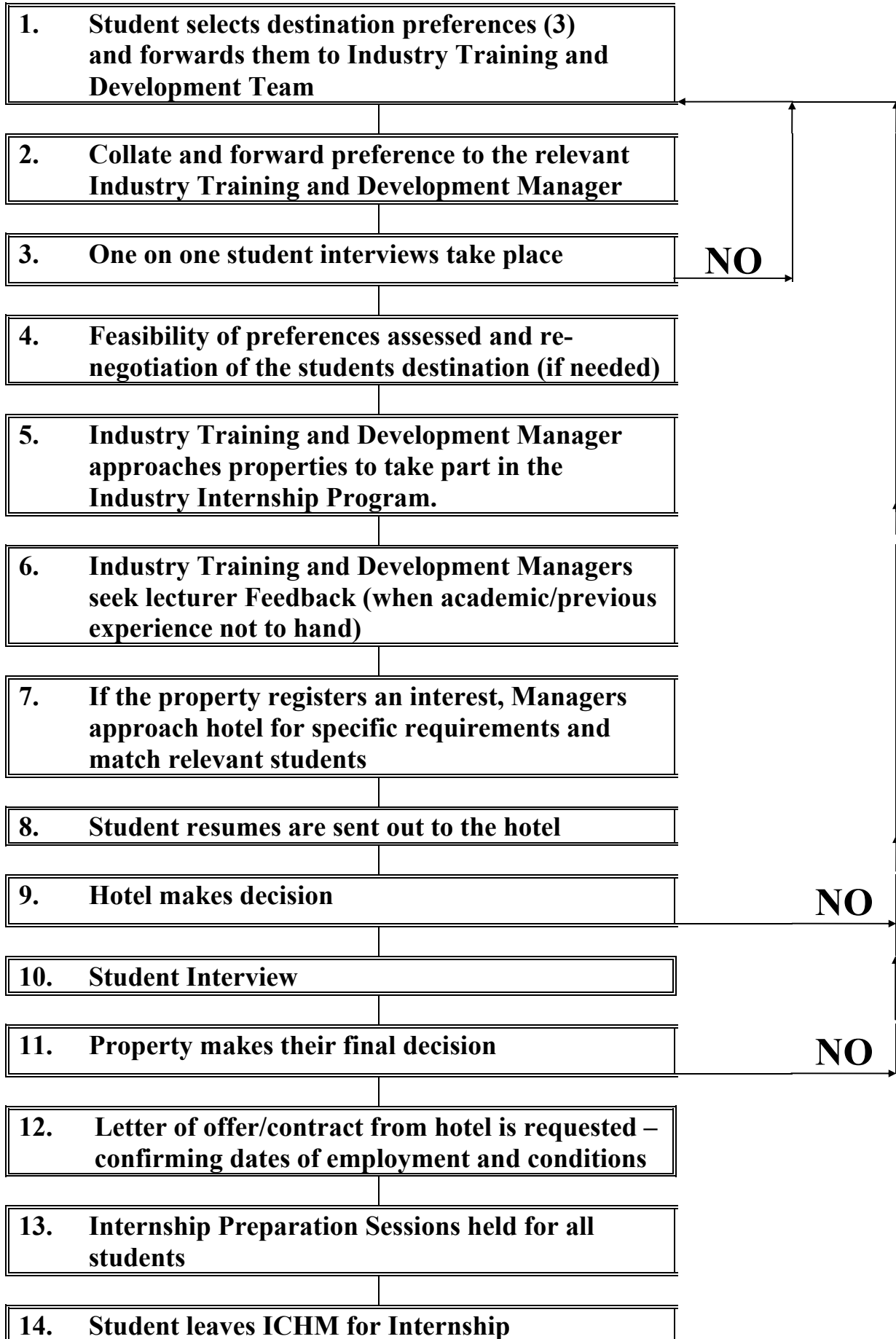


THE INTERNSHIP PROCESS



1. The student forwards their **Internship Destination Preferences** to the Industry Training and Development Team, listing their 3 chosen destinations.
2. This is collated and forwarded to the relevant Industry Training and Development Manager.
3. One-on-one student interviews take place and feasibility of preferences re-assessed if required.
4. The students are matched to their agreed selections.
5. Properties are contacted - either property we have dealt with in the past or, new properties if needed, to register interest in participating in the Internship Program.
6. The Industry Training and Development Manager seeks lecturer feedback (from all lecturers, on each student) where there are not any academic results to hand, or there is no previous working experience. This is the Industry Training and Development Team's decision point as to which student is best suited to which type of property, and helps us establish the student's performance level, and area where their aptitudes lie.
7. Once the interest from a property is received, the Industry Training and Development Managers contact the hotels to establish the property's specific requirements in relation to the type of position they can offer, the type of person they seek for that position, dates, and status (full-time etc).
8. The Industry Training and Development Manager matches the property requirements to the students wishing to go to that location. The Industry Training and Development Manager sends the most suitable resumes to the hotel.
9. The hotel then makes a decision whether or not they are interested in pursuing the application.
10. If the property is interested, an interview is arranged between the student and the property. This is done either by telephone, face to face or, on some occasions, by an Industry Training and Development Manager on behalf of the property.
11. The hotel makes a final decision on the student, and whether the property has the ability/inability to place the student.
12. The Industry Training and Development Manager requests a letter of offer (contract) from the hotel. This confirms dates of employment and working conditions. Whilst it is requested, please note that some properties prefer to issue contracts on your first day.
13. All students will be required to attend an Industry Preparation session toward the end of semester. Refer to your individual timetables for dates and times.



INTERNSHIP AWARDS

Do you want to receive \$1,000?

Semester 2, 2005 saw ICHM launch a new recognition program to acknowledge exceptional performance while on Internship.

Internship is a crucial component of the ICHM experience for students and it also helps to define ICHM's standards and values to the industry.

Any student maximising opportunities presented to them also bring credit to ICHM and for this we reward their efforts with one of the following awards:

- Certificate of recognition for **Commitment to Industry**
