and university mentor. This virtual mentor visit replaces the internship mentor visit to hiring institutions which was a common practice before the COVID-19 pandemic. The internship mentor can gain a better appreciation for an intern's work site environment as well as their special project.

General information that the university internship mentor can enquire during the visit may encompass:

- 4.5.1. Student intern's dominant strengths and potential skills which can be explored and improved;
- 4.5.2. Relevancy of the student's current knowledge and skills to the current business needs and industrial demand;
- 4.5.3. Institution's tendency to hire future interns from President University;
- 4.5.4. Feedback and area of improvement for the study program or faculty in terms of technical knowledge, soft-skills, and behaviors of the students.

4.6. Timeline for internship grading submission by university internship mentor

The deadline to input the grading is written as follows. The grading will be inputted and processed via PUIS.

| Internship Enrollment | Internship Mentor Grading Submission Deadline |
|-----------------------|-----------------------------------------------|
| 2021.1 | 30 th June 2022 |
| 2021.2 | 30 th July 2022 |
| 2021.3 | 30 th December 2022 |



5.1. Internship Placement

The institutions which aim to hire interns from President University should recognize that the internship is intended to be a learning solution for the students to better comprehend the real challenge in the workplace. Therefore, the intern should assume a wide range of responsibilities during their work experience. The types of work that the student interns may involve during the internship is as follows:

5.1.1. Routine and Administration Functions – The student interns are assigned to be part of routine administrative functions in the certain department. Depending on the staffing policy, employer's needs, student interest and competency, the company will determine which part of work administrative activities that can be delegated to be the internship primary assignment. The administrative jobs usually involve document handling, filing and archiving, data entry, data mining, minutes of meeting keeper, and scheduling.

By performing the routine and administrative function, the student interns can observe the types of documents, data, and data recording system needed to support certain department goals to be met.

5.1.2. **Project Completion** – One type of the internship activities is to partake in the certain project with completion duration. In this type of work activities, student interns are expected to deliver certain work result which is part of the project goals.

By partaking in certain project in the employer, student interns can obtain better understanding of the application of project management, the staffing and work division practice in certain project, cost and budgeting process which affect certain project, and how one

5.1.3. **Observation and Participation in the Decision-Making Process**— if allowed with the institution's internal policies, an intern should be given the opportunity to observe the details of the internal and external working relationships of the institution. In addition, interns should be allowed to participate in institution committee meetings, conferences, and workshops to gain a better understanding of their chosen concentration.



5.2. Expected Information for the interns

Each intern will work under direct supervision as coordinated and instructed by the institution. The institution will then assign the on-site supervisor who will lead and guide the students during the internship program.

To ensure the successful completion of this internship program, the hiring institution and/or the on-site supervisor is expected to provide the following to the students:

- 5.2.1. Internship job preview explaining the assigned duties, expected performance, and standard operating procedure which can influence the work.
- 5.2.2. Organization policies, rules and regulation, and/or standard operation procedure which that governs the work activities
- 5.2.3. Information regarding the applied safety procedures, and self-equipment protection.
- 5.2.4. Clear description and orientation regarding the institution's policies and procedures which includes the appropriate dressing code, work hours, professional behavior, and work ethics which functions as the core values of the organization.
- 5.2.5. Introduction to the organization members whom the students will work with.
- 5.2.6. Opportunity for the interns to discuss the internship progress, learning point, and problems.
- 5.2.7. Opportunity for the university internship mentor to meet and discuss with the internship on site supervisor regarding the intern's performance and entering the evaluation regarding the intern's performance by the end of the internship program as assessed by the on-site supervisor.





6.1. Reasons for Internship Termination

The internship termination by the institution can take place due to one or more of the following reasons:

6.1.1. The end of internship agreement

The internship may come to an end following the expiry date of the internship duration as agreed by both the student and institution.

6.1.2. Internship termination by the institution:

The internship termination as proposed by the institution may be inevitable due to the following reasons:

6.1.2.1.Industry and business reasons such as the bankruptcy, relocation to other areas, or merger and acquisition that makes the hiring of interns not feasible considering the business or financial situation of the institution.

Students whose internship is terminated by the article 6.1.2.1 will not receive any sanction or penalty. The internship is counted valid.

6.1.2.2. Grave wrongdoings

Students who are caught guilty for the grave wrongdoings will not be considered qualified to continue the internship and the internship will not be considered valid. Therefore, the students will need to retake the internship program upon the discretion of ICC, Head of Study Program, and university internship mentor.

For the legal categories of grave wrongdoings, President University refers to the Manpower Law No.13 Year 2013 article 158 as listed below:

- 6.1.2.2.1. Stolen or smuggled goods and/or money that belong to the institution;
- 6.1.2.2.2. Given false or falsified information that causes the institution to incur losses;



- 6.1.2.2.3. Drunk, drunken intoxicating alcoholic drinks, consumed and or distributed narcotics, psychotropic in the working environment;
- 6.1.2.2.4. Committed immorality/indecency or gambled in the working environment;
- 6.1.2.2.5. Attacked, battered, threatened, or intimidated his or her co-workers or the entrepreneur in the working environment.
- 6.1.2.2.6. Persuaded his or her co-workers or the entrepreneur to do something that against laws and regulations.
- 6.1.2.2.7. Carelessly or intentionally destroyed or let the property of the entrepreneur exposed to danger, which caused the institution to incur losses;
- 6.1.2.2.8. Intentionally or carelessly let his or her co-workers or the entrepreneur exposed to danger in the workplace;
- 6.1.2.2.9. Unveiled or leaked the institution's secrets, which is supposed to keep secret unless otherwise required by the State

