

# **UNIVERSITY “UKSHIN HOTI” PRIZREN**



## **STUDENTS GUIDELINES FOR INTERNSHIP**

**Prizren, 2023**

By virtue of the lawful provisions of the article 42 and 49 paragraph 1 of the University Statute “Ukshin Hoti” Prizren, based on the reference no. 04-V-621, date 30 may 2013, by deciding regarding forming of the Commission for drafting the Guidelines for Students Internship, Senate of the University “Ukshin Hoti” in the meeting held on: 11.01.2023 approved:

## STUDENTS GUIDELINES FOR INTERNSHIP

### 1. Aim

Through this guide, it is intended to regulate the educational and professional activities defined as practical work in the educational programs. Practical work constitutes an important element in the curricula of Bachelor and Master study programs. The practical work guide will serve to direct the work of the Career and Alumni Center of the University "Ukshin Hoti" Prizren and to inform students about the criteria and steps that must be followed to benefit from the practical work, it will also serve as an informant for enterprises and institutions that will contribute to the internship program in their community by training and equipping professionals with the necessary skills to enter the labor market. The beneficiaries of this practical work program are students and graduates. The practical work program is the best method for the University and the host institution to cooperate and act to supervise the student in the work environment and evaluate their management potential for a possible future employment and improve the program based on observation.

#### **Professional Internship has the aim of:**

- To enable students to implement in practice the theoretical knowledge they have acquired in the curriculum. For this purpose, it is intended that the practical work will take place in those institutions that have a close connection with the teaching/research program.
- To encourage students to develop new skills in the environment where they work, as well as to give them opportunities to prepare for the labor market and interact with professionals.

As part of the requirements of the study program, each student must complete professional practical/teaching work. The internship should broaden the student's practical horizons and promote his/her ability to assume responsibility in his/her chosen profession. In addition, the practice is an opportunity for the student to make connections between theoretical studies and the requirements of practical and professional work. The practical work guide is a dynamic document that can change depending on the needs of the faculties at the University level, the requirements of the companies and institutions that offer the implementation of the internship program.

## **2. Professional Internship**

Practical and teaching work constitutes an important element in the curricula of Bachelor and Master study programs. The practice envisages to enable the use of the knowledge acquired in the theoretical courses, in a practical and professional context. In order to fulfill the stipulated requirements, students must develop an internship in one or several institutions/organizations. The student cannot defend the diploma exam without completing the internship obligation and without being evaluated for it. Practical work is a monitored experience in which the student has defined objectives related to the field of study. The practical work is part of the academic plan, it is monitored and evaluated with a grade and has certain credits (ECTS); promotes personal development and career development of the candidate.

## **3. Responsibilities of organizing Internship**

For the organization and functioning of the Internship work, the Head of the research program in cooperation with the Coordinator (responsible person) of the Internship:

- Draws up the list of students who will complete the Professional Internship.
- At the beginning of the academic year, informs students about the obligation of professional Internship, as well as about the opportunities and subjects offered to students for its development, not excluding the individual selection of students, when they are in accordance with the legal framework.
- Prepares the internship program and how the process will be monitored by the academic staff.

### **3.1 Professional Internship Professor**

- Coordinates with the student the realization of the program, the changes in the development of practice within the allowed limits. Also, it helps and guarantees that the practice is carried out in the right way;
- Plans and coordinates with the subject, the development of practice, according to the program;
- At the end of the internship, the professor evaluates the student, based on the evaluation report of the subject where the internship was carried out, which affects the evaluation of the validity of the internship in cooperation with the mentor for the evaluation of the Professional internship.

## **4. Coordinator, Supervisor of the Student Internship**

During the conducting of professional Internship, it will be assigned the role of:

### **1. Internship Coordinator**

2. Supervisor of the Student

3. Student

To organizing and functioning of the Internship:

- Decide on cooperation with institutions, industry or business organizations.
- Organize and conduct interviews with the intern and the internship supervisor.
- Organize and provide career orientation for selected new intern(s).
- Provide tools, resources, and guidance to assist internship supervisors in intern selection and orientation.
- Provide assistance to the intern as needed.
- Monitor the process of organization and development of Internship and professional work.

### **4.1. Liabilities of the Internship Coordinator**

- To contact companies in the municipality and region to identify vacancies for Internship, according to the profiles offered by the University;
- Notify students about vacancies for Internship, accept applications and select students who will carry out the Internship;
- To prepare and train students, how to fill out applications, prepare CV, cover letter;
- To help students to identify the objectives of the practice, in cooperation with the professor of the subject (depending on the study program) and the mentor in the institution or company;
- Contact (via phone or email) with the mentor in the institution, enterprise, to evaluate the satisfaction of the enterprise with the student and vice versa;
- To keep the file for each student who enters the Internship program;
- Update the database and issue reports as needed;
- To train students on work ethics, communication and presentation skills;
- To inform students about reporting and evaluation methods;
- To help students to identify the objectives of the Internship;
- Organizes career counseling for the selected young intern(s);
- To inform students about reporting and evaluation methods;
- Provide tools, resources and guidance to assist practice supervisors;
- Providing assistance to the intern as needed.

