



MGNT907

Management Internship

Term 3 North Ryde 2019

Department of Management

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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

Unit Convenor

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Credit points

4

Prerequisites

36cp including MGNT810 and permission by special approval

Corequisites

Co-badged status

Unit description

The Management Internship is a 10 week work-based project unit which gives students at advanced stages of their degree an opportunity to work on a 'real world' business project with an Australian organisation. Students will work independently or as part of a team from the organisation under the supervision of an MGSM academic supervisor and the client sponsor. At the conclusion of the Management Internship the student must present a report to the Sponsor and MGSM. The report forms the main basis of the student's assessment for inclusion on their academic record. Students are expected to work at advanced level and have highly developed communication, research, writing, consulting and project management skills in order to communicate with and persuade senior managers of the client sponsor.

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:

Apply a range of traditional and emergent models of business performance and productivity to measure and track value creation across organisational processes and projects and come up with actionable and ethical recommendations to business

problems.

Conduct gap analysis, debate critical issues within an industry project, and define a course of action for the client.

Reflect on, review and respond appropriately to an unfamiliar organisational context and show sensitivity to the needs of the diverse stakeholder groups involved.

Gain the confidence to be part of working teams and extend their professional network through their ongoing engagement and collaboration within the organisation.

Reflect on and integrate ethical, social and environmental principles into their discussion of a research consultancy and into a set of project recommendations.

Assessment Tasks

Name	Weighting	Hurdle	Due
<u>Intern Coordinator Feedback</u>	20%	No	Weeks 3, 7, 10
<u>Final Sponsor Assessment</u>	20%	No	Week 10
<u>Report and Presentation</u>	60%	No	Week 11

Intern Coordinator Feedback

Due: **Weeks 3, 7, 10**

Weighting: **20%**

Intern Coordinator should assess the intern's progress throughout the 10 weeks of internship and especially during the three key stages (week 3, 7, 10). Throughout these periodic feedback sessions that are submitted, the coordinator assesses the following and provides a mark out of 20:

- Intern's quality and frequency of communications with the coordinator and sponsor
- The ability of intern to comply with the requirements from MQBS and the corporate sponsor
- The amount of time and effort required for successful accomplishment of the project
- Intern's scheduling and abidance by the deadlines
- Quality of documentations provided by the intern (e.g., business proposal, business plan, research tools)

On successful completion you will be able to:

- Reflect on, review and respond appropriately to an unfamiliar organisational context and

show sensitivity to the needs of the diverse stakeholder groups involved.

- Gain the confidence to be part of working teams and extend their professional network through their ongoing engagement and collaboration within the organisation.
- Reflect on and integrate ethical, social and environmental principles into their discussion of a research consultancy and into a set of project recommendations.

Final Sponsor Assessment

Due: **Week 10**

Weighting: **20%**

At the end of the internship program, the corporate sponsor will evaluate the intern's performance based on the following criteria and provide a mark out of 20:

- Intern's engagement with the corporate and the teams involved in the project
- Intern's active presence in the corporate as per required by the internship program (i.e., at least 14 hours per week for 10 weeks)
- The quality of the final report in terms of gap analysis, method, resource utilization, and solutions provided
- The quality of final presentation to corporate and relevant stakeholders in terms of stakeholder engagement and interest in the outcomes of the project and general presentation skills required for corporate settings

On successful completion you will be able to:

- Apply a range of traditional and emergent models of business performance and productivity to measure and track value creation across organisational processes and projects and come up with actionable and ethical recommendations to business problems.
- Conduct gap analysis, debate critical issues within an industry project, and define a course of action for the client.
- Reflect on, review and respond appropriately to an unfamiliar organisational context and show sensitivity to the needs of the diverse stakeholder groups involved.
- Gain the confidence to be part of working teams and extend their professional network through their ongoing engagement and collaboration within the organisation.
- Reflect on and integrate ethical, social and environmental principles into their discussion of a research consultancy and into a set of project recommendations.