To provide valid justification, the institution must provide valid evidence that follow the due diligence that is aligned with the provision in Manpower Law no.13 Year 2003 article 158 section 2 as the following:

- 6.1.2.2.a. Institution catches the student performing the grave wrongdoings in the act;
- 6.1.2.2.b. The student admits the allegation of committing the grave wrongdoings;
- 6.1.2.2.c. Available written report filed by the authorized representative of the institution and is supported with valid testimony/confirmation by at least (2) two witnesses;

6.1.2.3. Tardiness and disciplinary actions

Any Student whose internship is terminated due to frequent work tardiness and who fails to comply with company policy regulations, and this must be proven by the official evidence or record from the institution will receive grade E and this will result in the internship failure.

6.1.2.4. Sexual harassment.

Student whose internship is terminated by the institution because of being proven guilty of sexual harassment complaint will not be considered qualified to continue the internship in the institution and the internship will receive **no grade.** Students will need to retake the internship program upon the discretion of ICC, Head of Study Program, and university internship mentor.



Sexual harassment refers to displaying repetitive, unwanted sexual advances, requests for sexual favors, verbal and non-verbal sexual nature of conduct to other employees which creates unpleasant feeling and inconvenient, intimidating, hostile, and offensive work environment.

Sexual harassment, though, may not be limited to the following instances of behaviors:

- 6.1.2.4.a. Unwelcome jokes, comments, statements, gestures, offensive words on clothing.
- 6.1.2.4.b. Initiating physical contact which is not welcomed by the other party.
- 6.1.2.4.c. Repetitive requests for intimate relationship or unwanted flirting
- 6.1.2.4.d. Discussing sexually -related objects or showing visual or audio objects that portray sexual or other harassmentrelated nature.
- Sanction: The internship of the student interns is proven involved in the wrongdoings as mentioned in the 6.1.2.2, 6.1.2.3, and 6.1.2.4, will be deemed fail, and the concerned student interns must retake the internship period in the semester which is determined by the university.

6.2. Termination Process of an Intern by an institution

Termination of an intern by an institution is a serious matter and as such President University has set forth the following policy guidelines:

- 6.2.1 The on-site supervisor must immediately make a preliminary phone call to the University internship mentor and the Internship and Career Center if circumstances arise that could eventually lead to the dismissal of an intern. The reasons for the termination must be discussed and understood by both the University internship mentor and Internship and Career Center;
- 6.2.2 The institution submits written report that consists of the details on the investigation process and its outcome.
- 6.2.3 In the event of possible disciplinary and work competency issues, every effort should be made to reconcile the issues, but it is still possible that an institution decision to terminate an intern will stand. It is expected, that prior to the termination, the institution must have reviewed, in writing, the concerns with the intern and given the student the opportunity to correct the problem where this is possible;
- 6.2.4 If the decision to terminate the intern is deemed inevitable, the hiring institution needs to provide written letter to the university, addressed to the Director of Internship and Career Center, at the latest by 5 working-days before the last effective internship date.
- 6.2.5 A written statement outlining the reasons for termination and all appropriate documentation arising from the internal review must be provided by the



institution to the Internship and Career Center. Copies of the written statement must be sent to the University internship mentor and the student.

For further process, if it is deemed urgent, based on the evidence and investigation/critical incident report submitted by the hiring institution, ICC will then coordinate with the university internship mentor, respective Heads of Study Program, and if required, Dean/Vice Rector, or Senate Hearing, to reach the verdict on the concerned student intern's status.

Student interns whose internship program is deemed not null and invalid, is required to re-enroll for internship in the upcoming semesters, herein, decided by Heads of Study Program and ICC.

6.3. Student's Request for Withdrawing from Internship Placement

In the spirit of maintaining the commitment of President University and student interns to the hiring organization, withdrawal from the internship placement, is not favorable. However, should the student intern's resignation is unlikely to be prevented, the following procedure shall prevail:

- 6.3.1. Students must meet with ICC and university mentor to firstly consult the current issues/concerns which may become potential reason of resignation
- 6.3.2. Upon coaching, consultation, and given reasonable period to reconcile the issues, if the student's decision to resign remains still, the concerned student must provide written notification to ICC, university internship mentor, and Heads of Study Program concerning the intention to resign from the institution and stating the critical incidents that serve as the reason for resignation.
- 6.3.3. If it is considered necessary, ICC will consult with Head of Study Program, and/or the representative of the institution to further discuss the matter.
- 6.3.4. Based on the investigation and upon the acknowledgement and approval from the university internship mentor and Head of Study Program, ICC will issue decision as follows:

6.3.4.1 Request is approved

If the request to transfer to other institution is approved, the students may resign from the current institution. The activities will be considered and counted as official internship term.

