

INTERNSHIP POLICY

See also: [Internship Procedure](#)

DEFINITIONS

“Internship”: A subject involving approved work and study in industry over one semester. Formerly called “Industry Placement”

“Property” means a hospitality outlet such as a hotel, restaurant, catering, food service business, convention centre, resort, cruise ship, winery, motel or other hospitality venue selected for internship.

INTERNSHIPS

Internships shall be organised by ICHM through the ICHM Industry Training and Development Team. The location of internships will be negotiated on behalf of students and with appropriate consultation with students and their families. Students are required to undertake, in the *Swiss Hotel Association Diploma* three internships, one of which must be in Food and Beverage (F&B) and one in Rooms Division. The third may, at the discretion of the student be used, with approval, to study a second language.

In the *ICHM Advanced Diploma* program, students must undertake one internship in Food and Beverage (F&B) and one in a department other than within F&B.

Further information on the processes involved in assisting students to be successful on an Internship are outlined in the accompanying document *Internship Procedures*, the provisions of which are incorporated into this *Policy*. This document outlines the obligations and responsibilities of ICHM students on internships and of their host properties.

All general costs associated with an internship (such as travel, accommodation, etc.) shall be met by students

Since the internship is a formal subject in the *Swiss Diploma* and the *ICHM Advanced Diploma*, satisfactory completion of all required Internships is required in order to receive the qualification.

In cases where an appropriate internship or the possibility of such an internship in a particular property is offered to a student and that student rejects the offer, the student concerned will then be required to find and negotiate his/her own internship arrangements and these must be approved by ICHM. Students who arrange their own internships without the assistance of ICHM must so advise the Industry Training and Development team and obtain approval of the internship before commencing work.

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All elements of internship must be successfully accomplished to demonstrate competency. Failure to achieve a high standard in any one of the following criteria will result in a recommendation of a Grade of CNA:

- Full cooperation with Industry Training and Development prior to and throughout the internship,
- responding in a timely manner to emails,
- attending meetings,
- providing curriculum vitae by due dates,
- conducting industry research,
- attending arranged internship briefings, scheduled information sessions and interviews,
- Successful completion of 700 hours of work (or the full contracted period) to the standard expected of the employer. (Note: in the event that insufficient hours are offered by the employer though a downturn in business and the student has made best efforts to work all hours available, credit for hours worked will be granted and the student may make up the shortfall in a subsequent semester)
- Providing the report of hours worked in the approved format by the due date and
- Submitting the Internship Report to the standard required by the due date.

To graduate, students must have successfully completed **all three internships**. A student having successfully completed Internships 1 and 2, and having fulfilled their second language proficiency, may claim Status for their third internship.

RESTRICTIONS

It is in the interest of all students, ICHM and industry, that students placed with employers are capable of performing to the standard required. Industry Training and Development Managers will assess individuals and attempt to place each student in their preferred and most suitable available position.

Industry Training and Development Managers will rely on personal interviews and lecturer recommendations when advising students of their best options. It is not in the student's interest, nor that of ICHM and other students, to place someone in industry who is unlikely to meet the expectations and performance standards of the employer.

If there are concerns about a student's readiness to embark upon an internship on English proficiency, attendance, responsibility, reliability or attitude, the matter will be discussed with the Principal and the student. Alternatives to an internship may be considered.

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While students in general have many options open to them when considering the location of internships, certain restrictions apply:

- First year students who fail to achieve competency in 4 or more subjects must re-enrol in those subjects in the following semester and successfully achieve the standard before embarking on an internship.
- Second year students who fail to achieve competency in 4 or more subjects must meet with the Vice Principal to discuss re-enrolment options. Depending on individual circumstances and the assessment of lecturing staff to cope with the academic demands or industry expectations, one of three options might be considered:
 - Re-enroll in the failed subjects only in the following semester
 - Re-enroll in the failed subjects and a selection of third year subjects to ease the third year load later or
 - Undertake an Internship before retuning to campus for a “split semester” to complete all outstanding requirements of year 1 and year 2 over two semesters.
- Students who fail to achieve competency in *Business Operations: Food Service*.
- Students who fail to achieve competency in *Business Operations: Beverage Service* may not undertake a beverage service position
- Students who fail to achieve competency in *Business Operations: Rooms 1* may not undertake a Housekeeping or Portering position unless that have demonstrated competence in the relevant units of study of that subject
- Students who fail to achieve competency in *Rooms Division Operations 2* may not undertake an internship in a Front Office position
- Students must be proficient in English to undertake an internship. Students who may have been admitted to ICHM without having been required to produce the results of a test of English Proficiency from a recognized authority, may be required to undergo testing, at ICHM’s expense, to confirm current proficiency, prior to commencing an internship.

