

Internship Manual

BS Education



Department of Education

School of Social Sciences and Humanities

University of Management and Technology, Lahore

Introduction

As per HEC Undergraduate Education Policy (HEC-UEP), after 4th semester, BS Education program students are required to complete an eight-nine weeks mandatory internship in the relevant organization. This internship is designed to enable students to apply theoretical knowledge to real-world settings and practices. The organization selected will be a well-established, preferably working in the education sector, such as a govt or non-governmental organization/school/college, a research institute, a community development agency, or a government department. Upon completion of the internship, students are required to submit an internship report to the Department of Education. If the report does not meet the prescribed standards, the student will be required to revise it, considering feedback from the supervising faculty member and resubmit the improved version, upon failing the internship may be considered incomplete.

Why Internship

The following are some key benefits of the Internship program to students:

- ✓ Practical experience of working in a real work environment.
- ✓ Learning how to deal with practical challenges.
- ✓ Developing communication and interpersonal skills.
- ✓ Developing positive professional relationships that could possibly be used as future references for employment.
- ✓ Developing a better sense of own (student's) work preferences that could help in exploring future career options.

Types on Internship

- Paid
- Unpaid

Internship Credit:

- a) Internships under the HEC - UEP will have grades or credits as per HEC and UMT policy. Currently internship is graded as Pass / Fail (P/F).

- b) Performance during internship is evaluated and become part of the student's academic record and reflected in the transcript.
- c) The internships mandated by the HEC-UEP will not replace any existing internships required by some disciplines in some HEIs, which are credit-based.

Time Commitment:

For **BS students**, an internship will be for a period of 8-9 continuous weeks preferably in summer semester.

Monitoring and Evaluation:

- a) The work of every student-internee will be monitored and evaluated by the assigned faculty members as well as a supervisor at the host institution/department/office.
- b) The evaluations will be made part of the students' permanent record as grade.

Operational Steps of Arranging Internship

Step 1: Registration:

Dept of education (batch advisor) will offer internship to the commenced batch(es) as a course and concerned office will register all internees.

Step 2: Assignment to Faculty Supervisors:

Every student will be assigned to a faculty supervisor, normally it's the batch advisor, but may be some different faculty as well.

Step 3: Student Placement/Internship arrangement

The Internship office/department secures placements for students in host institutions preferably with which it has signed MOUs.

However, students may also search for internships on their own, in which case the dept will review and approve such self-found internships. The participant desirous for self-arranged internship will apply for such permission/approval of the prescribed form.

Step 4: Assignment to Site Supervisors:

Once a student has successfully secured a placement with a host institution, the faculty supervisor

will facilitate assignment of site supervisors (from the host institution).

Step 5: The Internship Seminar:

Before the start of the internship, the faculty supervisor will arrange an internship orientation seminar for all interns. The supervisor will convey terms and conditions and related procedures to all interns.

Step 6: Working at the Host Institution:

The student will remain engaged at the host institution/office under the supervision of the site supervisor. The faculty supervisor will advise and guide the student as and when necessary.

Step 7: Performance Evaluation:

The performance of every internee will be evaluated every week

Step 8: Completion:

- a) The student and the site supervisor will submit evaluation documents to the faculty supervisor.
- b) On successful completion of internship, a Certificate will be issued by the host organization.

Role of the Dept. of Education and UMT (or Concerned Offices)

- a) Assign every student to a *faculty supervisor*. Depending on the student-faculty ratio, the number of students assigned to an individual faculty member will vary.
- b) Identify potential *host institutions* and enter into *MOUs* with them for student placement with the help of OCLP or ORIC.
- c) Arrange internship *placements* for undergraduate students.
- d) Assign every student to a *site supervisor* of the host institution (An individual site supervisor may have more than one intern).
- e) Maintain complete records of each student on all matters pertaining to internships.
- f) Design student internship evaluation forms for assessment by faculty and site supervisor.
- g) Design and develop a student feedback and complaints form.
- h) Arrange periodic on-campus activities such as internship expos, workshops for developing professional skills, and recruitment drives in collaborations with potential

employers

Host Institution

A host institution is an institution/organization/office with which the Internship office has signed an MOU and in which an intern is placed.