The valid reason for transfer includes the following conditions:

- 6.3.4.1.1 Exposed to excessive working conditions (i.e. too much overtime work) that may potentially affect the health and welfare of the students.
- 6.3.4.1.2 If the student is exposed to unsafe working environment that can potentially endanger the student
- 6.3.4.1.3 If the Student is exposed to a hostile, intimidating, or offensive work environment that may interfere in his or her work performance (i.e. sexual or other forms of harassment).



- 6.3.4.1.4 Conflict, strike action, lockouts, or other labor-related disruptions at the company that may endanger student life.
- 6.3.4.1.5 Little or trivial work is given (i.e. stapling, copying) during half of the internship period resulting in the underutilization of the intern's time and lack of improvement in student learning. This situation should be proven by activity report of the intern.

6.3.4.2 Request is rejected

The request to transfer to other institution is commonly rejected due to insufficient evidence that leads to the urgency of internship resignation. The concern filed by the students is not considered as potential issue or problem and that resolution can be achieved through negotiation and communication with the institution.





The internship final report is an important document which not only explains the internship activities but also serves as the supplementary material about the recent trend in the industries, organizational or work culture, and how an internship can affect the student's personal growth.

All students are expected to provide clear, accurate, yet, conscience description on the internship activities, personal learning, and the suggestion for further improvement. This information will be further reference used by ICC, faculties, students, and other members of the university.

7.1 Internship Final Report Layout

| Margins | Top Margin: 1 Inch |
|--------------------------|------------------------------------------------------|
| | Right Margin: 1 Inch |
| | Left Margin: 1,5 Inch |
| | Bottom Margin: 1 Inch |
| | Times New Roman for all headings and text. |
| Font Size | Headings: 16 Bold Capital Letter |
| | Subheadings: 14 Bold |
| | Text: 12 Regular and 10 for footnotes |
| Line spacing | 1.5 for text |
| | 1 for footnotes |
| Paper size | A4, 70 grams |
| Chapter Headings | Apply Roman Numerals e.g. CHAPTER I, CHAPTER II, etc |
| Paragraph | Justify style |
| Outline Numbering System | Multiple-level outline numbering system |
| | For example: |
| | I. Introduction |



| | I.2.Benefits |
|-------------------------|-----------------------------------------------------------------------------------------------------------------|
| Number of pages | Maximum 25 pages |
| Page Number | Bottom-right of the page |
| Printing | Soft-copy stored in CD to ICC. Hard copy submission to mentor or institution is not compulsory unless required. |
| Color of the cover page | Dark blue |
| | Example of the internship report cover page is attached |

7.2 Internship Final Report Outline

The following is the sequence of how the students should present the report:

- 7.2.1. Page Cover
- 7.2.2. Letter of Internship Completion
- 7.2.3. Approval letter by Internship University Mentor Template in Appendix 8
- 7.2.4. Table of Content
- 7.2.5. Preface
- 7.2.6. Chapter I-Introduction
- 7.2.7. Chapter II-Company Profile
- 7.2.8. Chapter III-Internship Activities
- 7.2.9. Chapter IV-Personal Results/Evaluation/Points Learned
- 7.2.10. Chapter V-Recommendation
- 7.2.11. Appendices

7.3 Organization of Chapter

7.3.1 Letter of Internship Completion

Each student must attach the copy of the internship completion issued by the companies. The letter declares and verifies that the student has accomplished that the internship program from the specific period. Student who undertook the internship in two different companies must submit two letters of internship completion. Students who cannot attach the letter when the final report is due need to confirm to ICC.

7.3.2 Preface

A one-page section used to express the gratitude and appreciation for the people who have enlisted the support to the students during the internship



program. This page may also include an acknowledgement from the students to internship site and the people inside the organization.

7.3.3 Chapter I-Introduction

Introduction is to provide the reader with preliminary information about the internship program, objective, and the benefits of the internship. This chapter will help the reader comprehend why internship is necessary to be part of the study in the university.

7.3.4 Chapter II-Company Profile

This chapter will provide a background about the organization where the students undertook their internship at. Recommended information to be part of the company profile information is as follows. All student interns must observe the information confidentiality. Only include information which is not a private information, and with permission from the hiring institution.

- 7.3.4.1 History of the Organization
- 7.3.4.2 Vision, Mission, and Objective
- 7.3.4.3 Organization chart
- 7.3.4.4 Core organization activities
- 7.3.4.5 Product and services
- 7.3.4.6 Review on the organization growth and trend

7.3.5 Chapter III-Internship Activities

Chapter III is central chapter for this report which outlines the main responsibilities and duties of the interns. There is no custom on what should be written or how students must note in this chapter. Students are in the liberty to express how they want to communicate to the reader. Several guidelines for composing this chapter will be:

- 7.3.5.1. Refer to the job description and provide explanation on the critical and principal assignment.
- 7.3.5.2. In addition to the "what"-the assignment, include also the "how". The "how" will discuss the method or approaches that the students applied to finish the assignment. It may also talk about the specific tool or devise that the students used during the assignment
- 7.3.5.3. Upon the consent of the company, exhibit the result of the project that the student involved with. It may be displayed through picture, graphs, written elaboration, or portfolio.