- **James Anggang Memorial Award & \$1,000 incentive cheque** (Awarded to those on Internship 1)
- Certificate of **Outstanding Achievement in Industry & \$1,000 incentive cheque** (Awarded to those on Internship 2)
- Certificate of **Outstanding Achievement in Industry & \$1,000 incentive cheque** (Awarded to those on Internship 3)

A panel of judges meet to review the files and reports on the performance of all students on Internship to identify those who stand out.

The following criteria are used to assess student performance which incorporates your Industry Performance Assessment Form received back from Industry towards the end of your Internship.

As you can see it certainly helps to have a professional attitude both on and off campus!

“Reach for the moon and surely you’ll land amongst the stars!”



Internship Incentive Awards Criteria

- To be eligible for an award a student must have achieved all conditions in Section 1
- Certificate of Recognition for **Commitment to Industry** - student must achieve all of Section 1 and a score of 38 and above in Section 2
- Certificate of **Outstanding Achievement in Industry or James Anggang Memorial Award** - student must achieve all of Section 1 and the highest score (min 38) in Section 2

*In the event of more than one student attaining the optimum result, the Industry Internship Incentive Awards Committee will source further feedback from industry and a decision will be made taking these comments into consideration.

*Please note all decisions regarding the achievement of the criteria below will be at the discretion of the Industry Training and Development Team.

*Only current students of ICHM (SHA or degree) are eligible to be considered for an award

SECTION 1:

Prior to departure for Internship the student must:

- | | |
|---|-----|
| • Submit their Internship Destination Preference Forms by the due date advised | Y/N |
| • Attend all Internship appointments as scheduled at the discretion of the Industry Training and Development team | Y/N |
| • Promptly answer / acknowledge all emails and other correspondence from the Industry Training and Development Team | Y/N |
| • Be well presented and in uniform at all times during negotiations with Industry Training and Development Mgr | Y/N |
| • Once negotiations have begun with a property, students are not permitted to withdraw from interview or offered position | Y/N |
| • Attend the relevant Internship Farewell Session as indicated on the student timetable | Y/N |

During Internship the student must:

- | | |
|---|-----|
| • Meet all contractual obligations to both employer and ICHM | Y/N |
| • Be in written / verbal contact with the Industry Training and Development Team at least twice during stage | Y/N |
| • Inform and update all contact details as changes occur | Y/N |
| • If sourcing own internship, inform Industry Training dept of all details within deadline given by Industry Training and Development Mgr | Y/N |

Returning from Internship the student must:

