

INTERNSHIP

Study Manual

Study load : 30 erts
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Course year : year 2 or 3 (semester 4 or 5 of the programme)
Academic year : 2023-2024



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Introduction

In this manual you will find important information about the internship, competence development, testing and assessment. Please read this manual carefully prior to the internship and use it as a guide during the internship period.

In addition to this manual you will use the [DLO](#)-course STAGE. It contains all the forms you will use. So register via the course selector. Make sure you register for the right semester. All your internship products are collected in [OnStage](#). The internship office will create a file for you at the start of your internship.

You may do an internship if you meet the following conditions:

- completed your propaedeutic year
- completed project semester 3
- Passed portfolio presentation/professional progression course

Please note: different starting requirements apply to BIM & GD students started in September 2022:

- completed propaedeutic phase
- pass a minimum of 15 ects in the 2nd year of study

1. The internship assignment and preparation for the internship

During the internship, you show that you are capable of functioning successfully in ICT professional practice in due course. You do this by working on professional tasks. See [section 1.1](#) for an explanation of professional tasks. You may work on several tasks (/projects/assignments) within the work placement company. By performing these professional tasks, you work on developing your competences. These competences are grouped into four **Professional skills**:

1. Investigative problem solving
2. Future-oriented organising
3. Goal-oriented interaction
4. Personal leadership

The professional skills are further divided into 12 competences. For these competences and more explanation, see [A-Z Competences](#). If you are still used to the old competences (intake before September 2022), you will find a table in the [DLO](#)-course STAGE comparing the old and new competences. You should demonstrate the new competences during your internship.

At the end of the internship, you will show during your internship assessment that you have mastered these professional skills at an advanced level, see [section 1.2](#) for the definition of *advanced*. The professional products you produce during your internship will serve as evidence of your mastery of these professional skills.

1.1 Professional tasks

The professional tasks you will perform are derived from the work done by the hbo-ICT'er. This description was made in cooperation between the professional field and the ICT programmes. (See also the domain description on the [Hbo-i website](#).)

The form with the professional tasks can be found on [A-Z stage](#) and in the [DLO](#)-course STAGE.

Prior to your internship, you will indicate in the professional tasks form what you plan to work on during your internship.

1.2 Competent at advanced level

At HBO-ICT, there are three levels at which you can perform tasks: beginner, advanced and expert. A higher level means you work more *independently* in an increasingly *less predictable environment* on increasingly *complex tasks*.

The table below shows what is important for an advanced-level internship.

Aspects	Explanation
Degree of independence	You already work partly independently, for example in delineating your tasks. You are still learning, so guidance is allowed. In all cases, however, it is important that you can substantiate your chosen approach, your behaviour and the results.
Environment in which you perform the tasks	The environment is not always predictable. It is therefore important that you demonstrate your ability to deal with changes in the organisation when carrying out your assignment. In doing so, you take the interests of all stakeholders into account. You can always explain your behaviour and the considerations you make.
Complexity of tasks	You perform tasks from the list of professional tasks and acquire new knowledge in the process. For advanced level, you perform at least two tasks within your placement company at level II (=advanced level) that relate to at least two different activities in the lifecycle: a) <i>Activiteiten: Activities: analyse, advise, design, realise and manage & control.</i> b) <i>Aspects of ICT systems covered by lifecycle activities (architecture layers) user interaction, organisational processes, infrastructure, software and hardware interfacing.</i>

1.3 Summary of the internship assignment

Internship activities meet the following requirements:

- Match the list of professional tasks
- Match the professional skills on [A-Z Competenties HBO-ICT](#)
- The tasks you perform are at an advanced level
- Different activities are permitted

1.4 Starting requirements

You may do an internship if you meet the following conditions:

- completed your propaedeutic year
- completed project semester 3
- Passed portfolio presentation/professional progression course

Please note: different starting requirements apply to BIM & GD students started in September 2022:

- completed propaedeutic phase
- pass a minimum of 15 ects in the 2nd year of study

1.5 Internship company requirements

You do an internship at a company; for example, a company, a non-profit organisation or the government. The internship company must provide a professional environment and meet the following requirements:

- A college-educated supervisor is employed who could carry out the internship work himself.
- The company is not a start-up company (at the discretion of the afstudeercommissie).
- The company employs several (at least 5) paid employees.

- The company offers you time during your internship to work on your competence development. If the internship visit shows that this is not the case, the internship may be terminated early.
- A workplace must be available. If working from home is part of the company culture, it is allowed for a maximum of 50% of the hours.