7.3.6 Chapter IV-Personal Results/Evaluation/Points Learned

Communicating the message on the impact of internship to the student is the principal aim of this chapter. The students must evaluate how internship benefits them which may entail the answer to the following questions:



- 7.3.6.1. Was the internship worthwhile? Elaborate by providing the information about the advantage that the student gained after doing the internship
- 7.3.6.2. Did internship help gain better understanding about the theory and how it can be implemented in the real world? Provide description to this question? Did the internship help gain better comprehension about the industry?
- 7.3.6.3. What technical knowledge, new theory/approach/method, or skills was absorbed during the internship?
- 7.3.6.4. Was the internship helpful for the students to learn better about the personal strength and weakness and how it can affect the personal development of the students?
- 7.3.6.5. How did internship benefit the student's personal growth?
- 7.3.6.6. How did internship affect the student's future career plan?

7.3.7 Chapter V-Recommendation

The last chapter of this report will discuss the student's recommendations and suggestions related to current assignment or project or the internship activities. However, the students must be precautious in providing recommendation which may pertain to the company. Students must support the statement by providing reference and valid reasons why such action is essential.

In this chapter, students can also insert their suggestion regarding how the university can improve the internship program or other areas that the university must pay attention.

7.3.8 Appendices/References/Attachments

Students may include additional materials which are related to the final report. It may include picture, graphs, charts, table, or other supplementary data such as monthly report.

7.4 Submission of the Final Report

Prior to the internship final presentation, each student must submit a soft-covered of internship report draft to the mentor. This report will be the basis for mentor in reviewing the content of the internship presentation as well as the summary of what the students have learned during the internship program.

Based on the mentor review on the draft and presentation, the mentor may recommend necessary changes in the internship report and suggestion for the interns.

The students will not submit the hard-copy of internship report to ICC. Instead of the hard-copy version, each student needs to submit the soft-copy of the report stored in a CD to ICC Department.



The faculty/study program/lecturer, however, is given the discretion to specifically instruct the student for submitting the hard-copy of internship report if it is deemed necessary.

7.5 Structure for More than One Internship Placement

Students who participate in the internship at more than one company must follow the report structure as below:

- 7.5.1. Page Cover
- 7.5.2. Letter of Completion Company 1
- 7.5.3. Letter of Completion Company 2
- 7.5.4. Approval letter by Internship University Mentor Template in Appendix 8
- 7.5.5. Table of Content
- 7.5.6. Preface
- 7.5.7. One Page for The Company I (Logo and Name)
- 7.5.8. Chapter I-Introduction
- 7.5.9. Chapter II-Company Profile of Company I
- 7.5.10. Chapter III-Internship Activities in Company I
- 7.5.11. Chapter IV-Personal Results/Evaluation/Points Learned in Company I
- 7.5.12. One Page for The Company I (Logo and Name)
- 7.5.13. Chapter V-Company Profile of Company II
- 7.5.14. Chapter VI-Internship Activities in Company II
- 7.5.15. Chapter VII-Personal Results/Evaluation/Points Learned in Company II
- 7.5.16. Chapter V-Recommendation
- 7.5.17. Appendices

7.6 Submission Deadline

After completing the internship final presentation, student interns must submit the electronic PDF file of the internship final report. The deadline and procedure for the internship final report submission follows the instructions as stated in Chapter 3 of this guideline.

Some study programs require the submission of the hard-cover of the final report. Students are advised to consult with the Head of Study Program for further details on the final report submission to the study program.





Appendix 1. Internship Agreement Form

INTERNSHIP AGREEMENT FORM

Student Picture

A. Student Personal Details

| Full Name | : Charlie Kul | | |
|---------------------|------------------------------------------------------------|----------------------|-------------------|
| Study Program | : Management | Student ID | : 014202000045 |
| Concentration | :HRM | | |
| Mobile phone number | :081237599378 | Home number | :0361-8379470 |
| Current Address | : President University Student Jababeka, Cikarang,17550 | Housing, Jl. Ki Haja | r Dewantara, Kota |
| Email Address | : lelouch_raki@gmail.com | | |

B. Organization Information

| Organization/Company's Name | : PT. XYZ |
|--------------------------------------------|---------------------------|
| Type of industry (see the attached legend) | : Event Organizer |
| Office phone number | :021-123456 |
| Fax Number | :021-7891011 |
| Address | :Jl. ABNCFS No.1, Jakarta |
| Website Address | :xyz.event@co.id |
| Home country of the companies | : China |

C. Internship Coordinator

Please state the contact person who is responsible for coordinating internship program in the **organization/company that hires the intern.**

| Name | : Ms. Chi Elda | |
|---------------------|-----------------------------|--|
| Department | : Human Capital Department | |
| Position | : Talent Management Manager | |
| Office phone number | : 021-123456 ext 123 | |
| Mobile phone number | :08999998777 | |
| Email Address | :chi_elda@xyzevent.co.id | |



D. Internship Placement

| Department | : Marketing and Promotion Departmer | nt |
|--------------------------|-------------------------------------|----------------------------|
| Work Hours per day | : 8 hours | |
| Internship Duration | : 3 Months | |
| Starting Date (dd/mm/yy) | : 6 th May 2020 | |
| Finishing Date | : 2 nd October 2020 | |
| (dd/mm/yy) | | |
| Name of Immediate | : Ms. Clare Teresa | |
| Supervisor | | |
| Supervisor Job Title | : Marketing Manager | |
| Supervisor office number | : 021-123456 ext 456 | Mobile number: 08978677768 |
| Supervisor email address | :clare_teresa@ xyzmining.co.id | |
| | | |