- | | |
|---|-----|
| • Submit proof of hours worked per stage by the Internship report due date | Y/N |
| • Submit their Industry Training and Development report by the due date as indicated in the Internship Preparation Pack | Y/N |
| • Submit their Internship report to www.turnitin.com by the report due date | Y/N |
| • Submit their Internship report showing no evidence of unattributed material | Y/N |
| • Successfully achieve a CA grade for their Internship report | Y/N |

+

SECTION 2: Industry Performance Assessment Form received from Industry (3 & 4 points only):

	SCORE
• Communications	_____
• Customer service	_____
• Co operation with other employees	_____
• Dependability / Flexibility	_____
• Initiative	_____
• Time management	_____
• Problem solving & judgement skills	_____
• Position knowledge	_____
• Adaptability & approach	_____
• Quality of work & productivity levels	_____
• Grooming & deportment	_____
TOTAL	_____ (44 max)

NB: Students who are dismissed from their hotel property are not eligible for an award

INTERNSHIP CONDITIONS

As a student of the International College of Hotel Management I understand that Internship is an essential part of my studies and will need to be completed in its entirety to attain the Diploma. I hereby accept the following conditions:

- a) It is my responsibility to advise the Industry Training and Development Team of my destination preferences by returning the “**Destination Preference Form**” and all other requested documentation by **4.00 pm, Thursday 21st February 2008.** Failure to return the forms may result in my preferences receiving lower priority or in some cases, I may be required to source my own internship.
- b) Whilst I am given the opportunity to nominate my preferred destination, **the position and the property will be at the discretion of the Industry Training and Development Manager.**
- c) Positions offered will be **subject to many factors** including work permit, visa requirements and the properties’ staffing needs for the period of the internship. Due to factors such as these, it may be necessary for my preferences to be reconsidered.
- d) I am required to **accept the first position offered** to me. If I decide to decline the position or change my preferred destination once negotiations have commenced, I understand that I will be required to source my own internship position. I agree to keep the Industry Training and Development Manager informed of my progress.
- e) If I choose to **source my own position** for the Internship period, this will be **in consultation with the Industry Training and Development Manager.** I understand that I will be required to sign a declaration which releases ICHM of the responsibility.
- f) **Internship contracts are agreed for a set period of time with set dates.** I understand that during this period I am required to complete a **MINIMUM** of 700 hours. Failure to honour this agreement may result in my re-enrolment at college being declined or my failure of that Internship.
- g) As a representative of ICHM I understand that I must **act professionally at all times** whilst on internship and perform the duties of the position to my employer’s expectations. Poor conduct and/or performance may result in my failure of that Internship.

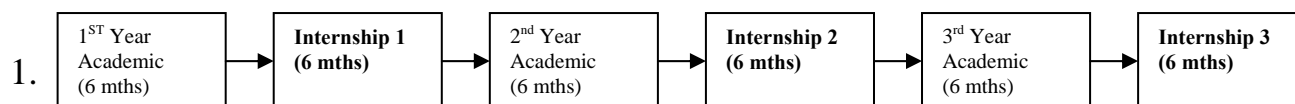
- h) Should I request to complete my student internship in an overseas destination, it is **my responsibility** to source the **relevant information regarding visa applications** and entry requirements for that country and to provide full information to the Industry Training and Development Managers, prior to any contact being made.
- i) I understand that the property reserves the right to accept/decline any application made for an internship and the **Industry Training and Development Team are not responsible for the final decision being made.**
- j) It is my responsibility to hand in a **copy of my resume** to the Industry Training and Development Team, **before any negotiations with properties will commence.** I understand that failure to hand in my resume by the due date may result in delays in confirming an internship.
- k) I must complete at least **one internship in food and beverage** as a requirement of College Regulations.
- l) I will be required to **complete a property profile form & student interview guide** once an interview has been arranged with that property. This will be handed into the Industry Training and Development Manager prior to the interview time. Should I fail to complete this task and I am unsuccessful in securing a position with the property, it will be my responsibility to source my own internship.
- m) I understand that **dismissal** from the internship due to poor performance/conduct will result in a **FAIL GRADE** and I will be required to source and successfully complete another internship at a property approved by ICHM, without any assistance from the Industry Training and Development Department. **Credit WILL NOT be awarded for hours worked at the position which was terminated.**
- n) Once I have commenced my internship, I authorise my internship property to **release my current contact details** (address, email and telephone number) to the International College of Hotel Management upon request. I understand that it is a **condition of my visa** that the International College of Hotel Management is authorised to request this information at any time.
- o) On internship, I understand that it is my responsibility to complete the hours logbook and submit them each fortnight to the ITD Coordinator. Failure to hand in the logbooks may result in cancellation of my visa and/or failing the internship subject.

