UNIVERSITY OF TARTU
Faculty of Social Sciences
School of Economics and Business Administration

INTERNSHIP GUIDELINES
for Bachelor Students of Business Administration

Tartu 2018
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Objective and content of internship

‘Practical training’ or ‘Internship’ is a course in the BA curriculum of Business Administration which gives 6 ECTS. Student is registered for the course in the SIS after completing the internship and submitting an internship report, but before the presentation. As 1 ECTS corresponds to 26 hours of work, an internship generally lasts 4 weeks (exceptions may be caused by the working and rest time regime at the place of internship or other reasons). As a rule, an internship takes place in the summer following the 4th semester, but can also be taken at a different time by agreement of the university and the place of the internship. The place of internship appoints a supervisor for the intern and they are advised by the internship coordinator.

An internship should give students an idea of how they can apply their professional competencies on the labour market. An internship helps a student find good contacts that can benefit them in selecting a topic for their thesis as well as in finding a job in future, because it is part of the study process that is highly appreciated by employers.

Objective of internship. The objective of an internship is to apply theoretical and practical economic knowledge in the work environment.

The student, who has passed the internship:

- applies the acquired knowledge in the working environment;
- analyses the economic problem based on a company / organization;
- analyses own experience, experiences learned and evaluates development needs.

Place of internship. Internship may be carried out different companies and organizations, in ministries, state or international agencies, etc. It may be carried out in Estonia or abroad. The place of internship must enable the student to perform specific tasks and assignments, which they can execute or try to solve using the knowledge and research methods that they have acquired in the course of their studies. It is important that the student
tries to find a place of internship and formulate the possible tasks and assignments as early as possible. The place of internship is first and foremost found independently or if all else fails, in cooperation with the internship coordinator. The internship coordinator of the program decides on the suitability of the place of internship found by the student independently.

**Organisation of internship.** The internship coordinator of the program helps students in finding a suitable place of internship, helps students in choosing places and topics of internship, instructs students before they start their internships, solves issues related to internships, manages and coordinates the reporting-related issues and defence of internship reports.

**Content of internship and reporting.** While doing the internship, the student follows the instructions of internship supervisor assigned by the company. In order to fulfil the requirements of the curriculum and get the credit points for internship, internship experience needs to be analysed and reported in two parts:

- **reporting during internship,** which will be done online via specifically designed platform (Padlet);
- **internship report,** which will be submitted after the internship.

The reporting requirements for more thoroughly explained below.

**Necessary documents before internship**

When a BBA student plans their internship, they must submit the relevant application to the Dean’s office (see Annex 1). The place, time and topic (problem or task) of the internship and the supervisor in the place of internship (if already known) must be indicated in the application. If a student has not found a place of internship, they must indicate the field in which they would like to complete the internship in the application.
In case the student cannot find an internship place themselves, they must attach a letter of motivation to accompany the application, in which the student discloses their interest towards a certain field of work experience, indicates their knowledge, skills, interests and motivation for pursuing a certain area of interest. The student may include a paragraph discussing relevant course-work and curricular activities that support their ability to take on a certain task they are interested in.

When a suitable place of internship, the internship tasks will be formulated in cooperation with supervisor in the place of internship. Internship agreement will be signed by the company’s representative (may be the student’s supervisor in the company), the student and the internship coordinator of the School of Economics and Business Administration (see Annex 2). Students who have signed internship agreements may then start completing their internships.

The following must be indicated in the agreement:

- place of internship (organisation);
- time of internship;
- a specific task(s) of the internship; and
- content of internship and expected results.

The tasks should be manageable for the student and selected on the basis of the list of subjects studied by the student.

If the application and agreement are not submitted to the Dean’s office by required deadlines and reporting requirements are not followed, the internship is not counted as internship in the term of curriculum course.
Reporting during internship (Padlet)

The idea of Padlet-environment for internship is to motivate students to write down their impressions and experiences during internship and exchange these ideas to fellow students. In order to make it more relevant, students are divided into thematic groups based on work areas. Each group has its thematic Padlet. Padlet-links are distributed to the students by internship coordinator.

There are 8 topics about internship, organized by weeks (2 per week, as the minimum length of internship is 4 weeks). The students are supposed to post their thoughts according to week number (week 1 topics should be opened at first week of internship, etc). If the internship length is longer, students can open the topics proportionally to it (for example, if internship lasts for 8 weeks, part 1 of week 1 can be opened on first week, part 2 of week 1 on second week, etc). Every student has to post his/her thoughts for all 8 topics. The students can read and also comment on somebody else’s posts to discuss internship-related issues.

