



برنامج رأس الخيمة للتدريب المهني
RAS AL KHAIMAH INTERNSHIP PROGRAM



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“The RAK Internship Program Guide”

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1. Introduction

The Sheikh Saud bin Saqr Al Qasimi Foundation for Policy Research has developed the Ras Al Khaimah Internship Program to facilitate the connection between businesses and interns on a single platform. The Al Qasimi Foundation, as part of its mission to contribute to the beneficial development of people, community, and education in Ras Al Khaimah, seeks to equip Emirati students with practical experience and knowledge by placing them in internships with prestigious organizations. This strategic approach leads to the development of Emirati graduates who are prepared with the required skills and knowledge for the labor market and have more employability and career advancement opportunities.

2. The Concept of an Internship

An internship is an official training and work experience program offered by organizations to students and recent graduates. The concept of interning began a very long time ago, but it has changed dramatically through time. Initially, an employer would take on young persons and teach them their craft or profession. In exchange for learning a skill, the student would agree to work for an employer for a predetermined period of time. Careers will require experience. On the current job market, companies place a high importance on CVs that demonstrate relevant work experience.

In modern internships, an intern or trainee can work for a specified period of time for an organization. Internships can last anywhere from one to twelve months or longer, depending on the organization and industry. Internships are common among graduate and undergraduate students who seek research experience or practical training.

In today's environment, a degree alone is no longer sufficient to earn that all-important graduate job offer. Relevant work experience is now equally as important as a degree and test scores for developing a successful career.

Frequently, an internship is the optimal fit for both the employee and the employer. An internship is any properly supervised, purposeful learning engagement in which an individual has deliberate professional goals and actively reflects on what he or she is

accomplishing. Developing an internship program is a good method for investing in the future development of your organization, often resulting in the identification of future colleagues and leaders.

A typical internship:

- Includes developing intentional learning objective goals that are structured into the experience and supervised by a professional with relevant and related background in the field.
- Promotes academic, career and/or personal development.
- Includes learning objectives, observation, reflection, and evaluation.
- Balances the intern's learning goals with the organization's needs.
- Typically lasts three months. May be part-time or full-time.
- Involves industry related and soft skill development.
- May be carefully monitored and evaluated for academic credit.
- Provides adequate supervision in a reasonably safe environment with the necessary tools to perform the learning goals agreed upon for the duration of the internship.

3. The Importance of Internship

3.1. On Employers

One of the most significant benefits of internships is the opportunity to identify and cultivate future talent. You have the ability to evaluate and screen prospective employees prior to extending a full-time job offer, resulting in cost savings. Employers have reported hiring more than fifty percent of eligible interns for full-time positions. If hired permanently, former interns adapt into their new responsibilities more quickly and have shorter learning curves than external candidates. It also helps in:

1. Talent acquisition

- Hiring interns can assist employers in talent acquisition and workforce planning.
- Implementing an internship programme can greatly assist employers in fulfilling long-term talent acquisition and effective workforce planning.

2. **Increased productivity**

- Interns are great for bringing fresh, new ideas to the table and helping to increase productivity

3. **Improved retention rates**

- It has been proven time and time again that hiring interns as full-time employees help to improve retention rates

4. **Giving back to the community**

- Creating an internship programme is a great way to give back to the community and show that you value their support.

3.2. **On Interns**

3.2.1. **Internships provide exposure to the real world**

Not only can internships give students with real-world work experience, but they also help them grasp the career trajectory for their preferred job title.

3.2.2. **Internships give a platform to establish critical networking connections**

Networking is the sharing of information between people for the purpose of forming friendships and advancing their professional careers.

3.2.3. **Internships allow students to learn more about themselves**

Working in a real-world setting will help students comprehend the complexities of their subject and determine whether they intend to pursue it in the future. An internship can help them discover your talents and ultimately motivate them to gain a deeper awareness of their strengths and flaws.

3.2.4. **Internships equip you with more than just technical skills**

An internship exposes students to the challenges of the workplace, and having experience in these scenarios will be valuable to discuss in future interviews and demonstrate to employers that they are a good fit for their organization.

3.2.5. Internships allow you to gain a competitive edge

Internships can offer students with the experience and abilities necessary to attract the attention of prospective employers and demonstrate that they are a suitable fit for their organization. It also demonstrates that they have the drive and motivation to gather experience outside of the university setting.

