

Internship Guidelines

**Navitas Professional Training Pty Ltd, trading as Navitas Professional
ABN 25 100 404 199**

Document

Document I.D.	NP-01.01-19P Internship Guidelines
Responsibility	National Industry Placements Manager
Initial Issue Date	27 October 2015

Version Control

Issue Date:	Summary of Changes	Review Date
27 October 2015	Initial Document, v1.0	27 October 2017
2 May 2016	Update position titles, v1.1	27 October 2017
1 August 2017	Include clause on internship duration and remote internship processes, change policy responsibility, remove EEP v2.0	27 October 2017
1 July 2018	Change of Business Unit name; update in line with review, inclusion of Host Company Benchmarks; Change SMIPA v3.0	1 February 2020
22 October 2019	Change of policy ownership from National Business Manager to National Business Development Manager, Update Professional Body requirements, v4.0	22 October 2020
20 May 2020	Update to reflect the changes to ACS PY Internship Framework, v5.0	20 May 2021
25 November 2020	Update position titles and policy custodian, v5.1	20 May 2021
16 January 2023	Document name change. Update document in accordance with ACS PY Internship Framework (v.3) and APYP Provider Manual (v.2).	January 2025

1 Purpose and Scope

The purpose of these Guidelines is to provide a fair and equitable framework for Internship programs.

These guidelines apply to all participants enrolled in a Navitas Professional program.

2 Definitions

Unless the contrary intention is expressed in this Policy, the following words (when used in this policy) have the meaning set out below:

DHA – Department of Home Affairs

IPC – Industry Placement Consultant (Navitas Professional)

AM – Account Manager (Navitas Professional)

SONIA – Student management/internship placement software

WHS - Work Health and Safety

HC – Host Company (Note: Organisation and company are used interchangeably throughout this document).

3 Guidelines

3.1 Provision of information

3.1.1 Participants are provided information on the Internship phase of their course prior to enrolment, during the participant orientation process and in the Participant Handbook.

3.2 Internships Arranged by Navitas Professional

3.2.1 All Internships arranged by Navitas Professional (NP) will:

- Commence after completion of any coursework components of a program.
- Include an agreed Training Plan where the specific training outcomes are determined and monitored.
- Be supervised by a Host Company supervisor/mentor who is able to assist the intern to achieve all elements of the Training Plan.
- Be a supernumerary in the role – i.e. not taking a role that would be normally expected to be filled by a paid employee (e.g. not having an intern to do the company IT when there is no IT person employed).
- Have no formal 'employer-employee' relationship established, including Workers Compensation cover, which is provided by NP (Note: This does not include own employment).
- Not extend beyond the agreed period as stipulated in the Provider Agreements. See Appendix A.
- Be at a Host Company which meets the benchmarks as detailed in Appendix B.
- Directly relate to the participant's qualifications and include a minimum of 70% of graduate entry work or higher. Interns should not be regarded as the 'junior employee' and required to do tasks such as coffee making, photocopying, lunch area cleaning etc. Interns will also work a normal roster such as other staff would be assigned.
- Be with host companies who are highly supportive of the intern role - an organisation that has a 'revolving door' of interns will be monitored closely to ensure the intern

role is not being used as a de facto employment role whereby a permanent paid role should be in place.

- Ensure that if an internship is 'paid', the rate must be at the minimum award rate or above.
- Host Companies can provide support during an unpaid internship which might include specific things such as an accommodation allowance, meal allowance, travel allowance or similar. These are not regarded as 'payment', but also need to be in-line with expected expense reimbursement.

3.3 Professional Year Program

3.3.1 The Professional Year Program (PYP) is a DHA gazetted program, introduced to mitigate some of the key skills shortages in Australia. The program is a 44-week course designed to bridge the gap between university and a career for Accounting, IT and Engineering graduates. The program runs for 44 weeks and is split into 32 weeks of theoretical knowledge (part time study) followed by a 12-week internship. Upon successful completion of the program, graduates may be eligible for migration points.

