



# BUS 880

## Business Internship

S1 Day 2018

*Archive (Pre-2019) - Dept of Marketing and Management*

## Contents

<u>General Information</u>	2
<u>Learning Outcomes</u>	3
<u>Assessment Tasks</u>	3
<u>Delivery and Resources</u>	7
<u>Policies and Procedures</u>	8
<u>Graduate Capabilities</u>	10
<u>Internship Guide</u>	11
<u>Research and Practice</u>	13

### Disclaimer

Macquarie University has taken all reasonable measures to ensure the information in this publication is accurate and up-to-date. However, the information may change or become out-dated as a result of change in University policies, procedures or rules. The University reserves the right to make changes to any information in this publication without notice. Users of this publication are advised to check the website version of this publication [or the relevant faculty or department] before acting on any information in this publication.

## General Information

Unit convenor and teaching staff

Internship Advisor

Miss Christine Chung

[BUS880internships@mq.edu.au](mailto:BUS880internships@mq.edu.au)

Contact via +61 2 9850 4755

E4A Level 5, 525

Consultation is available by appointment to suit each student (subject to staff availability).

Unit Convenor

Stephen Burke

[stephen.burke@mq.edu.au](mailto:stephen.burke@mq.edu.au)

Contact via Email

Consultation is available by appointment to suit each student. Please email to arrange.

Jackie Gorrick

[jackie.gorrick@mq.edu.au](mailto:jackie.gorrick@mq.edu.au)

Credit points

4

Prerequisites

Permission by special approval

Corequisites

Co-badged status

Unit description

This unit gives students workplace experience and professional development skills to position them to better succeed in securing employment and manage their future careers. Students undertake a placement in an organisation under the guidance of a workplace mentor/supervisor and with the support of professional and academic University staff. The unit links the workplace experience to academic theory and research to maximise the benefits of both. Assessment tasks are integrated with a range of individual and interactive learning activities. Students will gain experience of the Australian workplace environment and environment, and the ability to self-manage future professional development of generic skills and specialist knowledge. The unit contributes to the development of graduate capabilities in critical, analytical and integrative thinking and professional and personal judgement and initiative.

## Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at <https://www.mq.edu.au/study/calendar-of-dates>

## Learning Outcomes

On successful completion of this unit, you will be able to:

Develop professional skills in the workplace.

Manage personal contribution to an organisation.

Evaluate the application of academic learning in the workplace.

Manage professional learning through reflective practice and the application of research.

## Assessment Tasks

Name	Weighting	Hurdle	Due
<a href="#">1. Reflective Journal -Part A</a>	20%	No	Part A 5pm 16/3
<a href="#">2. Ethical Case Study</a>	40%	No	5pm, 18/5
<a href="#">4. Submit Reflective Journal</a>	40%	No	5pm, 5 June

### 1. Reflective Journal -Part A

Due: **Part A 5pm 16/3**

Weighting: **20%**

Analysis of student workplace expectations and completion of Journal Introduction. The assessment task requires students to identify their workplace objectives (as of now) and create an introductory **Part A** for their journal.

#### **Part A - Reflective Journal Introduction and Expectations:**

- The written component is up to 800 - 1,000 words
- It will provide a brief paragraph or two (**Your Introduction**) outlining your motivation for enrolling in the course. You will also (under the heading of **My Expectation of BUS880**) will identify and briefly discuss (in point form) your **current** workplace objectives, i.e.  
Your motivation for enrolling in this subject and what **you** hope to gain/experience from doing this subject.
- Please do not give me *a summary of your placement*.
- You will submit your Introduction and My Expectation written work via iLearn **Part A** by the due date (5pm, 16/3)
- You will **also** need to present a copy of **Part A, as part of your final Reflective**

**Journal submission** (at the end of semester attach this to your completed (**Part A** and **Part B** journal)

- The reflective journal is your reflection and 'story' - **Part A** represents the introduction to your journey and current expectations of the subject. Please Note: **Part B** encompasses your overall experience and required to be submitted to your lecturer at *the end of your journey* (see information on completed reflective journal due at the end of semester)
- You may include creative expression if you wish. For example, art work, cartoons, etc.