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“LANGUAGE STAGE”

Students enrolled in the *Swiss Hotel Association Diploma of International Hotel Management* may elect to undertake the formal study of a second language in lieu of one (only) internship. Prior approval must be obtained to undertake language study in lieu of an internship and for the method of learning the second language.

Proof of the completion of a minimum of 200 hours of tuition and a written reflection paper on the study of the second language must also be produced at the conclusion of the study to achieve competency. They may not revert to their native tongue to successfully complete the language study requirement.

Those students who do not wish to formally study a second language may complete a third internship.

Students undertaking language study in lieu of an internship must pursue this to its conclusion and be tested out in the nominated language.

CONDUCT WHILE ON PLACEMENT

Should the conduct of a student whilst on an internship be deemed by the management of the property to be unsatisfactory, the matter will be dealt with by the Industry Training and Development Manager at once to determine whether or not the student, with counseling, training and support will be able to meet the expectations. If, after intervention and negotiation the student cannot meet the standard, the student will be withdrawn from the property and a grade of CNA will result.

International students, if unsuccessful in obtaining a replacement Internship in Australia within a period of three (3) weeks, must return to their home country (or other country for which they possess a valid visa) to source a replacement Internship.

The student may appeal the decision to the Academic Committee if a case can be made that the expectations of the employer were unrealistic or that there were extenuating circumstances beyond the control of the student that contributed to the problems identified by the employer.

The Academic Committee may, at its discretion, confirm the Grade of CNA with no credit for hours worked and direct that the student seek an alternative internship on his/her own or, in the alternative, grant credit for hours worked in the first internship, recording a CS (Continuing Studies). It is also open to the Academic Committee to determine whether or not an invitation to return to ICHM should be granted at all or if a longer period away from ICHM might be warranted to allow the student to demonstrate more maturity and commitment.

Any misconduct by students during such internship shall be dealt with in accordance with *Personal Conduct Policy*.

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Students commencing an internship will be required to sign a contract and any student who fails to fulfill his/her obligations under the contract will be awarded a grade of CNA. Once an internship has been commenced, the student must fulfill all normal requirements and provide proof of hours; failure to do so by the specified date will result in a grade of CNA. If a Grade of CNA is recorded for an internship, a student may not then claim Status under the Recognition of Prior Learning arrangements for previous industry experience. A replacement internship must be undertaken and completed successfully.

Students should take particular note of the date of termination of their contracts, as they will not be permitted to terminate their contract before that date. In almost all cases where a student is performing an internship in the second half of the calendar year, he/she will be required to continue working in the property until the beginning of January of the following year unless an earlier release date has been negotiated when entering into the contract.

Should any student feel that he/she is being unfairly treated or harassed in any way whilst on an internship it is the responsibility of that student to notify ICHM immediately. On receipt of such notification ICHM will immediately investigate the student's complaint and advise the student of the outcome of this investigation.

It is the responsibility of all students on internships to notify the campus of their address, once settled. It should be noted that the movement of a student to a hotel or other property for the purpose of undertaking an internship would be deemed to be a change of address.

Students on internships are required to communicate regularly with the Industry Training and Development team and to read their emails at least weekly.

INTERNSHIP (INTERNATIONAL STUDENTS)

Onshore international students should note that for the purpose of assessing course progress, a failure to achieve Competency in an Internship may well be a failure of 100% of subjects in which the student is enrolled (assuming no other enrolments in that semester).

Failure to achieve Competency in a second and consecutive Internship would result in students having to explain why they should not be reported to the Department of Immigration and Citizenship for failing to meet course requirements.