

## Assessing Internship in the Social Sciences at Hong Kong Baptist University

The Social Sciences Internship (SSI) is an internship module that allows all government-funded full-time undergraduate students majoring in social science disciplines at the Hong Kong Baptist University to work at a partner organization for a semester. The module is characterized by a pre-internship training that aims to help students develop business etiquette, resume writing, interview and interpersonal skills prior to their placements. Students have to obtain a minimum of 240 work hours at the partner organization for one semester, according to a work schedule agreed between the partner organization and the University. For educational and training purposes, students are supervised and assessed by an Internship Supervisor assigned by the University and an Agency Supervisor assigned by the partner organization. The internship

is optional and can be credit bearing or otherwise. Students can also choose to take the internships in full-time or part-time modes, but it is mandatory to attend pre-internship briefing and training.

### Distinctive Features:

- ✔ Spanning a wide range of internship partners across varying disciplines and natures, such as social service, government-related, banking and media
- ✔ Highlighting the assessment of communication and overall commitment during the internship
- ✔ Offering flexible arrangements to students in terms of academic credits and work schedules

### Expected Learning Outcomes (LO):

- I. Acquire substantive and detailed knowledge and understanding in the community and workplace;
- II. Identify core values, principles and functioning processes of management and operation of an assigned government or non-government organisation;
- III. Recognize and practice the job required transferable skills;
- IV. Communicate effectively in both English and Chinese at different interpersonal settings, in writing and in a variety of media;
- V. Work effectively in a team and independently;
- VI. Grow in personal and professional aspects with the internship experience;
- VII. Consider and evaluate their own work experience in a reflective manner.

### Coursework Teaching & Learning Activities:

- ✍ Pre-Internship Training
  - Training Workshops
  - Internal/ External Interview
- ✍ During internship
  - Internship and regular communication with the Internship Supervisor (within 16 weeks for one semester)
  - Orientation Report
  - Monthly Attendance Log Record
  - Final Report
- ✍ Post-Internship
  - Oral Presentation

Source: Faculty of Social Sciences, HKBU (2018)

### Assessment Approaches

With an overall score of 100%, student performance can be classified into three categories: outstanding, pass and fail.

Name	Learning Activities	Weight	Aligned LO	Type	Generic Skills
<b>Internal Assessment</b>					
A1 Orientation report	The orientation report is prepared upon discussion with the work supervisor.	10%	I. II.	Formative	Collaboration; Communication; Critical Thinking; Self-management

A2	Final report	The final report requires students to evaluate the effectiveness of the internship and their own performance during the internship.	15%	I. III. VI. VII.	Summative	Critical Thinking; Problem Solving
A3	Communication with work supervisor	Students are expected to communicate regularly with their work supervisor on their work progress	5%	IV. V.	Formative	Collaboration; Communication
A4	Oral Presentation	Students have to do a presentation to share their work experience and provide a summary of their learning outcomes after the internship	15%	I. IV. VII.	Summative	Communication; Critical Thinking, Problem Solving
A5	Overall Commitment	Students' overall commitment throughout the internship are assessed based on their sense of responsibility, participation in the pre-internship briefing and training workshops, and punctuality in assignment submission.	5%	III. IV. V. VI.	Formative	Self-management
<b>External Assessment</b>						
A6	Evaluation by Agency Supervisor	External assessment involves evaluation by the work supervisor in the partner organization, who assesses students' performance in terms of work attitude, behavior and competencies.	50%	VI.	Summative	Collaboration; Communication; Critical Thinking; Problem Solving

### Assessment Type

With formative and summative assessments, the module can track students' progress and learning outcomes. Varying assessment types enable students to apply different skills, such as writing and presenting. However, none of the assessments combine formative and summative functions.

### Assessment Focal Areas

**Problem-solving skills:** students are expected to overcome challenges they face during the internship. With the final report (A2) and oral presentation (A4), students have to evaluate their performance, recall problems they have encountered and solutions to the problems. Both assignments allow space for students to evaluate their problem solving skills and determine better solutions or actions for improvement.