Estimated student workload - 2-3 hours

Submission - via iLearn

Late submission - No extensions will be granted. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late (The penalty for late submission starts 8 hours after the appointed submission date/time (5pm, 16/3). No further extensions will be granted (for example, 25 hours late submission - 20% penalty). This penalty does not apply to cases in which an application for special consideration is made and APPROVED. No submission can be accepted after solutions/feedback has been discussed.

## YOUR WORKPLACE DIARY

Students are advised *but not required* (no marks associated with diary) to keep a diary of their day-to-day workplace activities. An exercise book, writing pad, computer, etc. can be used for this purpose. Notes in your diary can be short or long as you wish. The overall benefit of keeping a diary of your experience is that when it comes to writing up your final reflective journal you can utilize this in order to refresh your memory of important events, dates and work colleagues names, etc. The diary *does not need* to be handed in with your journal at the end of semester.

**Please note:** that you cannot simply just submit your diary as your **Part B** project requirements - your experience must be written up *and interpreted* using appropriate information in your diary (not just to add extra words to your journal).

On successful completion you will be able to:

- Develop professional skills in the workplace.

## 2. Ethical Case Study

Due: **5pm, 18/5**

Weighting: **40%**

Students will be given (via iLearn) a workplace case study to read, reflect upon and discuss in Session 2. Students are then required to submit, via iLearn, a written response to this or another case study by the due date. The case study response supports and reflects ethical thinking and professional problem solving skills. See iLearn Marking Guide.

**Case Study Format:**

- The written component consists of up to 1,400 - 1,800 words in essay format
- References will not be counted in the word count required.
- Cover page with full student details and exact word count
- Written response should adhere to normal academic and professional standards
- Written responses should be edited and free from typographical and grammatical errors (polished work)
- Harvard referencing system to be used
- Marking criteria will be posted on iLearn
- 12 font must be used (where appropriate) *do not use 10 or less* font for general content.

Estimated student workload - 8 hours

Submission - via iLearn

Late submission - No extensions will be granted. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late (The penalty for late submission starts 8 hours after the appointed submission date/time (5pm, 5 May). No further extensions will be granted (for example, 25 hours late submission - 20% penalty). This penalty does not apply to cases in which an application for special consideration is made and APPROVED. No submission can be accepted after solutions/feedback have been discussed.

On successful completion you will be able to:

- Manage personal contribution to an organisation.

## 4. Submit Reflective Journal

Due: **5pm, 5 June**

Weighting: **40%**

Students will review and submit *their completed* Reflective Journal in session 3, in written form to be handed to lecturer at the end of session 3, week 13. The final reflective journal report will consist of **Part A**, plus **Part B** - consisting of an updated summary of your workplace experience (extracted from your diary), a conclusion, which will compare your **Part A** response with your actual workplace experience, i.e. Have my expectations (noted in **Part A**) stayed the same or changed? Any other supporting information can also be included in your final journal submission (i.e. brochures, cartoons, etc.). What is marked is Part B component (Part A having already attracted a 20% mark). The final Journal submission mark consists of **Part A** mark and **Part B** mark added together to provide a total mark out of 60 marks for the completed journal.

Further details about the value of reflective journals, how to write a reflective journal and examples of reflective journal writing can be found on iLearn

### Final Reflective Journal Format:

- See iLearn for details relating to your final submission requirements

- Word count is variable - but should not exceed about 2,500 words (total)
- Clearly mark **Part A** and **Part B in your submission**
- **Students are advised** that they present their finished journal in a secure folder (binder) to avoid loss of pages and easy access for marker - do not submit your workplace diary
- Ensure that the title page of your journal contains all the necessary detail such as student details, etc.
- Please ensure that your student details *are noted on every page*
- Your final submission can contain creative expression work (if appropriate) such as Art, cartoons, brochures, etc. These are generally not countered in the overall word count and should be placed at the end of your journal in a separate section (addendum).

**Please Note:** cartoons and other art work may be included as part of the main body of your journal to highlight a point that you are making.

