



**MACQUARIE
UNIVERSITY**

SYDNEY ~ AUSTRALIA

Macquarie International Internships Department

Unit Outline Semester 1, 2009

This unit outline covers the following units:

- Study Abroad/Exchange 3 cp INT 100
- Study Abroad Exchange 6 cp INT 101
- Master of Commerce BUS880
- Master of International Business BUS880
- Master of International Relations IRPG838
- Master of Biotechnology/Commerce ELS815

Students in these units should read this unit outline carefully at the start of semester. It contains important information about the unit. If anything is unclear, please consult one of the staff in the unit.

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ABOUT THIS UNIT

Welcome! Over the next twelve weeks your internship placement will help develop your professional skills, expose you to a new workplace culture, and establish new networks of colleagues and mentors.

You have nominated one of the following study options:

Study Abroad and Exchange students	3 credit points (120 hours - 10 hours over 12 weeks) OR 6 credit points (240 hours - 20 hours over 12 weeks)
Master students	4 credit points (180 hours - 15 hours over 12 weeks)

As part of the internship unit, you are required to complete a number of assessments to help you reflect on your experience and consolidate your ideas in relation to your future professional direction.

As a student selected to participate in the Internships@Macquarie program you are an ambassador for Macquarie University, your home institution, and most importantly, yourself. It is important that you conduct yourself professionally at all times and maintain clear lines of communication between your workplace supervisor and the internship staff at Macquarie University.

We hope you enjoy the opportunity to explore your professional interests and diversify your international experience!

STAFF CONTACTS

Catherine Everett <i>Internships Co-ordinator</i> P: +61 2 9850 6942 F: +61 2 9850 7733 Catherine.Everett@io.mq.edu.au	Amanda Hilditch <i>Internships Officer</i> P: +61 2 9850 6941 F: +61 2 9850 7733 amanda.hilditch@io.mq.edu.au	Alex Thackray <i>Internships Officer</i> P: +61 2 9850 6933 F: +61 2 9850 7733 Alexandra.Thackray@io.mq.edu.au
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In the case that you cannot attend your internship on any day due to illness, please contact your Workplace Supervisor and Internship Supervisor and advise the times and dates you will be unavailable.

Emergency Contacts:

In the case of serious illness or medical emergency we advise you to:

- Ring 000 (the emergency services number in Australia)
- For Medical Insurance, contact OSHC on 1800 814 781
- Where possible, advise a member of Macquarie International staff of your current situation OR have your Workplace Supervisor contact a member of Macquarie staff.
- **Student Emergency Number - 0419 201 962**
- **Internships Program Coordinator Mobile – 0408 194 238**

UNIT WEB PAGE

The webpage for this unit can be found at:
<http://www.international.mq.edu.au/internships>

Blackboard

What is Blackboard?

Blackboard is an online learning system for all internship students.
To access Blackboard go to <http://learn.mq.edu.au/>

Login to Blackboard using your Student ID Number and myMQ Portal Password.

If you cannot remember your password or are having problems accessing Blackboard please contact the Helpdesk, (P) 9850 4357 or (E) ithelp@mq.edu.au.

When do I use Blackboard?

As an intern, you need to use Blackboard to do the following things:

- Complete weekly journals
- View the internship calendar
- Access useful resources

LEARNING OUTCOMES

At the end of this unit, students will be able to:

- *Critically reflect on individual competency development and workplace based experience.*
- *Contribute constructively to a host organisation whilst completing the required number of work hours.*
- *Identify relevant theory learnt at university and apply in the internship.*
- *Recognise cultural differences between home country and Australian workplaces and demonstrate cross-cultural awareness.*
- *Apply academic research to analyse and critique the internship experience*

In addition to the discipline-based learning objectives, all academic programs at Macquarie seek to develop students' generic skills in a range of areas. One of the aims of this unit is that students develop their skills in the following:

- *Self-awareness and interpersonal skills*
- *Communication skills*
- *Critical analysis skills*
- *Problem-solving skills*
- *Creative thinking skills*

TEACHING AND LEARNING STRATEGY

- Students must complete the total number of workplace hours required for their Internship Unit over a period of 10 to 12 weeks (excluding mid-semester break). See page 2 for further information on total hourly requirements.
- Students cannot work from home.
- Individual work hours should be negotiated between the student and workplace supervisor.
- Weekly work schedules can be flexible to suit the student and workplace as long as the total number of hours is completed by the end of semester.
- Students are not expected to work during mid-semester break but can if they wish.
- Professional development workshops are held throughout semester to support students' professional skills development. Study abroad and exchange students must attend at least **two** sessions, GSO and Biotech/Commerce students must attend at least **one** session, and MIR students are not required to attend these sessions.

