Australian National University

# ANU College of Business and Economics Internships

## Host and Workplace Supervisor Guidebook

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# What is a CBE Internship?

The Australian National University (ANU) College of Business and Economics (CBE) offers our undergraduate and postgraduate students internship courses for credit towards their degree. These internship courses are 6 units (120 hours) or 12 units (240 hours) over one semester (10 weeks). Internship hours are approximately 12 hours per week for a 6-unit course, and 24 hours per week for a 12–unit course.

The internship is a partnership between the College and host organisation to provide students with practical skills and development in a professional setting, preparing them for the workforce upon completion of their degree. The student will be guided by a course convener, an academic tutor from CBE, and an on-site workplace supervisor from the host.

In addition to working on internship projects, students also need to complete academic assessments which include workshops and class participation, project proposals, reflection papers, final internship reports, internship skill-development reports and final project presentations. These are managed and assessed by the course convenor and tutor.

Workplace supervisors will play a critical role in developing students' capabilities in professionalism, teamwork, communication, and problem–solving skills by engaging the student with professional colleagues and industry partners in the workplace.

Projects are currently unpaid.

## Project description examples

Projects should be value-adding activities for your organisation. They should not replace business as usual (BAU) or be too time sensitive.

Some examples of past projects are listed for your reference.

### Accounting and Finance

Various activities related to the following areas will be assigned:

- you will support the Accounting Department by performing clerical tasks, including recording transactions, conducting bank reconciliations using MYOB and/or XERO, and occasionally preparing an individual tax return, as instructed
- you will also assist in general administrative support functions, such as answering phones, greeting guests, fact-checking, filing, and other duties as needed during business hours.

You will also be expected to:

- assist with the Accounting Department in a timely and accurate manner with great attention to detail

- manage the bookkeeping data for a variety of clients from a broad range of industries
- assist in the maintenance of general ledger
- assist in reconciliations, purchases, receivables and invoicing
- be familiar with the bookkeeping process and accounting software MYOB and/or XERO
- multi-task and assist the general manager in administration duties and other tasks across departments.

## Analytics

The intern will be exposed to a professional-consulting environment and be involved in collating survey datasets and in interpreting data using various data-analysis tools. Particular emphasis will be on using Microsoft Excel – including experience in Visual Basic Automation code – to create meaning from data.

The intern will be engaged in data-analytics tasks such as data matching, data cleaning, analysing data to identify trends and patterns, and creating visualisations of data. Analysis of datasets will also be employed to shape the content of quantitative reports and dashboards.

## Auditing

This internship will provide you with the opportunity to learn about auditing – both financial statement and internal auditing. Over the course of the internship, you will have the chance to work as an auditor across both areas, providing you with the experience you need to decide which might be the career for you.

As a financial-statement auditor, you will be placed in an audit team and guided through the audit process as the team aims to provide an independent assessment of the financial statements of an organisation. The work involved will span across the entire process, including research on audit matters and assisting with planning the audit, through to carrying out fieldwork. This will include attending meetings with clients to further develop your understanding of how organisations operate.

As an internal auditor, you will have the opportunity to explore how organisations work, as you aim to provide assurance over internal processes and controls. This might span across a number of topics, such as:

- procurement
- human resources
- risk management.

As part of the internal audit process, you will have the opportunity to consult with clients to identify their needs and concerns, before undertaking work to identify solutions or areas of improvement.

## Consulting

We help our clients develop digitally-fit corporate functions, cloud-transformation propositions backed by global-integrated solutions and alliances, technology-enabled hybrid work environments, as well as increase productivity through modernising Information and Communications Technology environments. All these offerings are based on multidisciplinary expertise including technology.

Technology consulting has many skill groups across strategy, delivery and technology platforms, however, we are organised by industry.

Your duties as a core part of the engagement team will range across project delivery and management, where you will have the opportunity to contribute to:

- drafting project and technical artifacts
- developing and presenting visual reports internally to the team and clients
- analysis and problem-solving activities
- organising workshops, meetings and other events
- providing feedback and playing an active role in incremental improvements to team productivity and quality.

