

A GUIDE FOR COMPANY SUPERVISORS

CREATING A
SUCCESSFUL
INTERNSHIP
PROGRAMME

Introduction

Welcome on board! Thank you for taking on this important role as the company supervisor to mentor and guide our student intern(s). You will play an instrumental role in supporting the learning for our interns and encouraging them to pursue their passion for the industry that they are being trained for.

For an effective and rewarding internship programme, student interns generally look forward to:

- deepening their knowledge and skills
- gain practical experience on the job
- be a valuable contributor
- enhance their employability skills such as problem-solving, interpersonal and communication skills
- see practitioners in action, and
- confirm their career interests

This guide aims to assist the company supervisor in effective intern management. We hope the internship programme will be a fruitful experience for everyone.

Getting Started

RP Interns

Internship is an important requirement and major milestone for students pursuing a diploma programme in RP. We want to prepare our students for the workforce and enable them to acquire meaningful work experience in the industry.

As the interns have little work experience, we appreciate your patience to supervise, guide and mentor them, and help them adjust to the work culture. Your valuable industry experience would put you in a good position to impart to them the right work attitudes and professionalism.

RP Liaison Officer

You may have or will soon be contacted by our Liaison Officer. He/ she will serve as the main point of contact between RP and your organisation during the internship period. The RP Liaison Officer may visit the intern to check on his/her progress and also to gather performance feedback from you.

Throughout the internship period, should there be any questions or issues regarding the intern, please contact the Liaison Officer immediately.

How to be an Awesome Internship Supervisor

Mentoring an intern is an exciting and rewarding thing to do. Interns can bring fresh ideas and perspectives to the things you deal with every day. It is a satisfying experience to witness the transformation of the interns as they develop themselves as a professional, and gain the soft and hard skills necessary to be successful in the workplace.

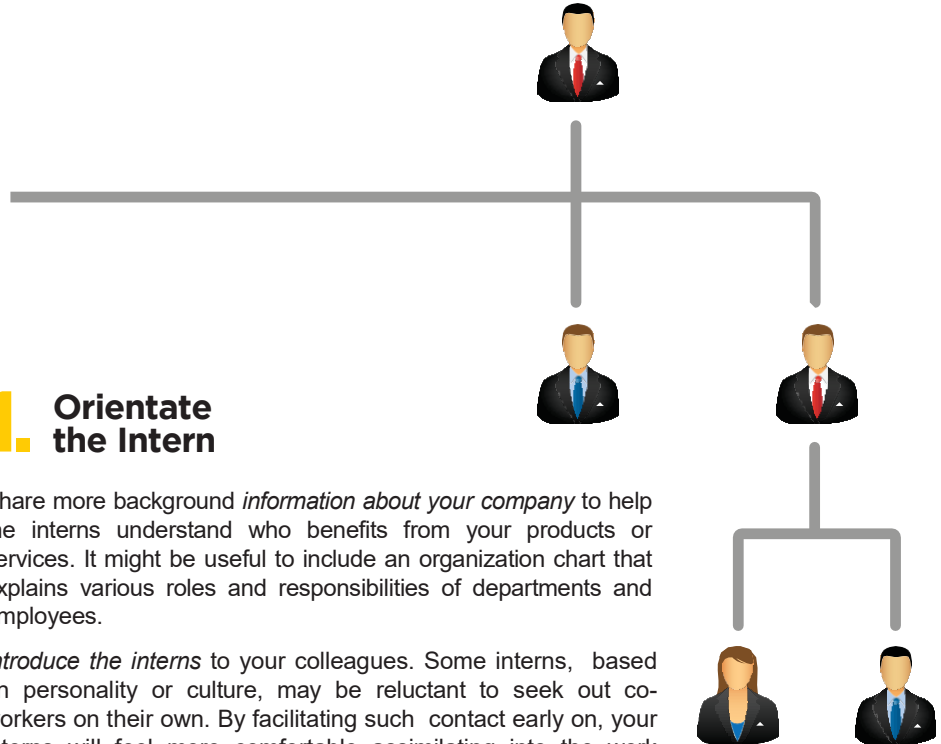
As a supervisor, you will guide your interns through this development, while providing them opportunities to learn and grow as a professional. With proper planning and dedication, you will not only provide your interns with a successful learning experience, you will also enhance your own leadership and mentoring skills.

Here are 5 useful tips:

1. Orientate the Intern

Share more background *information about your company* to help the interns understand who benefits from your products or services. It might be useful to include an organization chart that explains various roles and responsibilities of departments and employees.

Introduce the interns to your colleagues. Some interns, based on personality or culture, may be reluctant to seek out co-workers on their own. By facilitating such contact early on, your interns will feel more comfortable assimilating into the work culture and asking for advice or support on their own accord later.





