STUDENT ENGAGEMENT
CAREER SERVICES & INDUSTRY RELATIONS

BRITISH
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INTERNSHIP PROGRAMME (PSG)

DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	CAO	
2.0	Academic Compliance Office	DVC	

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1. PURPOSE

This Procedure has been developed to support British University Vietnam's Student Engagement Department in general and Career Services & Industry Relations in particular, to manage the procedure of internship, quality of student's application and performance, employer's quality and the experience quality. Students need to get a certain number of credit points to finish and complete the PSG portfolio.

2. SCOPE

This process is applied to all undergraduates studying University of London programmes, Staffordshire University programmes & BUV Own Degree programmes.
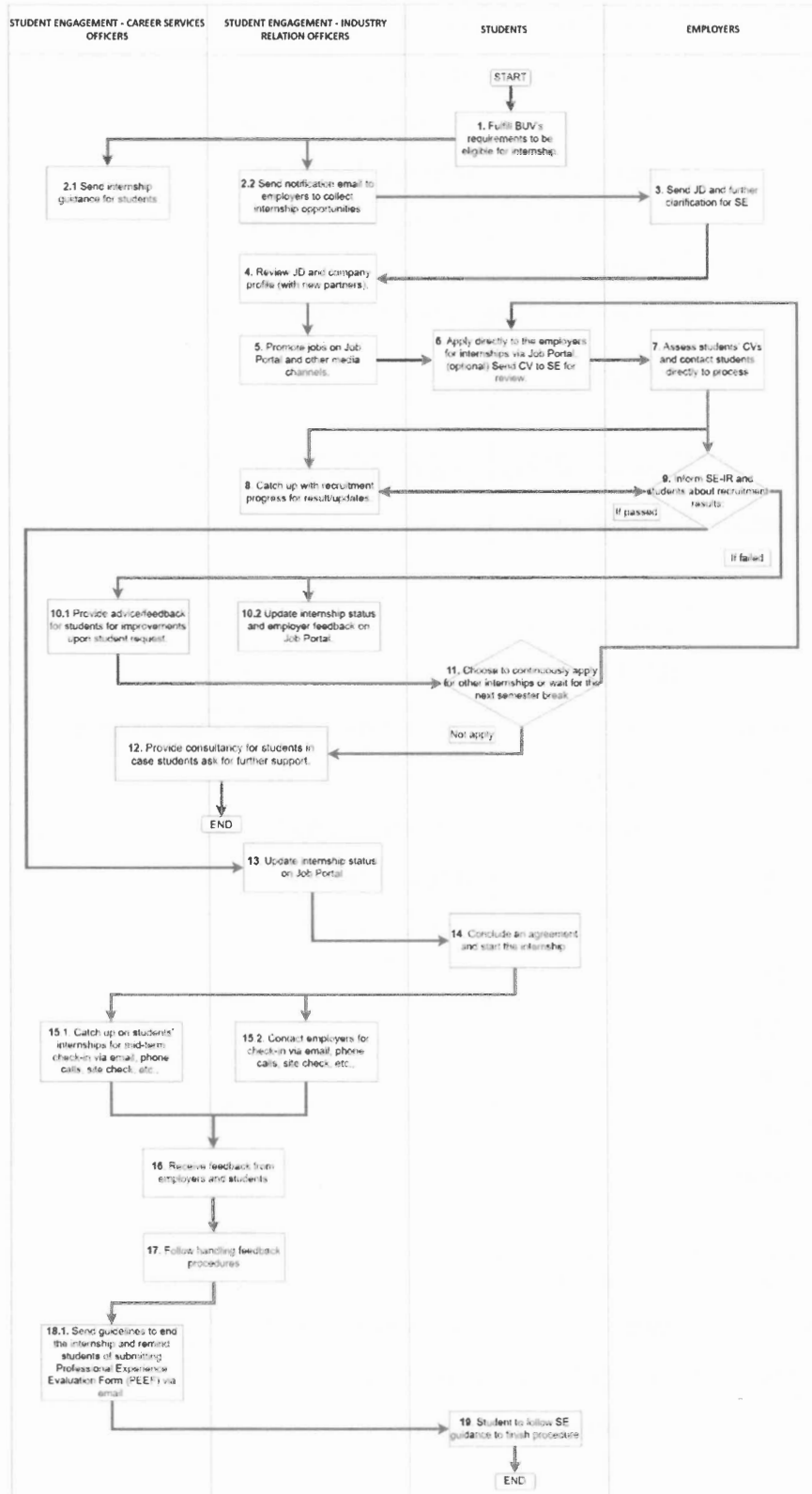
3. DEFINITIONS

Definitions of abbreviations used throughout the policy and related references are as follows.