4 Procedures

4.1 Internship/Placement

4.1.1 Pre-enrolment

- IPCs will conduct pre-enrolment interviews with the AMs to assist in determining eligibility for the applicant's selected program and to identify any challenges for placement.
- Where the IPC identifies challenges for placement, which may be remedied, the IPC will liaise with the trainer and Campus Manager/Assistant Dean to determine remedial strategies.
- Where the IPC determines the applicant is unsuitable for placement, the IPC may recommend to the Campus Manager/Assistant Dean that the applicant not be accepted into the program. The Campus Manager/Assistant Dean will make the final determination for acceptance into a program.
- During class all participants will be required to put their resume into the required CV format and upload to SONIA.

4.1.2 Student Pre-placement Interviews

- IPCs will conduct a pre-placement face-to-face interview with participants to enable the IPCs to assess participant's communication and interview skills, and go over resumes and suggest improvements. This should happen approximately 4-6 weeks prior to completion of the coursework component and before internships are due to commence.
- IPCs will complete the pre-placement questionnaire in SONIA
- Each participant will be allocated an Industry Placement Consultant (IPC), who will:
 - Advise participants to treat the pre-placement interview like a formal interview, including being dressed appropriately and punctual etc.
 - Provide participants with feedback on areas for improvement.
 - Obtain a report from the Program Trainer on the participant's course performance
 - Liaise with the Program Trainer and the Campus Manager/Assistant Dean on the appropriate action taken to address issues identified at enrolment or during the coursework that require remedial action.
 - Will consult with the participants to achieve a suitable internship placement; participants will not have the option of choosing the Host Company.

- A participant who rejects an internship opportunity should provide reasons, in writing, as to why they do not wish to proceed with the proposed internship. Participants who provide compassionate or compelling grounds should be given other interview opportunities. Disputes around such issues should be managed by the Campus Manager/Assistant Dean as appropriate.
- Participants who refuse two internship interviews or appropriate placement opportunities, without compassionate or compelling circumstances, will be required to find a suitable Host Company lead.

4.1.3 Short Listing:

- Prospective Host Companies will be sent a shortlist of suitable internship candidates' resumes by the IPC to enable them to identify whom they wish to interview.
- Information provided to prospective Host Companies may include: resume; Academic transcript or other proof of qualification; personal details including name, address, email and phone contact information.

4.1.4 Interview with Host Companies:

- Host companies must interview participants before accepting them as an intern. Note. On occasions, phone interviews and/or videos may be sent to the Host Company as a form of introduction and selection process.
- Participants will be advised to treat the Host Company Internship interview like a formal job interview.
- Participants should ensure that they dress appropriately and are punctual to the interview.
- Where a participant is unsuccessful, they must be given feedback on their interview, given coaching, if required, and shortlisted to further companies.
- Interviews, both successful and unsuccessful should be logged in the student management/internship placement software SONIA
- Note: participants are not required to purchase their own PPE or organize job fit-medicals as part of the pre-internship placement process should they be required by the HC. However, any additional licenses that a host company might require as an "essential" at the shortlisting stage are the student's responsibility to source and obtain (e.g. White Card, Driving License etc.).

4.2 Internship Monitoring and Assessment

It is the IPC's responsibility to monitor, assess, and demonstrate a student's internship learning outcomes to support Professional Year Program objectives, and intervene promptly in the event of any flagged issues. Internship assessment takes place through a variety of methods, including check-ins, student and host company interviews and written feedback.

The documents required for internship compliance, must be received and saved into files electronically and uploaded to SONIA.

Failure to conduct and document the following is a breach of the requirements of the vocational training program:

4.2.1 Host Company Checklist

- IPCs must complete the Host Company Checklist indicating compliance with WHS requirements and Navitas Professional Host company benchmarks (see Appendix B) including minimum staff and minimum supervisor qualifications.

4.2.2 Vocational Placement Descriptions/Training Plans

- It is an organisational requirement that a detailed vocational placement description (can also be a Position Description or Job Description) should be obtained from the Host Company for each intern. This should include:
 - the name of the host organisation,

- the host organisation logo,
- a detailed outline of the training and activities to be conducted during the course of the internship.
- Effective from 1st June 2020, ACS requires that all internship roles are attached to an appropriate ANZSCO occupational code.
- Bullet points in an email do not constitute an appropriate JD/PD/VPD.
- A Vocational Placement Description should not be generic or recycled. A new one should be created for each intern the Host Company accepts, or at the minimum, updated regularly.