Host institutions could be local, provincial, or national government offices; an autonomous body (attached department of a government agency); a business enterprise (industrial and commercial enterprises); an academic institution (university, college, or school; public or private); or a registered NGO.

Internship Supervisors

The Faculty Supervisor

A member of the teaching faculty will be the faculty supervisor.

Roles and Responsibilities:

The following are the expected roles and responsibilities of the faculty supervisor:

- Meet either physically or virtually with the student at least twice every week to discuss internship progress.
- Address student queries, provide advice, and help resolve other issues the student may face during the internship.
- Coordinate with the site supervisor as and when the need arises.
- Review and provide feedback on submissions made by the student.
- Review assessments sent by the site supervisor.
- Ensure all relevant documentation for the internship rests with the Internship office.
- Towards the completion of the internship, give a final evaluation of the student in light of all relevant evaluations by the site supervisor and submissions of the student.

The Site Supervisor:

The Internship office will arrange assignment of a site supervisor to every student-intern.

Role and Responsibilities:

The following are the expected roles and responsibilities of the site supervisor:

- Coordinate with the faculty supervisor.
- Provide orientation to the intern and explain organizational aspects and the nature of work at the internship.
- Train, guide, and provide feedback to the student intern throughout the course of the internship.
- Complete periodic evaluations every three weeks and submit them to the Internship office and the faculty supervisor.

Student-Intern

An intern will spend specified weeks in an organization/office. The organization will provide support to a student free of cost. An intern should acknowledge the fact that the staff of an organization helps a student as a courtesy, besides doing their routine work. For an intern, it will be an exercise to know he/she can utilize this opportunity. In the best way, this will be a test of an internee to get maximum support from the staff through his/her human relation skills.

It is better not to interfere in the regular work of the staff of the organization or to find faults with them. An intern is there to observe and learn and not to offend; he/she can get some background material, such as reports to that organization, by following the proper procedure of permission from the concerned persons. An intern can help staff in their work. The intern should be well organized while working in an organization. An intern is supposed to be in the office during working hours unless there is an emergency.

Focus of Work

The internship work must be aligned/related with the discipline of Education in any form. The focus should be on analyzing educational dynamics, institutional practices, or rather than general observations. In the case of placement in a large organization, the student may be sent to a specific

department, program to ensure a focused and in-depth study. The student is expected to carry out thorough fieldwork, critically engage with practices and policies, and offer informed recommendations for improvement. These recommendations should be realistic, actionable, and relevant, possibly including resource considerations and timelines for implementation.

Pre-Internship Readings:

The intern is required to review relevant literature, organizational documents, and recent information related to the selected organization before starting the internship. This background study will help the student gain a basic understanding of the organization's structure, objectives, and ongoing social programs or interventions. For instance, if a student plans to intern at a non-governmental organization working on women's rights or community health, they should first study the organization's mission, recent project reports, and sociological literature related to its area of focus. This preparation will enable the student to engage more meaningfully during the internship and carry out a contextually informed sociological analysis.

Role and Responsibilities of Intern (Students):

Following are some of the expectations from student-interns.

- Maintain contact with the faculty supervisor.
- Understand the requirements of the internship and perform assigned tasks under the guidance and supervision of the site supervisor.
- Prepare a report every week reflecting assignments and learning experiences and submit copies of the same to the faculty supervisor and the Internship office.
- Maintain a weekly activity log, and submit the log every three weeks (with the report) to the faculty supervisor and the Internship office.
- Try to ensure that the periodic evaluations (every third week), are completed by the site supervisor and submitted to the faculty supervisor.
- Follow host organization's policies and procedures
- Behave professionally
- Show work ethics

- Share concerns with the supervisors (if any)

Internship Performance and Evaluation

- a) The site supervisor will evaluate the intern's performance every third week of the internship on the attached evaluation form (Sample at Annex-1).
- b) The student-intern will submit his or her report and weekly activity log every three weeks to the faculty supervisor and the Internship office (Samples at Annex 2 Section A, and Annex 3).
- c) The faculty supervisor will evaluate the student reports (Sample at Annex 2 Section B).
- d) The faculty supervisor will compile a final performance assessment, which will be based on the evaluations of the site supervisor, and reports and activity logs of the student-intern.