1.6 Internship abroad

The same conditions apply for this as for the internship in the Netherlands. Go to [A-Z- International Office HBO-ICT](#) for more information. Always report your internship to the Graduation Committee *and* the International Office.

1.7 Steps in finding and finalising an internship placement

To look for internships, you can, for example, go to the [internship market](#) in April or November, search the [internship database](#) or approach companies yourself.

Please note that ALL these assignments have not yet been approved in terms of content by the programme. Once you have found an internship, you must ALWAYS have it approved by the [afstudeercommissie](#). You should also check in advance whether the assignments fit within the list of professional tasks.

A folder of internship experiences (nabeschouwingen) of former interns is also available on Teams. On this basis, you can get an idea of the companies described. You can find information about well-known and less well-known companies and get ideas about companies you would like to send an open application to.

Having found an internship, follow these steps:

- You call or email a number of companies asking if internship assignments are available. If so, you ask how you can respond to an open assignment.
- You wait a maximum of 3 working days for a response from the company. It is better to call and make an appointment a few days after sending your letter/mail.
- If the interview is successful, in consultation with the company you will draw up a precise description of the assignment using the internship agreement and professional tasks ([stageovereenkomst en beroepstaken](#)). On the list of professional tasks, tick which tasks you are likely to work on during your internship.
- You submit the internship agreement to the [afstudeercommissie](#) (afstudeercommissie.hbo-ict@hva.nl) so that the committee can check whether the content of the assignment meets the requirements of the programme.
- If the internship is approved by the graduation committee, you will have the internship agreement signed by your internship company and put your own signature.
- The internship office will create a file in OnStage at the beginning of your internship. Upload the signed version of your internship agreement and the completed list of professional tasks to OnStage no later than one week after the file has been created.

- ✓ **The internship lasts 100 working days.** You will have about five months for this (approximately one semester). Public holidays and compulsory days off from your internship company fall within these 100 days. If you take holidays yourself during your internship, these days fall outside the 100 internship days.
- ✓ You start at the beginning of a semester so that you finish your internship in time for the start of the next semester or summer break.
- ✓ Under no circumstances should you start in block 4 or during the summer holidays because of the lack of supervision from the programme during the holidays.

- ✓ Sometimes an internship runs out due to circumstances. Twelve months after starting, your internship must be fully completed.
- ✓ **In principle, if you start before approval of the internship assignment by the graduation committee, these internship days do not count towards the aforementioned 100 days.**

2. Supervision during the internship

During your internship, you will receive guidance from an internship teacher, your career advisor (LA) and the company supervisor. Their tasks and roles are explained below.

2.1 Internship teacher

The afstudeercommissie assigns a lecturer as the internship teacher. You may indicate a preference for when submitting your internship to the thesis committee. As soon as you know who your internship teacher is, make an appointment to introduce yourself and make arrangements. The initiative for making these arrangements lies with you.

Your internship teacher:

- is the contact point for you and the company supervisor on behalf of the programme during the work placement period;
- assesses whether your research question is of sufficient level and evaluates the report;
- visits you at your internship address around week 5 and conducts an online final interview around week 18;
- checks whether your internship assignment remains of sufficient level/quality and makes adjustments if necessary;
- answers questions about the composition of your portfolio and checks the final version for completeness;
- is one of the two assessors at the internship assessment.

(Online) company visits

- Around week 5: At the beginning of the internship, you can still adjust any problems with your internship assignment, which is why your internship teacher will come on a company visit after about five weeks. You take the initiative to make an appointment for this visit. Your company supervisor should also be present. Topics of this meeting are the agreements as laid down in the internship agreement, any changes and the research question.
- Around week 18: During the final interview with your internship teacher and company supervisor, you discuss your professional tasks, your portfolio and the products you made for the company. This interview takes place online.

N.B. In case of problems on your internship, you will initially try to solve them yourself, possibly in consultation with the company supervisor and your internship teacher. If this fails, you can contact [the Internship Office](#) for advice and mediation.

2.2 Career advisor (LA)

The career advisor will guide you during the internship period through 2 to 3 intervision meetings. During the intervisions, you will gain new ideas from fellow students' experiences, ask critical questions and give each other feedback and tips.

1. Around internship week 3, students BIM and GD who have not yet created a *Competency Development Plan (COP)* will be explained how to compile this document.

2. Around week 6, there is a peer review focusing on research and research questions, updating the COP and preparing for the mid-term review with the company supervisor.
3. In the final intervision around week 10, students read each other's reports and brought STARR forms and focus on the internship assessment. You can also look back on your mid-term assessment with the company supervisor.

