



**UOW**  
**MALAYSIA**  
KDU

—  
PART OF THE UNIVERSITY  
OF WOLLONGONG AUSTRALIA  
GLOBAL NETWORK

# UOW Malaysia KDU Internship Placement Handbook

( Updated as of 4<sup>th</sup> January 2021 )

## **DISCLAIMER**

UOW Malaysia KDU strives to ensure the accuracy and reliability of the information contained in our handbook and web pages as of the date of publication. While every effort is made to verify the accuracy of information, UOW Malaysia KDU reserves the right to revise, amend, or change items set forth in this handbook from time to time.

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## INTRODUCTION

Internship is an important part of an academic curriculum in higher education institutions and usually is the requirement to graduate. Having a mere degree is not a guarantee of an employment in an increasingly challenging world. Qualification also is not the only reliable indicator of the individual's competence in a job. Up-to-date and relevant knowledge, practical experience, soft skills and a package of good attitude differentiate one graduate from the other. In the context of ever changing dynamic and highly competitive working environment; internship programme is a widely used technique by many academics and professional bodies in order to blend students' theoretical knowledge with the real life working experiences.

This handbook have been prepared as a general reference for all UOW Malaysia KDU's students, and organisations involved in the UOW Malaysia KDU's Internship Placement Program.

## DEFINITION

As defined by The National Association of College and Employers (NACE), internship is defined as ***"a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in professional setting"***.

The Internship Placement program refers to a program which designed as an exchange of knowledge and experience between students and organisations (government or private sector); a supervised practical training within a specified timeframe. This program can be carried out in a paid or an unpaid mode; depending on the organisations and internship offer.

Unlike the traditional view of internship where organisations provide opportunity for interns to gain experience and apply their theoretical knowledge; UOW Malaysia KDU will ensure that knowledge and experience exchange will be practiced during the internship period.

## OBJECTIVES

- To give students the opportunity to apply the knowledge and skills they learned in a real-life situation.
- To provide students with opportunities for practical, hands-on learning in their field of study.
- To give student work experience while they are studying their chosen subject.
- To expose students to the work environment, common practises, employment opportunities and work ethics in the relevant field.
- To inculcate soft skills relevant to the needs of employers.
- To provide opportunities for students to be offered jobs in the same companies where they undergo their Internship Placement.

## LEARNING OUTCOMES

- At the end of Internship Placement, students will be able to;
- Apply their theoretical knowledge and skills into the working place and situation.
- Relate their knowledge and skills they have acquired at the workplace to their previously learned knowledge.
- Compete effectively in the job market due to their requisite knowledge, soft skills, attitude, practical experience and recommendation from the company.

## DURATION

There are two (2) internship durations which depends on the requirements of the program of study; four (4) months and six (6) months.

The Internship Placement for four (4) months duration is conducted in three (3) phases;

| PHASE | BEFORE    | INTERNSHIP       | AFTER     |
|-------|-----------|------------------|-----------|
| 1     | Jul - Jan | <b>Jan - Apr</b> | Apr - May |
| 2     | Nov - May | <b>May - Aug</b> | Aug - Sep |
| 3     | Mar - Sep | <b>Sep - Dec</b> | Dec - Jan |

For six (6) months Internship Placement, there are two phases conducted:

| PHASE | BEFORE    | INTERNSHIP       | AFTER      |
|-------|-----------|------------------|------------|
| 1     | Jul - Jan | <b>Jan - Jun</b> | Jun - July |
| 2     | Jan - Jul | <b>Jul - Dec</b> | Dec - Jan  |

Students can choose to undergo their Internship Placement within any of these phases, provided that they have adhered to the requirements set by their School.

## INTERNSHIP GUIDELINES

- Before applying for internship, students must:
  1. Register for internship one (1) semester in advance with respective schools. Please refer to respective program and School pre-requisites for internship and credit requirements.
  2. Students will be contacted by the Internship Coordinator to attend workshops and briefings with regards to internship training.
  3. Students have to plan at least two (2) months prior to the one in which the training will take place.
  4. School Internship Coordinator to generate name list of Internship Placement students.
  5. Students are to attend compulsory **Internship Placement Briefing** to verify eligibility and registration status, as well as learn about the process of internship application, conduct, evaluation and report.
  6. Students are to attend **Career Enhancement Series**, which aims to prepare students holistically for the workforce/industry as prerequisites for internship placement. (i.e. CV Writing, Attending Interviews, Professional Etiquette, Grooming).
  7. Prepare **resume** and **cover letter**.
- Student may identify vacancies for internship by referring to the Global Career Development (GCD) website, advertisements, through notification from the School or other means. Below are some other resources you may use in your search for an internship.
  1. JobStreet - <http://www.jobstreet.com.my/>
  2. Global Career Development - <https://gcps.kdu.edu.my>

