

SNDT Women's University



DEPARTMENT OF COMMERCE, MUMBAI

INTERNSHIP MANUAL

(2014 - 2016)

Department of Commerce

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1. About the SNDT Women's University

Shreemati Damodar Nathibai Thackersey (SNDT) Women's University was started by Maharshi Karve in 1916. The University is the first Women's University in India and in South Asia.

The University offers various programmes at its three campuses, through 39 University Departments and more than 174 affiliated colleges. The main campus and the administrative offices are located at Churchgate; other two campuses are at Pune and Juhu.

The motto of the University is:

"An Enlightened Women is a Source of Infinite Strength".

Mission

SNDT Women's University is committed to the cause of women's empowerment through access to education particularly higher education, through relevant courses in the formal and non-formal streams. Further, SNDT Women's University is committed to provide a wide range of professional and vocational courses for women to meet the changing socio-economic needs, with human values and purposeful social responsibility and to achieve excellence with "Quality in Every Activity".

2. About Department of Commerce:

The Department of Commerce was established in the year 1984. It has been actively engaged in the areas of skill development and awareness generation especially amongst women. The department offers three degree programmes to improve vocational skills of women for employment and self-employment in various sectors.

2.1 Our Mission

The Department of Commerce aims at Women Empowerment through quality Education enabling them to meet the challenges and to grab the opportunities in the today's changing world.

2.2 Our Goals

- ❖ To empower women by offering them quality education in Commerce.
- ❖ To empower women for business and commercial activities.
- ❖ To enrich the life skills for enhancing economic and social status of women through gainful employment.

The Department provides education about Management in relation to finance, marketing, human resource, retail business, brand and accountancy. The programmes offered by the Department are aimed at developing professional skills of students.

The Department encourages independent study and projects in current advances in the field. It encourages students to develop presentation and communication skills through seminars, participation in conferences and workshops etc as a part of the programmes. Students are required to do internship to prepare them for meeting professional demands/challenges in the field. Students can take up careers as academicians, chartered Accountant, Financial Analyst, banker, Securities Analyst, consultants and managers in industries, private and public enterprises, hotels, hospitals etc.

The Department undertakes outreach programmes, consultancy, seminars, workshops and training activities in its focal areas.

3. Use of the Manual

This manual is intended for use by students, mentors/supervisors as well as departmental faculty for planning and implementing student internships. It is a useful resource that provides guidelines to all stakeholders who are involved in the internship course offered as part of the degree programmes conducted by this Department.

3.1 Student: The manual informs the student about:

- The step by step procedure /activities to be undertaken before the commencement of internship.
- What is expected from the intern during Internship?
- The role and responsibilities of the intern.
- Details of the activities to be done after the completion of internship and
- Guidelines for preparation of the final internship report.

3.2 Agency and Supervisor/Mentor: The manual provides the mentor/supervisor information so that she/he can plan a fruitful internship programme for the student(s) as per the course requirements, and supervise as well as evaluate the intern.

3.3 Faculty Coordinator: The manual gives detailed information to the Faculty coordinators about the various stages of internship from pre-preparation by the student until evaluation of the internship.

4. Structure of the Programme Curriculum

Faculty Name: Commerce
Programme Name: M.com

**M. Com. Course Structure
Semester I All Papers Compulsory**

	Subjects	L	Cr	P/ T	D	Extern als	Inter nal	T
1	Financial Management - 100001	4	4		1.5	50	50	100
2	Strategic Management - 100002	4	4	-	1.5	50	50	100
3	Corporate Accounting – 100003	4	4	-	1.5	50	50	100
4	Economic and Business Environment- 100004	4	4	-	1.5	50	50	100
5	Basics of Finance and Accounts – 100005	4	4		1.5	50	50	100
	Total	20	20	-		250	250	500

Semester II Three Compulsory Courses and Two Optional Courses

	Subjects	L	Cr	P/ T	D	Extern als	Inter nal	T
1	Economic and Business Policies - 200001	4	4		1.5	50	50	100
2	Accounting for Managerial Decisions –200002	4	4	-	1.5	50	50	100
3	Research Methodology -200004	4	4	-	1.5	50	50	100
4	Specialization Paper I	4	4		1.5	50	50	100
5	Specialization Paper II	4	4	-	1.5	50	50	100
	Total	20	20	-		250	250	500