Report and Presentation

Due: **Week 11**

Weighting: **60%**

At the conclusion of the 10-week Management Internship, students will submit 3 copies of a professionally presented report: 1 copy to the host organisation and 2 copies to MQBS. Students must also upload a copy of this report on iLearn via Turnitin.

The Report should take the form of a professional business report, for example:

- Cover Page
- Executive Summary
- Table of Contents
- Numbered Headings and Sub Headings (if appropriate)
- Numbered Tables & Graphs
- Appropriate Content – Literature Review, Methodology, Results, Discussion, Limitations of the Study, Risk Analysis
- Key Recommendations
- Reference List and Bibliography

The format and word limitation of the reports are at the discretion of the Internship Coordinator.

The final report will be assessed by the Coordinator and corrections should be made by the intern prior to final submission to the corporate sponsor. The Coordinator should sight the revisions as a final step before awarding the grade.

The assessment criteria of the written reports by the Internship Coordinator are as follows:

- Compliance of the report with the standards required by MQBS and the corporate sponsor
- Report formatting and quality of content
- Professional and academic resources used
- Suitability of method and solutions
- Contribution of the report to theory (if applicable)
- Potential business impact (e.g., revenue, reputation, efficiency, return on investment)

On successful completion you will be able to:

- Apply a range of traditional and emergent models of business performance and productivity to measure and track value creation across organisational processes and projects and come up with actionable and ethical recommendations to business problems.

- Conduct gap analysis, debate critical issues within an industry project, and define a course of action for the client.
- Reflect on, review and respond appropriately to an unfamiliar organisational context and show sensitivity to the needs of the diverse stakeholder groups involved.
- Reflect on and integrate ethical, social and environmental principles into their discussion of a research consultancy and into a set of project recommendations.

Delivery and Resources

The Management Internship is a 10-week work-based placement giving students at advanced stages in their MoM an opportunity to work in an Australian-based organisation on a business project. Interns work independently or as part of a team from the organisation under the supervision of an MQBS academic and a key contact or client sponsor representing the organisation. At the conclusion of the internship the student will typically present and then submit a report to the sponsor and MQBS. Interns are required to have advanced communication, research, writing, consulting and project management skills. The challenging projects demand high levels of commitment in time and a high level of intellectual rigour.

To be successful, Management Interns must navigate a complex array of pressures, including: the impact of organisational politics; accessing accurate or complete data or meaningful metrics; diverse stakeholder interests and of course the pressure of a looming deadline. Accordingly, entry to the Internship is competitive, based on GPA and overall suitability of the student to the project. Since the inception of the Internship Program at MQBS students have worked in a diverse industry group both locally in industries such as pharmaceuticals, technology, and telecommunications and in the Sydney CBD industries such as banking and finance, market research, hospitality and entertainment. Interns have also done interesting projects in the not for profit sector and in local government and the public sector. The Internship is a challenging and rewarding unit for self-motivated and career-oriented MQBS students.

In order to be considered for the Internship, students must have successfully completed a minimum of six units in their MoM and achieved a minimum GPA of 5.0/7 and/or have their application approved by the relevant Program Director. Students should ideally have obtained a Distinction or High Distinction grade in the course(s) representing the topic of the internship. Students must apply for the Internship well in advance of the term they wish to undertake the internship, initially through the Careers Office. Admission is by competitive entry. Students may not simply enrol in the internship, applications are subject to an approval process. Students applying for the Internship may be subject to a selection exercise such as a case analysis and verbal presentation. The selection exercise format includes an interview with the corporate sponsor and/or the HR department representative of the corporate.