Assessment Overview

Assessment task	Loading	Due Date	Description	Page
Weekly journal	All units 20%	Post to Blackboard, by Monday 12 noon each week	Using Blackboard, you need to complete one journal entry for each week of your internship placement. You will record your hours and tasks, and answer reflective questions based on academic readings provided.	6-7
PD Workshop Attendance and Participation	SA/EX/GSO /Biotech 15% MIR 0%	See page 8 for session dates and details.	The professional development sessions will cover topics to enhance your internship experience and workplace skills.	8
Final Report	SA/EX/GSO /Biotech 40% MIR 55%	Friday 5th June 2009, 3pm	This is a formal written assignment based on your internship work and studies. You must cover all 3 sections to reflect, analyse and critique your internship experience.	9-11
Supervisor Evaluation	All units 25%	nil	Your Workplace Supervisor will submit an evaluation of your performance to the Internship Department at the end of your Internship.	

Satisfactory completion of each internship assessment is required to pass the unit.

Key:

SA = Study Abroad students

EX = Exchange students

GSO = Master of Commerce, Master of International Business students

Biotech = Master of Biotech/Commerce students

MIR = Master of International Relations students.

Weekly Journal Outline

Loading: 20% of your overall Internship grade

Due: Complete one journal entry for each week of your internship on Blackboard by **Monday 12 noon** the following week. Late entries will be penalised.

Relationship between assessment and learning outcomes:

The purpose of the weekly journal is to keep a record of your work hours and activities, track your competency development, plan your internship projects and use academic literature to reflect on what you have done and learnt in your internship each week.

The weekly journal addresses the following learning outcomes:

- *Critically reflect on individual competency development and workplace based experience*
- *Identify relevant theory learnt at university and apply in the internship*
- *Recognise cultural differences between home country and Australian workplaces and demonstrate cross cultural awareness*
- *Apply academic research to analyse and critique the internship experience*

How to complete your journal

The week you begin your internship is 'Week 1' of your journal. There are 12 journals to complete, however you only need to complete journal entries for the number of weeks you work. For example, if your internship is only 10 weeks long, complete journals 1 – 9 and then go straight to 'final week journal' for your last week. Everyone must complete the 'final week journal' as it is a reflection of your entire internship experience.

If you do not work during **mid-semester break**, do not complete a journal entry for weeks you do not work. Simply continue your journal after you return to work.

Weekly Journal Content and Structure

You will be provided with academic readings in your journals and you will be expected to read and refer to these in your answers where appropriate.

Here is a sample of what you could be asked in the journals:

Question 1: List the dates this journal refers to, hours completed and total number of hours to date.

Sample Answer: Monday 6 April – 5 hours, Wednesday 8 April – 5 hours
Total hours to date – 52 hours

Question 2: List the activities you have undertaken this week (briefly in point form)

Sample Answer: - Attended OH & S Committee Meeting - Finished Excel Sheet for Performance Management Appraisals (PMAs) - Identified ongoing steps within Performance Management process and evaluated outcomes - Filed new employee data and files

Questions 3-5: These could be reflective questions about your learning progress in your internship or questions based on the academic readings provided. These answers constitute the majority of your journal grade and must be well structured and written to a high standard. It is recommended that you draft your answers in a Word document beforehand and cut and paste the final version into your journal entry on Blackboard.

Sample Question: Identify one dimension of culture as developed by Geert Hofstede that you have observed to be prominent in your host organisation. Discuss the characteristics of this dimension of culture by referring to the reading and how it is displayed by your host organisation.