**** Please note that this is a copy for your reference only. You will find an additional Industry Internship Conditions Form requiring your signature on page 44. This needs to be returned to the Industry Training and Development Team to be kept on file.***

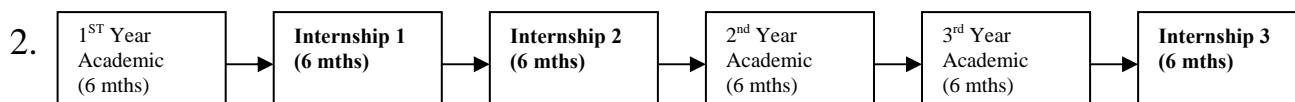
INTERNSHIP OPTIONS

Course requirements require each student to complete 3 Internships; these options will be discussed in greater detail during the induction process. The diagram below is an example of alternative internship options that are available to you.

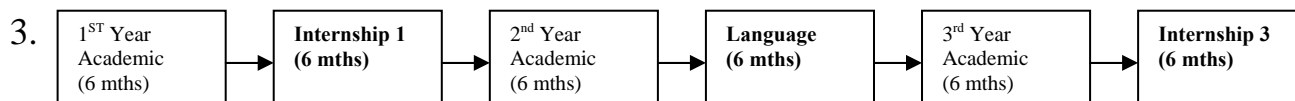
In the first year, you must complete one academic semester and one internship.



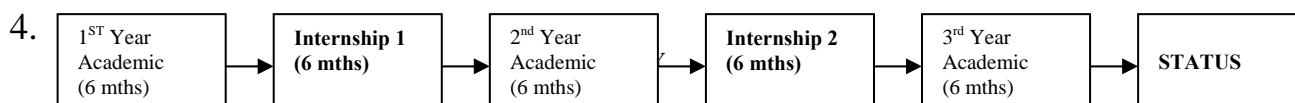
You may choose to do an extended stage, continuing in your internship for another six months.



You may replace an internship with a language study after your first year.



You may claim status for a second language in your third year (please see page 29 for details)



**** Please note if you FAIL 4 OR MORE Academic subjects you will not be allowed to embark on Internship the following semester.**

LANGUAGE STATUS

What are ICHM's requirements?

ICHM requires that all students undertaking the SHA Diploma have successfully completed 3 internships and have fluency in a second language. We recognise that not all students come to ICHM with a second language and therefore they have the choice to undertake a "language stage" in place of a "work" internship.

Do you already have a second language?

If you answered "yes", then you would be interested to know that you may be able to shorten the length of your course by claiming "Status"! This means you would not have to undertake a "language stage". Here's how....

What is Status?

Status is the term used for Recognition of Prior Learning (RPL) or Experience. This means you already have previous learning or experience and are not required to undertake the subject. As you already have a second Language, you are able to claim Language status, thereby shortening the length of the SHA Diploma by 6 months.

Eg:

1st Yr Academic – Internship 1 → 2nd Yr Academic – Internship 2 → 3rd Yr Academic – Status

Who is eligible to apply?

You are eligible to apply for language status if you have achieved the "acceptable level" in reading, writing, speaking and listening in an approved language. Most of you will receive notification from ICHM that you have an approved second language.

If we are not currently aware that you have a second language and you are interested in claiming status, further information can be obtained from ICHM Administration.

What is the "acceptable level"?

The minimum standard of second language proficiency for each is:

- **International Second Language Proficiency Rating (ILSPR)**
Minimum Standard: 3 in Reading, 3 in Writing, 3 in Listening, 3 in Speaking
- **European Common Framework (ECF) of Reference of Languages (Learning, Teaching, Assessment)**
Minimum Standard: Level B2
- **Eurocentre Assessment Criteria**
Minimum Standard: 6.0

For languages employing scripts other than roman, the minimum standard for Reading and Writing (only) is reduced to:

- **ISLPR: 2 or ECF: B1 or Eurocentre: 4.0**

What if the evidence I have is not sufficient?

You are able to arrange testing through the language centres such as The Vocational Language Learning Centre and Eurocentre or any other language centre that recognises ILSPR, ECF or Eurocentre Assessment criteria. The testing is free for some languages; for others a fee applies. You will need to check fees with the relevant language centre.