4. Internship Best Practices and Expectations for Host Organizations

4.1. How to Recruit an Intern?

Utilizing an efficient recruitment approach is a crucial component of a great internship program. Without a pool of competent candidates from which to recruit, an organization's internship program will not be successful, even if it is highly thorough and well-organized. Consider the following recruitment factors while designing an internship program:

4.1.1. A Need of an Intern

An organization's management can reach an agreement on program objectives that can be understood by all parties through diligent discussion. The program and internship can be tailored to fulfil these requirements. As many staffing specialists are aware, the dedication of management is necessary for the success of a program. Ultimately, managers may be the individuals who provide the internship experience.

4.1.2. Set your Goals

- What does the employer hope to achieve from the program?
- Is the employer a small organization searching for additional help on a project?
- Is the organization growing quickly and having difficulty finding motivated new employees?
- Is the employer or organization searching out new employees with management potential?

- Carefully design and document the internship's objectives and program. Managers, mentors, interns, and the community college career center will all read the internship description. Create a job description that describes the obligations of the position in detail. Does the business need someone for a particular project, general assistance in the workplace?

4.1.3. Things to think about include:

- Will you pay the intern? If so, how much? Wages vary widely from field to field and location to location, so be sure wages are competitive or offer competitive incentives.
- What sort of academic background and experience will be required in an intern? Decide on standards for quality beforehand – it'll help narrow down the choices and find the best candidates.
- Who will have the primary responsibility for the intern? Will that person be a mentor or merely a junior manager gaining management experience?
- How many hours per week will the intern work? Does the organization need someone full-time in the summer? During the school year, the intern will also be meeting academic requirements. How many hours will be required of the student to commit to while they do so?
- What will the intern be doing? Be as specific as possible. Interns, like others in the process of learning, need structure so they don't become lost, confused or bored. What projects will they be working on? What will be their tasks and responsibilities?
- Do you want to plan a program beyond the work you give your interns? Will there be special training programs, performance reviews, lunches with executives, social events? Keep in mind that interns are walking advertisements for the organization. If they have a good experience working for the organization, they're likely to tell their friends – word gets around. These are just some of the questions to consider. The organization's approach will depend on specific resources and needs.

- A very important part of the plan should be the assignment of a mentor or supervisor – that is, someone who will be in charge of the intern. This person does not have to be a teacher per se, but should be selected because he or she likes to teach or train and has the resources to do it. If the person selected has never mentored an intern before, give him or her some basic training in mentoring.

4.2. Marketing Plan

Organizations are encouraged to consider the following when developing an internship recruitment plan:

4.2.1. Timing:

When designing a recruitment program for university students, organizations should prepare ahead. In order to acquire the top interns and have a bigger candidate pool to pick from, many organizations begin recruiting three to four months in advance of the internship start date. Some organizations begin recruiting nine months in advance if the number of initiatives and activities requiring assistance is substantial.

4.2.2. Sourcing

An organization's application pool will depend on where and how they market their program; thus, it is prudent to advertise internship vacancies in efficient sites. The ideal starting points are:

- [The Ras Al Khaimah Internship Portal](#)
- Universities

Organizations might establish connections with major-specific departments and programs in order to recruit students from the academic disciplines they wish to target. Faculty members sometimes provide good referrals.

- Student Activities

To inform students about internship opportunities, organizations may connect with the staff in student activities or a student adviser in career-specific student academic clubs, pre-professional groups, and/or cultural organizations.

4.3. Application Process

While developing a marketing plan, employers must also consider how and with what materials they want students to apply for internships. A list of application materials may comprise the following items:

- CV or resume outlining educational background, research experience, work experience, honors and awards, and co-curricular activities
- Cover letter
- Application form
- An academic writing sample, which should be a recent paper written by the applicant for one of his/her university courses.
- Contact details of two references who can address the suitability of the candidate. At least one reference must be from a professor at the applicant's current university. The second may be from a workplace supervisor.
- The most recent official transcript for current academic program and official transcripts for all completed degrees.
- An official copy of a TOEFL or IELTS score report (only necessary for applicants for whom English is a second language).

The staff in student activities or a student adviser in career-specific student academic clubs, pre-professional groups, and/or cultural organizations may be contacted by organizations in order to inform students about internship opportunities.

4.4. Interview Process

The interview procedure for an internship program should be similar to that of any other full-time, regular employee recruitment process, as picking the appropriate interns is equally as crucial as selecting the right career employees.

4.4.1. Shortlisting

If businesses have utilized all conceivable marketing tactics to advertise their internship program, they should have a sufficient candidate pool to begin the interviewing process. After receiving the application materials, companies will begin examining each application to identify the student(s) whose abilities and experience best match their requirements. If

the purpose of the internship program is to train future employees, it is most beneficial to interview students who possess the same abilities and experience as recent college graduates. No organization should ever depend exclusively on application papers without conducting interviews.