Abbreviations	Definitions
BUV	British University Vietnam
CAO	Chief Academic Officer
HSE	Head, Student Engagement
SE-CS	Student Engagement, Career Services
SE-IR	Student Engagement, Industry Relations
PEEF	Professional Experience Evaluation Form
JD	Job description

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4. PROCESS

4.1. Internship application operations:

a. Flowchart

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b. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	Students to fulfill BUV's requirements to be eligible for internship.	Any time before the first application	1. List of qualified students. 2. Student's access into the Job Portal.	SE
2.1	SE-CS to send internship guidance to students	Week 8 (SU & BUV own) Week 20 (UOL)	Notification email	SE-CS
2.2	SE-IR to send notification email to employers to collect internship opportunities	Week 8-9 (SU & BUV own) Week 20-21 (UOL)	Notification email	SE-IR
3	Employers to send Job Descriptions (JD) and further clarification to SE. For those who haven't had a JD, they can follow SE's JD templates. Job descriptions from new partners are also accepted.	Upon employer's timeline.	List of internships, job descriptions, and any internal notes between employer and SE	Employers
4	SE-IR to review job descriptions and company profiles (with new	1-2 working days (depends on the number	Job descriptions are archived in SE's management system.	SE-IR

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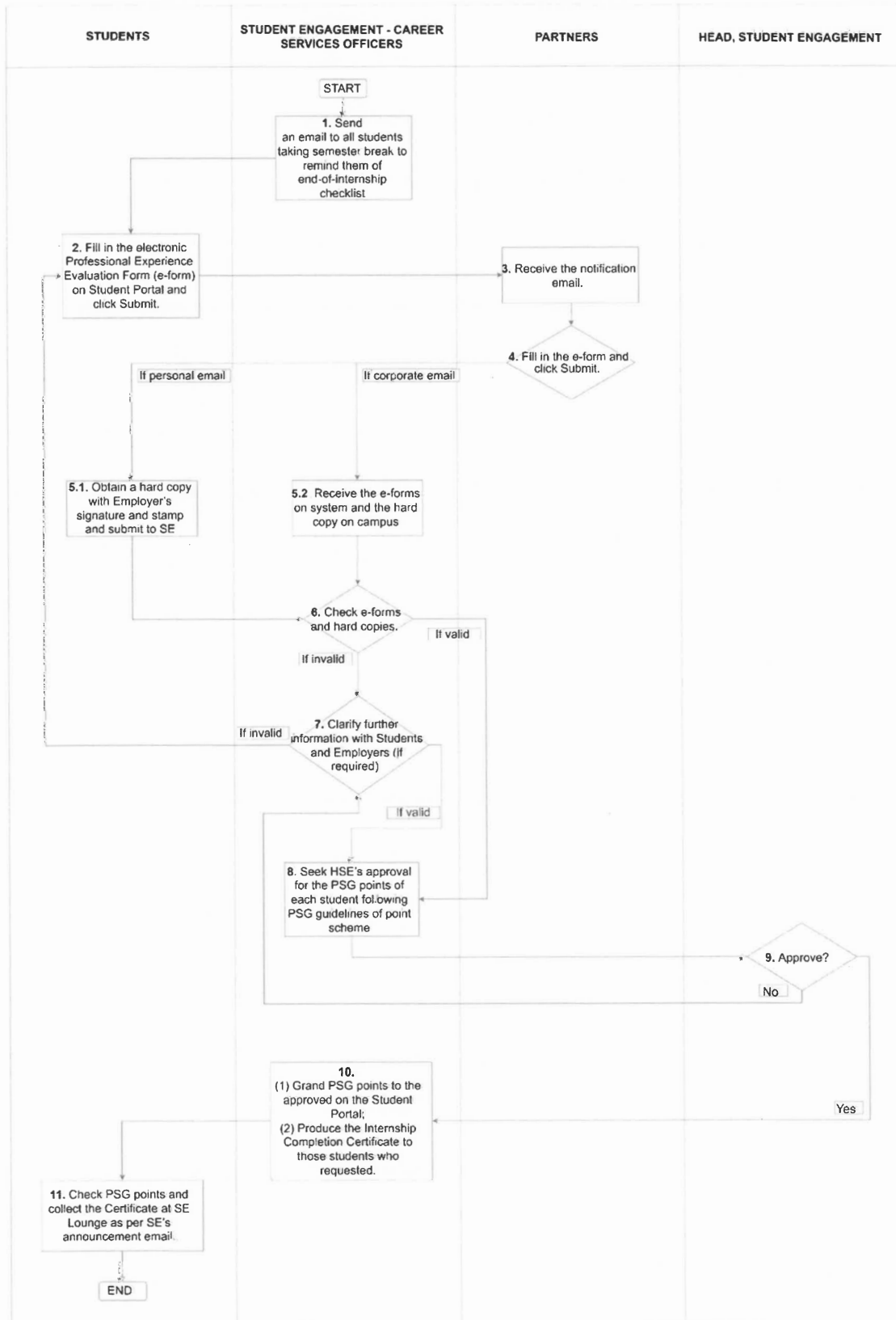|				
	employers). Job descriptions and employers' up-to-date information (logo, email address, …) are archived in SE's management system.	of jobs to be proceeded)		
5	SE-IR to promote jobs on Job Portal and other media channels.	- Facebook: Every Friday - Job Portal: 1-2 working days (depends on the number of jobs to be proceeded)	Job descriptions uploaded on Job Portal and Facebook	SE-IR
6	Students apply directly to the employer for internships via Job Portal. (Optional: If students would like their CV to be reviewed by SE, please refer to the Personal Career Services procedure.)	2-3 working days (Upon the portal's set up and SE-IR's advice on the employers' preference, e.g. The current set up is every Tuesday and Thursday mornings.)	List of applications on Job Portal with 'Reviewing' status reflected on both Student Portal and Job Portal (staff interface)	Students