Sample Answer: I believe that my host organisation displays a low power distance culture. Power distance refers to "the extent to which the less powerful members of institutions and organisations within a country expect and accept that power is distributed unequally." (Hofstede, 1991)

High power distance organisations generally display a hierarchical structure and centralised authority, there is considerable dependence of subordinates on bosses and inequalities in rewards are easily accepted. However, low power distance organisations generally do not accept such distance between levels of the hierarchy and have a much flatter structure. (Phatak et al. 2005)

I have been surprised at how casual and informal the interaction between my colleagues and their superiors is. In my home country, I would never expect to have an informal conversation with my boss and it would be very unusual to actually meet with the CEO of my company face to face. However in my internship, my colleagues including the CEO openly discuss their weekend and other non-work issues. I find the atmosphere at work very open and friendly, which makes it much easier to ask questions if I do not understand.

There is definitely a flatter hierarchical structure compared to what I would normally see in my home country. There are fewer layers between the CEO and general staff, making decision making much faster and easier to approach managers with new ideas, problems or questions. I find the low power distance work culture creates a positive and productive work environment for everyone.

Professional Development Workshops

Loading: 15% of your overall Internship grade

Relationship between assessment and learning outcomes:

During your internship there will be four professional development sessions. These sessions are designed to provide you with resources to enhance your internship experience and workplace skills. Sessions will be interactive and draw on your internship experiences.

The professional development sessions address the following learning outcomes:

- *Critically reflect on individual competency development and workplace based experience*
- *Identify relevant theory learnt at university and apply in the internship*
- *Recognise cultural differences between home country and Australian workplaces and demonstrate cross cultural awareness*

Study Abroad and **Exchange** student must attend at least **TWO** of the four workshops.

GSO and **Biotech/Commerce** students must attend at least **ONE** of the four workshops.

MIR students are not required to attend any of the sessions.

All sessions are held twice to help you schedule them in and all students are welcome to attend all sessions if they would like to.

Professional Development Workshop Schedule

	Session Title	Duration	Session times
Session 1	Email and Phone Etiquette	2 hours	Wednesday 25 March 8:30am – 10:30am OR Friday 27 March 2:00pm – 4:00pm
Session 2	Managing your Manager	1 hour	Wednesday 1 April 9:30am – 10:30am OR Friday 3 April 2:00pm – 3:00pm
Session 3	Cross Cultural Communication	1.5 hours	Wednesday 8 April 8:30am – 10:00am OR Thursday 9 April 2:00pm – 3:30pm
Session 4	Making the Most of your Internship	1 hour	TBA

Reminder emails about these sessions will be sent to you, and **you will need to RSVP for these sessions.**

Final Report Outline

Loading: 40% of your overall Internship grade, 55% for MIR students.

Word limit:

Study Abroad, Exchange, GSO, Biotech/Commerce students: 2800 - 3000 words (max)

MIR students: 3500 words (max)

Due: Friday 3pm 5th June, 2009

Please submit 2 copies:

- 1 hard copy to the Macquarie International reception desk with signed cover sheet attached (download from resource section on Blackboard)
- 1 soft copy emailed to you Internship Advisor.

Relationship between assessment and learning outcomes:

The purpose of your Final Report is to reflect, analyse and critique your Internship experience. The final report addresses the following learning outcomes:

- *Critically reflect on individual competency development and workplace based experience*
- *Identify relevant theory learnt at university and apply in the internship*
- *Recognise cultural differences between home country and Australian workplaces and demonstrate cross cultural awareness*
- *Apply academic research to analyse and critique the internship experience*

Content and Structure

There are 4 sections you must cover:

1. Host Organisation Overview
2. Internship Project/Tasks and Outcomes
3. Competency Development
4. Research question (select one)

Section 1 – Host Organisation Overview (approx. 150 words)

Briefly describe the key activities and main goals of your host organisation.