4.4.2. The Interview

Keep in mind that all interviewing principles for full-time employees also apply to internship interviews. All businesses should design a set of interview questions to provide structure and emphasis to the interviewing process. Free-flowing, unstructured internship interviews can dissuade a student from pursuing an internship with any organization.

When drafting a list of interview questions, keep in mind that questions generally asked of career-level applicants may not be suitable for an internship interview with a student. The following are examples of questions to ask during an internship interview:

- Tell me a little bit about yourself and why you are interested in working with us.
- What do you know about our organization?
- How can you contribute to our organization?
- How would you describe yourself?
- What are your strengths and areas of improvement (weaknesses)?
- How did you choose your major?
- What courses do you like the most? The least? How do they relate to your career goals?
- What do you expect to gain from an internship with us?
- What are your plans, if any, for graduate study?
- Tell us about a time when you've used teamwork to solve a problem.
- Give an example of a situation during which you worked under pressure with a tight timeframe to complete a project.

Numerous organizations offer a two-step internship interview process, consisting of either a phone interview followed by an in-person interview or a panel interview followed by an interview with the internship supervisor. Organizations must determine the type of

interview approach that will work best for them. It is essential that prospects leave an interview with a positive impression of the organization, regardless of the selection process.

4.5. Selection Process

Make an offer when you believe you have identified a candidate with the required expertise, professionalism, and maturity who will be mutually useful to the organization. As with a permanent full-time job hunt, students may apply and interview with many organizations for internships. Therefore, it is optimal to submit an offer as soon as a decision has been reached. At this stage, a work schedule, salary, and the necessary paperwork for human resources and the student's internship requirements should be established.

4.5.1. Complete the Selection Process Early

If a organization waits too long to contact students, it will lose out on the best candidates to companies who made their decisions more swiftly. After conducting interviews with all applicants, organizations should aim to conclude their selection process within one week. Human Resources can sometimes delay the selection process beyond what was anticipated, thus organizations should not delay too long before submitting their selections. If employers are attempting to pick between two equally qualified candidates, they may decide to call references or conduct a second phone interview to ask follow-up questions that can aid in the hiring process.

4.5.2. Communicate with the Candidate Directly

A personal call to the selected student might assist organizations with securing a verbal commitment. During an internship selection process, it is important that hiring managers are not on vacation or away from the office for an extended period of time. If the hiring manager does plan to be away, it is important that he/she leaves an alternate contact person's name and gives that person instruction on what to tell the students

4.5.3. Send an Offer Letter

All organizations are expected to provide an internship offer in writing so that there are no misunderstandings regarding what was spoken or agreed upon. A letter of offer may include start and finish dates, hours to be worked, benefits, and a brief summary of the

internship. A learning agreement will provide more information about the program and should be read and comprehended in a one-on-one meeting between students and supervisors.

4.5.4. Completing Internship Searches

The majority of candidates apply for multiple internships to enhance their chances of landing the most competitive internship. When contacting students selected as interns, organizations should bear this in mind. In professions such as engineering, computer science, and financial services, students sometimes receive multiple internship offers, and it may take them some time to determine which offer best suits their professional objectives. Organizations are advised to give students sufficient time to decide by requesting a response within a set timeframe. One to two weeks is typically sufficient for students to evaluate numerous offers.

4.5.5. Legalities

After approving an intern for an internship, the department head notifies the internship team with the intern's full name. At this time, the department head must communicate the intern's start date, responsibilities and deliverables, supervisor, and internship period. This information is used by the Internship Team to prepare a contract, receive the authorized signatory's signature, share it with the intern for signature, and seek a copy of the intern's passport.

4.6. Supervising the Intern

The intern's supervisor is primarily responsible for the intern's professionalism at the office, including attendance, time spent in the office, adherence to the organization's policies and procedures, and interactions with other staff.

A designated site supervisor who is responsible for providing orientation and supervision must be assigned to each intern. This individual should be accessible on a regular basis and possess experience in the intern's field of work. Even if the intern will cycle among different departments in order to get a broad range of expertise, there should be a single supervisor who oversees the whole internship. It is vital to find a supervisor who is interested in

working with college students, has the time to devote to the internship, particularly during the first few weeks, and possesses leadership, good communication skills, and patience.

Because an internship is characterized as a learning opportunity, the intern must be properly supervised. The supervisor functions as an educator, mentor, critic, and manager. The key to the success of the internship lies in the continued supervision of the intern student. This is particularly true for students with limited work experience. Interns can make a successful transition to the world of work by acknowledging and addressing the differences between workplace and academic expectations.