- To inform students about vacancies for Internship, and the procedures to be followed.

### 4.2. Liabilities of the Internship Supervisor/Mentor

- The intern's supervisor or mentor is the person who will select and supervise the interns in the Internship programs from the University, institution or company. The supervisor/mentor from the University is a teacher/academic staff of the academic unit who:
  - Lead the process in an objective and transparent manner of choosing the intern for practical work;
  - Defines tasks and objectives for the intern;
  - Supervises the intern to ensure that he completes assigned tasks as required;
  - Completes the intern evaluation form;
  - Completion or completion of any document for the intern's needs for obtaining credits at the University;
  - Ensure that the intern has a positive experience and applies to other opportunities that will present themselves in the future.

### 4.3. Duties of the student intern

- To respect the house rules, the ethical norms of the institution and the enterprise;
- To follow the instructions of the coordinator/(responsible person) of the practice;
- Be regular at the place of practice according to the agreement with the company and Internship coordinator;
- To be cooperative and have correct behavior, to work in a team with all employees in the institution or enterprise and to follow the instructions of the mentor in the enterprise;
- Successfully complete the required tasks;
- Complete the required documents;
- Notify the mentor in time at the institution or enterprise, if he will be absent from Internship (for health reasons or any other reason);
- Be careful while working, so as not to cause any damage to the company or yourself;
- To keep all the company's information in full confidence even after the end of the Internship;
- To complete the diary of Internship.

## 5. Inside and Outside Curriculum Internship

Internship is organized in two forms: **within the curriculum and those outside the curriculum. Practices, goals and time frames.**

Internship within the curriculum takes place throughout the duration of the study program and remains as such until the trainee has received their degree. They consist of educational and orientation experiences aimed at achieving specific learning objectives in the study program.

They are divided into:

**Curricular internships for educational credits:** they are foreseen in the structure of the program, count towards ECTS educational credits, have specific requirements (in terms of duration, time frame and content defined in the curriculum), must be authorized in advance and must be certified when completed.

**Extracurricular internships:** intended for anyone who has received a degree and the ability to be active within 12 months of completing the study program. Their purpose is to facilitate academic and professional choices through employment training and direct contacts with the labor market, based on a specific program agreed between the intern, the host organization or institution as well as the head of the study program (when required) and the Center of Career and Alumni of the University "Ukshin Hoti" Prizren.

### 6. Importance of organizing Internship

Students will have the opportunity to apply the knowledge acquired during the study in a work environment, develop their skills, understand the work environment and benefit from the experience and advice of a mentor or supervisor. During practical work, students will expand their knowledge of certain products or services and create contacts, networks which you will need for employment in the future.

Based on the study programs, the importance of practical work reflects:

Through practical work, the student benefits from:

- To apply the acquired theory in practice in academic and professional programs.
- Gaining experience in a real-life work environment.
- Test yourself with your own learning requirements with the demands of the labor market.
- Increasing the level of maturity and business culture.
- Development of new skills and professional and personal skills
- Improving career opportunities and making useful industry contacts
- Developing, reflecting and evaluating strategies to achieve one's career goals

- The possibility of non-formal learning, through travel, as well as the gain of work service as well as the opportunity to enjoy independence and a different approach to life.
- To learn how to manage time, how to behave in a work environment, how to communicate with work colleagues and clients.

Institutions and Organizations, through the Internship program, benefit from:

- To recruit the motivated staff for work, which is flexible and does not require the long-term commitment of the company for employment.
  - Promote the company and increase the company's visibility as a company that contributes to the education of new generations.
  - Establishing academic and professional partnerships.
  - The possibility of receiving new, innovative ideas through talented students.
  - Gaining additional manpower during critical times.
  - Developing a talent pool to recruit from after students graduate.
- The opportunity to give feedback to the University regarding knowledge and skills.

Therefore, enterprises would benefit greatly if they design and develop the internship program to suit the needs of the enterprise. They can achieve this very easily, if they follow five simple steps, by:

1. Determined the company's objectives;
2. Write a plan, what they expect as an enterprise from practical work and draw up the job description for the vacancies they offer;
3. Recruit interns according to their requirements;
4. Manage trainees; and
5. Evaluate the progress and advise the intern from time to time so as to improve the quality of their work.

### **Universities Liabilities**

1. Provides conditions to develop the internship program;
2. Select a coordinator/responsible for practical work for each academic unit;
3. Cooperates with the Career and Alumni Center for the implementation, monitoring and evaluation of the internship program;
4. Appoints a responsible person who will be a point of reference for all students;
5. Research enterprises and sign agreements with companies that are interested in cooperating in this process.

6. Academic units will design and approve the forms for evaluation by the mentor according to the specifics of the study programs.