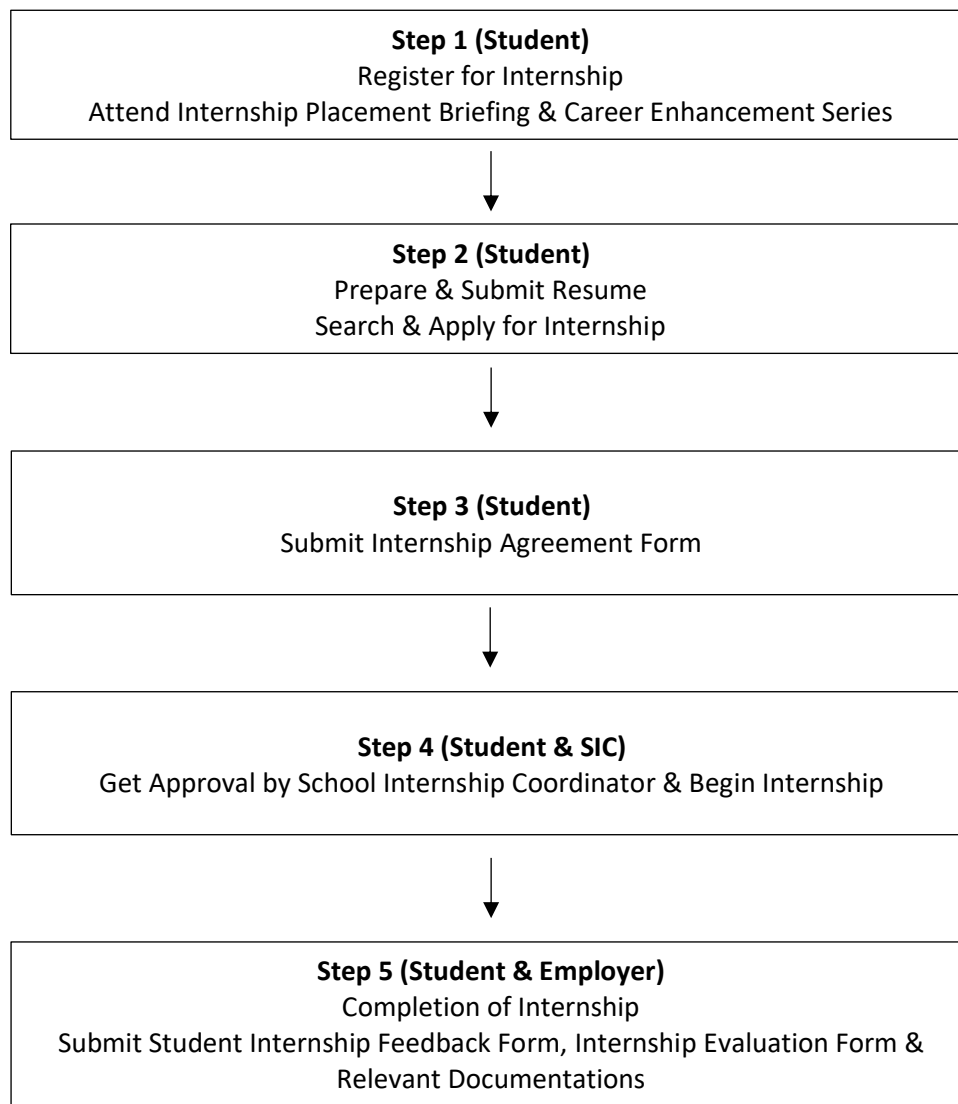
*Note: Interns may work remotely on a permanent or temporary basis based on internship agreement.*
- Students are to apply to a minimum of three (3) companies for internship placement. Applications will be submitted directly to the companies.

1. Students are given 2 months duration after completion of Career Enhancement Series to secure an internship. After this duration, GCD will place students.