Students undertaking courses in the following disciplines are welcome to apply.

- Business Informatics.
- Information Technology (IT).
- Commerce.
- Actuarial and Data Analytics.

Applicants in technology and information related courses are preferred, however, we welcome candidates in engineering (non IT), law, business and commerce, who are open to exploring their core skills in a technology context.

## Marketing and communication

This internship will provide you with hands-on experience in developing and implementing a comprehensive marketing plan for a sole trader, using artificial intelligence (AI), and analytics from Instagram, Trello, and Canva.

In this role, you will have:

- opportunities to learn from and assist with various marketing initiatives, such as market research, content creation, social-media management, email marketing, and website optimisation, using the aforementioned tools and software

- exposure to industry-specific tools and software, such as AI-powered chatbots for customer service and engagement, Instagram analytics to track engagement and audience demographics, Trello for project management, and Canva for design and branding
- opportunities to attend training sessions and workshops to enhance marketing skills and knowledge related to the use of AI and analytics in marketing
- access to a network of thousands of contacts through our business connections and partnerships, providing opportunities to learn from other industry professionals, potentially expand career opportunities, and engage with government and tech industry stakeholders
- the ability to attend industry events, such as conferences and trade shows, to gain insight into industry trends, engage with stakeholders, and connect with other professionals in the field
- exposure to creative work such as modelling, presenting, speaking and mentoring, providing opportunities to develop and refine presentation and public speaking skills.

Image credit: ANU College of Business and Economics.

# Host organisation responsibilities

To assist with a smooth transition and experience for yourself and your intern, please read through the recommendations below.

- Ensure the intern's project is clear. Please be aware that students will need to complete academic assessments based on their internship project.
  Your internship project should:
    - have defined, expected outcomes and desired qualifications
    - have clearly developed learning goals throughout the project
    - have a dedicated professional supervisor with expertise and educational or professional background relevant to the internship role.
- Appoint a workplace supervisor for the intern and make sure the supervisor is aware of all responsibilities associated with the role (refer to Workplace Supervisor Responsibilities).
- Consider the role's requirements and resources needed, and prepare a work station for each intern.
- Prepare the intern's first day and week itinerary, including orientation, required training, computer access, and other equipment needs.
- Inform the team about the internship, when interns will be starting, how long they will be with the team, and provide background information.
- Any expectations from the host organisation need to be clearly communicated to the students as part of their on-boarding.

Please contact the CBE Careers and Student Employability team as soon as possible if the internship conditions must be altered, such as:

- a change in workplace supervisor
- a change in worksite conditions e.g. intern has to move locations
- a change in internship project content and duration
- other unanticipated changes.

# Workplace supervisor responsibilities

The workplace supervisor should be an individual from the host organisation who will directly supervise the intern. This individual should be a professional, with expertise and an educational or professional background in the field relevant to the intern's internship project and learning goals.

The workplace supervisor must:

- provide orientation on the first day of placement, with a view to shortly complete any necessary training or compulsory modules (refer to Orientation checklist)
- be available to supervise the intern and direct them on their daily tasks. If possible, schedule regular catch-ups – weekly or biweekly – with the intern to discuss the progress of assigned tasks, and evaluate their strengths and areas of improvement
- provide constructive feedback to the intern to improve their performance and skills. Show patience and understanding that interns are learning, still studying and may have zero experience
- set clear expectations from the start around work hours, attire, communication expectations, and roles and responsibilities
- assign the intern with work that's as close as possible to the initial project plan approved by CBE. If this changes, please notify CBE Internships internship.cbe@anu.edu.au
- provide the intern with a range of experiences and learning opportunities to allow them to apply professional and technical skills
- have no conflict of interest: it is CBE's policy that family members (parents, siblings or other relatives) and other current ANU students are prohibited from serving as the intern's workplace supervisor
- provide both an Initial Host Placement Evaluation and the Final Host Placement Evaluation to CBE for each intern. You will receive evaluation information and links from the CBE Careers and Student Employability team. Your evaluations affect 30 per cent of the student's final grade
- hold an exit interview with the intern to discuss their performance and feedback, and review the internship project to use it as the basis for the Final Host Placement Evaluation (refer to Exit checklist).