Semester III Three Compulsory Courses and Two Optional Courses

	Subjects	L	Cr	P/ T	D	Extern als	Inter nal	T
1	Research Project – 400077	4	4		1.5	50	50	100
2	Consumer Behaviour-300002	4	4	-	1.5	50	50	100
3	International Business -300003	4	4	-	1.5	50	50	100
4	Specialization Paper III	4	4	-	1.5	50	50	100
5	Specialization Paper IV	4	4		1.5	50	50	100
	Total	20	20	-		250	250	500

Semester IV

	Subjects	L	Cr	P/ T	D	Extern als	Inter nal	T
1	Retail Banking– 400001	4	4		1.5	50	50	100
2	Financial Services 400002	4	4	-	1.5	50	50	100
3	Internship – 400088	4	4	-	1.5	50	50	100
4	Internship – 400088	4	4	-	1.5	50	50	100
5	Research Project – 400099	4	4		1.5	50	50	100
	Total	20	20	-		250	250	500

5. About the Internship as a part of Curriculum of Master of Commerce:

Introduction:

The internship programme is a structured academic opportunity that is part of the curriculum prescribed by the University.

An internship is any carefully monitored work or service experience in which a student has an intentional learning goal and reflects actively on what s/he is learning throughout the experience.

- ❖ Includes an intentional "learning plan" that is structured into the experience.
- ❖ Promotes academic, career and/or personal development.
- ❖ Typically includes learning objectives, observation, reflection, evaluation and assessment.

6. Internship:

6.1 Goals of Internship:

1. To provide exposure to the students to work in the field finance, banking, Human Resource Management, Accounting, teaching and research.
2. To bridge the gap between classroom teaching and practical work life.
3. To make the students aware about work ethics and work discipline and punctuality.
4. To develop the passion for professional Life or Excellence.
5. Placement in banking, teaching, office management and research.
6. Planning, organizing and carrying out activities and events, festivals, conferences in the area of commerce and management.

6.2 Purpose of Internship:

1. To develop self confidence and self esteem.
2. Moving the students from academia to Industry
3. To create awareness among students about ownership of their own professional life in terms of time management, productivity, efficiency, accountability and work life balance.
4. To promote the students in different fields like in banking, finance, marketing, and accounting.

6.3 Objectives of Internship:

1. To create value addition among students.
2. To increase the employability of students.
3. Overall development of students as an Accountant, Financial Analyst, Chartered Accountant, Teacher, management etc.
4. To impart appropriate knowledge and information to the students in preparation for professional
5. To develop the ability in the students to understand the process of research as well as plan, implement, monitor and evaluate need based programme.

7. Types of Internship:

The Internship can be Unpaid or paid; the way it is available.

8. Internship Requirement:

Credits:	8
Hours per credit:	30
Work hours :	240
Work hours/week:	40
Number of working days :	30
Time period:	January to April

Note:

If the total work per week of the agency/organization are <40, the number of working days will be accordingly more.

9. Place of Internship:

The students of the department are allowed to do internship in Mumbai and outside, even abroad, as per the convenience of both; intern and that institute by all aspects. (For more information on the list of agencies agreed to appoint interns is presented in Appendix A.)

10. Stakeholders of Internship:

There are mainly three stakeholders - the intern, the Department and the Industry/Organization

Intern: A student who has completed almost all the departmental courses prescribed in the programme structure for the Postgraduate degree in which she has enrolled and is undergoing supervised, experiential learning in a selected agency or organization or industry.

Industry/Organization: This refers to an Industry/Organization, firms of chartered Accountants, corporate offices, banks, research institutions, schools and colleges. where the student is planning to undergo internship. This industry/organization should be approved by the Department as being appropriate for providing the necessary or desired learning experiences.

Faculty Coordinator: The faculty coordinator is the faculty member/teacher who is responsible for planning the internship with the student, preparing the student, orienting the agency/organization, coordinating/ with the supervisor and mentor as well as monitoring and evaluating the internship experience of the student.