**Knowledge Application:** students are expected to apply knowledge they have learnt from academic coursework to their internship experience. This can be assessed by supervisors who oversees how a student handles problems during the internship (A3, A6). Students can also employ theories and concepts

in analyzing the problems they have encountered in the internship and their achievements, in the final report (A2) and oral presentation (A4).

**Values for reflection:** Reflection on job performance is required in the final report (A2) and oral presentation (A4), encouraging students to make meaning from their accomplishments throughout and after the internship, as well as to rethink how the learning experience impacts on their personal growth. Communicating with the supervisor (A3) is another way to push students to reflect on what they have done during the internship as students have to update their supervisors regularly on their work progress. From the regular communication sessions, students have the chance to recall what they have learnt and to analyze their internship experience.

### Assessment Standards/ Sample Rubrics

	Criteria	Details
A1. Orientation Report	Punctuality and effective communication	<p>An orientation report of at least 200 words should be submitted within ten days after the start of the internship, based on advice from the Agency Supervisor. The orientation report should include:</p> <ol style="list-style-type: none"> <li>1. Details of the jobs assigned at the internship                             <ul style="list-style-type: none"> <li>○ Responsibility and jobs assigned</li> <li>○ Introduction to the internship organization, procedures and requirements</li> </ul> </li> <li>2. Learning objectives and expected outcomes of the internship                             <ul style="list-style-type: none"> <li>○ Goals of the internship</li> <li>○ Action plan in achieving the goals</li> </ul> </li> </ol>
A2. Final Report	Completeness, punctuality, and clarity	<p>The final report should contain at least 300 words and be submitted by the end of the internship. Its content should cover:</p> <ul style="list-style-type: none"> <li>– Evaluation on effectiveness of the internship and self-performance</li> <li>– Degrees to which learning objectives were or not achieve</li> <li>– Problems encountered, ways to solve the problems and insights gained</li> <li>– Understanding and reflection on internship experience</li> <li>– Suggestions and recommendations to improve the internship</li> </ul>
A5. Commitment	Self-management and reliable personality	<p>Rating for overall commitment includes</p> <ol style="list-style-type: none"> <li>1. Sense of responsibility</li> <li>2. Attendance of required events such as training workshops and pre-internship training</li> <li>3. Punctuality in submitting assignments</li> </ol> <p>Absence from the pre-internship briefing or training leads to the deduction of 1 mark from the overall score; late submission of each assignment leads to the deduction of 1 mark for every 24 hours.</p>
A6. External Assessment	<p>Evaluation by agency supervisors includes filling in an Internship Appraisal to assess students:</p> <p><b>Personal work attitude, attributes and behavior</b></p> <p><b>Core competencies</b></p>	<ul style="list-style-type: none"> <li>– Ability to manage workload orderly and in a responsible manner</li> <li>– Ability to work independently</li> <li>– Ability to work under pressure</li> <li>– Adaption to work culture and rules of work environment</li> <li>– Cooperation and ability to work as a team member</li> <li>– Demonstrating motivation to seek ways to fortify own strengths and weaknesses</li> <li>– Emotional stability and capability of openness</li> <li>– Initiative to explore new areas of study and to pursue better output after satisfying the basic requirement</li> <li>– Positive working attitude</li> <li>– Sense of responsibility, dedication and commitment</li> <li>– Communication and interpersonal skills</li> <li>– Conceptual thinking and analytical mind</li> <li>– Dependability</li> <li>– Initiative and enthusiasm</li> <li>– Job knowledge and skills relevant to the job</li> <li>– Planning and organization of work</li> <li>– Problem-solving ability</li> </ul>

<b>Service quality</b>	<ul style="list-style-type: none"> <li>– Completes all tasks/ assignments on time</li> <li>– Meets performance targets/ performance pledges</li> <li>– Provides consistently thorough and accurate work</li> </ul>
<b>Overall rating</b>	Supervisors give an overall rating for students (in levels of Excellent, Good, Average, Fair and Unsatisfactory) according to: <ul style="list-style-type: none"> <li>– Personal work attitude, attributes and behaviors;</li> <li>– Core competencies; and</li> <li>– Service quality.</li> </ul>
<b>General comments</b>	Supervisors are welcome to give feedback on the strengths and weaknesses of students, and any other views regarding the internship module.