4.2.3 Internship Agreement

- Once a participant has been accepted by a Host Company, a Host Organisation Agreement must be signed by all three parties (Navitas Professional, Host Company and participant).
- A signed copy should be given to both the Host Company and the intern, and a copy must be added to the participant's electronic file on SONIA.
- The agreement must be signed before an intern enters the Host Company's premises for the first day of their internship to ensure all parties are insured. There are no exceptions to this rule.

4.2.4 Week 1 Check-in

- IPCs must check-in with students via a documented phone call or email in the first week of their internship
- Should the check-in result in any concerns, the IPC is encouraged to reach out to the intern supervisor for further information

4.2.5 Mid Review

- The Mid-Review is conducted by the IPC at approximately week six of the internship placement. This review is ideally done onsite. The mid-term review will take place preferably in person however can be done via teleconference e.g. Skype or Zoom. This will include the Internship Placement Consultant, Supervisor/Mentor and Intern. Interviews will be conducted with the intern and the Host Company separately to monitor and capture genuine feedback relating to the intern's progress against the training plan. When misalignment in internship responsibilities or challenges are identified, the PYP must seek clarification to determine potential actions and requirements. NOTE: If conducting Mid-Review via teleconference, IPCs must ensure that they;
 - Obtain consent from the student prior to the commencement of a recorded session;
 - Record the session using a video platform for virtual sessions or an audio platform for on-site interviews;
 - Once the recording has commenced (if applicable), verbally confirm the date, time, student name, date of birth, and current location; and
 - Upload and store recordings in SONIA on the student file for a minimum of three (3) years
- Mid Review Reports should be detailed and include comments from the Supervisor, Intern and IPC in the respective sections of the report.
- All Internship reports should be signed by the Supervisor, Intern and IPC, so that their authenticity can be established.

4.2.6 Intervention and Coaching

- Should any challenges arise throughout the course of the internship, IPCs should intervene as they see fit, through additional emails, calls, visits, etc.

4.2.7 Training Plan Final Review

- The Training Plan Review is conducted by the IPC during week 12 of the internship placement. This review is done onsite or virtually. Interviews will be conducted with the intern and the Host Company separately to monitor and capture genuine feedback relating to the intern's progress against the training plan. When misalignment in internship responsibilities or challenges are identified, the PYP must seek clarification to determine potential actions and requirements.
- The Training Plan will include a monthly review, where a brief of the reviews will be recorded, a competency-based tick sheet and a comments box for both the Supervisor/Mentor and participant to provide their final feedback. Supervisors / Mentors and participants are welcome to provide additional information/reports if applicable.
- A copy of the plan should be provided to the Host Company and the participant at the commencement of the internship. This will ensure the Supervisor is aware of what behaviours to assess over the course of the internship.
- Training Plans must also be signed by the Intern and the Host Company Supervisor. The Supervisors are welcome to make supplementary comments and or reports.

4.2.8 Internship Assessment Outcome

- Once a student fulfils the required internship hours, as well as successfully completes the assessment activities outlined in section 3.2.1 - 3.2.8, then the IPC can deem the student competent in their internship.

4.2.9 Remote/Regional location Internships may have their site visits conducted remotely.

- Due to the nature of remote locations, conditions etc. it may be difficult for the intern to adjust and so with this in mind please ensure that you confirm with the host company that if for whatever reason the internship is terminated either by the host or the participant, the host will cover the cost of the return transportation.
- IPC are to ensure that all information regarding type of transportation provided by the host, time of travel to the location including the daily time of commute, is established and communicated to the participant prior to being introduced to the host.

4.2.10 ACS Own Employment Internships must follow processes as outlined in Appendix B.

4.3 Professional Body Requirements

Depending on the participant's professional association, i.e., the ACS, EEA and Accounting, there will be assessments and/or homework to complete during the internship period that relate only to the professional year and internship as follows:

4.3.1 Australian Computer Society (ACS)

- Participants will be required to complete the Professional Environment (PE) online assessments and homework as a part of their course requirements. Details regarding the PE Assessment including the login and the password will be sent to participants via email by ACS.
- Failure to keep up-to-date with the Professional Environment work on a weekly basis may result in the participant being withdrawn from this component by the ACS. In this case the ACS may elect to remove the participant from the program, or stipulate that they repeat the Professional Environment component, from the beginning, at an extra charge of \$900 plus GST.