E. Internship Entitlement

| Please tick ($$) box appropriately | |
|--------------------------------------|------------------------|
| No Allowance | x Meal Allowance |
| x Accommodation allowance | Uniform |
| Transportation Allowance | Others, please specify |
| Monthly Allowance | |

This form is the agreement made among the three parties, which are the institution, intern, and President University for the internship cooperation during the specified period. By signing this form, each party agrees on the terms and conditions which may affect the internship as stipulated by the aforementioned institution and/or President University. Any information obtained as the result of the internship shall be regarded as confidential in which the disclosure of the information, thereof, will be upon the consent and acknowledgment from the aforementioned institution, and thus, the issuance of the information in any type of report format by the students, will be solely for the internal use/review of President University.

On-Site Supervisor

Signature SAMPLE

Signed and duly stamped Name : Clare Teresa Date : 6th May 2020 Intern



Name: Charlie Kul Date: 6th May 2020



Appendix 2

Internship Monthly Report

| Name | : Charlie Kul | : Charlie Kul | | | | | |
|-------------------|---------------|------------------|------------------------------------------------------|--|--|--|--|
| Job Title | :Intern | | | | | | |
| Company's Name | :PT. ABC | Department | : Marketing and Promotion | | | | |
| Supervisor's Name | :Clare Teresa | Supervisor Title | : Marketing Manager | | | | |
| Work Hours | : 8 am-5 pm | Period of report | : 2 nd May 2021.2 nd June 2020 | | | | |

1. Describe your principal assignments, responsibilities, for the current month

- a. Creating database for sales performance during the first quarter of Year 2017
- b. Helping the Marketing and Promotion Department organize the event for the launch of new product "Blue Paradise"
- c. Helping the supervisor arrange and organize the file into 3 different product classification

2. Describe some points or aspects of the work that you learned during this month

- a. I learned about the promotion strategies , starting from the making of advertising, targeting and attracting the audience, and selecting the language which can increase the attention of the targeted audience
- b. I learned about how to organize and classify the documents into a good array of file and report which can be easily retrieved
- c. I learned about the different types of personality in the work environment. Some of them are easy to work with; however, there are people who cannot work in a team. I learned to adjust myself to different characteristics of people.

3. Describe problems or challenges encountered during the week and how you solved/minimized them

When I assisted the Marketing and Promotion Department in organizing the event, I encountered a challenge of being distrusted. As I am new in the office, I am considered lack of experience. Some team members just do not want to give me instruction or guidance. They opted to only place me not in a significant position and refused to give me some opportunity to help them. I then consulted with my supervisor and sought help from him.

I aim to maintain an open communication with my supervisor, to engage in an active and supporting interaction with him. He understands the company and its culture better. I believe that he can give me relevant suggestions. He then told me that it takes time for the people to accept new young intern. He asked me to keep observing the work and how people get their job done even though I do not directly get involved in the activity. He also gave me feedback that "Smile and Greeting" is an effective way to get closer to these people.

Submitted by

To the second

Name of the intern: Charlie Kul Date: 1st June 2020 Read and endorsed by

Signalu SAMPLE

On Site Supervisor: Clare Teresa Date: 2nd June 2020

Appendix 3.Example of Internship Completion Letter

PT.XYZ Jl. ABNCFS No.1, Jakarta

Internship Certification Letter

We, herewith, certify that the following student

Name : Charlie Kul

University : President University

Has accomplished the internship in Marketing and Promotion Department, on 2nd May 2021.16th October 2020, with the duties and responsibilities as follows:

- **1.** Assisting the Marketing Manager to arrange the Customer Loyalty Program for Wes Indonesia Region Customers.
- 2. Creating the marketing and promotion design for the launching of "Nickel Product".
- 3. Analysing the result of Customer Satisfaction Survey on "Blue Paradise" Product.
- **4.** Serving as the Assistant of Floor Manager for the Event on "One Tree, One Life" Seminar on 16th September 2021.

The student has successfully performed the internship program and provided significant contribution to the company. We thank the student for his involvement and wish him the best luck for his future career endeavor.

Jakarta, 17th October 2020



<u>Chi Elda</u> HR Department



Appendix 4. Internship Job Description

| Student's Name | : Charlie Kul | |
|---------------------------------|--------------------|-------------------------------------------------|
| Institution/Company | : PT. ABC | Department : Marketing and Promotion Department |
| Supervisor's Name | : Clare Teresa | |
| Supervisor's Position/Job Title | : Marketing Manag | er |
| Working Hours | : 8 am-5 pm | |
| Internship Duration | : 16th May – 2nd (| October 2020 |

A. Summary of the Job

Please explain the overall purpose of your job during the internship period. This might include the main project that you do during the internship.

When I was assigned as intern, my primary duties were to assist the Marketing Manager in creating marketing and promotional materials, organizing the launching of new product "Nickel", and administering the customer satisfaction survey.

B. Description of Duties and Responsibilities

Please explain the responsibilities that you are expected to perform during the internship period.