Evaluation: Key Progress Indicators

Performance will be assessed on at least the following indicators:

- a) Work Accomplishment: The intern meets performance standards for tasks assigned to them.
- b) Creative and Problem-solving skills: The intern demonstrates analytical ability along with breaking down complex tasks and brainstorming ideas and solutions.
- c) Organizational Skills: The intern complies with organizational policies and supports the organization's mission and goals.
- d) Communication Skills: The intern demonstrates requisite written and verbal skills.
- e) Interpersonal Skills: The intern gets along with co-workers and is able to work in a team.
- f) Professional Behavior: The intern demonstrates characteristics such as enthusiasm, motivation, integrity, and reliability

Tabulating Final Performance Evaluation:

- a) The faculty supervisor will evaluate overall performance by using the following weightages:

Evaluation	Contribution
Site supervisor evaluation	30%
Internship Final report	30%
Faculty supervisor evaluation	30%
Student's weekly activity log completion	10%

- b) The overall obtained score will indicate performance level, which will be reflected on the student's transcript as P for Pass (successful completion) and F for Fail (Unsuccessful)

Guidelines for Host Organizations and Site Supervisors

BS Education Internship Program

Purpose of the Internship:

The internship provides BS Education students with real-world exposure in educational or social development environments. It allows them to apply theoretical knowledge, develop professional competencies, and gain experience in institutional practices.

Role and Responsibilities of the Host Organization:

1. Site Supervisor Appointment:

- A **site supervisor** must be assigned by the host organization to oversee each intern. This person will act as the primary point of contact between the intern and the host organization, and between the host organization and the university's faculty supervisor.

2. Orientation and Onboarding:

- The site supervisor should provide a comprehensive orientation to the intern at the beginning of the placement, introducing them to the organization's structure, rules, code of conduct, and the nature of their assigned work.

3. Training and Supervision:

- Guide and support the intern by assigning meaningful tasks.
- Provide necessary resources or training to help them complete their work.
- Maintain regular supervision to ensure the intern's active engagement and professional growth.

4. Monitoring and Evaluation:

- Submit **progress evaluations** every week, using the forms provided by the university.
- Communicate with the **faculty supervisor** in case of any performance issues or concerns.
- Submit a **final evaluation report** at the end of the internship, detailing the student's performance, strengths, and areas for improvement.

5. Work Environment and Professional Conduct:

- Ensure a **respectful and inclusive working environment**.
- Provide a **safe, supportive, and harassment-free space**, aligned with institutional and legal guidelines.
- Assign tasks that are aligned with the student's academic background and internship objectives.

6. Attendance and Working Hours:

- Interns are expected to work as per the mutually agreed schedule, usually between **30–35 hours per week**, for a total duration of **eight-nine weeks**.
- The host institution should maintain attendance records and inform the university in case of any extended absences or irregularities

Internship Completion Certificate:

At the successful completion of the internship, the **host organization is requested to issue an official Internship Certificate** to the student. The certificate should include the following details:

- Full name of the intern
- Internship duration (start and end dates)
- Nature of tasks or projects undertaken
- Performance remarks (if applicable)
- Signature and official stamp of the site supervisor or head of the organization

This certificate serves as a formal record of the student's practical experience and may be required for the final academic evaluation by the university.