Grading System: Assessment methods include internal assessment conducted by the university (50%) and external assessment conducted by the partner organization (50%). Students are assessed on a Pass or Fail basis. Incomplete (not fulfilled work hours/duration) results in an Incomplete (“I”) grade.

Source: Faculty of Social Sciences, HKBU (2018)

## Teaching Partnerships

### Hang Seng Bank Limited

Found in 1933, Hang Seng is a listed company in Hong Kong with major business activities in banking and wealth management. After supervising an intern from HKBU, Mr Andy Fung, Head of Customer Experience & Control Strategy commented “[Student L] is a valued team member. His attention to attendance and punctuality has set a good example for the team. [Student L] shows how innovation and creativity can significantly improve efficiency and performance when he was assigned to a special project to streamline one of our workflows. A great attribute of [Student L] is also his ability to skillfully move around obstacles. We especially appreciate how [Student L] approaches situations always with a “can do” attitude.” (2011)

### Hong Kong Committee for UNICEF

UNICEF is a humanitarian and development agency working for children rights globally. UNICEF has spent nearly 70 years striving to protect children’s rights and help children reach their full potential. Ms Sofia Fung, Assistant Manager – Education at the Hong Kong Committee for UNICEF supervised a student

intern: “[Student W] possesses the critical traits and has excelled in the role of a summer intern. His positive attitude and strong commitment are highly appreciated. [Student W]’s contribution did facilitate the operation of the education section; and we are grateful for the effort of [Student W] which contributes to our work in building a better world for children and achieving the goal of “ZERO CHILD SUFFERING” with UNICEF.” (2012)

### Association Concerning Sexual Violence Against Women

The Association Concerning Sexual Violence Against Women (ACSVAW) offers various services for female victims of sexual violence, for example RainLily which offers medical services, and psychological and legal support for victims. Ms Emy Law supervised a student intern and gave feedback, “[Student C] was responsible, conscientious, willing to learn and could work under pressure. She had also learnt how to organize a community programme and manage various resources. I was very satisfied with her performance and involvement at our Centre. We would be delighted to be one of the partner organisations of the internship programme again in the future.” (2007)

## Students’ Side of Stories

✔ “I can say that the internship experience in one of the biggest banks in Hong Kong offered by this Programme is my best memories in university life. The internship not only gave me a taste of the real working

environment, it also inspired me to think a lot concerning my future career. I learnt many useful and practical office computer skills and I was aware of the importance of carefulness and efficiency in working area. It gave me a valuable lesson in career development, especially the skills to

communicate and maintain good relationship with others." (Student L, 2011)

- ✔ "My overall internship experience has been very exciting and challenging. On one hand it substantiates my previous knowledge of politics being a GIS major student, and on the other hand it has given me exposures to fields which I have never had a taste of. The internship experience not only gives me more insights towards work, but also how I should deal with my upcoming life in becoming a better person." (Student T, 2012)

- ✔ "Three "E"s could be used to conclude my internship, ENRICH, ENLARGE and EQUIP. I had a better understanding of the local current issues through assisting in the production of resource booklet, organizing visits to ethnic minorities support service centres and organizing conferences and consultation session about school drug testing scheme. My social circle was also enlarged." (Student H, 2009)

### Featured Video

- ▶ Not available

### Contact Details

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### References

Hong Kong Baptist University (2017) Social Sciences Internship. Retrieved from <http://sosc1.hkbu.edu.hk/ssi/index.html> (accessed 21 Mar 2018)