4.3.2 Engineering Education Australia

- As a mandatory EEA requirement, Engineering participants are to submit a Work placement Report to EEA directly. The IPC is not required to collect these EEA reports.

- EEA participants are also required to complete a complimentary 8-hour, self-paced online course: Starting in the Australian Engineering Workplace. Participants will receive course details and registration instructions shortly after their intake commencement

4.4 Participant Conduct during Internship

- 4.4.1 Participants will be treated the same as an employee within their Host Company, so will be required to act accordingly, as outlined in the Workplace Protocol Handbook available on Moodle. Participants are expected to behave professionally throughout their placement. Professional behaviour includes:
- speaking in English at an appropriate level in the workplace;
 - ensuring that they are punctual and dress suitably for the Host Company environment;
 - adhering to all Host Company policies such as IT, WHS and Codes of Conduct; and
 - exhibiting behaviour as expected in the workplace i.e. treating colleagues and managers with respect, acting in a professional manner at all times etc.
- 4.4.2 Any participant who displays unacceptable or disruptive behaviour during their internship may be asked to leave the internship or find a suitable Host Company lead for follow up by the IPC.
- 4.4.3 The appropriate external authority will be informed where the alleged misconduct under investigation is considered to warrant intervention or action from an external agency

4.5 Removal from internship – Host Company Request

- 4.5.1 Where a company asks an intern to leave, the request must be in writing and needs to include as much evidence (dates and specific incidents) as possible.
- 4.5.2 The IPC and Campus Managers/Assistant Deans will assess the situation and advise the participant and Host Company on the recommended course of action.
- 4.5.3 Where a participant's behaviour is deemed unacceptable and unprofessional the participant will be notified in writing that they will be removed from the internship.
- 4.5.4 Where the incident is not severe enough to justify completely removing the participant from the internship the Campus Manager/Assistant Dean will decide whether or not they will be placed with another company and undertake the entire process again.
- 4.5.5 The appropriate external authority will be informed where the alleged misconduct under investigation is considered to warrant intervention or action from an external agency.

4.6 Removal from internship – Participant Request

- 4.6.1 If a participant requests removal from an internship placement this will be managed on a case by case basis by the IPC in consultation with their Campus Manager/Assistant Dean.

5 Responsibilities

- The **General Manager, NP** is accountable for the ongoing development, approval, implementation, awareness and effectiveness of this Policy and the supporting processes and documentation.
- The **Campus Managers/Assistant Deans, NP** are responsible for ensuring that all team members are aware of this Policy and their responsibilities defined herein.
- **Employees of the Professional Year Program** are responsible for being aware of, and complying with this Policy.

6 Review

This document is reviewed every 2 years by the relevant manager to ensure alignment to appropriate strategic direction and its continued relevance to Navitas Professional’s current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

7 Records

All records in relation to this policy will be managed as follows

Record type	Responsible	Location	Retention
Participant File	State Administration Office	Participant File – NP SDL	7 years
Host Organisation Agreement	IPC Team	SONIA	7 years
Job Description	IPC Team	SONIA	7 years
Mid Review Report	IPC Team	SONIA	7 years
Training Plan Report	IPC Team	SONIA	7 years

8 Related documents

- IPC Induction Manual
- PYP Participant Handbook
- ACS Professional Year Provider Manual
- ACS Professional Year Internship Framework
- Accounting Professional Year Provider Manual
- Engineering Education Australia (EEA) Professional Year in Engineering Guidelines for Delivery Partners
- NP-01.01-06P Complaints and Appeals Policy
- Workplace Protocol handbook
- Mid-review Report
- Host Organisation Agreement
- Placement Program Training Plan
- Host Organisation Approval Checklist

Appendix A – Internship Duration Professional Year

ACS

The duration of an internship must meet the following key criteria:

- Must be undertaken over a 12-week period
- Must include a minimum of 220 vocational placement hours

It is essential that participants commence their internships on the date scheduled at the time of their enrolment, as participants will also undertake the Professional Environments online subject – provided by ACS whilst they are doing their internships.