An excellent way of intern supervision is to meet with the intern on a regular basis (every two weeks is ideal) to discuss project progress and provide comments. Some supervisors do it during lunch, while others select a more official environment.

It will be essential to choose a supervisor for your intern(s) who will orient them to the organization, assign tasks, and serve as a "point of contact" for questions. It is advised that the supervisor of an intern be an expert in the type of work the intern(s) will be conducting in order to offer the intern(s) with the proper direction for their assignments. Among a supervisor's tasks will be the following:

- Taking part in an intern's application, screening, and interview process
- Conducting intern orientation (details in next article)
- Developing learning goals
- Meeting with an intern regularly to evaluate performance and if needs or goals are being met; and assessing the internship program's success

4.7. Orientation and Induction

4.7.1. Induction

Numerous students lack knowledge of the actions, atmosphere, and goals of business and industry. Even while your interns may have held part-time jobs to finance their studies, they may not have been exposed to organizational politics, the need for secrecy, the value of teamwork, or the profit-driven nature of business through these jobs. This introduction and training component of the internship experience highlights the sponsoring organization's

role as a partner. The sooner the interns get what the organization does and how it runs, the sooner they may accept tasks and become productive. You can facilitate this process by supplying the following types of site-related information, such as unwritten policies and procedures:

- Organizational structure
- Special industry jargon
- Specific work standards and procedures
- Reporting relationships
- Access to the supervisor (days, times, and duration)
- Tasks that can be completed without supervisory approval
- Work processing requests and timeliness
- Mail and telephone systems
- Approved form(s) for correspondence
- Safety regulations
- Procedure for signing off completed work
- Periodic forms or reports to be completed
- Security and confidentiality issues, if relevant
- Acceptable dress and appearance
- Maintaining the premises and work station
- Productive interaction with others at the work site
- Personnel who can answer different kinds of questions
- How the organization wants the intern to deal with clients, customers, and vendors
- Provide the intern with a copy of the organization's employee handbook

The intern's supervisor is responsible of introducing the intern to the organization's staff members and making sure they are well welcomed. Also, they are responsible of making sure the intern receives the necessary equipment and tools to do perform their tasks.

4.7.2. These are some tasks of an intern's supervisor:

It will be essential to choose a supervisor for your intern(s) who will orient them to the organization, assign tasks, and serve as a "point of contact" for questions. It is advised that the supervisor of an intern be an expert in the type of work the intern(s) will be conducting in order to offer the intern(s) with the proper direction for their assignments. Among a supervisor's tasks will be the following:

- Taking part in an intern's application, screening, and interview process ∅ Conducting intern orientation
- Developing learning goals
- Meeting with an intern regularly to evaluate performance and if needs or goals are being met; and assessing the internship program's success
- Inform the HR and Accounts on the acceptance of the intern and any payments needed;
- Perform a morning induction between the intern and staff members;
- Welcome email on the first day consisting of full name, origin, university, education, projects plan, relevant departments, office location, and email;
- A bio to be requested from the intern if applicable on the organization's website;
- IT requirements (laptop if needed, WIFI password);
- Welcome during the first intern's staff meeting if applicable;

4.7.3. Orientation Checklist

Employers who take the time to orient the intern at the beginning of the internship reap the benefits of productivity and effectiveness faster than those who do not. To adapt interns, please allot initial time to:

Explain the Mission of the Organization

- How did the organization start? Why?
- What is unique about your product or service?
- Who benefits from your product or service?
- What are the organization's current objectives?

- How may the intern contribute to those objectives?

Explain the Organization Structure

- Who reports to whom, and who, specifically, is the intern's supervisor?
- What is the intern's department responsible for?
- How are decisions made?
- Which personnel can answer different kinds of questions

Outline Organizational Rules, Policies, Decorum and Expectations

- Is there special industry jargon?
- What are the specific work standards and procedures?
- What access to the supervisor (days, times, and duration) does the intern have?
- How should they process requests?
- How do the mail, telephone and e-mail/network systems work?
- What are the approved forms for correspondence?
- By what safety regulations must they abide?
- Is there a procedure for signing off completed work?
- What periodic forms or reports need to be completed?
- Are there security or confidentiality issues the intern should be aware of?
- What is acceptable with regard to dress and appearance?
- How should they maintain the premises and their work area?

Define the Intern's Responsibilities

- What is the intern's role?
- What projects will be assigned to him or her?
- What resources are available to the intern?
- What training is necessary?
- How does the organization want the intern to deal with clients and vendors?
- What tasks can be completed without supervisory approval?

- Do other employees understand the intern's role?