2.3 Company supervisor

The internship company should appoint someone to supervise you and under whose direct responsibility you will carry out your work: the company supervisor. The company supervisor is mainly focused on substantive supervision at your internship workplace and on assessment from practice. For your internship teacher, the company supervisor is the first point of contact at the company where you are doing your internship.

The company supervisor:

- supervises you at your internship site and regularly reviews your performance in the company with you;
- is the contact person within the company for your internship teacher;
- consults on the execution and planning of your internship activities and the specific internship assignment. The company supervisor fills in together with you the list of professional tasks you will be working on during the internship;
- holds an interim and a final interview with you about your competence development and your portfolio;
- assess the presentation on your research at your internship company;
- contacts the internship teacher in case of special circumstances, after consultation with you.

3. Internship products

3.1 Research report

One of the required products for your internship is a research report. You conduct research for a client within your internship company. This could be your company supervisor, but also another employee.

- With the research, you demonstrate the competences belonging to the professional skill *Investigative problem-solving*.
- In addition, the research is preparation for your graduation assignment, of which practice-based research is an important part.

Important is that:

1. before you start your research, you submit the research question to your internship teacher
2. the research fits in with the assignments/professional tasks you carry out within your internship.

To do good research, you need knowledge. Therefore, FIRST follow the online research module in the [DLO](#)-course STAGE. Here you will find a number of research modules from the HvA library and information about the DOT framework that is widely used for research in IT. Discuss with your internship teacher which sections on [DLO](#) might be of interest to you. Then draw up a plan of action using the document on [DLO](#). See also [Appendix 1](#) for more information on the research report.

The research does not have to be very extensive. Half to a full day a week for the first 14 weeks of the internship is usually sufficient. This does mean that you should start the research right at the beginning of the internship.

You will be notified via OnStage by the internship office about the [exact deadline](#) for completing the report. Only if your report is completed on time will you be scheduled for an internship assessment in which you complete your internship.

3.2 Portfolio

During your internship, you compile a portfolio in which you show that you have functioned as an ICT professional (professional craftsmanship/vakmanschap) and demonstrate your professional skills.

When composing your portfolio, you will use the portfolio template and the checklist provided in the [DLO-course STAGE](#). You will also find the necessary forms in this course.

Step 1: Selecting evidence

For your portfolio, always select the best example from the evidence you collected during the internship. Take something you are proud of. The evidence in your portfolio meets the VRAAK-criteria.¹

Step 2: Completing STARR-forms

The STARR form provides an explanation of your evidence/professional product. This explanation is very important to the assessors. So make sure you answer the STARR questions clearly. Occasionally, the STARR form itself is the evidence in the form of an experience report. From the description on the STARR form, your involvement in the creation of the evidence becomes clear. You may use one and the same evidence to demonstrate more professional skills. In that case, you do write a STARR² for each professional skill, explaining why the evidence is also relevant to that professional skill.

Step 3: Creating structure

Use the portfolio template and checklist in the STAGE in [DLO](#) course to create a good structure for your portfolio. Make sure the portfolio is ONE document (not all separate documents!).

Check your portfolio carefully using the checklist. Your assessment will proceed only if your portfolio is complete. Your internship teacher checks this.

Step 4: Deadline

Two weeks before your internship assessment, you will submit your portfolio via OnStage. Your internship teacher will check if the portfolio is complete. If the portfolio is not complete, your internship teacher will indicate what is still missing. At least three working days before your internship assessment this must be completed, otherwise the planned assessment will be cancelled and the internship completion will be moved to the assessment period at the end of the next block.

¹ V = er is voldoende **variatie** in de bewijzen in je portfolio/ *there is sufficient variety of evidence in your portfolio*

R = de bewijzen zijn **relevant** voor de professional skill die je ermee wilt aantonen/ *the evidence is relevant to the professional skill you want to demonstrate with it*

A = de bewijzen zijn **authentiek**: jij hebt ze gemaakt of er een grote bijdrage aan geleverd/ *the evidence is authentic: you created it or contributed greatly to it*

A = de bewijzen zijn **actueel**/ *the evidence is current*

K = er is niet meer bewijs toegevoegd dan in de instructies is aangegeven (**kwantiteit**)/ *no more evidence was added than specified in the instructions (quantity)*

² To explain STARR forms, Joanne van den Born of the HvA made two videos:

<https://www.youtube.com/watch?v=fEk16cgyfoE> & https://www.youtube.com/watch?v=ZsS6wnu_1TY

4. Internship Planning

In the overview below you can see per week which important activities take place and who is involved.

