

Walbrook Code of Practice for Quality Assurance (Higher Education)

Chapter 5: Internships

5.1 Introduction

- 5.1.1 These guidelines apply to all Walbrook students undertaking an internship module.
- 5.1.2 We define internships as experiential learning that involves the development and application of knowledge and skills gained through formal study within the workplace with the formal agreement and active support of the employer.
- 5.1.3 In the context of our internship provision, there are two main categories of students that undertake internships:
- a) students who undertake internships or placements during their programme;
 - b) apprentices

5.2 Key principles

- 5.2.1 We acknowledge that we are responsible for the academic standards of all programmes and awards granted in our name and for ensuring that the quality of the learning opportunities provided allows students to achieve the academic standard required. In doing this, we ensure that our internship provision meets regulatory requirements and the advice and guidance provided in the QAA's Quality Code, in particular the Framework for Higher Education Qualifications in England, Wales and Northern Ireland (FHEQ).
- 5.2.2 When designing a programme that includes internship provision, we recognise:
- a) that the aims and learning outcomes of the internship modules should be positioned to provide academic challenge appropriate to their designated FHEQ level descriptors and a clear sense of progression between our suite of internship modules that form part of each programme level;
 - b) the need for effective and appropriate integration of learning opportunities into the programme's overall aims and learning outcomes. As far as possible, the internship modules are designed to integrate with the rest of the programme;
 - c) the professional and vocational nature of our programmes and thus the need to understand and respond to the industry perspectives and needs; and
 - d) the need to ensure that all students are provided with opportunities to enhance their employability by acquiring and improving both the intellectual and practical skills that employers seek.

5.2.3 We are responsible for ensuring students, tutors and employers understand their roles and responsibilities throughout the duration of the internship.

5.2.4 We recognise that the multi-partite nature of internship provision makes it essential that there is a common, shared understanding of its nature, purpose and implementation within a programme and ensures that this is achieved by maintaining effective communication between all parties and providing appropriate information prior to and throughout the period of the internship.

5.3 Policy

5.3.1 Roles and responsibilities

Students

5.3.1.1 We recognise that students need to be:

- a) fully briefed on, and kept up-to-date with regard to, their roles and responsibilities;
- b) provided with clear information on learning requirements prior to the commencement of the programme, including details of the contribution of the internship module components to the overall programme of study, aims, learning outcomes, assessment, and any other requirements;
- c) able to access guidance and support, including pastoral care and encouragement, during their internship beyond that provided in the workplace, e.g. through online tutors and Student Support teams;
- d) treated in a professional manner by tutors, employers, and our staff;
- e) provided with template documents to prepare action plans, in preparation for their self-reflection summative assessment;
- f) supported in preparation for placements / internships through being:
 - i. Guided on how to find suitable placement / internship opportunities that provide work experience relevant to the programme of study;
 - ii. able to access advice and guidance on CV preparation, application procedures, interview skills, etc;
 - iii. advised on the procedures for securing, and the approval process for, placements / internships;
 - iv. informed about the consequences of failing to secure or complete a placement / internship; and
 - v. advised on the duration of any placement / internship period.
- g) provided with opportunities to give feedback on their internship experience.

5.3.1.2 It is the responsibility of students to:

- a) familiarise themselves with the information provided in relation to internship requirements, our procedures as set out in section 5.4 and their own rights and responsibilities;
- b) ensure that where they undertake placements / internships they:
 - i. participate in any induction or training sessions held by Walbrook to prepare for the placement / internship process;

- ii. apply and secure for themselves suitable placement / internship opportunities and be prepared to attend interviews (face to face, by virtual means, or by telephone), assessment centres or undertake appropriate tests as required by a potential employer; and
 - iii. assume appropriate personal responsibility for adhering to any workplace protocols, policies and procedures, e.g. security, health and safety requirements, data protection, conduct / behaviour, timekeeping, etc.
- c) keep a record of the learning journey undertaken and skills developed giving consideration to preparation for the summative reflective assessment and overall internship learning outcomes;
 - d) act in an appropriate and professional manner towards their placement / internship provider, tutor and our staff;
 - e) communicate regularly with their tutor and placement / internship provider and at an early stage in the event of any issues or difficulties that might interfere with their ability to achieve the learning outcomes;
 - f) where an internship module is studied, submit their final report, templates, supporting evidence and all relevant documentation for formal assessment in accordance with the agreed personal action plan and the general requirements, procedures and timeframes notified to them by us; and
 - g) provide feedback to us regarding their internship experiences.

Tutors

5.3.1.3 We recognise that our internship tutors need to be:

- a) fully briefed on and kept up-to-date with regard to their roles and responsibilities;
- b) appropriately briefed, trained, resourced, and prepared to support students to achieve the identified learning outcomes;
- c) alerted that there is a need for appropriate health and safety checks at any workplace where their students are undertaking placements or internships;
- d) able, by way of clear briefing and training, to support the assessment of students as required and agreed in accordance with the agreed regulations relating to internship modules;
- e) treated in a professional manner by our staff, students and internship / placement providers; and
- f) invited to provide feedback to us on the learning content, procedures and management of the internship module.