Duties/Responsibilities/Targets to be Achieved/Deadlines

- **1.** In creating the marketing and promotional materials, I was assigned to design the online poster which will be distributed via Instagram;
- **2.** Researching and collecting information about the market share of 4 similar products which may become the competitors of the products;
- **3.** For the new product launching events, collecting information and pricing proposal from 3 vendors for 3 items; sound system, multimedia, and venue.
- **4.** Producing the report on Customer Satisfaction for Product X, elaborating the customer perception on the effectiveness of the products and customer suggestions on how to improve the product.
- **5.** Assisting the Marketing and Manager in administering clerical and administrative matters of Marketing and Promotion Department.

C. REQUIRED KNOWLEDGE AND SKILLS

Please state the required technical knowledge, skills, and attitude, that you perceive is required to perform the duties successfully

| Knowledge | Skills | Attitude |
|--------------------------|--------------------------------|-----------------------------------|
| 1. Digital Marketing | 1. Negotiation | 1. Can-do attitude |
| 2. Quantitative Research | 2. Problem Solving | 2. Multitasking |
| 3. Customer Behavior | 3. Research and Report Writing | 3. High level of self-empowerment |
| | 4. Active listening | (must be capable of working |



| 5. Public speaking and presentation | effectively under minimum |
|-------------------------------------|---------------------------|
| 6. Event organizing | supervision). |
| | 4. Result-oriented. |
| | |

Student Agreement of Responsibilities:

This job description has been explained to me clearly, and I understand and agree to the duties and responsibilities stated.

Agreed by,



Signature and Name of Intern

Date: 1st October 2020

Acknowledged by,

Signature and Name of Supervisor Duly Stamped

Date: 1st October 2020



APPENDIX 5. Performance Evaluation-Assessment by Employer

Internship and Career CenterWork Performance Appraisal and Development Plan

Please provide your candid evaluation of the incumbent performance or skill level in each of the following areas.

We encourage you to participate in a two-ways communication in discussing the student's performance and share your appraisal to the student for her or his professional development. Thank you.

.....

| Incumbent name: Lelouch | Department in the Company : Marketing & Promotion | | | | |
|---------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------|--|--|--|
| On-Site Supervisor Name: Clare Teresa | On-Site Supervisor Title: Marketing and Promotion Manager | Appraisal Period: 16 th May – 2 nd Oct 2020 | | | |

Please put X in the appropriate column indicating your assessment to the work performance being assessed using the following rating system

| | Rating In Points | | Definition |
|----|----------------------------|--------------------|------------------------------------------------------------------------------------------------------|
| EX | Exceptional (EX)-5 | 85-100 Points | Outstanding Performance. Quality excellence is delivered in continuous basis |
| AA | Above Average (AA)-4 | 70-84.99 Points | Demonstrate work performance which exceeds the standard expectation and requirement of the job. |
| Α | Average/Satisfactory (A)-3 | 60-69.99 Points | Demonstrate work performance which meets the standard expectation and requirement of the job. |
| NI | Needs Improvement (NI)-2 | 50-59.99 Points | Demonstrate poor work performance in most areas. Need intensive training before entering to the job. |
| Р | Poor/Unsatisfactory (P)-1 | 0-49.99 Points | Cannot demonstrate the expected work performance quality. Not ready for work. |

Work Assessment (Please put X or $\sqrt{ }$ in the appropriate column):

| Work Performance | 1 | 2 | 3 | 4 | 5 |
|--------------------------------------------------------------------------------------------------------|---|---|--------------|--------------|---|
| A. Business/Organization Competency | | | | | |
| 1. Consistency in submitting the assignment within the expected period of time (meeting the deadline). | | √ | | | |
| 2. Ability to produce reliable work quality as being thorough with minimum error. | | | | \checkmark | |
| 3.Ability to work under minimum supervision. | | | √ | | |
| 4. Ability to be active and consistent in seeking for knowledge/information needed to perform the job. | | | √ | | |
| 5. Ability to analyze/identify the main issues/problems. | | | \checkmark | | |

| 6.Ability to offer relevant solution/recommendation to the problems | | √ | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|----|--------------|----|----------|
| 7.Level of discipline to maintain the agreed working hours | | | √ | | |
| 8. Level of awareness of organizational code of conduct and culture. | | | √ | | |
| B. People Competency | 1 | 1 | 1 | | |
| 1. Ability to prioritize the team's goal rather than individual goal | | | √ | | |
| 2. Ability to accept constructive feedback from team members or supervisor in a mature and professional manner. | | | | √ | |
| 3 .Level of initiative to seek for information on team's needs, and act on it. | | | | √ | |
| 4. Level of awareness of customer's needs expectation, problems, and circumstance (both internal & external customers). | | | √ | | |
| 5. Ability to build rapport and cooperation with customer (both internal & external). | | | √ | | |
| 6. Level of engagement with team members (including attending discussion, being helpful, and showing empathy). | | | √ | | |
| 7. Ability to share important/relevant information (including ideas and recent updates) with team members and supervisor. | | | | | √ |
| C. Self-Management (Behavioral) | | | | | |
| 1. Ability to behave in a respectful and consistent manner. | | | | √ | |
| 2 .Ability to share feelings to let other colleagues understand the current state of mind. | | | √ | | |
| 3. Ability to manage confidential information. | | | | | √ |
| 4. Ability to treat other people with respect. | | | √ | | |
| 5. Ability to maintain constant performance and act rationally under a stressful situation. | | √ | | | |
| 6. Ability to adjust to the emerging changes in the workplace. | | | | √ | |
| D. Technical Skill | | 1 | ı | | |
| 1. Ability to listen and follow the instruction. | | | √ | | |
| 2. Ability to inform clear message and information in good spoken language. | | | \checkmark | | |
| 3. Ability to write clearly and concisely. | | | √ | | |
| 4. Ability to respond to questions, feedback, and instructions in a clear and | | | -/ | | |
| correct manner. | | | _ / | | |
| 5. Level of relevancy of the knowledge to the business needs. Please write down the necessary tool, knowledge, or skills needed to perform the job, and rate the subordinate's performance in meeting the technology requirement | | | <u> V </u> | | |
| 1. Tools / Technology/Machine (e.g. Ms. Words, Adobe Photoshop) | Р | NI | A | AA | EX |
| 1.1. Adobe Photoshop | | √ | | | |
| 1.2. SPSS | | | | √ | |
| 1.3. Social Media (Instagram/Youtube) | | | | √ | |
| 2. Knowledge | | | | | |
| 2.1.Digital marketing and promotion | | | | √ | |
| 2.2.Marketing research | | | | | √ |
| 2.3 Report writing (mostly research) | | | | √ | |