*Note: Students are responsible for following up with the companies.*

- Students are to inform the SIC and GCD once a placement has been obtained.
- Internship placement must be approved by respective School Internship Coordinator; any placement completed without the Internship Coordinator's approval will not be considered valid.
- Students need to confirm the place of their training not less than ONE (1) month before the training starts. In this respect, an official letter of offer of training placement is to be secured from the company for safekeeping. It is the responsibility of the student to channel the acquired letter of offer promptly to the Internship Coordinator stationed at the School.
- Students are to print the **Internship Agreement Form** (*Please refer to Appendix A*) for completion by employer. This document must be submitted to the SIC for approval together with any additional documentation which may be required by the programme or School. This document must be submitted then to GCD via email before the commencement of placement. The confirmation of the training attachment is done once the student submits the registration form, and the offer letter from the relevant organization to the School.
- Students are to update the company's details, job description and supervisor details to the SIC and GCD.
- At the completion of their placement, students are to submit the **Student Internship Feedback form** (*Please refer to Appendix B*) via e-form. GCD will notify employer via email of **Internship Evaluation Form** (*Please refer to Appendix C*), as well as other assessment documentation as per the requirement of their programme.
- Students are to submit their Internship Report as per the requirements of their programme.

## Internship Placement Process



## STUDENT RESPONSIBILITIES AND CONDUCT DURING INTERNSHIP

- During their internship, students are to report to their supervisors and complete the tasks assigned to them. Students are also to adhere to the policies and procedures of the organization.
- Students are expected to uphold the image of UOW Malaysia KDU in their conduct by:
  - Being punctual.
  - Completing work in a timely manner.
  - Maintaining appropriate dress codes as indicated by the organization.
  - Performing all duties in a professional and ethical manner.
  - Being present for meetings with supervisor as necessary.
- Should difficulties arise in relation to the internship agreement or behaviours, students should inform the SIC immediately.
- It is the student's responsibility to ensure that all documentation and log books are up to date.

## ROLE EXPECTATIONS AND RESPONSIBILITIES OF RELATED PARTIES

### GLOBAL CAREER DEVELOPMENT (GCD)

- Inviting companies to offer places for Internship Placement for UOW Malaysia KDU students.
- Provide Internship Partnership letters and the Employer Toolkit to organizations who are offering placement to UOW Malaysia KDU students.
- Conducting Internship Placement Briefing to students who registered for internship from all schools to ensure all processes of internship placement are known and clear to the students.
- Organising Career Enhancement Series which consist of a series of workshop aimed at guiding students in preparing professional documents, strengthening their soft skills, educating them about the needs of the work place and conducting events that provide internship opportunities.
- Liaise and communicate with all SICs to get regular updates regarding internship status of the students.
- Updating and verifying new companies for internship placement in the GCD Employer List.
- Uploading internship and employment opportunities onto GCD website for students to search and apply.
- Dealing with any issues that may arise, with the cooperation of the School Internship Coordinator and the School concerned.
- Organise visits by supervisors to the companies.
- Sending Thank You Letter and Employer Feedback Form for companies to update Internship Placement Program data.
- Has permission to match an internship with one of its partner employer, if unable to find one by the assigned time period.

### SCHOOL INTERNSHIP COORDINATOR (SIC)

- Conduct and organise Internship Placement Briefing to provide further information about the internship placement process specific to the school.
- Providing GCD with a list of students undergoing Internship Placement, with details of their companies.
- Channelling information from GCD to students.
- Overseeing students' applications to companies for placement, including sending and receiving relevant documentation such as offer letters and Internship Agreement forms.
- Checking students' internship placements and providing approval for students to commence placement.
- Updating students' internship placement details such as company's address, job description and their supervisors.
- Getting the School's supervisor list and supervision schedule to be informed to all students.
- Coordinating site visits between the supervisor and company as per the supervisor schedule and evaluate students accordingly.
- Being the point of contact for students' work site supervisor, as well as liaise with GCD for any changes in the placement status of students.
- Dealing with concerns regarding placement with the cooperation of GCD.
- Facilitating matters relating to student evaluation.
- Collecting feedback from the companies involved and informing GCD of any relevant feedback.