When can I apply for Language Status?

Most students apply for Language status in their 3rd Academic Semester once they have already successfully completed one internship in “Food and Beverage” and one internship in a “Non Food & Beverage” department. You can apply at an earlier stage; however, once the choice to take status is made and it has been granted, you are unable to revoke your decision.

How can I apply for Language Status?

You must apply in writing to Mr Michael Brearley, Vice Principal. An example letter is provided on page 55.

**FORMS TO BE COMPLETED BY ALL STUDENTS AND
RETURNED TO THE INDUSTRY TRAINING AND
DEVELOPMENT OFFICE BY
4.00 pm Thursday 21st February 2008**

TITLE	PAGE
INTERNSHIP CONDITIONS	44
INTERNSHIP & PERSONAL RELEASE AUTHORISATION	46
PRE-EMPLOYMENT QUESTIONNAIRE	47
DESTINATION PREFERENCE FORM	48

INTERNSHIP CONDITIONS

As a student of the International College of Hotel Management I understand that Internship is an essential part of my studies and will need to be completed in its **entirety** to attain the Diploma. I hereby accept the following conditions:

- Initial
- a) It is my responsibility to advise the Industry Training and Development Team of my destination preferences by returning the “**Destination Preference Form**” and all other requested documentation by **4.00 pm Thursday 21st February 2008.** Failure to return the forms may result in my preferences receiving lower priority or in some cases; I may be required to source my own internship.

- Initial
- b) Whilst I am given the opportunity to nominate my preferred destination, the position and the property will be at the discretion of the Industry Training and Development Manager.

- Initial
- c) Positions offered will be subject to many factors including work permit, visa requirements and the properties’ staffing needs for the period of the internship. Due to factors such as these, it may be necessary for my preferences to be reconsidered.

- Initial
- d) I am required to accept the first position offered to me. If I decide to decline the position or change my preferred destination once negotiations have commenced, I understand that I will be required to source my own internship position. I agree to keep the Industry Training and Development Manager informed of my progress.

- Initial
- e) If I choose to source my own position for the Internship period, this will be in consultation with the Industry Training and Development Manager. I understand that I will be required to sign a declaration which releases ICHM of the responsibility.

- Initial
- f) **Internship contracts are agreed for a set period of time with set dates.** I understand that during this period I am required to complete a **MINIMUM** of 700 hours. Failure to honour this agreement may result in my re-enrolment at college being declined or my failure of that internship.

- Initial
- g) As a representative of ICHM I understand that I must act professionally at all times whilst on internship and perform the duties of the position to my employer’s expectations. Poor conduct and/or performance may result in my failure of that internship.

- Initial
- h) Should I request to complete my internship in an overseas destination, it is my responsibility to source the relevant information regarding visa applications and entry requirements for that country and to provide full information to the Industry Training and Development Managers, prior to any contact being made.

Initial

i) I understand that the property reserves the right to accept/decline any application made for an internship and the Industry Training and Development team are not responsible for the final decision being made.

Initial

j) It is my responsibility to hand in a copy of my resume to the Industry Training and Development team, before any negotiations with properties will commence. I understand that failure to hand in my resume by the due date may result in delays in confirming an internship.

Initial

k) I must complete at least one internship in food and beverage as a requirement of College Regulations.

Initial

l) I will be required to complete a property profile form and a student interview guide once an interview has been arranged with that property. This will be handed into the Industry Training and Development Manager prior to the interview time. Should I fail to complete this task and I am unsuccessful in securing a position with the property, it will be my responsibility to source my own internship.

Initial

m) I understand that dismissal from the internship due to poor performance/conduct will result in a **FAIL GRADE** and I will be required to source and successfully complete another internship at a property approved by ICHM, without any assistance from the Industry Training and Development department. **Credit WILL NOT be awarded for hours worked at the position which was terminated.**

Initial

n) Once I have commenced my internship, I authorise my internship property to **release my current contact details** (address, email and telephone number) to the International College of Hotel Management upon request. I understand that it is a **condition of my visa** that the International College of Hotel Management is authorised to request this information at any time.

Initial

o) On internship, I understand that it is my responsibility complete the hour's logbook and submit them each fortnight to the ITD Coordinator. Failure to hand the logbooks in, may result in cancellation of my visa and/or failing the internship subject.

Initial

I have read and understand the above conditions by which I am to abide.