5.3.1.4 It is the responsibility of internship tutors to:

- a) fulfil their agreed commitments with regard to the internship modules to students, employers / line managers and us;
- b) devote sufficient time, expertise and appropriate resources to provide students with the necessary support required to achieve the identified learning outcomes;
- c) alert us if they have concerns or issues relating to a student's ability to meet the learning outcomes, including in relation to placements / internships, health and safety, performance issues and employer support;

- d) provide feedback to Walbrook on its internship provision; and
- e) report any concerns regarding any potential evidence of malpractice.

Employers / line managers

5.3.1.5 Employers and individual line managers tasked with supporting students as they progress through their internship need to be:

- a) fully briefed on, and kept up-to-date with regard to, their roles and responsibilities in relation to supporting a student's internship experience;
- b) provided with clear information on the requirements and procedures for internships and access to guidance and support, in order to fulfil their responsibilities to the student;
- c) treated in a professional manner by our staff, tutors and students;
- d) made aware of the standard procedures relating to our policies as set out in Section 5.4;
- e) provided with opportunities to give feedback on Walbrook's internship provision; and
- f) provided with confidence that sensitive material will be kept confidential.

5.3.1.6 It is the responsibility of students' employers and line managers tasked with directly supporting students to:

- a) familiarise themselves with the information provided in relation to internship requirements, our procedures as set out in section 5.4 and their own roles and responsibilities;
- b) commit to and fulfil the responsibilities set out in any formal agreement with us regarding the student's internship experience;
- c) have in place appropriate health and safety provision within the workplace and ensure that students are briefed appropriately on health and safety matters;
- d) act in an appropriate and professional manner towards the student, the internship tutor and our staff;
- e) commit the time and expertise required to best support the student throughout the placement / internship period;
- f) have in place sufficient and appropriate resources to provide students with the learning opportunities required to achieve the identified learning outcomes and workplace objectives;
- g) allow reasonable access to our staff and representatives for the purposes of assessment and / or monitoring;
- h) complete the template documentation provided by us in accordance with agreed procedures and timeframes;
- i) communicate with the student, tutor and us at the earliest opportunity regarding any issues or difficulties that might interfere with the student's ability to achieve the learning outcomes; and
- j) provide feedback to us on its internship provision as appropriate.

5.3.2 Programme design, monitoring and review

5.3.2.1 Internship modules are subjected to all our standard processes for programme design, periodic programme review and annual monitoring and review activities in line with our Code of Practice Chapter 13: Programme Design, Approval, Monitoring and Review and are further supported by our Careers & Employability Strategy.

5.3.3 Information, support and guidance

5.3.3.1 We are committed to providing an appropriate level of information, support and guidance for students undertaking internships, including:

- a) clear, detailed information and guidance on roles and responsibilities, programme aims, learning outcomes, assessment and any other requirements, all of which appear in the internship practical agreement;
- b) access to our online learning environment, including learning materials, discussion forums, and our e-library;
- c) access to this Code of Practice chapter and, as appropriate, advice on its implications and application in practice;
- d) appropriate levels of tuition support;
- e) a safe learning environment;
- f) where relevant, advice on the placement / internship and the application process; and
- g) access to our contacts who can help resolve any issues or difficulties during their internship.

5.3.3.2 We are committed to providing employers and students' line managers with appropriate and timely information and guidance so they can effectively support and advise the student throughout the duration of any internship. This includes:

- a) clear, detailed information and guidance on roles and responsibilities, programme aims, learning outcomes, requirements, together with templates and guidelines for line managers' commentaries on workplace performance;
- b) access to this Code of Practice chapter and, as appropriate, advice on its implications and application in practice;

5.3.4 Assessment of internship modules

5.3.4.1 We ensure that our tutors, students and their employers are made aware of what is expected to be achieved by way of defined learning outcomes that are published in the relevant module handbooks which are, in turn, mapped to the overall programme aims and defined benchmark statements at the relevant level.

5.3.4.2 Module handbooks state clearly the formal, summative assessment arrangements and how student performance will be measured. Assessment criteria, including grade descriptors, are published in the handbooks that are made available to students upon registration and to tutors and students' line managers.

5.3.4.3 We recognise the unique nature of internships and its reflective process, as well as the need to use an appropriate but different assessment methodology to that employed for standard programme modules. Also recognised is the

individuality of students' personal objectives, needs, work experiences and thus their internship reflection paper submissions.

- 5.3.4.4 In order to facilitate a consistent approach to learning, students are provided with a set of templates that are used for all internship submissions. In order to ensure parity in assessment, and in line with principles in our Code of Practice Chapter 7: Assessment, all students' performance is measured against a common set of subject-specific knowledge & skills, cognitive abilities & generic skills, and values & attitudes-based learning outcomes, as published in the relevant programme and module specifications.
- 5.3.4.5 Formal assessment is undertaken by the internship tutor, who is appointed by us to provide academic support to the student for the duration of the module. Workplace support and advice is provided by the student's employer, usually the direct line manager, who is required to comment on student performance and confirm that the activities and evidence provided in the student's internship submission are complete and accurate.
- 5.3.4.6 All internship submissions, and any re-submissions following a failed attempt, are subject to all our standard assessment procedures as set out in our Code of Practice Chapter 7: Assessment.

5.4 Procedures

- 5.4.1. We acknowledge, through the procedures we implement with regard to internship provision, our responsibility to ensure that all programmes that involve such elements are consistent with the QAA Quality Code as well as our own Code of Practice.
- 5.4.2. All our standard procedures apply to internship learning as outlined in our General and Academic Regulations and Code of Practice.

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