## EMPLOYER

- Contact GCD regarding opportunities for internship to advertise onto GCD portal.
- Send the completed form to GCD for publication on GCD portal.
- Receive and review applications from students.
- Make necessary arrangements for interviews as per requirement of the company.
- Assign work-site supervisor to students.
- Brief student regarding their responsibilities and job scopes as interns.
- Conduct orientation or training needed for interns to carry out their responsibilities.
- Discuss internship arrangements such as work space, hours, dress code and the like with the intern.
- Conduct internship per the policies of the company and requirements of the internship placement.
- Communicate with the School Internship Coordinator and intern regarding site visits, intern performance and feedback.
- Submit evaluation of student using forms provided by the student.

## EVALUATION

Evaluation for Internship Placement context aims to evaluate their work quality and the development of their soft skills. School will opt for the most suitable evaluation method suitable to the field of study and the objectives that they need to achieve.

Depending on the program, students will be evaluated both by the School and the company's assigned Supervisors. Among the evaluation methods used for Internship Placement are;

- Evaluation report from company's supervisor
- Evaluation report from school's supervisor
- Internship Placement report
- Log Book/Attendance Report (Depending on School requirements)
- Observation
- Presentation (Depending on School requirements)

Student must fulfil all evaluation aspects set by their program and School.

Depending on the program of studies, student will be given a grade within the range from A-F. The main criteria for passing the Internship Placement are as follows;

- Student must complete the period of Internship Placement set by their School.
- Must submit the Internship Placement report after the internship period.
- Fulfil other conditions and evaluation set by the School.

## VIOLATION OF CODE OF CONDUCT

If the Employer terminates the trainee on strong grounds such as, absenteeism, theft, unauthorized use of office property or failure to follow safety, security and other policies and procedures, the student will receive a failing grade of "F." A letter to the trainee shall be issued upon completion of investigative findings of alleged incident. In this respect, the School shall not interfere with the Employer's termination decision. Student would be advised to repeat the module during next available training cycle. If the termination arises due to downsizing or liquidation, or lack of good level of industry-based supervision; the student is required to find another Company and continue the Industrial Training in the same semester or the student can continue in the following semester (subject to offer)



## CHANCE OF TRAINING PLACEMENT

It is strongly stress that students are NOT ALLOWED to change their training placement once confirmation has been made with the School. To ensure problems are solved amiably, students should discuss any arising matters with regards to their attachment with their respective Head of School or its designated school.

Any students found to have changed their training placement without proper written authorization from school will be considered as violating the regulation/industrial training ethics and will be BARRED from undergoing the training and consequently be ordered to repeat the industrial training in the following semester. School will only consider a change of the training placement with the presence of a medical certificate for medical reasons/complications.

## DISCIPLINARY PROCEDURES

Students undergoing Internship Placement program must adhere to the following regulations:

- **Discipline**
  - Student is responsible fully to the company that he or she has been placed.
  - Student must follow the company's office hours, and must adhere to all rules and regulations of the company during the internship period.
- **Leave**
  - Any leave arrangements during internship placement is subject to the approval of the company.
  - Absenteeism must be replaced before commencement of internship, unless Medical Certificate (MC) is provided.
  - MC must be submitted to employers once student has resumed to work.
- **Change of internship site & Withdrawal from internship**
  - Change of internship sites for students is generally not encouraged.
  - Students are encouraged to speak to the SIC should there be issues during placement leading to a change of site. i.e. Unethical practices, internship site facing legal action, withdrawing from program etc.
  - Any approval of such change should be at the discretion of the SIC and GCD.
  - Students who are withdrawing from internship MUST provide valid reason and acquire approval from the SIC and Head of School beforehand.
- **Others**
  - Students are not allowed to leak secrets, or providing any information related to the business of the company or its clients or any other information acquired during or after the internship period, to third parties.
  - Students are prohibited from destroying or misusing any property belonging to the company.
  - Appropriate action can be taken against the student if any of them found to have violated these regulations, or to have neglected their duties.

**CONCLUSION**

The Internship Placement program functions as an added value to the academic program. It will improve graduates' working skills and prepares them for the challenges in the real working world. It will also act as a platform for graduates to carve their career or venture into a new path of life. Thus, this program should not be taken lightly in order to ensure that all students will obtain maximum benefit from the program and be able to increase UOW Malaysia KDU's graduates marketability and employability.