Print Name: _____

Group: _____

Signature: _____

Date: _____

INTERNSHIP & PERSONAL RELEASE AUTHORISATION

I _____, have chosen the following option for the
(Full Student Name)
organisation of my Internship for the beginning of July 2008.

1. To have ICHM organise my internship on my behalf

In choosing option 1, I hereby authorise the International College of Hotel Management to release my resume, including photographs, copies of previous qualifications, Certificates, references and school results including official ICHM subject results as documented in my Academic Statements to any prospective employer for the purpose of my internship position.

I agree that I will thoroughly proof-read my resume and my Academic Statement, to ensure that the information contained therein is true and correct.

2. To organise my own internship without assistance from ICHM (Pg: 64)

I understand that by choosing option 2, ICHM are at liberty to inform my parents and agent of my decision where necessary. Confirmation of the Internship I have sourced is also subject to the submission of an Application for which approval by the Industry Training and Development team is necessary.

International students that choose to remain in Australia & source their own internship need to be aware that if an internship is not **Sourced/Confirmed/Approved within a 4 week period** after leaving campus, the Industry Training and Development Team have the right to cancel the student visa resulting in the student returning home.

Signed

Date

PRE-EMPLOYMENT QUESTIONNAIRE

This form is used to provide us with up to date medical and other information about you. It is a requirement that this form be completed at the start of every academic semester, if you are intending on undertaking an internship.

Please complete the following form to the best of your knowledge. This information will only be used to assist the Industry Training and Development Manager in sourcing the most suitable position for you. Therefore it will be your responsibility to declare any medical condition to your employer, at the start of your employment, if they so request it.

Please feel free to discuss any relevant information with your Industry Training and Development Manager.

	YES	NO
Do you have any difficulty with: <ul style="list-style-type: none"> ▪ Sitting ▪ Standing for long periods ▪ Moving around ▪ Bending, lifting or carrying ▪ Working long hours 		
Do you suffer from: <ul style="list-style-type: none"> ▪ Diabetes ▪ Epilepsy ▪ Asthma 		
Do you have any learning difficulties which make reading & writing difficult in the work place?		
Do you suffer from any mental health condition that may affect your performance at work? (including anxiety, depression, nervous breakdown, stress)		
Have you had any skin problems eg. eczema that may be aggravated by exposure to chemicals/heat/cold in the work place.		
Are you taking any prescribed medication on a regular basis (other than the oral contraceptive pill)?		
Do you have any health issues that you think may affect your performance or safety at work?		
Do you believe that there is a position in the hospitality industry that you should not be considered for due to a medical condition?		
Have you ever suffered from severe homesickness which has affected your daily performance?		

If you have answered YES to any of the above, please give further details:

If you believe that there is anything else that we need to take into consideration, when sourcing an appropriate position for you, please give details below:

I declare that the information I have given you on this document is to the best of my knowledge. I understand that I am obliged to inform the Industry Training & Development team of any changes to the above.

Signature _____ Print Name _____ Date _____



DESTINATION PREFERENCE FORM

NAME: _____ **GROUP:** _____

This will be my: Internship 1 Internship 2 Internship 3 (please circle)

My 3 preferred destinations for my Internship commencing July 2008 are: - (Please give 3 different options. Incomplete forms will be returned & process delayed)

CITY	COUNTRY
1.	
2.	
3.	

OR I do **not** intend to go on a work Internship (Please tick applicable box) because I am:

***Applying for 'Status'** (Pg: 55)

***Applying for 'Back to Back Studies'** (Pg: 56)

Undertaking a 'Split Semester'
(Part time studies)

****Applying for 'Language Internship'** (pg: 57)

Have completed all 3 Internships

***NB: Please note if you intend to apply for Status or Back to Back Studies you MUST officially apply in writing to Mike Brearley, Vice Principal unless this has already been otherwise confirmed! The due date for applications is Friday 7th March 2008.**

****If you wish to apply to do a language Internship you are required to complete an "Application to attend a Language Internship" form on Page 57 & submit to Industry Training and Development dept by Friday 7th March 2008.**

**The Industry Training and Development Team must receive this form by
4.00 pm**

Thursday 21st February 2008

****Failure to meet this deadline will result in your preferences receiving lower priority.****

.....
SIGNATURE

.....
DATE

Application for STATUS Template Letter: (Due date March 7th 2008)

(IP3 example provided, based on fluency in second language)

NB: You must provide official documentation to prove proficiency in second language

Day: Month: Year

<<Date>>

Mr Michael Brearley
Vice Principal
International College of Hotel Management
Days Rd
REGENCY PARK. SA 5010

Dear Michael

I would like to apply for status in the ICHM subject, Industry Placement 3.