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7	Employers to assess students' CVs and contact students directly to process	Upon each employer's timeline		Employers
8	SE-IR to catch up with recruitment progress for result/updates.	1 week after sent date if no response		SE-IR
9	Employer to inform SE-IR and students about recruitment results: - If the student passed, move to (13) - If the student failed or received no response in 3 weeks, move to (10)	Upon each employer's timeline	Recruitment results updated via email, phone calls, or any other messenger applications preferred by the employers.	Employers
10.1	Provide advice/feedback for students for improvements upon student request.			SE - CS
10.2	Update internship status and employer feedback on Job Portal.	Every Friday	Internship status on Job Portal	SE – IR
11	Choose to continuously apply for other internships or wait for the next semester break			Students

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	- If student applies, move to (6) - If student doesn't apply, move to (12)			
12	Provide consultancy for students in case students ask for further support.			SE
13	Update internship status on Job Portal.	Every Friday	Internship status on Job Portal	SE – IR
14	Conclude an agreement and start the internship			Students
15.1	Catch up on students' internships for mid-term check-in via email, phone calls, site check, etc.,	After the students go one-third or halfway through the internship (W5-6)	Feedback from students	SE - CS
15.2	Contact employers for check-in via email, phone calls, site check, etc.,	Start to reach out to employers after the students go one-third or halfway through the internship (W5-6) The visits/ site-checks	Feedback from employers	SE – IR

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		can be conducted from W6 to the end of each semester, upon the number of visits and workload.		
16	Receive feedback from employers and students			SE
17	Follow handling feedback procedures			SE
18	Send guidelines to end the internship and remind students of submitting Professional Experience Evaluation Form (PEEF) via email	W10-11	Tips to end internship on a positive note and PEEF submission reminder	SE - CS
19	Student to follow SE guidance to finish procedure			
19	SE to provide consultancy for students in case students ask for further support.			SE

* Internship programme (PSG)

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4.2. Recognition of internship and certificate issuance

a. Flowchart:

* **Internship programme (PSG)**

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b. Roles & Responsibilities:

Step	Process Activities	Turnaround time	Output	PIC
1	SE-CS to send an email to all students taking semester break to remind them of end-of-internship checklist	Week 10 (semester break)	Notification email including guideline of how to end an internship professionally and how to get PSG points.	SE-CS
2	Students to fill in the electronic Professional Experience Evaluation Form (e-form) on Student Portal and click Submit.	Upon each semester's deadline. Any late submission will be processed in the next semester.	1. An e-form with student and internship details recorded on Student Portal and Sims2 with status "Sent to Employer". 2. A notification email to employer with an e-form link sent by the system, copied BUV Career Services.	Students & System
3	Employers to receive the notification email.	Immediately after students click Submit	Email notification with a link to e-form to Employers	Employers
4	Employers to fill in the e-form and click Submit. - If the provided email is a corporate email account (e.g.	Within 10 days of receiving the email	1. A full e-form including student information, internship details and employer's feedback.	Employers

	@buv.edu.vn) → Move to 5.2 - If the provided email is a personal email account (@gmail.com, @yahoo.com, @outlook.com, etc.) → Move to 5.1		2. Notification email to update that employers has completed form for student and SE. 3. Status to change to Evaluation completed.	
5.1	Students to obtain a hard copy with Employer's signature and stamp and submit to SE	Upon each semester's deadline. Any late submission will be processed in the next semester.	A hard copy of PEEF with sign and seal	Students
5.2	SE-CS to receive the e-forms on system and the hard copy on campus	1. E-form: Immediately after Employers click Submit 2. Hard copy: Upon each semester's deadline. Any late submission will be processed in the next semester.	- List of students submitted e-forms on system and hard copies, including their student and internship information - Hard copies of evaluation form - Electronic records of the e-forms on systems.	SE-CS
6	SE-CS to check e-forms and hard copies. (SE to pick 10% forms to check credibility via email and/or phone	Once students submit all the necessary documents.	Checked and sorted out list of students; suggested PSG points for each	SE-CS

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* Internship programme (PSG)

	calls to employers. Check to see if the "manager" is credible. For companies that partnered with BUV, check with HR for validity) - If valid: Move to (8) - If invalid: Move to (7)		student following PSG rules.	
7	SE-CS to clarify further information with Students and Employers (if required) - If the explanation is valid: Move to (8) - If the explanation is invalid: Move to (2)	On a weekly basis	- Clarification from students via phone calls and/ or emails. - Clarification emails from Employer. - Notes of the explanation in the list of students.	SE-CS, Students, Employers
8	Seek HSE's approval for the PSG points of each student following PSG guidelines of point scheme SE-CS to seek HSE's approval for the PSG points of each student	On a monthly basis	HSE's feedback and approval.	SE-CS
9	HSE to approve. - If approve: Move to (9) - If not approve: Move to (7)	Within 1 week after getting SE-CS's request		HSE
10	SE to:	On a monthly basis, within 1 week after	A list of students who qualify for PSG points	SE-CS

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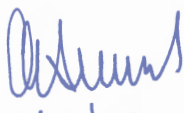VIETNAM
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	(1) Grand PSG points to the approved on the Student Portal. (2) Produce the Internship Completion Certificate to those students who requested.	obtaining HSE's approval.		
11	Students to check their PSG points and to collect the Certificate at SE Lounge as per SE's announcement email.		Email from students if there is any issue.	Student

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5. APPROVALS

Policy development or review will be endorsed by Head, Student Engagement and approved by DVC prior to implementation and execution.

Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.

This document is approved and effective from the date of signing:

Prepared by	Checked by	Checked by	Confirmed by	Approved by
Nov 28, 23	Nov 28, 23		4/12/23	
Hoang Linh Chi	**Vu Tra My**	**Ta Ha Lan**	**Tony Summers**	**Rick Bennett**
Senior Officer, Academic Compliance Office	Associate Manager, Career Services & Industry	Head, Student Engagement	University Registrar	**Deputy** Vice-Chancellor and Vice-President

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period
Professional Experience Evaluation Form	Soft Copy	SE Career Services	7 years

7. REFERENCES

Document Ref
007/2023/SE/BUV-SE

Document Title
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* Internship programme (PSG)