I learnt so much about how the aviation industry functions, especially the behind-the-scenes operations and the dynamics of the workplace. The interactions with colleagues have also enhanced my interpersonal skills which will definitely help in my future career.

FAIZAL BIN AZIZ
(Diploma in Aerospace Engineering)

2. Lay down the “House Rules”

Establish and explain basic expectations for the internship. Outline the organisational rules and policies. Interns may not be familiar with the procedures or norms of your workplace (e.g. attendance policies, break times, days off). Issues relating to security or confidentiality may need to be carefully managed internally, such as restricting intern’s access to certain sensitive information.

3. Structuring Learning Outcomes

a) **Assign meaningful work that can enable interns to acquire or deepen skills that are related to their area of study.**

Example: An intern from the Diploma in Mass Communication who was attached to one of the broadcasting stations, was given the opportunity to attend and report the coverage for the SEA Games opening ceremony. The experience gained was invaluable and the intern got a chance to learn how to think on her feet during a live broadcast.

b) **Provide opportunities for project work and/or job rotation in different roles or functions so that interns can develop deeper and wider appreciation of the company’s core businesses, operations and challenges.**

Example 1: An intern attached to a hotel’s housekeeping division was assigned to the various sections (listed below) to learn the entire housekeeping operations. This provided the intern an insight into how his day-to-day tasks and contributions play a part in the operations and company as a whole.

- Guest Service Agent
- Guest Service Coordinator
- Housekeeping Runner
- Housekeeping Supervisor
- Linen attendant

Example 2: An intern was involved in a cycle-time reduction project in the production of air fresheners. The intern was involved throughout the process; from the brainstorming sessions to prototyping stage, and to the deployment stage. Hands-on involvement in projects is a wonderful way for interns to learn more.

c) **Encourage work interaction with different level of stakeholders and provide corresponding feedback that enables interns to enhance employability skills in areas such as problem-solving, communication and interpersonal skills, professional work ethics.**

Example: An intern was assigned as an Assistant Event Coordinator in a tradeshow. This platform has enabled the intern to hone her communication skills through interaction with the organising committee and the participants. In the course of the event set up, the intern also learnt how to handle and overcome problems arising from unforeseen circumstances for the event to run smoothly.

4. Supervise the Intern

Adequate *guidance and encouragement* are keys to achieving internship success and foster a positive win-win working relationship with your intern.

It takes time for an intern to adapt to the new work environment and acquire new skills and knowledge. Timely and objective feedback is useful for the intern to understand how the “real-world” would respond to his/her work and actions.

“

I was given job rotation opportunities across departments and took on different roles and responsibilities. This has given me greater insight into each department works and has better prepared me for the workforce when I graduate.



- ANITA FRANCIS
(Diploma in Media Production and Design)

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5. Mentor the Intern

While supervision generally focuses on developing intern to acquire professional skills required for the job, mentorship looks more into guiding an intern's personal growth and development.

Not only does a mentor helps the intern gain insights into career and progression opportunities in the sector, he/she also connects the intern to learn from industry practitioners.

Motivate and inspire the intern by sharing work experiences and career journey as well as discuss industry skills trends. These will support the intern in staying current and relevant for the future.



I have received a lot of constructive and valuable feedback from my mentor. With proper guidance and mentorship, I am able to constantly improve myself throughout the internship.

- TAN WEI LIANG
(Diploma in Design for User Experience)



The company has given me the opportunity to experience what it is like in the real working world and has trusted me to take on roles which pushed my capabilities. I was given great mentors who supported me and helped me grow as a working adult. They allowed me to reach my potential and increase my capabilities.

- IRIS LIM SI MIN
(Diploma in Sport Coaching)





My supervisor and fellow colleagues were very nice to me. They willingly shared their professional knowledge and guided us through the entire internship period. They were the reason why I looked forward to go to work every day. This has been a great learning journey.

- ZABAIDAH BINTE MASTOR
(Diploma In Hotel and Hospitality Management)

Important Information

Working Hours

Interns are generally expected to follow the operating hours of the organisation to which they are attached.

Do give them reasonable break time for meals so that they would be recharged to perform more effectively in their work.

We align the number of working hours to the Employment Act of Singapore. The total number of hours should not exceed 12 hours in a day and 44 hours per work-week.

We understand that interns may sometimes be required to stay back after working hours or work on a gazetted public holiday because of industry needs. Do give them off days In lieu or overtime pay. This kind gesture would greatly increase their motivation to contribute more to the organisation.

Leave

Interns are not entitled to any paid or unpaid vacation leave while on internship. However, your organisation may grant leave entitlements to interns in accordance to your HR policies. Companies are generally not expected to pay allowance to interns for any types of leave.