I have successfully completed both Industry Placements 1 and 2, successfully meeting the requirements for an F&B Stage and a Non F&B Stage. In the meantime, I have since achieved proficiency in a second language and no longer need to undertake Industry Placement 3.

With successful completion of my academics, 2nd language proficiency and upon being granted status in Industry Placement 3, I will then have completed all the requirements for the SHA Diploma.

I look forward to your earliest reply.

Yours sincerely,

<<Name>>

<<ADDRESS>>

Application for BACK TO BACK STUDIES Template Letter: (Due date March 7th 2008)

Day: Month: Year

Mr Michael Brearley
Vice Principal
International College of Hotel Management
Days Rd
REGENCY PARK. SA 5010

Dear Michael,

I would like to apply to stay on campus next semester to engage in Back to Back Studies.

My reason for this application is because.....

I am aware that if I am successful in being allowed to remain on campus to continue my studies that:

1. I may not be able to live on campus depending on room allocation at Regency International House.
2. My application will be deemed void if I attain a FAIL grade in any one subject.
3. My application will only be granted at the discretion of both ICHM Lecturing staff, ICHM Vice Principal and Principal.

I look forward to your earliest reply.

Yours sincerely,

Your Name
Your Address

OFFICE USE ONLY

Approved By: _____ **Date:** _____

APPLICATION TO ATTEND A LANGUAGE COURSE IN LIEU OF INTERNSHIP (Due date March 7th 2008)



PART 1 - STUDENT DETAILS

Full name: _____

Semester in which language is to be undertaken: _____

- Language chosen: _____
- Have you studied this language previously Yes/No
- Duration studied and where: _____
- How would you rate your current Level: Very Basic / Basic / Intermediate / Advanced

PART 2 - DETAILS OF THE LANGUAGE COURSE FOR WHICH APPROVAL IS SOUGHT

Name of Institution: _____

Address of Institution: _____

_____ Postcode: _____

Telephone: _____ FAX: _____

Total contact hours: _____

Attach details of your chosen language course and provider, including duration of course and total contact hours.

Notes:

- A **minimum duration of 200 hours** is required to achieve fluency for a language internship. Official documented proof that you have attended this minimum number of hours is required by completing the hours logbook. Your tutor should sign to verify your hours.

To meet the requirements of the Swiss Hotel Association Diploma you must achieve language fluency at the minimum standard of:

- **International Second Language Proficiency Rating (ILSPR)**
Minimum Standard: 3 in Reading, 3 in Writing, 3 in Listening, 3 in Speaking
- **European Common Framework (ECF) of Reference of Languages (Learning, Teaching, Assessment)**
Minimum Standard: Level B2
- **Eurocentre Assessment Criteria**
Minimum Standard: 6.0

For languages employing scripts other than roman, the minimum standard for Reading and Writing (only) is reduced to:

- **ISLPR: 2 or ECF: B1 or Eurocentre: 4.0**

Part 3 - Student Agreement

I have read the above conditions to undertaking a language course and agree to abide by these requirements.

Signature: _____

Date: _____

PART 4 - ICHM APPROVAL

Signature: _____

Date: _____

APPLICATION TO SOURCE OWN INTERNSHIP



Please complete the following Application Form as you will need approval from the Industry Training and Development Team confirming the internship you have sourced

PART 1 - STUDENT DETAILS

Full Name: _____

Position Sourced: _____

Industry Contact Name & Position: _____

Email address for contact: _____

Start Date: _____

Name of Hotel: _____

Address of Hotel: _____

Telephone: _____ FAX: _____

Notes:

- You will need to provide evidence that you have worked a minimum of 700 hours by completing the hours logbook and sending them in on a fortnightly basis.
- You will also be required to submit a Report on your Internship. This report is to be presented on completion of internship on the date advised by the Industry Training and Development Team.

Part 2 - Student Agreement

I have read the above conditions in confirming sourcing of my own internship and I agree to abide by these requirements.

Signature: _____ Date: _____

PART 3 – INDUSTRY TRAINING AND DEVELOPMENT APPROVAL

Signature: _____ Date: _____

–