- You will need to edit your final report (so that it reflects significant events rather than just a statement of activities).
- Your reflective journal represents your '*story*' and '*reflection*' - this needs to be evidenced in your finished work. For example, you must have an introduction, a middle section and a conclusion - did this course live up to your expectations? - if so why? if not why not? Your story includes not just your workplace experience but also the accompanying seminar sessions.
- Do not use 'dot point' writing style unless appropriate
- Please note: that **Part A** has already been marked (out of 20%). **Part B** attracts 40% of the total mark (60).
- Please **do not include your day-by-day diary**. The completed journal submission should only include those memorable or highlighted activities noted in your workplace diary with an explanation of why these experiences stand out for you. Your journal should note your experience and the impact of that experience not just day-by-day activities
- Please ensure that your journal is not just a collection of objective points and information (i.e. I got up and went to work today and sat at my desk) it must explain how you have (or indeed have not been impacted/changed) by your overall experience.

Estimated student workload - 8 hours

Submission - at seminar in a secure folder with student details

Late submission - No extensions will be granted. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late (for example, 25 hours late in submission – 20% penalty). This penalty does not apply for cases in which an application for special consideration is made and approved.

No submission will be accepted after solutions have been posted.

On successful completion you will be able to:

- Evaluate the application of academic learning in the workplace.
- Manage professional learning through reflective practice and the application of research.

## Delivery and Resources

### Classes & Internship Hours

- 150 hours of internship placement spread over the session
- 3 x Face to Face Seminars
- The session times for Session 1, 2018 are held on: Tuesday **27 February**, week 1 (3-5pm); Tuesday **10 April**, week 7 (3-5pm) and Tuesday **5 June**, week 13 (2-5pm). All sessions are held in Tutorial **Room 209**, 17 Wally's Walk . Please double check these dates before the session in case there are unavoidable changes.

Internship hours must commence no later than the end of week 4 and be completed within two weeks following week 13. The internship hours must be spread over the session, however it is not compulsory to work during the mid-session break. For further information on completing the internship hours refer to the Internship Guide section.

See the timetables portal (<http://timetables.mq.edu.au/>) for class times and locations.

### Requirements to Complete the Unit Satisfactorily

Students must complete the internship hours, attend the orientation session and the face-to-face seminars and complete the assessment tasks satisfactorily to complete the unit.

### Grades

This is a **Non-graded unit** (ie assessed on a pass/fail basis only) and will use the following grades:

- S Satisfactory No SNG
- F Fail No SNG

### Required and Recommended Texts and/or Materials

There is no prescribed textbook for the unit

Links to all readings for the unit are incorporated in iLearn.

### Technology Used and Required

The unit will be delivered via the Macquarie learning management system (iLearn), therefore, students are expected to have access to and be familiar with iLearn. For more information go to <http://www.mq.edu.au/iLearn/studentinfo.htm>

Students are expected to have access to and be able to use electronic mail, word processing

and spreadsheet applications.

### Unit Web Page

- Course material and internship information is available on iLearn <https://ilearn.mq.edu.au>

### Learning and Teaching Strategy

The primary learning and teaching activity is the work based project work that students undertake during their internships. In addition, the orientation session, face-to-face seminars and online activities are used to:

- prepare students for their placement
- facilitate the development of competencies and the application of discipline specific knowledge during the placement
- facilitate reflection on the work integrated learning that has taken place.

The face-to-face and online activities involve assessable activities. Students will be given feedback on these activities. Optional readings are available for students who wish to read in more detail on a particular topic.

Students are expected to actively participate in all learning and teaching activities, both face-to-face and online. This will involve participating in small groups, student presentations and contributing to the development of an online collegial community.

Students are expected to complete their internship hours in a positive and effective manner, and in accordance with the information in the Internship Guide section.

Students experiencing significant difficulties with any aspect of the unit **must** seek assistance immediately.