| | 2. Based on the overall contribution of the employee, how would you rate the contribution of the employee to the business process? | | | | | | |
|-----|------------------------------------------------------------------------------------------------------------------------------------|----|-------------------|----|---------------|----|---------------------------------------------------|
| [√] | Very Valuable | [] | Somewhat valuable | [] | Limited Value | [] | Not valuable/not ready to work in the institution |

Please explain in what way the student has created impact to the organization or your work as on-site supervisor.

The student is very helpful. During the last 4 months, I can better focus on strategic issues, and allocate more time meeting with clients and customer because I can delegate part of my job to the team members and the student intern. He has delivered and maintained good performance.

3. Please use the following section to identify the primary strengths, areas to be improved, and future training plan which is recommended to enhance the employee's work performance.

| Primary Strengths (Knowledge, Skills, Attitudes) | Areas to Be Improved (Knowledge, Skills, Attitudes) |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Multitasking Excellent report writing in English format Good presentation skill Very thorough in his analysis | It will be much helpful for the students if he can better compose himself when deadline is approaching. He can be easily panic if there is new assignment interrupting the process. |

| | Courses/Training/Workshop/Seminar Which the Employee Should Participate to Enhance/Maintain the Quality of Work Performance |
|----|-----------------------------------------------------------------------------------------------------------------------------|
| 1. | Digital marketing and social media analysis |
| 2. | Event organizing |
| 3. | Presentation skill and pitching |

4. Please provide your feedback on the learning design/curriculum/seminars/training which President University must offer to improve the quality and competitiveness of the graduates in the workplace.

The internship program of President University is good enough and match with the industry's work pace. However, it is better if the duration is longer, can reach until 8 months because most of the jobs are project based. Even the routine assignment needs continuity, and usually, it takes more than 4 months for the team to see the result.

Courses/Training/Workshop/Seminar Which the Employee Should Participate to Enhance/Maintain the Quality of Work Performance

- 1.Digital marketing and social media analysis
- 2.Event organizing
- 3. Presentation skill and pitching
- 4. Critical thinking

Assessed by,



On-site supervisor name :Clare Teresa Evaluation Date: 4th October 2020

I, herewith, acknowledge that this performance review was conducted to evaluate my work performance during the specified period. My signatory in this review indicates that I have understood and approved the outcome of the appraisal. I understand that I will secure a copy of this appraisal and agree that if after 15 working days I do not submit any objection to the appraisal result, I waive my right to demand any changes in the evaluation.



Incumbent: Charlie Kul

Appendix 6. Final Evaluation on Internship Program Self-Assessment by Student

| Name of Intern | : Charlie Kul |
|---------------------|----------------------|
| ID Number | : 00000000000 |
| Name of Company | : PT. ABC |
| Internship duration | : May – October 2020 |

Please complete this evaluation upon completion of your internship program. This form is designed to help you reflect upon your internship experiences, and also to provide feedback to your employer. Feel free to use the back of this sheet or additional pages for any additional comments. The employer may use the comments provided as a testimonial for the company and its future internship programs.

A. Skill Development

On a scale of 1 to 3, evaluate your skill improvement in the following areas as a result of this internship:

1 = No Improvement 3 = Great Improvement

2 = Some Improvement

| Work Performance | 1 | 2 | 3 |
|-------------------------------------------------------------------------------------------------------------------------|---|---|--------------|
| A. Business/Organization Competency | | | |
| 1. Consistency in submitting the assignment within the expected period of time (meeting the deadline). | | √ | |
| 2. Ability to produce reliable work quality as being thorough with minimum error. | | | |
| 3.Ability to work under minimum supervision. | | | \checkmark |
| 4. Ability to be active and consistent in seeking for knowledge/information needed to perform the job. | | | √ |
| 5. Ability to analyze/identify the main issues/problems. | | √ | |
| 6.Ability to offer relevant solution/recommendation to the problems | | √ | |
| 7.Level of discipline to maintain the agreed working hours | | √ | |
| 8. Level of awareness of organizational code of conduct and culture. | | √ | |
| B. People Competency | | | |
| 1. Ability to prioritize the team's goal rather than individual goal | | √ | |
| 2. Ability to accept constructive feedback from team members or supervisor in a mature and professional manner. | | | √ |
| 3 .Level of initiative to seek for information on team's needs, and act on it. | | | √ |
| 4. Level of awareness of customer's needs expectation, problems, and circumstance (both internal & external customers). | | | √ |
| 5. Ability to build rapport and cooperation with customer (both internal & external). | | | √ |