The week numbers refer to the internship weeks, not to the calendar or class weeks and are a **guideline**, the activities will not always take place exactly in that week.

Note: the deadlines for handing in the research report and the portfolio are not guidelines and are set per block by the internship office.

Week	What	Who
Halfway through previous semester	Online internship information meeting	<i>Student</i> , Internship office
Before the start of your internship	Submit internship to the afstudeercommissie for approval	<i>Student</i> , afstudeercommissie
Week 1 - 2	OnStage file	Internship office
Week 3	Check start requirements	Exam committee
Week 3	Intervision on COP	<i>BIM&GD-students</i> influx from Sept. '22, career advisor
Week 5	Company visit	<i>Student</i> , internship teacher, company supervisor
Week 6	Intervision	<i>Student</i> , fellow students, career advisor
Week 10	Intermediate assessment company	<i>Student</i> , company supervisor
Week 10	Intervision	<i>Student</i> , fellow students, career advisor
Week 13/14	Upload research report to OnStage, see for deadline A-Z / Stage	<i>Student</i> , Internship teacher
Week 15-18	Stagepresentation (see appendix 2) ³	<i>Student</i> , company supervisor
Week 18	Final assessment company	<i>Student</i> , company supervisor
Week 18	Online final talk	<i>Student</i> , Internship teacher, company supervisor
2 weken voor assessmentdatum	Portfolio submission	<i>Student</i> , Internship teacher
Laatste week van de stage	Review (see appendix 3)	<i>Student</i>
Eind semester	Internship assessment	<i>Student</i> , 2 teachers (assessor + your own Internship teacher)
From the beginning of your internship, you will work on your portfolio and keep in close contact with your internship teacher		

³ f you still have questions after reading [Appendix 2](#): Information about the internship presentation, please contact your internship teacher or Mieke Bierbooms, the internship coordinator (m.j.bierbooms@hva.nl)

5. Tests, grading and resits

5.1 Internship assessment

You complete your internship in an internship assessment that evaluates whether you have the required level. The assessment is conducted by your internship teacher and another teacher, the assessor.

Internship assessments take place at the end of each block. Scheduling is done by the internship office. A prerequisite for being scheduled for an internship assessment is a [timely](#) completed research paper.

Preparation

It is important to demonstrate in the assessment that the evidence in your portfolio is not a fluke, but that you have gained experience with a professional skill in multiple complex situations. In preparation, think about examples of situations that you have not included in your portfolio. These are usually not your best examples. They may be situations in which you found it more difficult to demonstrate the desired behavior (where exactly was that?). They may also be situations that were less complex or in which you did not perform as well (what was the cause of that?). In preparation, also study the internship assessment form, see the [DLO](#) course STAGE.

Assessment

The internship assessment is an interview lasting approximately 1 hour. The information in your portfolio forms the basis for the assessment.

40 min	Assessment interview
10 min	Consultation on assessment between internship teacher and assessor
10 min	Feedback

Grading

During the assessment, the assessor and your internship teacher will use the portfolio and the information you provide during the assessment interview to assess whether you can demonstrate professional craftsmanship and the professional skills at an advanced level. The assessors use the following decision rules:

• O onvoldoende:	Prestatie is onder gevorderd niveau/ <i>Performance is below advanced level</i>
• V voldoende:	Prestatie is in grote mate op gevorderd niveau/ <i>Performance is largely at an advanced level</i>
• G goed:	Prestatie is op gevorderd niveau/ <i>Performance is at an advanced level</i>
• ZG zeer goed:	Prestatie overtreft gevorderd niveau/ <i>Performance exceeds advanced level</i>

If your grade is 5.5 or higher, you complete the internship with a passing grade and earn 30 credits.

5.2 Resits

Resits are scheduled at the end of each block and the week prior to the new academic year. Conditions for scheduling a retake are:

1. A research paper completed with a passing grade;
2. A final and complete portfolio.

Appendix 1: Guidelines Research report internship

- **Before you start** your research, follow the online research module in the [DLO](#) course STAGE.
- **First** present your research question to your internship teacher and make a plan of action. An outline can be found in the [DLO](#) course STAGE.
- Read more about the professional skill 'investigative problem solving' on [A-Z](#)
- When writing your report, also make use of Taaltopics Rapporteren (C. Braas & R. van Couwelaar).
- For rules regarding the use of AI tools: see: 'ChatGPT & other AI tools Do's and Dont's' in the [DLO](#) course STAGE.
- Before submitting your report, **check** your research paper using the assessment form. For the form, see the [DLO](#) course STAGE.