Appendix A

Site Supervisor Evaluation Form

Site supervisor (name): _____ Designation: _____

Host Institution: _____

Student-intern (name): _____ Reporting Period: _____

Report Number (mention as 1,2,3,... etc):-----

Instructions:

1. This form is to be filled by the site supervisor.
2. The following key is to be used for evaluation.

Key

- 1= Does not meet expectations 2= inconsistently meets expectations
 3= Consistently meets expectations 4= Above expectations
 5= Far above expectations

Scale						
(Circle the number that best describes the student-intern's performance)						
1.	Arrives to work on time	1	2	3	4	5
2.	Demonstrates respect for organizational staff, policies, and norms	1	2	3	4	5
3.	Shows requisite understanding and ability to learn about organization's work	1	2	3	4	5
4.	Exhibits basic skills required at the workplace	1	2	3	4	5
5.	Conducts self professionally in all work-related scenarios	1	2	3	4	5
6.	Takes initiative and seeks opportunities to make contributions	1	2	3	4	5
7.	Completes tasks and reports to supervisor on time.	1	2	3	4	5
8.	Demonstrates the ability to work with others in a team	1	2	3	4	5
9.	Proves to be reliable and dependable	1	2	3	4	5

Site supervisor signature: _____

Appendix B**Student Internship Report Form****Intern Name:** _____ **Site Supervisor Name:** _____**Host Institution** :-----**Faculty Supervisor:** _____**Reporting Period:** _____**Report Week Number mention as 1,2,3 etc...****Section-A**

- a) **Task/s performed** (Includes major duties designated to you and assignments you have completed.)

- b) **Learning Experience** (Communicate skills and knowledge that you gained or refined through the internship).

- c) **Challenges** (Detail major challenges in your role and how you tackled them.)

Section-B**Instructions:**

This section is to be completed by the faculty supervisor, who will score the intern's report using the following criteria:

1= Does not meet expectations 2= inconsistently meets expectations

3= Consistently meets expectations 4= Above expectations

5= Far above expectations

Scoring Rubric					
1. Tasks performed	1	2	3	4	5
2. Learning experience	1	2	3	4	5
3. Overcoming challenges	1	2	3	4	5

Faculty supervisor signature: _____

Sample Student Internship Weekly Activity Log

Intern Name: _____ **Host Institution:** _____

Faculty Supervisor: _____

Reporting Period: (DD/MM/YY – DD/MM/YY)

Instructions:

1. The student-intern is to fill this form by recording major tasks performed by them.
2. Respective internship supervisors are to review and evaluate the student's activity log.

Week1	Summary of Tasks Performed	Number of Hours
Week #1		
Week #2		
Week #3		
Week #4		
Week #5		
Week #6		
Week #7		
Week #8		
Week #9		

Site Supervisor signature: _____

Faculty Supervisor signature: _____

Student-Intern signature: _____

Self-Arranged Internship Request Form

Dept. of Education. UMT

Program: BS Education

SECTION A: PARTICIPANT INFORMATION

Full Name _____

ID _____

Semester _____

Contact Number _____

Email Address _____

SECTION B: HOST ORGANIZATION DETAILS (To be filled by the student and verified by the organization)

Organization Name _____

Organization Address _____

Website (if available) _____

Organization Sector and services field
(please provide briefly activities of
organization, eg. Academy, college,
school , etc) _____

Contact Person Name in organization _____

Contact Person Designation _____

Contact Person Email & Phone _____

Internship Duration (expected Start–End) _____

Working Hours per Week _____

Amount of Remuneration/pay if agreed _____

Stamp and Signature of Contact Person
of Organization agreed to facilitate
internship _____

SECTION C: STUDENT'S DECLARATION

I, the undersigned, confirm that I am voluntarily arranging this internship and take full responsibility for securing and completing it. I understand that the internship must be relevant to my academic program and approved by the university. I will abide by university internship guidelines and submit required reports and evaluations on time.

Signature of Student: _____

Date: _____

SECTION D: ATTACHMENTS (Mandatory)

Please check (✓) the documents attached:

- Internship Offer Letter from Organization
- Internship Plan / Job Description
- Company/Organization Profile

SECTION E: UNIVERSITY APPROVAL

Verified by the dept.

Approved Not Approved

Comments if any

Name of Internship Supervisor

Signature

Date

Note:

- Internship must relate to your academic discipline.
- Get approval before starting the internship.
- Internship report and employer evaluation must be submitted as per policy.