**Please note: it's important to evaluate the intern's progress and provide ongoing, affirmative and constructive feedback. Harsh feedback does not help people thrive and excel, and constructive feedback is critical for learning. Feedback can take several forms, such as regular informal coaching. During performance discussions focus on the task, not the person.**

# Extra tips for virtual internships

### Managing expectations

Before the internship begins, calibrate expectations, working styles, and performance measurement. The workplace supervisor and intern should agree upon a definitive time allotment per week and per day for internship activities. Consider a cap on shift work hours and defining the amount of accrued time allotted for any given task, to avoid unreasonable demands on the student and any conflict with reported internship hours.

### Technical support

Making user-friendly tools and resources available to the intern from the beginning of the internship is critical for effective communication and smooth workflow.

### Organisational involvement

Assimilate the intern into the organisation's office culture through virtual team meetings, chats, and client visits. This will teach your intern a new way of professional networking.

### Timely feedback and consistent communication

Interns can be hesitant to ask questions as they feel that a constant stream of emails or video-call requests bother their workplace supervisor. The virtual wall may create a friction point as they assume that everyone is busy and unreachable, and in turn, their questions cannot be answered. To address this, consider the following during the first few weeks of the placement:

- check in with virtual interns on a regular basis, at least a few times each day
- be readily available where possible via an internal chat function or similar
- reiterate daily that interns are free to ask questions as often as necessary.

# Support from CBE

The CBE Careers and Student Employability team is available for any placement-related issues, such as intern attendance, low motivation, unsatisfactory performance, personal conflicts, etc. Early notification will assist all partners involved in the internship to explore solutions to the issues. Please contact CBE Internships internship.cbe@anu.edu.au as soon as there is a concern.

Image credit: The Australian National University.

# Orientation checklist

This checklist should be explained and given to the intern on their first day. We recommend all items to be completed by the end of the student's second week of placement.

This document is intended for your reference only and may be utilised to facilitate the intern's orientation. There is no requirement to submit the completed list to the College, but it should be maintained as a record.

| CBE Internships – Orientation checklist | | | |
|---|---|---|---|
| **Name of student:** | **Date of completion:** | | |
| **Host department:** | **Student's internship title:** | | |
| **Manager name:** | **Host supervisor's name:** | | |
| **Tick and date as completed** | **Who** | **√** | **Date** |
| Introduce student to immediate team members. | Manager | | |
| Provide a tour of the immediate workplace including toilets, kitchen, etc. | Manager/ Supervisor | | |
| Show the student to their desk and ensure they have the stationery they need. Explain stationery procedures. | Manager/ Supervisor | | |
| Logging in, printer set up, connecting to wireless network etc. | Manager/ Supervisor | | |
| Arrange building access and ID cards if required. | Manager/ Supervisor | | |
| Set up company email signature and telephone including voicemail and display name. | Manager/ Supervisor | | |
| Ensure access to relevant folders and email groups, specific accounts, subscriptions (LinkedIn, Shared Google drives). | Manager/ Supervisor | | |
| Show emergency evacuation exit locations and explain location of evacuation assembly area – facilities induction if applicable. | Workplace team/WHS Manager | | |

| Tick and date as completed | Who | √ | Date |
|---|---|---|---|
| Explain role of and contact details of Health and Safety Representatives, Floor Wardens and First Aid Officers. Show location of first-aid kits.<br><br>Clarify the Workplace Health and Safety policy and procedures, including incident and hazard reporting. | Workplace team/WHS Manager | | |
| Discuss internship description, roles and responsibilities and alignment with organisational goals. | Manager/ Supervisor | | |
| Discuss company vision, values and mission – provide company background information, organisational chart etc. | Manager/ Supervisor | | |
| Discuss professional dress, acceptance of gifts and IT code of conduct. | Manager/ Supervisor | | |
| Clarify reporting relationships and organisation structure. | Manager/ Supervisor | | |