Section 2 – Internship Project/Tasks and Outcomes (approx. 450 words)

In this section you must cover:

- Internship project/tasks (Outline what you did in your internship, your responsibilities and contributions to the project)
- Internship outcomes and achievements (Use concrete examples of what you achieved in your internship)
- The bigger picture (Outline how your internship project or set of tasks contributed to the organisation)

Section 3 – Competency Development (approx. 500 words)

- Identify 3 competencies that you improved on during your internship.
- Use examples of tasks or projects that you completed in your internship to illustrate how you improved on each competency and the extent to which you improved.

Note: You completed a similar activity in you Week 7 Journal using the STAR model. Please refer to this model to complete this section of your report.

Section 4 – Research Question (remainder of your word count)

This is an academic section and you must use academic literature and theory (books and journals), newspaper articles, case studies and other relevant and credible sources to illustrate your answer. Where appropriate, link your research findings to your internship experience.

You may refer to material covered in the professional development workshops and the academic readings in the journals as a starting point for your research.

Select ONE of the following questions and answer:

MIR students MUST complete option 5.

Option 1: Define cross cultural sensitivity. Discuss its importance for people working in foreign countries and/or organisations operating internationally. To what extent was cross cultural sensitivity important for you while on internship.

Option 2: Discuss a trend that has impacted or will impact your internship field. It could be a social, political, environmental, economic or technological trend. What are the implications for this field? You may discuss more than one trend if you like.

Option 3: How have new forms of digital and social media such as Facebook, MySpace, blogs, YouTube etc influenced the way people and organisations connect? To what extent has your host organisation embraced these new forms of media and is there scope to further harness these technologies?

Option 4 – Science/research based internships: Provide research and analysis of an aspect of the project that you've been involved in and formulate your own enquiry. For example, you may wish to investigate a scientific theory relevant to your internship project, and provide an analysis of this theory. Alternatively, you could provide an analysis of the research process and discuss whether it is being done well, or whether it could be improved and how. The point of the project is to use your own academic research to provide a critique on something relevant to the research you've been involved in.

Option 5: Discuss on an area of your host organisation/industry that you believe could be improved OR is an exemplary level of service. If you choose this option, you must formulate your own question or specific area of enquiry. For tips on how best to do this, please download 'Tips for section 4 option 5' from the 'resources' section of Blackboard.

Writing and Format Guidelines

- You can include sections with headings, and use dot-points where applicable
- Appendices can be included only if necessary and are not included in the word count (can contain any supplementary materials you have used to gather your information such as brochures, statistics, charts, etc.)
- References and bibliography must be included
- Interns cannot cite themselves, Internships staff or a comment/quote from their Workplace Supervisor

Confidentiality

You will need to check with your Supervisor about confidentiality of material if including internal information.

Referencing

Your report must include a minimum of 5 references. The referencing system must be consistent. It is recommended that students utilise the Harvard system of referencing: <http://www.lib.mq.edu.au/readyref/cites.html>
Students should use the Macquarie University library and its online reference resources.

You must include a bibliography.

Hint: If you are having trouble writing an academic paper and referencing, have a look on the 'Macquarie Gateway to Academic Literacy' which is a webpage accessed with your Blackboard password.

<http://learn.mq.edu.au/webct/cobaltMainFrame.dowebct>

Late submission

10% of your mark will be deducted for the first day late and 2 marks for every day thereafter. Extensions will only be granted in extreme circumstances. Written requests for extensions must be made before the due date and sent to the internships staff.

PLAGIARISM

The University defines plagiarism in its rules: "Plagiarism involves using the work of another person and presenting it as one's own." Plagiarism is a serious breach of the University's rules and carries significant penalties. You must read the University's practices and procedures on plagiarism. These can be found in the *Handbook of Undergraduate Studies* or on the web at: <http://www.student.mq.edu.au/plagiarism/>

The policies and procedures explain what plagiarism is, how to avoid it, the procedures that will be taken in cases of suspected plagiarism, and the penalties if you are found guilty. Penalties may include a deduction of marks, failure in the unit, and/or referral to the University Discipline Committee.

UNIVERSITY POLICY ON GRADING

The internships unit will appear as 'Satisfactory' or 'Fail' on your Macquarie University academic transcript. There will be no numerical grade awarded for the internship.

Students completing a Master of International Relations will receive a numerical grade that will affect your GPA.