EEA

The internship must occur over 12 weeks and be at least 456-480 hours in total (a standard work week between 38-40 hours).

Accounting PYP

The minimum duration and intensity during the internship are as follows:

- a) a minimum of 250 hours of work experience
- b) a minimum of 10 weeks (with APYP approval) and a maximum of 16 weeks duration
- c) a minimum of 15 hours per week and maximum of 37.5 hours per week

Note: the standard duration for an internship is 12 weeks at a minimum of 21 hours per week. Internships of less than 12 weeks must be approved by the Accounting PYP team and the reason for this placed on the participant file.

Appendix B – Host Company Benchmarks

1. Minimum number of Employees to Interns

- For Accounting:
 - Host companies with less than 10 employees must not have more than two PYP interns at any one time
 - Where a host company has 10 or more employees, supervisors must not have more than two PYP interns reporting to them at any one time
- For ACS
 - Sole traders (with no employees) can only host one intern at a time with no overlap
 - New companies who have been operational for 6 months or less can only have 1 intern at a time, including all placement sourcing types and all PYP engagements
 - Host organisations are not to exceed more than 5 concurrent interns at any one time, including all office locations and all PYP engagements.
 - An individual supervisor is not to have more than two interns working concurrently on any given workday.
- For EEA
 - Host organisations must have minimum 10 permanent employees to host Interns
 - 2 PYP Engineering students allowed with 1 supervisor as long as students will be doing good engineering work and meet the minimum 10 employees
 - To be assessed on a case by case basis
 - Not applicable to new host companies

2. Supervisors Qualifications

- Appropriately experienced supervisor(s) to deliver training and provide mentorship.
- Assessed and recorded using working example below
 - For Accounting:
 - Appoint suitably qualified staff member who has at least three years supervisory experience in an accounting role to supervise the intern
 - Provide access to a member of a recognised accounting or financial institution for mentoring purposes
 - For ACS
 - Minimum: Undergraduate degree in the field of discipline, or sufficient industry experience
 - Engineering:
 - Preferred member of EA
 - Minimum: Undergraduate degree in the field of discipline.

3. Organisation Requirements

- Registered organisation with and ABN/ACN
- Ability to provide training in line with the Interns Job Description
- Capacity to allocate a supervisor qualified in the relevant field.
- Agrees to the Terms & Conditions of a Professional Year Program Internship; understands the aims, purposes and outcomes sought.
- Suitably located and accessible; has a professional office (i.e. not a home office). Located usually within 1-1.5 hours of where the student lives and is accessible by public transport.
- The internship is supernumerary.
- WHS requirements
 - Provide their WHS policy – if they have one.
 - If no to the above, provide Navitas Professional with a generated WHS policy as a guideline or links to State codes of practice
 - Prepared to undergo site inspection if location permits and meets checklist requirements
- ACS additional host organisation requirements
 - ICT internship roles available within the business (and relevant ANZSCO codes)
 - Number of dedicated ICT staff employed in paid roles

- Total number of PY interns who have undertaken internship placement with company over the last 12 months
- Provide in a 12-week period ensuring all intern work meets Fair Work definitions and requirements
- Quality audited by NP to ensure it meets the minimum standards and understands the quality processes for all aspects of the operation of the internship

4. Periodic Host Company Reviews

- Review of Host Companies should be carried out every 12 months to ensure they continue to meet the guidelines set by Navitas Professional
 - Note: Employment is not an outcome of the Internship, however employment rates should be monitored when reviewing Host Companies. It is acceptable if a host company does not employ anyone if the interns they have hosted have been developed to a point where they are readily employable, and find work within three (3) months of their internship. However, for host companies that often host interns, but do not employ ensure that there are 'breaks' throughout the year.
- Companies hosting ACS participants must also sign the ACS Code of Conduct every 12 months

5. Found Own Employment (FOE)

- For Accounting and EEA, the same standards apply to FOE. Host Companies will need to undertake the same quality assessment as outlined above. Student must also provide the following: position description, employment contract, two of the student's most recent payslips with the company ABN Number.
- ACS participants who are employed in an ICT role may apply to use their employment for their internship. The following documents must be provided and will be assessed by the IPC:
 - Student Employment Declaration
 - Formal Employment Contract or Letter of Offer
 - Position Description
 - Payslips