# APPENDIX A



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## INTERNSHIP AGREEMENT FORM

### A. STUDENT DETAILS (Required to fill in with or without an Offer Letter)

|                                 |  |                                   |  |
|---------------------------------|--|-----------------------------------|--|
| <b>Name</b>                     |  | <b>Student ID</b>                 |  |
| <b>Contact Number</b>           |  | <b>Programme</b>                  |  |
| <b>Emergency's Contact Name</b> |  | <b>Current Semester</b>           |  |
| <b>Relationship</b>             |  | <b>Emergency's Contact Number</b> |  |
| <b>Correspondence Address</b>   |  |                                   |  |

### B. EMPLOYMENT DETAILS (Required to fill in if you do not obtain an Offer Letter)

|                               |  |                               |  |
|-------------------------------|--|-------------------------------|--|
| <b>Organisation Name</b>      |  | <b>General E-Mail Address</b> |  |
| <b>Correspondence Address</b> |  |                               |  |
| <b>Site Supervisor</b>        |  | <b>Contact Number</b>         |  |
| <b>Designation</b>            |  | <b>E-Mail Address</b>         |  |
| <b>Intern's Designation</b>   |  |                               |  |
| <b>Start Internship</b>       |  | <b>End Internship</b>         |  |
| <b>Allowance</b>              |  |                               |  |

### C. JOB DESCRIPTION (Required to fill in if you do not obtain an Offer Letter)

|    |  |
|----|--|
| 1. |  |
| 2. |  |
| 3. |  |

In agreement to the above internship placement details:

\_\_\_\_\_  
Intern's Signature  
Name:

Date:

#### FOR OFFICE USE ONLY:

\_\_\_\_\_  
School Internship Coordinator's Signature & Stamp  
Name:

Date:

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## APPENDIX B

STUDENT INTERNSHIP FEEDBACK

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## STUDENT INTERNSHIP FEEDBACK

\* Required

STUDENT DETAILS

---

1. FULL NAME \*

---

2. STUDENT ID \*

---

INTERNSHIP DETAILS

---

3. INTERNSHIP SITE \*

---

4. INTERNSHIP PERIOD (START) \*

---

*Example: December 15, 2012*

5. INTERNSHIP PERIOD (END) \*

---

*Example: December 15, 2012*

6. SUPERVISOR NAME \*

---

FEEDBACK

---

<https://docs.google.com/forms/d/1D6YijUj1V9DZ1Nm-pERjZ91yZf3AgXgdL0hYE3nqCcg/printform>

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## APPENDIX B (CONT.)

STUDENT INTERNSHIP FEEDBACK

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**7. PLEASE READ EACH STATEMENT & RATE IT ACCORDINGLY TO THE SCALE BELOW \***

*Mark only one oval per row.*

|   | NOT<br>APPLICABLE     | STRONGLY<br>DISAGREE  | DISAGREE              | NEITHER<br>AGREE<br>NOR<br>DISAGREE | AGREE                 | STRONGLY<br>AGREE     |
|---|-----------------------|-----------------------|-----------------------|-------------------------------------|-----------------------|-----------------------|
| I WAS PROVIDED WITH ORIENTATION/TRAINING                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| I FELT WELCOMED AT THE ORGANISATION                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| THE WORKING ENVIRONMENT WAS PLEASANT AND ENCOURAGING              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| MY SUPERVISOR SET CLEAR GOALS WITH ME DURING THE INTERNSHIP       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| I HAD THE OPPORTUNITIES TO LEARN NEW SKILLS DURING THE INTERNSHIP | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| THE TASKS WERE CHALLENGING AND INTERESTING                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| I WAS ABLE TO CONNECT THE THEORIES I HAD LEARNT WITH MY TASKS     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| I HAD A GOOD WORKING RELATIONSHIP WITH MY SUPERVISOR              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| I HAD A GOOD WORKING RELATIONSHIP WITH MY COLLEAGUES              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| MY SUPERVISOR PROVIDED ME WITH CONSTRUCTIVE FEEDBACK              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |
| I FOUND THE INTERNSHIP TO BE USEFUL IN MY CAREER                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/> |

**8. OTHER COMMENTS/SUGGESTIONS/RECOMMENDATIONS**

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<https://docs.google.com/forms/d/1D6YijUj1V9DZ1Nm-pERjZ91yZf3AgXgdL0hYE3nqCcg/printform>

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## APPENDIX B (CONT.)