| | Т | 1 | 1 |
|---------------------------------------------------------------------------------------------------------------------------|---------|-------|----------|
| 6. Level of engagement with team members (including attending discussion, being helpful, and showing empathy). | | | √ |
| 7. Ability to share important/relevant information (including ideas and recent updates) with team members and supervisor. | | | √ |
| C. Self-Management (Behavioral) | | | |
| Ability to behave in a respectful and consistent manner. | | | √ |
| 2 .Ability to share feelings to let other colleagues understand the current state of mind. | | | √ |
| 3. Ability to manage confidential information. | | | √ |
| 4. Ability to treat other people with respect. | | | √ |
| 5. Ability to maintain constant performance and act rationally under a stressful situation. | | | √ |
| 6. Ability to adjust to the emerging changes in the workplace. | | | √ |
| D. Technical Skill | | | |
| 1. Ability to listen and follow the instruction. | | | √ |
| 2. Ability to inform clear message and information in good spoken language. | | | √ |
| 3. Ability to write clearly and concisely. | | | √ |
| 4. Ability to respond to questions, feedback, and instructions in a clear and correct manner. | | | √ |
| 5. Level of relevancy of the knowledge to the business needs. | | √ | |
| 1. Tools / Technology/Machine (e.g. Ms. Words, Adobe Photoshop) | Р | NI | Α |
| 1.1 Adobe Photoshop | | | √ |
| 1.2.Instagram and Youtube | | | √ |
| 1.3. Microsoft Power Point | | | √ |
| 2. Knowledge | | | |
| 2.1. Digital Marketing | | | √ |
| | | 1/ | ' |
| 2.2. Negotiation technique | | √ | |
| 2.3 Event organizing | | | √ |
| | | | |
| B. Comments | | | |
| | | | |
| 1. Based on the overall internship process, how valuable did the internship | _ | _ | |
| (including the training, induction, and project given to you) develop yo | ur per | sonal | and |
| professional quality? | | | |
| [√] Very Valuable [] Somewhat [] Limited Value [] Not valuable | valuabl | e | |
| 2. Did you receive job offer from the internship institution? | | | |
| /1 Voc | | | |
| [√] Yes [] No | | | |
| | | | |

3. What curriculum/courses/training which the university should deliver to improve the quality of the internship program and help student interns achieve maximum result from the internship program?

Digital marketing, event organizing, time management, research, and critical thinking.

4. What has been the effect of this internship on your career goals?

The most exciting part of this internship program is the chance for me to meet with new people and involved in the event of new product launching. I learn that I like it when I am part of event organizing, particularly when I am assigned to submit pricing comparison and negotiate with vendor.

I also improve my Marketing and Social Medial Analysis skill, particularly in the areas of research, analyzing customer satisfaction, as well as using Instagram and YouTube for branding purpose.

I am grateful to meet with on-site supervisor and team who give me warm welcome and are willing to trust me with part of their important assignment. I am humbled knowing that my work performance is acceptable and recruited to be their future staff.

Submitted by,



Intern name: Charlie Kul

Evaluation date: 5th October 2020

Appendix 7. Declaration of Originality

I, the undersigned:

Name :
Study Program :
ID Number :
Internship Company :
Internship Period :

Declare that the content and information asserted in the documents herein; which I submit for the purpose of completing the requirement of Internship Program:

| Document Title | Type of Documents | Number of Copies |
|---------------------------------------------------------|-------------------|------------------|
| Internship Agreement Form | Original | |
| Internship Job Description | Original | |
| Internship Performance Evaluation by On-Site Supervisor | Original | |
| Internship Evaluation by Students | Original | |
| Internship Completion Letter | Сору | |

A recomposed and originated only by the authorized personnel, as stated in the university policy as issued in Internship guideline, and hence, is original, reflecting the actual description of my internship fieldwork.

I, furthermore, affirm that all of the content, data, and figure presented in each document are published with the acknowledgement and approval of the official representative from which I did my internship.

I understand that it is legitimate for the university, through Internship and Career Center, to verify the truth of the documents if it is deemed necessary; and that the university reserves the right to impose disciplinary sanction upon me should I am proven to issue false claim in regards to this statement, to fabricate the information in the document, to empower non-authorized personnel in completing the documents, and to use the work of other people in the documents herein.

Student name : Date :



Appendix 8. Approval Letter for Internship Final Report

University Internship Mentor Approval Sheet

In my capacity as the university internship mentor, I, herewith declare that the internship final report submitted by <Name of the Student>, majoring in <Study Program>, has completed the requirement for the Internship Final Report submission and that the aforementioned student has passed the Internship Final Presentation.

| Ap | proved | by |
|----|--------|----|
| | | |

< Signature of the University Internship Mentor>

Full Name of the University Internship Mentor



Internship and Career Center

icc_pu@president.ac.id