**Assessment tasks and seminars have been changed since the last offering.**

## Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central](https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central) (<https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central>). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- [Academic Appeals Policy](#)
- [Academic Integrity Policy](#)
- [Academic Progression Policy](#)
- [Assessment Policy](#)
- [Fitness to Practice Procedure](#)
- [Grade Appeal Policy](#)
- [Complaint Management Procedure for Students and Members of the Public](#)
- [Special Consideration Policy](#) (**Note:** *The Special Consideration Policy is effective from 4*



*December 2017 and replaces the Disruption to Studies Policy.)*

Undergraduate students seeking more policy resources can visit the [Student Policy Gateway](https://students.mq.edu.au/support/study/student-policy-gateway) (<https://students.mq.edu.au/support/study/student-policy-gateway>). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

If you would like to see all the policies relevant to Learning and Teaching visit [Policy Central](https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central) (<https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central>).

## Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: <https://students.mq.edu.au/study/getting-started/student-conduct>

## Results

Results shown in *iLearn*, or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in [eStudent](#). For more information visit [ask.mq.edu.au](http://ask.mq.edu.au).

## Student Support

Macquarie University provides a range of support services for students. For details, visit <http://students.mq.edu.au/support/>

## Learning Skills

Learning Skills ([mq.edu.au/learningskills](http://mq.edu.au/learningskills)) provides academic writing resources and study strategies to improve your marks and take control of your study.

- [Workshops](#)
- [StudyWise](#)
- [Academic Integrity Module for Students](#)
- [Ask a Learning Adviser](#)

## Student Services and Support

Students with a disability are encouraged to contact the [Disability Service](#) who can provide appropriate help with any issues that arise during their studies.

## Student Enquiries

For all student enquiries, visit Student Connect at [ask.mq.edu.au](http://ask.mq.edu.au)

## IT Help

For help with University computer systems and technology, visit [http://www.mq.edu.au/about\\_us/offices\\_and\\_units/information\\_technology/help/](http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/).

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#).

The policy applies to all who connect to the MQ network including students.

## **Graduate Capabilities**

### **PG - Capable of Professional and Personal Judgment and Initiative**

Our postgraduates will demonstrate a high standard of discernment and common sense in their professional and personal judgment. They will have the ability to make informed choices and decisions that reflect both the nature of their professional work and their personal perspectives.

This graduate capability is supported by:

#### **Learning outcomes**

- Develop professional skills in the workplace.
- Manage personal contribution to an organisation.
- Evaluate the application of academic learning in the workplace.
- Manage professional learning through reflective practice and the application of research.

#### **Assessment tasks**

- 1. Reflective Journal -Part A
- 2. Ethical Case Study
- 4. Submit Reflective Journal

### **PG - Critical, Analytical and Integrative Thinking**

Our postgraduates will be capable of utilising and reflecting on prior knowledge and experience, of applying higher level critical thinking skills, and of integrating and synthesising learning and knowledge from a range of sources and environments. A characteristic of this form of thinking is the generation of new, professionally oriented knowledge through personal or group-based critique of practice and theory.

This graduate capability is supported by:

#### **Learning outcomes**

- Develop professional skills in the workplace.
- Manage personal contribution to an organisation.
- Evaluate the application of academic learning in the workplace.
- Manage professional learning through reflective practice and the application of research.

#### **Assessment tasks**

- 1. Reflective Journal -Part A
- 2. Ethical Case Study
- 4. Submit Reflective Journal

# Internship Guide

## INTERNSHIP ADVISOR

Any enquiries regarding the internship placement component of the program should be directed to the Internship Advisor via [BUS880internships@mq.edu.au](mailto:BUS880internships@mq.edu.au).

## HOST ORGANISATION SUPERVISOR

All students will be appointed a Host Organisation Supervisor, as per the Internship Project Form. Any work related concerns must first be addressed to the Host Organisation Supervisor. If an acceptable solution cannot be reached, students must contact the Internship Advisor or Unit Convenor.

## ILLNESS AND EMERGENCY

### illness

If students cannot attend their internship on any day due to illness, they are required to contact their Host Organisation Supervisor. If students cannot contact their Host Organisation Supervisor, they are required to contact their Internship Advisor and notify them of the times and dates they are unavailable.

## EMERGENCY CONTACTS

In the case of serious illness or medical emergency, students are advised to:

- Ring 000 (the emergency services number in Australia)
- For Medical Insurance, contact OSHC on 1800 814 781
- Where possible, advise a member of Macquarie International staff of their current situation OR have their Host Organisation Supervisor contact the Internship staff.