STUDENT INTERNSHIP FEEDBACK

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**9. OVERALL, HOW WOULD YOU RATE THIS INTERNSHIP? \***

*Mark only one oval.*

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

---

Powered by


Google Forms

<https://docs.google.com/forms/d/1D6YijUj1V9DZ1Nm-pERjZ91yZf3AgXgdL0hYE3nqCcg/printform>

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## APPENDIX C

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## INTERNSHIP EVALUATION FORM

Your comments and feedback are essential to the learning process of our students in their internship experience. Your assessment of the student intern's ability in relation to the profession and the tasks assigned will provide important information for his/her growth. As such, we request your cooperation in completing the following evaluation form. The information in this document will be treated with confidence.

The information revealed in this document is confidential. Please complete the Internship Evaluation Form and return it after intern's completion to:

Student & Alumni Centre,  
UOW Malaysia KDU University College,  
Glenmarie Campus,  
Jalan Kontraktor U1/14, Seksyen U1,  
40150 Shah Alam, Selangor Darul Ehsan,  
Malaysia.

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# APPENDIX C (CONT.)

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| A. STUDENT DETAILS  |      |  |    |  |
|---------------------|------|--|----|--|
| Name                |      |  |    |  |
| Student ID          |      |  |    |  |
| Programme           |      |  |    |  |
| Internship Duration | From |  | To |  |

| B. ORGANISATION DETAILS |  |                |  |
|-------------------------|--|----------------|--|
| Organisation Name       |  |                |  |
| Site Supervisor         |  | Contact Number |  |
| Designation             |  | E-Mail Address |  |

| C. JOB DESCRIPTION |
|--------------------|
| 1.                 |
| 2.                 |
| 3.                 |
| 4.                 |
| 5.                 |

## D. EVALUATION

### POINTS BREAKDOWN

POOR: 1 POINT | UNDERDEVELOPED: 2 POINTS | AVERAGE: 3 POINTS | GOOD: 4 POINTS | OUTSTANDING: 5 POINTS

| QUALITY OF WORK                                      | POINTS          |
|--|-----------------|
| Demonstrates competency in performing assigned tasks |                 |
| Performed tasks meet established standards           |                 |
| Adheres to deadlines given                           |                 |
| Clearly organises the information and tasks provided |                 |
| <b>TOTAL</b>   | <b>___ / 20</b> |

| JOB KNOWLEDGE / TECHNICAL SKILLS   | POINTS          |
|--|-----------------|
| Demonstrates skills required to perform assigned tasks   |                 |
| Able to use tools, materials and equipment effectively   |                 |
| Able to use computer and related technologies effectively  |                 |
| Carry out tasks in accordance to established Standard Operating Procedures<br>(i.e. ethics and safety protocols) |                 |
| <b>TOTAL</b>   | <b>___ / 20</b> |

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# APPENDIX C (CONT.)

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| COMMUNICATION & INTERPERSONAL SKILLS  | POINTS          |
|---|-----------------|
| Communicates clearly and effectively  |                 |
| Listens and understands the communication of others<br>(i.e. colleagues, customers, partners and superiors) |                 |
| Able to work in a team to perform tasks effectively   |                 |
| Demonstrates mutual respect towards colleagues  |                 |
| <b>TOTAL</b>  | <b>___ / 20</b> |

| INITIATIVE / LEADERSHIP QUALITIES               | POINTS          |
|---|-----------------|
| Demonstrates commitment to the job              |                 |
| Takes initiative and is motivated               |                 |
| Able to think analytically                      |                 |
| Able to generate creative solutions to problems |                 |
| <b>TOTAL</b>                                    | <b>___ / 20</b> |

| PERSONAL DEVELOPMENT / LEARNING                               | POINTS           |
|---|------------------|
| Able to adapt to changing dynamics in the working environment |                  |
| Willing to learn new skills and knowledge                     |                  |
| Able to receive feedback                                      |                  |
| Endeavours to pursue opportunities for professional growth    |                  |
| <b>TOTAL</b>  | <b>___ / 20</b>  |
| <b>OVERALL TOTAL</b>  | <b>___ / 100</b> |

| ADDITIONAL COMMENTS / AREAS OF DEVELOPMENT |
|--|
|  |

Site Supervisor's Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Company's Stamp : \_\_\_\_\_

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