Unit Schedule

Sample work schedule

Interns typically work at the client offices for an average of 2 days per week (14 hours) over a 10

week period. Some work may obviously occur remotely. The internships are unpaid. Below is a sample 10 week schedule for a research-based internship program:

Week	Task	Tasks (student)	Tasks (Coordinator – Sponsor)	Deliverables
Week 1	Complete project definition & scope	Written & agreed deliverables, business proposal	Launch meeting between coordinator, sponsor & intern	<ul style="list-style-type: none"> Business plan including (but not limited to) methods, WBS, project scope, research method, research question, and required resources Signed 'Authorisation Form'
Week 2	Benchmarking	Literature review, identification of benchmarks, survey design		<ul style="list-style-type: none"> Problem description and contribution of the project to theory and practice Research survey
Week 3	Resourcing	Data gathering – research design		Coordinator's written feedback on intern's progress
Week 4	Data collection	Survey focus groups		Survey data repository
Week 5	Gap analysis	Analysis of data	Progress meeting between coordinator, sponsor & intern	<ul style="list-style-type: none"> Data analysis outcomes and implications Sponsor's written feedback on intern's progress
Week 6	Concluding	Report writing		Draft outline and key findings
Week 7	Draft preparation	Prepare 1st draft		<ul style="list-style-type: none"> 1st draft Coordinator's written feedback on intern's progress
Week 8	Consulting with stakeholders	Discussion with key stakeholders on findings - revisions		
Week 9	Draft revision	Address gaps in data		Revised draft

Week 10	Final report	Presentation of findings at client	Meeting between coordinator, sponsor & intern	<ul style="list-style-type: none"> • Final report and presentation • Coordinator assessment of student • Sponsor assessment of student • Feedback of sponsor on the quality of internship program • Student assessment of the internship program and testimonials
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Following are some of the research methods to be used in preparing the report:

- Focus groups
- Telephone surveys
- Quantitative analysis – e.g. regression analysis
- Industry benchmarking
- Simulation – scenario planning
- Interviews; participant observation; action research

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 published on platform other than [eStudent](#), (eg. iLearn, Coursera etc.) 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 or if you are a Global MBA student contact globalmba.support@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) 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](#)

INTERNSHIP POLICIES CONFIDENTIALITY

Clients may request students and supervisors accede to company policies surrounding non disclosure of commercial in confidence information. Under these circumstances students and supervisors may be required to sign confidentiality agreements. Students wishing to work on such projects must agree to and abide by these provisions if they wish to proceed with the Internship. Students should note this is a binding legal agreement between themselves and the Sponsoring organisations. Organisations that do not wish their projects to be held by the MGSM must advise us of this requirement in advance. If organisations do not have standard confidentiality agreements MGSM can provide an agreement to be signed by all parties.

PUBLICATION OF RESULTS

From time to time students may work on projects that are suitable for publication as a case study, academic or practitioner (trade-related) journal article. Under these circumstances students should consult with their academic supervisors and secure formal agreement from the sponsoring organisation and where required de-identify the organisation prior to publication.

TURNITIN

Note that submitted work in this unit may be subject to scrutiny by Turnitin, an Internet database that indexes over 4.5 billion pages. This is a system that identifies papers containing unoriginal material and can compare not only to items on the database but to material submitted in previous offerings and the current offering of this unit. Macquarie University currently has a licence to use Turnitin. Further details of the system may be found at: www.turnitin.com

It is important to note that any paper submitted through Turnitin will generally reside on the Turnitin database (so that it too can be checked against other students' papers) and so complete confidentiality cannot be guaranteed. If any of the work you submit in this subject is confidential then you should first discuss it with your lecturer before submission.

DISCLAIMER

These unit materials and the content of this unit are provided for educational purposes only and no decision should be made based on the material without obtaining independent professional advice relating to the particular circumstances involved.

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

If you are a Global MBA student contact globalmba.support@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/.

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

- Apply a range of traditional and emergent models of business performance and productivity to measure and track value creation across organisational processes and projects and come up with actionable and ethical recommendations to business problems.
- Conduct gap analysis, debate critical issues within an industry project, and define a course of action for the client.
- Reflect on, review and respond appropriately to an unfamiliar organisational context and

show sensitivity to the needs of the diverse stakeholder groups involved.