**Student Emergency Number outside of office hours (9am-5pm): 1800 CAREMQ (227 367)**

## INTERNSHIP HOURS

- Students must complete 150 workplace hours, as confirmed by their Host Organisation Supervisor.
- Students can start their internship from week 1 (27 February 2017). Students must begin their internship hours on or before Friday of week 4 (24 March 2017), unless otherwise arranged with their Internship Advisor and Host Organisation Supervisor.
- Days and hours of work will be decided in agreement with the student's Host Organisation Supervisor.
- Hours must be completed by the Friday, two weeks after week 13 (23 June 2017).
- Students are not required to work over the mid-semester break but can if they wish, by arrangement with their Host Organisation Supervisor. Students are responsible for discussing their mid-semester break plans with their Supervisor a few weeks prior.

## INTERNSHIP HOURS LOG

Students are required to record their hours worked on a weekly basis on the Internship Hours Log (available in iLearn). Failure to submit the completed form, signed by the Host Organisation Supervisor will result in Fail grade for the unit.

Upload the log to iLearn on completion of internship hours or by 5pm on the Friday two weeks after week 13 (23 June 2017).

## ADDITIONAL HOURS

If students complete the required 150 hours before the end of the session, they are welcome to do additional hours at the host organisation by agreement with their Host Organisation Supervisor. Students are still covered under Macquarie insurance until the final day of the session.

If students wish to continue at the host organisation after the final day of the session, this is a private arrangement between the student and host organisation and the student will no longer be covered by Macquarie insurance.

Students cannot be compelled to complete more than 150 hours at the host organisation.

## PROFESSIONAL CONDUCT

During the internship, students are required to:

- Complete their internship tasks to a high standard.
- Dress appropriately for work and meet the standards set for regular employees
- Meet any human resources requirements established by the host organisation.
- Abide by the rules and regulations set forth by the host organisation and the department to which they are assigned, including confidentiality, access to information, safety and security.
- Treat all information gained in the course of the internship with the utmost confidentiality. This includes, but is not limited to office conversations, files and documents, meeting content, intellectual property and all office communications including email, memorandums and notices. Students must not disclose confidential information to any person, corporation, or entity at any time, that is, both during and after the placement. It is the student's responsibility to check with their Host Organisation Supervisor about the confidentiality of any information included in their academic assessment tasks.
- Adhere to organisational policies on email and internet usage. Use of any office resources (e.g. telephones, computers, stationery, mail and courier services, printers and photocopiers) should be strictly related to internship tasks, unless alternative arrangements have been made.
- Refrain from using their mobile phone, personal email account and social networking

technology except for lunch breaks and after-work hours.

- Act in a professional manner at all times, be courteous, sensitive to the needs of others, and provide appropriate assistance.
- Be aware of cultural, religious and professional sensitivities of colleagues and to behave in an appropriate manner.
- Refrain from bringing personal visitors into the workplace without prior permission from the Host Organisation Supervisor.

Additionally, all intellectual property existing in the host organisation or produced as part of an internship remains the property of the host organisation.

If a student is found to be performing at a sub-standard level or behaving inappropriately, the Internship Advisor and/or Unit Convenor will work with both parties to find a solution. If a solution cannot be reached, the student may be removed from the internship placement.

#### SUPERVISOR REFERENCE

On completion of internship hours, students are required to request their own reference from their Host Organisation Supervisor. Reference guidelines are available on iLearn, if required.

#### ADDITIONAL WORKSHOPS

All students are strongly encouraged to make use of the academic and professional development workshops offered at Macquarie University. Workshops are available through the following services and programs:

- Careers Service - [www.careers.mq.edu.au/home/](http://www.careers.mq.edu.au/home/)
- Global Leadership Program (for students who are part of this program) - [www.international.mq.edu.au/glp](http://www.international.mq.edu.au/glp)

## Research and Practice

- This unit uses research from external sources (references available on iLearn).
- This unit gives you practice in applying research findings in your assignments.