We have explained the following types of leave to our interns:

a. Medical Leave

If interns are ill, they must consult a registered medical practitioner and inform the Company Supervisor and

RP Liaison Officer. The original medical certificate should be presented and retained by the Company Supervisor. A scanned copy of the medical certificate must be submitted to the RP Liaison Officer.

b. Compassionate Leave

This is applicable to the bereavement of an immediate family member (company's definition of immediate family member applies). The number of compassionate leave days given should follow that of the organisation's policy.

c. Emergency Leave

This is subject to the joint approval of the Company Supervisor and RP Liaison Officer on a case-by-case basis.





My internship was extremely beneficial for me because I managed to cover major music events. I am thankful for this invaluable opportunity because I was able to immerse myself in the journalism industry and learn from my colleagues' experiences and being mentored by the senior reporters.

- RIZA ROSLEE
(Diploma in Mass Communication)

Overseas Travel

If your organisation requires interns to travel overseas for work assignments (e.g. business trips), please inform the RP Liaison Officer at least 2 weeks in advance so that we can facilitate the necessary approvals and travel documentation. We seek your understanding that interns should not travel unaccompanied to a foreign country and any overseas trip for the interns has to be approved by RP management prior to travel.

Insurance Coverage

All full-time matriculated students of RP are insured under the Work Injury Compensation Insurance (subject to the prevailing terms and conditions imposed by our insurer).

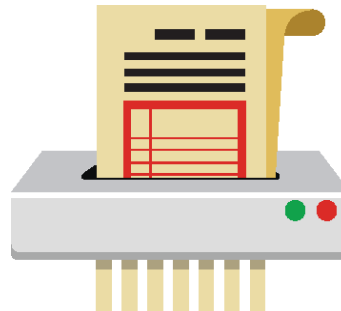
However, if a student is injured at the workplace or off-site while on official duty, and is given a medical certificate of more than 3 days by a certified medical practitioner, it is the organisation's duty to report the incident to the Ministry of Manpower, as required by law.

Workplace Safety

As interns are new to the working environment, we seek your help to brief interns thoroughly on any safety guidelines and to equip them with the appropriate protective equipment (where applicable).

Interns must be monitored by trained personnel and should not be placed in a hazardous/dangerous situation.

In the unfortunate event where accidents occur to the interns while at work, be it at the workplace or off-site, please contact the RP Liaison Officer or call RP Hotline (**65103000**) immediately.



“

I had the opportunity to be involved in a project with colleagues from other departments. I enjoyed working with them and learning from their professional experience. They made me feel like a part of their ‘family’!

– LER HUI XIN
(Diploma in Business Information Systems)

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I had first-hand exposure to the different laboratory skills which prepared me for my further studies/career. I learnt the different attributes that are needed in the team for us to work well together in a laboratory. It also reaffirmed my interest and career choice of working in the research lab. My supervisor had inspired me to work even harder to achieve my goals.

- PWINT NAING LIN
(Diploma In Biomedical Science0

Intellectual Property

We understand that there may be situations where interns are inevitably exposed to confidential information from your organisation in the course of their work. Should you require the intern to sign any contract, indemnity form, confidentiality agreement, etc, please inform and obtain clearance from the RP Liaison Officer.

Unless otherwise agreed in writing with RP, no intellectual property rights belonging to RP will be used by the interns or the participating organisation during the internship.

Evaluating the Students

Evaluation is important to an intern's development and is an excellent opportunity to enable the interns to learn and improve. As part of the requirement for internship, we would therefore invite you to evaluate the work performance of your interns towards the end of the internship. The RP Liaison Officer will be handing you an evaluation form to assess different performance components of your interns such as abilities, skills, attitude, teamwork and attendance record.



Managing and Working with students with Special Educational Needs (SEN)

Students with SEN conditions may benefit from special arrangements made at the workplace.

Common types of SEN conditions are dyslexia, attention deficit hyperactivity disorder (ADHD), autism spectrum disorders, sensory impairments, and physical impairments.

Understanding how to effectively meet the needs of students with SEN can yield positive outcomes. Modified job duties allow your organisation to tap onto the individual's strengths while flexible work arrangements can increase their productivity at work.

You may work with the RP Liaison Officer and SEN counsellor to support students with declared SEN condition(s) during their internship.

Physical and Sensory Difficulties



Physical Impairment
(e.g. Cerebral Palsy)

Easy access to facilities and key locations
Ergonomic furniture and equipment



Hearing Impairment

Arranged positioning (e.g. front row) for meetings and briefings



Visual Impairment

Assign a buddy to assist

Social and Behavioural Difficulties



Autism Spectrum Disorder (ASD)

Provision of structured instructions and tasks



Attention Deficit Hyperactivity Disorder (ADHD)

More frequent stipulated short breaks

Learning and Language Difficulties



Dyslexia

Provision of tasks that are not directly language related



Dyscalculia

Provision of tasks that do not involve calculation and statistical processing

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