- Gain the confidence to be part of working teams and extend their professional network through their ongoing engagement and collaboration within the organisation.
- Reflect on and integrate ethical, social and environmental principles into their discussion of a research consultancy and into a set of project recommendations.

Assessment tasks

- Final Sponsor Assessment
- Report and Presentation

PG - Discipline Knowledge and Skills

Our postgraduates will be able to demonstrate a significantly enhanced depth and breadth of knowledge, scholarly understanding, and specific subject content knowledge in their chosen fields.

This graduate capability is supported by:

Learning outcomes

- Conduct gap analysis, debate critical issues within an industry project, and define a course of action for the client.
- Reflect on, review and respond appropriately to an unfamiliar organisational context and show sensitivity to the needs of the diverse stakeholder groups involved.

Assessment tasks

- Final Sponsor Assessment
- Report and Presentation

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

- Apply a range of traditional and emergent models of business performance and productivity to measure and track value creation across organisational processes and projects and come up with actionable and ethical recommendations to business problems.

- Reflect on, review and respond appropriately to an unfamiliar organisational context and show sensitivity to the needs of the diverse stakeholder groups involved.
- Reflect on and integrate ethical, social and environmental principles into their discussion of a research consultancy and into a set of project recommendations.

Assessment tasks

- Intern Coordinator Feedback
- Final Sponsor Assessment
- Report and Presentation

PG - Research and Problem Solving Capability

Our postgraduates will be capable of systematic enquiry; able to use research skills to create new knowledge that can be applied to real world issues, or contribute to a field of study or practice to enhance society. They will be capable of creative questioning, problem finding and problem solving.

This graduate capability is supported by:

Learning outcomes

- Apply a range of traditional and emergent models of business performance and productivity to measure and track value creation across organisational processes and projects and come up with actionable and ethical recommendations to business problems.
- Conduct gap analysis, debate critical issues within an industry project, and define a course of action for the client.
- Reflect on, review and respond appropriately to an unfamiliar organisational context and show sensitivity to the needs of the diverse stakeholder groups involved.
- Gain the confidence to be part of working teams and extend their professional network through their ongoing engagement and collaboration within the organisation.
- Reflect on and integrate ethical, social and environmental principles into their discussion of a research consultancy and into a set of project recommendations.

Assessment tasks

- Intern Coordinator Feedback
- Final Sponsor Assessment
- Report and Presentation

PG - Effective Communication

Our postgraduates will be able to communicate effectively and convey their views to different

social, cultural, and professional audiences. They will be able to use a variety of technologically supported media to communicate with empathy using a range of written, spoken or visual formats.

This graduate capability is supported by:

Learning outcomes

- Apply a range of traditional and emergent models of business performance and productivity to measure and track value creation across organisational processes and projects and come up with actionable and ethical recommendations to business problems.
- Conduct gap analysis, debate critical issues within an industry project, and define a course of action for the client.
- Reflect on, review and respond appropriately to an unfamiliar organisational context and show sensitivity to the needs of the diverse stakeholder groups involved.
- Gain the confidence to be part of working teams and extend their professional network through their ongoing engagement and collaboration within the organisation.

Assessment tasks

- Intern Coordinator Feedback
- Final Sponsor Assessment
- Report and Presentation

PG - Engaged and Responsible, Active and Ethical Citizens

Our postgraduates will be ethically aware and capable of confident transformative action in relation to their professional responsibilities and the wider community. They will have a sense of connectedness with others and country and have a sense of mutual obligation. They will be able to appreciate the impact of their professional roles for social justice and inclusion related to national and global issues

This graduate capability is supported by:

Learning outcomes

- Apply a range of traditional and emergent models of business performance and productivity to measure and track value creation across organisational processes and projects and come up with actionable and ethical recommendations to business problems.
- Reflect on, review and respond appropriately to an unfamiliar organisational context and show sensitivity to the needs of the diverse stakeholder groups involved.

Assessment task

- Report and Presentation

Changes since First Published

Date	Description
26/06/2019	Corrected erratum