### 7. Code of Ethics and Behavior

1. The behavior and performance of students represents not only themselves, but also the University;
2. Students must adhere to the Code of Conduct of the University "Ukshin Hoti" Prizren, the norms of ethics and conduct of the host Institution;
3. The student is active and productive in cooperation with colleagues.
4. Respect and fulfill the Internship program as a whole;
5. Students must respect the laws of the country where they do their internship;
6. Knows the official documentation and completes it in accordance with the official rules;
7. Students must respect the dress code;
8. Students must comply with the time and period of Internship;
9. Students must submit in time all the relevant documents as required by those in charge of the Internship program;
10. Non-compliance with these rules may result in not realizing the ECTS credit or the Internship plan.

### 8. Conditions and Structure

#### Venue of the Internship

Internship is valid and legal when it is carried out in Kosovo or even abroad, in institutions or private or public organizations or NGOs; The structure of which is presented in the form of: industrial, commercial and service enterprises, banks, financial, institutions, auditing and consulting companies, professional, public firms, administrations, public organizations, classified institutions and associations, permanent operators in the sector of services, non-profit, educational and research organizations, cultural and artistic institutions, enterprises and organizations working in tourism, communication and media, international organizations, chambers of commerce, diplomatic missions and other organizations (hereinafter "Host Organizations or Institutions" or "Host").

Some of the curricular internships can complete the practical work at the University. This restriction does not apply to extracurricular practices, when it exists the legislation on the matter will be applied. The University reserves the right to comment on internship eligibility, location by gathering information from various sources.

**Duration of Internship:** The duration of Internship is defined in the accredited curriculum of study programs.



### **9. Internship's Report**

During the professional Internship, the student is obliged to prepare the report of Internship professional work with knowledge and information gained during it. In the report, the student must present the purpose of the practice, the arguments that will be the basis of the Internship.

At the end of the Internship, the student submits the report, as well as the evaluation or opinion of the leader of the institution, the organization where the Internship was carried out. Students must prepare the work diary, if the teaching/study program determines.

### **10. Evaluation**

The evaluation is the final result of the Internship, which will serve the purpose of improving the quality of the University or the host institution.

All elements mentioned in the agreement must be fulfilled. The student will be evaluated in the host institution on the Evaluation Form by his/her supervisor and will be given a final evaluation based on training participation, skills and attitudes, as well as his/her achievements.

The student must submit all relevant documents to the professor and internship coordinator after completing the internship.

### **11. Career Centre**

The Career and Alumni Center is the competent center and represents the connecting bridge with the host organizations such as the selection of applicants and the completion of procedures to activate and recognize the Internship program.

### **12. Accommodation and internal supervision**

1. The host institution or organization must ensure that the intern is provided with all the necessary information and any necessary documentation so that he/she can be legally trained in the host country for practical work.
2. The parties specifically agree that all formalities related to work regulations and any other relevant documentation are up to the intern and the host Organization or Institution.
3. The trainee's training activities during his/her time at the host Organization or Institution will be monitored by a professional expert in the role of a supervisor, as well as by a University supervisor/mentor.

### **13. Internship Programme**

Detailed periodic training program, including:

Knowledge, skills and competences to be acquired:

1. Organizational learning, maintaining and ensuring continuous relations between the University and the intern with the Organization or Institution, ensuring the monitoring of the

objectives and contents of the practical work. In addition, if it is ensured that, he/she will prepare the final assessment of the acquired skills in cooperation with the Organization or Supervisory Institution.

2. The Supervisor of the Organization or Institution is appointed by the Organization or Institution and is responsible for guiding the intern at the workplace in cooperation with the University. Regarding the completion of the Internship in different sectors of Organizations or Institutions, the function of supervisor of the Organization or Institution can be entrusted to more than one person, to guarantee the most complete compliance with practical and individual work objectives.

3. The University supervisor will control all the Internship activity performed by the intern, in order to verify the actual performance and compliance with the agreements between the parties.

4. In cases of repeated absences of the intern, the internship will be considered cancelled.

5. The supervisor of the intern's Organization or Institution is encouraged to maintain constant communication with the University, through the supervisor in any case, and to report any difficulties encountered during the internship.

**At the end of the practical work, the supervisor of the Organization or Institution will engage:**

- In issuing an attestation/certificate regarding the duration and nature of the trainee's internship;
- To formalize through a completed form the evaluation and completion of the internship.

### **14. Civic Liability**

- For the internship that takes place in Kosovo and abroad, the intern will be insured by the Organization or Institution on insurance against accidents at work.

### **15. Enforcement**

The parties mutually declare to be aware (and expressly agree) that personal data collected as a result and throughout the execution of this agreement may be used in accordance with the Personal Data Protection Law in Kosovo.

### **16. Transitory Provisions**

This regulation enters in effect from the date of approval by Senate.

Chairman of the University Senate

Prof. Asoc. Dr. Samedin Krrabaj