Monitor the Intern's Adjustment and Understanding of What is Expected

- Make yourself visibly available to the intern and encourage the intern to ask questions
- Assign someone who can periodically "check-in" with the intern
- Provide feedback and constructive criticism

4.8. Internship Posting Description

Employers compete to get students' attention and distinguish themselves from the competition. Regard the job posting's description as an opportunity to highlight the internship. Considerations prior to creating the position description:

- Why will students want to apply for your opportunity over others in the industry?
- Does your opportunity illustrate how it will be a unique experience?
- Do you fully define the benefits and incentives your organization can provide?

Writing a description of an internship is vital for recruiting the right candidate. Write the description using plain, ordinary language to assist the applicant in comprehending the role and your organization's culture. Be sure to indicate in the description if the opportunity provides exposure to a variety of parts of your organization. Interns value knowing the expectations in advance.

The essential components of an effective internship description include:

- Explain the organization's goals and mission
- Outline the intern's responsibilities and potential tasks/projects
- Describe skills that will be developed
- Illustrate the necessary qualifications
- Skills (computer, analytical, design, communications, etc.)
- Education level (year, GPA, etc.) and Majors
- Clarify the duration of the internship

- Hours required per week / semester (fall, spring, summer)
- Flexibility with schedule or specific hours
- Note if it's paid or unpaid

Paid interns are perfect employees since they are eager to learn, eager to create a good impression, and willing to complete even mundane duties. Employers' comparatively modest expenditures on intern salary and perks are a wise investment, as they frequently yield future, long-term employees.

4.9. Internship Evaluation

4.9.1. Overview

Only when constructive feedback is provided can an internship be a meaningful learning opportunity. A successful evaluation will centre on the interns' pre-internship learning objectives. Supervisors should take the time to examine both the student's achievements and areas for growth.

Interns will rely on their mentors and/or supervisors to assist them in making the transition from the classroom to the workplace. It is important that mentors and/or supervisors routinely meet with interns to discuss their performance and provide feedback. Throughout these meetings, students may:

- Report on a project's status
- Learn how their work is contributing to the organization
- Participate in evaluating their strengths
- Discuss areas needing growth and development
- Get insight about what work lies ahead

Supervisors are typically required to evaluate interns at the midpoint and conclusion of the internship. Before the intern leaves, employers are urged to discuss the internship with him or her. Evaluations are useful for establishing the intern's future internship or post-graduation career success within the organization.

4.9.2. Intern Evaluations

Interns must complete an evaluation regarding their internship and the program as a whole. These forms are occasionally referred to as surveys or feedback forms. They may ask about the application and selection process, supervision and training, what they received or did not gain from the experience, what they enjoyed and disliked, and how they would grade the overall program. Good internship programs utilize these evaluations to enhance processes and the entire internship experience for interns and their supervisors. Evaluations can be utilized in conjunction with a more personal one-on-one departure interview, during which interns can also discuss their experiences, or they can be distributed on the last day of the internship and submitted to the supervisor after the program has concluded.

4.9.3. Supervisor Evaluation of Intern

Supervisors should also be provided with a performance evaluation form for each intern they supervise. If the intern and supervisor drafted an effective learning agreement at the beginning of the program, evaluating performance at the conclusion of the internship should not be difficult. Providing written comments on an ongoing basis throughout the internship will also facilitate the final review. Some managers may require convincing that an intern's evaluation is just as significant as that of a full-time employee. They must be reminded that it may be used to determine whether an intern will be invited back for a second internship or hired for a permanent employment. These assessments may include the intern's interpersonal abilities, an appraisal of their personal traits, and the skills and knowledge they displayed.

4.9.4. Intern's Exit

During the intern's last week of work, the supervisor notifies the administration team of the intern's last day of work so that the administration can prepare a farewell and inspect the intern's housing for any missing or damaged goods that must be accounted for in the final payment. The supervisor must tell the administration team of the intern's office departure date and time, as well as arrange for any gifts (card and/or gift). The supervisor is also responsible for facilitating the intern's departure.

5. Conclusion

Although this guidance is not the only method to create an efficient internship program, it is a solid starting point. The ultimate objective of the Ras Al Khaimah Internship Program is to provide high school and college students with the skills necessary to become highly competitive candidates following graduation. This enables them to comprehend the employment market, determine which vocation best suits their personalities and interests, and gain positions in high-end organizations with greater career advancement opportunities.

Before extending a job offer, internships enable companies to evaluate an intern's skills and abilities to determine if they are a good fit for a job opportunity, should one become available within an organization. Internships can serve as a "non-official probationary period" to choose the best candidate for a job.