# Draft schedule (first five days)

| Day 1: Orientation and introduction | |
|---|---|
| **Morning:** | • Welcome and introduction to the organisation.<br>• Tour of the workplace.<br>• Introduction to key team members and colleagues. |
| **Afternoon:** | • Overview of company policies and procedures.<br>• Review of internship objectives and expectations.<br>• Setting up intern's workspace (if applicable).<br>• IT setup and access to necessary tools and software. |
| **Day 2: Company culture and role understanding** | |
| **Morning:** | • Deep dive into company culture and values.<br>• Discussion of the organisation's mission and vision.<br>• Explanation of the intern's role and responsibilities. |
| **Afternoon:** | • Team-building activities or icebreakers.<br>• Shadowing a team member or attending departmental meetings.<br>• Q&A session for clarification. |
| **Day 3: Training and skill development** | |
| **Morning:** | • Training sessions on essential tools or systems.<br>• Overview of specific projects or tasks.<br>• Introduction to any specialised software or equipment. |
| **Afternoon:** | • Hands-on exercises.<br>• Practice tasks with guidance.<br>• Setting clear objectives for the week. |

| Day 4: Networking and professional development | |
|---|---|
| **Morning:** | • Meeting with supervisor.<br>• Introduction to internship goals and learning objectives.<br>• Review of internship project timeline. |
| **Afternoon:** | • Networking lunch or coffee with team members.<br>• Introduction to any professional-development opportunities (e.g. workshops, webinars). |
| **Day 5: Practical work and feedback** | |
| **Morning:** | • Begin working on assigned projects or tasks.<br>• Regular check-ins with supervisor. |
| **Afternoon:** | • Feedback session: initial impressions and questions.<br>• Review of completed work or progress made.<br>• Clarification on upcoming assignments and expectations. |
| **End of week: Reflection and planning** | |
| | • End-of-week reflection: intern's thoughts and feelings.<br>• Discussion of achievements and challenges.<br>• Goal setting for the next week.<br>• Confirming schedule for the upcoming week. |

# Exit checklist

This checklist should be explained and given to the student in their exit week. This document is intended for your reference only. There is no requirement to submit the completed list to the College, but it should be maintained as a record.

| CBE Internships – Exit checklist | | | |
|---|---|---|---|
| **Name of student:** | **Date of completion:** | | |
| **Host department:** | **Student's internship title:** | | |
| **Manager name:** | **Host supervisor's name:** | | |
| **Tick and date as completed** | **Who** | **√** | **Date** |
| Hold an exit interview with the intern to discuss their performance and ask for their feedback regarding ways to improve the internship/placement. | Manager/ Supervisor | | |
| Provide the intern with an opportunity to formally showcase what they learned and recap the internship experience to other employees, through presentations, expositions, and/or written reports. | Manager/ Supervisor | | |
| Give the intern written permission to copy and/or use certain documents, spreadsheets, database design, research, graphics, video, or other items for inclusion in their e-portfolio. | Manager/ Supervisor | | |
| Complete exit paperwork and procedures in accordance with host's regulations. | Manager/ Supervisor | | |
| Close the intern's host email account and gather office keys, name badge and other host property from the intern. | Manager/ Supervisor | | |
| Organise a farewell event for the intern (i.e. a lunch or dinner, take them out for coffee, or present them with a small token of appreciation). | Manager/ Supervisor | | |

| Tick and date as completed | Who | √ | Date |
|---|---|---|---|
| Provide a letter of recommendation for the intern and consider offering to be a referee for future job opportunities. | Manager/ Supervisor | | |
| Congratulate yourself on the excellent training and supervision you have provided! | Supervisor | | |

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Australian National University

# Further information

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