There are some rules to be followed in Padlet:

- every student must open all 8 internships topics and post his/her thoughts (there are some questions that should be of help);
- the posts can be done directly on the Padlet, or by attaching a file to Padlet (for example, MS Word file) if the text is longer;
- discussions between students by commenting on somebody else’s posts is highly welcome;
- no criticism and offence is allowed, commenting is meant only for ideas exchange, analysis and support;
• pictures of internship place and students in working environment are highly welcome, but the permission from the company must be asked for (although the Padlet-environment is not public, the permission is necessary to avoid possible misunderstandings);

• it is not allowed to share the link to these Padlets by students.

The material students post on Padlet can and should be used in writing internship report after completing the internship.

**Reporting after internship: internship report**

The internship report must be about 8 - 10 pages long and must be formalised according to the requirements of the APA Guidelines. The internship report contains a short description of the internship place and tasks completed by intern, but this descriptive part should be no more than 2 pages long.

The main part of the internship report contains an analysis of internship experience. Student should analyse how theoretical knowledge gained from university studies was applied in reality. It is recommended to submit one’s own vision for further possibilities and options in dealing with the internship task and problems.

The following questions could be of help when writing the second part of internship report, which are also covered by the Padlet posts during internship:

• Which objectives did you set for your internship? Did the objectives change during the internship, and if so, how?

• Which knowledge, theories or ideas that you had learned in the university, were you able to apply during the internship?

• Which of the skills obtained in the university were needed during internship? (for example, oral or written self-expression, teamwork, some specific programs, etc.)
• What were the most important skills or knowledge that you needed during the internship?
• What kind of feedback did you get to your skills and knowledge during the internship?
• Did you encounter some problems during your internships? How did you solve them?
• What did you learn from your mistakes?
• How would you describe the work culture in the place of internship? (bring some examples) Did it fit with your values?
• How would you describe the communication and dressing style in the place of internship?
• How would you describe cooperation with your colleagues? What did you learn?
• What did you learn from your internship supervisor in the place of internship?
• What common events were held during internship? How were these related to the general work culture in the place of internship?
• Looking back at your internship experience, what are you proud of? What could be done differently?
• Did the internship change your perception of yourself or of work?
• What was the most difficult part of the internship? Please explain.
• How can you apply the internship experience in your future work?
• Would you select your next job in a similar field or with similar work culture?
• What would you suggest to change in university courses relying on your internship experience?

In addition, an evaluation letter from the place of internship has to be attached to the internship report (stating the time of the internship, the problems that were dealt with and an
evaluation of the performance of the internship task and the activities of the intern, see Annex 3).

**Marking internship results.** An internship is marked as ‘passed’ if the student has been given a positive evaluation by the place of internship (Annex 3), followed the reporting requirements and defended the internship report before the committee. The committee considers the correspondence of the results with the internship task, the practicality of the methods used to solve the problem and the results achieved, the possibilities of further development and the presentation of the report in terms of analysis depth, language and format. The time and procedure of defending the report is announced when the report is submitted.

**Activities of parties involved in internship in carrying out internship**

*The intern:*

1) goes to the place of internship by the agreed start of the internship;

2) follows the internal rules of procedure of the place of internship and proceeds from the valid organisation of work;

3) fulfils the lawful orders of the supervisor and the other persons authorised to manage work diligently and correctly;

4) is responsible for the results of their activities on an equal basis with the employees of the place of internship;

5) informs the place of internship and/or the coordinator of the School of Economics and Business Administration of problems that have emerged in the course of work;

6) reports various issues about internship via online platform during internship;

7) keeps the business and official secrets and maintains the good reputation of the place of internship; and
8) after the internship, submits the internship report and defends the submitted report before the relevant committee.

**The supervisor in the place of internship:**

1) informs the intern about the institution’s internal rules of procedure and occupational health and safety requirements;

2) introduces the intern to the institution’s employees and helps the student become part of the team in the place of internship;

3) enables the intern to get to know the company’s activities;

4) gives the work tasks and the required equipment to the intern;

5) helps obtain and understand the information required for the performance of work;

6) helps the student improve their professional knowledge and practical skills;

7) monitors the course of the internship; and

8) at the end of the internship, gives a written evaluation of the intern’s work by characterising their performance and conduct during the internship.

**The internship coordinator of the School of Economics and Business Administration:**

1) approves the topic and content of the internship specified by the student and their supervisor in the place of internship;

2) helps solve issues that may arise during the internship;

3) evaluates the student’s performance during the internship.

The student and their supervisor in the place of internship should meet face-to-face (e.g. when the internship agreement is signed), explain their expectations and agree on the
format of cooperation. The university and the place of internship must also give feedback to each other in order to maintain and improve further cooperation and relations.