You conduct research for a client within your internship company. This could be your company supervisor or another employee. The research does not have to be extensive. A half to a full day a week during the first 14 weeks of the internship is usually sufficient. **This does mean that you should start the research right at the beginning of the internship.** In the 2nd half of your internship, you work primarily on your portfolio.

It is **important** that:

1. before you start your research you follow the online research module in the [DLO](#) course STAGE;
2. before you start, you submit the research question to your internship teacher;
3. you draw up a plan of approach using the document on the [DLO](#);
4. the research ties in with the assignments/professional tasks that you perform within your internship.

You will find more resources for writing your report in the DLO course.

Some examples of research

The topic should come from the practice of your internship and could be, for example, a literature review. You could find out from the literature what requirements there are for the design of a system. However, the research could also be about something else. Consider, for example, an analysis of the current ICT infrastructure to see how it can be improved, doing an embedded platform study, making a target group analysis in connection with a new app to be developed, or searching, comparing and testing frameworks.

Report

Since when you graduate you will also be conducting research and writing a report, the research report is already a good exercise. Keep in mind that it doesn't have to be that extensive, of course. When writing your report, make use of Taaltopics Rapporteren (C. Braas & R. van Couwelaar).

Parts research report, sample outline

- [Title page](#)
- [Table of contents](#)
- [Summary](#): briefly describe what your main question was, what methods you used and what the results were and what your conclusion is. This will already give the reader an idea of what your research paper is about.

- Introductions: describe reason, research task and business context. Also present here your main question and sub-questions and the overall format of your report.
- Methods: tell here how you approached the research, how you found answers to your questions. Did you survey people for this (who, how many, orally/written?), search for literature (where, what search terms?), make a comparison between systems (which ones, what did you look at?), etc. The idea is that you write it down in such a way that other people could do your research as well. You also explain your choices and approach. There is a toolkit available for methods for research in the ICT field at <https://ictresearchmethods.nl/>.
- Results: describe the results. Use tables and figures if necessary and include examples where useful. Your results answer the sub-questions.
- Conclusion. In the conclusion, reflect and answer the main question. Describe the most important facts, data, findings. Don't come up with new information, but don't make it a summary of your results either. You interpret the data from the earlier chapters and draw a conclusion.
- Recommendations based on your conclusion: this section is not mandatory, but it certainly adds value for your client.
- Source list: In this you list your sources in alphabetical order. Prepare the source list according to the APA standard.
- Appendices: Here you can put detailed information that does not fit into your report itself but is of interest to the reader, such as a questionnaire you used. In the text, provide clear references to attachments and give your attachments a number, description and page number.

Appendix 2: Information about the internship presentation

Between weeks 15 and 18 of your internship, you will hold a presentation at your internship company about your internship research and internship activities. You will hold this presentation for your company supervisor, colleagues and any interested parties.

The internship presentation is compulsory evidence for the competency oral communication and will be assessed by your company supervisor using the form '*assessment internship presentation*'. You make sure that your company supervisor receives this form in advance. After your presentation, upload the completed form with the signature of your company supervisor to your file in OnStage.

Your presentation is not about presenting a completed internship but about telling a good story. Begin the presentation with some brief information about yourself and the internship company and then tell about your research and work. You end with the conclusion. You support your story with a digital presentation. You also upload this digital presentation to your OnStage file.

Your presentation

- Prepare well!
- First ask yourself why you want to say something and for whom, then what you want to say and finally in what order.
- Your presentation will take about fifteen minutes (practice beforehand!)
- Do not read your presentation aloud. You can keep your notes
- Don't use too many details, excess damages

The digital presentation:

- Start with an overview of what you want to cover
- Provide a logical structure
- Formulate your conclusions clearly
- Close your presentation clearly
- The text in your digital presentation should be easy to read

Attitude:

- Address the audience
- Present enthusiastically and inspired
- Don't talk too fast
- Don't talk too monotonously
- Speak clearly and intelligibly

Questions:

- Agree in advance whether to answer questions during or after your presentation
- Let the questioner speak before you answer

Appendix 3: Review

At the end of your internship, you write an Review. In this personal review, on a maximum of one A4 sheet, you describe the experiences at your internship company that you think could be important for future trainees.

Your retrospective is mainly used to inform second-year students. They can use this personal report as an aid when looking for an internship. They can also use your review to get a realistic picture of an HBO-ICT internship.

The review is also sometimes used by the internship office to see how a company deals with trainees.

The retrospective is not visible to the internship company and you do not include the document in your portfolio.

There is no format for writing a review. You upload the A4 at the end of your internship to your file in OnStage.