Guidelines for Writing the Internship Report

The final internship report should provide comprehensive yet focused insights, enabling any reader or stakeholder to understand the experiences, nature of work intern's learning, issue addressed and the proposed solutions. The emphasis should remain on the depth of analysis and practical relevance, making the report a potentially usable document for the host organization.

1. Page Size
 - Use A4-size paper for the entire report.
2. Font Style and Size
 - Font: *Times New Roman*
 - Font Size: 12-point for main text; appropriate sizes for headings and subheadings.
3. Text Justification
 - The entire document must be fully justified (aligned both left and right).
4. Line Spacing
 - Use 1.5 line spacing throughout the body of the report.
5. Margins
 - 1 inch on all sides of each page.
6. Paragraphs and Sections
 - Leave an extra blank line before and after each section and subsection.
 - Separate each paragraph with a blank line and ensure that all text is justified.
7. Headings and Subheadings
 - Format all headings and subheadings consistently using standard heading styles (e.g., bold, size 14 for main headings; bold, size 12 for subheadings).
8. Word Count
 - The final report should contain approximately 2700-3000 words.
9. Punctuation
 - Ensure there is a space after each punctuation mark (e.g., comma, full stop, semicolon).

10. Page Numbering
 - Number all pages.
 - Use Roman numerals (i, ii, iii, etc.) for preliminary pages (e.g., contents, acknowledgements).
 - Start Arabic numbering (1, 2, 3, ...) from the first page of Chapter 1.
11. Spelling and Grammar
 - Use the Spelling and Grammar check tool in MS Word to ensure language accuracy across the report.

Contents of Internship Report

1. Title Page
2. Certificate of internship training
3. Acknowledgements
4. List of Contents: This list should contain all headings, sub-headings, and a list of all annexes.
5. List of tables & illustrations: All tables, graphs, and charts of the report should be listed in this list.
6. Executive Summary/Abstract
7. Introduction of the organization
8. Major services/products/sections of the organization
9. Tasks performed during internship
10. Skills learned during internship
11. Strengths and weaknesses of the organization
12. Suggestions for improvement
13. Annexure (all evidence of your performance and duties, eg, lesson plans, pics, material you prepared etc..)

Note: These are the minimum required sections. You may include additional components as needed.

1. Introduction of the Organization

This section should provide a comprehensive overview of the organization, including its history, vision and mission, objectives, legal status (e.g., NGO, government, semi-

government), organizational structure, staffing, and areas of operation. Also include the social issues or communities the organization addresses. *Minimum: 500 words*

2. Major Services

Describe the organization's key programs, services, or interventions related to social welfare, education, health, gender equality, youth empowerment, poverty alleviation, or any other sociological theme. Identify the target population or communities and briefly explain how these services are delivered. *Minimum: 500 words*

3. Weekly Internship Activities

Detail the work and learning experiences during each week of the internship. Focus on field visits, community engagement, data collection, participation in events or meetings, and any observation of institutional practices.

Minimum: 500 words (divided across weeks)

Week 1:

Week 2:

Week 3:

Week 4:

Week 5:

Week 6:

Week 7:

Week 8:

Week 9:

4- Skills and Knowledge Gained During Internship

Discuss the practical skills and sociological insights gained during the internship. These may include field research skills, interviewing, observation, communication, report writing, public dealing, teamwork, use of ICTs in social work, or participatory approaches in community engagement. *Minimum: 400 words*

d) Organizational Strengths and Weaknesses

Provide a sociological assessment of the organization's strengths

and limitations. Strengths may include community trust, staff expertise, partnerships, or innovative programs. Weaknesses could include resource constraints, lack of outreach, gender imbalance, or limited impact assessment mechanisms.

Minimum: 500 words

e) Suggestions for Improvement

Based on your fieldwork, academic knowledge, and observations, offer practical and sociologically sound recommendations to improve the organization's services, outreach, or structural functioning. You may also suggest areas for policy advocacy, participatory planning, or community inclusion.

Minimum: 500 words