**Deadlines of internship**

**Table 1**

*Internship schedule (for internships carried out in summer)*

<table>
<thead>
<tr>
<th>Activity</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introducing principles of internship (Kadi Kaur, Helen Poltimäe)</td>
<td>March</td>
</tr>
<tr>
<td>Selection of place of internship &amp; specific tasks of internship</td>
<td>Spring semester</td>
</tr>
<tr>
<td>(preferably, discuss with internship coordinator at UT before submitting the application)</td>
<td></td>
</tr>
<tr>
<td>Submission of internship application (Dean’s office)</td>
<td>31 May</td>
</tr>
<tr>
<td>Submission of internship agreement</td>
<td>15 June</td>
</tr>
<tr>
<td>Completion of internship</td>
<td>July-August</td>
</tr>
<tr>
<td>Reporting of internship-related issues on Padlet</td>
<td>July-August</td>
</tr>
<tr>
<td>Submission of internship report to Moodle</td>
<td>Mid-September</td>
</tr>
<tr>
<td>Defence of internship report</td>
<td>Mid-September</td>
</tr>
</tbody>
</table>

* The internship may be completed at another time by agreement with the place of internship and the school, in which case the schedule is different

**Notes**

- These guidelines do not regulate the mutual work relationships of places of internship and students.

- Any general issues, problems and suggestions related to internships must be referred to the dean’s office (Kadi Kaur, room 213, kadi.kaur@ut.ee) or internship coordinator of BBA (Helen Poltimäe, room 311, helen.poltimae@ut.ee).
Annex 1. Sample application

I, __ year BA student of the School of Economics and Business Administration of the University of Tartu

name  ______________________________
e-mail  ______________________________
telephone  ______________________________

announce the following about my PRACTICAL TRAINING (MJRI.02.074).

1) I HAVE FOUND A PLACE FOR MY INTERNSHIP:
   • Place of internship: ...............................................................
     ................................................................. (name of company/organisation)
   • Task/assignment during the internship:
     ...........................................................................................................
     .................................................................
   • Time of internship: ...............................................................
   • I also consider it important to inform of the following:
     ...........................................................................................................
     .................................................................

2) I would like to use the help of the School of Economics and Business Administration in finding an internship:  YES  NO
   • I also consider it important to inform of the following:
     ...........................................................................................................
     .................................................................
✓ I have attached a letter of motivation to the application

Date ........................................ Signature ............................................
Annex 2. Form of internship agreement

INTERNSHIP AGREEMENT

STUDENT/STUDENTS of the School of Economics and Business Administration of the University of Tartu

Name: ...........................................................

e-mail: ...........................................................

on one side, and

COMPANY/ORGANISATION

..........................................................................................................................................................

(name and address of company)

represented by ...............................................................................................................................

(name of director or representative of company)

on the other,

have hereby agreed that the COMPANY shall allow the STUDENT to complete an internship on the topic (name of work task/assignments):

..........................................................................................................................................................

..........................................................................................................................................................

..........................................................................................................................................................

from ........................................ to ..........................................................

(dates)

pursuant to the procedure set forth in the Practical Training Guidelines.

Content of internship

..........................................................................................................................................................

..........................................................................................................................................................

..........................................................................................................................................................

The internship supervisor in the company is:

Name: ...........................................................

Position: ...........................................................

e-mail ........................................ telephone ..................

Director/representative of company: ..........................................................

(signature, date)

Student: ..........................................................

(signature, date)

Programme manager: Helen Poltimäe

(signature)
Annex 3. Evaluation form from the place of internship

COMPANY/ORGANISATION:

……………………………………………………………………………..
(name and address of company)

Internship supervisor…………………………………………………………
(name of the supervisor in the place of internship)

…………………………………………………………………………………...
(position of the supervisor in the place of internship)

STUDENT:

……………………………………………………………………………..
(name of the intern)

The time of internship:…………………………………………………………

The main tasks of internship:

<table>
<thead>
<tr>
<th>Evaluation of the performance of the intern:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please assess the following aspects of intern’s preparation, attitude and work during internship (cross the appropriate cell):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GENERAL SKILLS</th>
<th>Excellent</th>
<th>Very good</th>
<th>Good</th>
<th>Satisfactory</th>
<th>Insufficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent working</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication and self-expression</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teamwork and cooperation skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problem solving skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROFESSIONAL SKILLS</th>
<th>Excellent</th>
<th>Very good</th>
<th>Good</th>
<th>Satisfactory</th>
<th>Insufficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional terminology</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge about the specific field</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Specific computer/software skills necessary in this field

PERSONAL CHARACTERISTICS
Taking initiative
Responsibility
Learning will
Punctuality

Please comment on the overall performance of the intern:

Suggestions for further development of internship programme or organization in University of Tartu (Bachelor program of Business Administration):

........................................................
(signature of internship supervisor)

........................................................
(date)