Supervisor/Mentor: This is an expert or experienced person from the selected organization/industry to whom the intern will be assigned and is expected to report to. The supervisor/mentor will be responsible for supervising, advising and guiding the intern to develop a feasible work plan and schedule that the intern will follow during the internship. In order to promote the intern's professional development the supervisor/mentor may be required to perform different roles such as teacher, counselor and consultant. The supervisor/mentor should not be a relative or friend of the student or her family in order to avoid any conflict of interest.

Students/interns, faculty coordinators and, supervisors/mentors should follow the guidelines and fill and submit all the necessary forms and complete the documentation. This helps the department to evaluate the internship experience of each student and to obtain much needed information about how effective the internship programme is. The suggestions given will help the Department to make the internship experience fruitful and valuable.

11. Internship Procedure:

• Before the Internship begins

Student:

1. The first step is for the intern to submit a written application to the HOD through the Faculty Coordinator along with her bio-data, including the learning objectives for her internship and career goals.
2. Identify agencies/organizations that she feels would help her make the internship a fruitful learning experience under guidance of the Faculty Coordinator
3. Finalize the agency/organization for internship with approval of Faculty Coordinator and HOD.
4. Student should meet with Supervisor/Mentor and Faculty Coordinator and finalize the work plan and work schedule vis-à-vis her learning objectives. Faculty Coordinator:

Faculty Coordinator:

1. The faculty coordinator is required to work closely with the individual students assigned, supervise the internship and through observation of the practices and activities in various organization/industries, enhance his/her knowledge of professional trends in the workplace.
2. The faculty coordinator should guide and suggest and if he/she has personal contacts, facilitate the student to find an appropriate placement.

Mentor / Supervisor:

1. Calls for applications (with resume, results of 3 semesters, purpose of internship etc.)
2. Conducts written test/interviews for selection
3. Announcement of selected candidates
4. Decides on the mutually agreeable period for internship

During Internship**Student:**

1. Revise with the supervisor/mentor what are the expectations and work assigned and the time schedule for the same
2. Treat the internship as a professional commitment. In the agency/organization, the student is regarded as any other employee is.
3. Keep a detailed record of :
 - 3.1 Hours spent
 - 3.2 Activities performed
 - 3.3 Supervisory meetings
 - 3.4 Attendance at conferences, seminars, in-service training programmes
4. Report to the Supervisor/ Mentor and Faculty Coordinator regularly about the progress of internship on weekly basis (see Appendix E)

Faculty Coordinator:

The Faculty Coordinator should:

- Help the students to formulate learning objectives.
- If necessary, suggest academic work that supplements the internship experience
- Serve as a support system to the intern during the experience.
- Provide a formal evaluation to the intern after the internship is completed.
- Be available to the student for consultation to solve problems and answer questions.
- Ensure that the learning activities are related to the learning objectives.
- Ensure that the student maintains a logbook/record of the work done.
- Finalize the work plan in consultation with the supervisor/mentor.
- Monitor the intern's progress and provide feedback to the intern.
- Make on-site visits to observe and evaluate the intern's work.
- Maintain regular contact and communicate with supervisor/mentor to monitor the intern.

Mentor / Supervisor:

Appointment of a mentor for one or a group of students to provides for live experiences and gives responsibility for a project (as a member of the team), conducts weekly meetings to monitor progress and interacts with the Faculty Advisor regularly.

• After completion of the internship**Student:**

- At the end of the internship, the student must submit : (a) cumulative hours summary (b) a full-fledged detailed internship report, using the structure outlined by the Department, and (c) an evaluation of cumulative internship experience.

Faculty Coordinator:

The faculty coordinator has to report about :

1. the visits made to the agency/organization and the observations made as well as suggestions given for the remaining period of internship
2. Evaluation of the students (Appendix F and G)
3. At the end after the student has completed the internship, the Coordinator must evaluate the internship report and the seminar presentation made by the students.

Mentor / Supervisor:

With involvement of staff members (If applicable), the mentor should give a final evaluation report that objectively analyses the intern's performance, using the pro-forma provided by the University. (Appendix H)

12. Identifying Agencies / Organizations

The department appoints faculty coordinator for internship program. He/she is responsible to orient the students about the internship program and type of the agencies/organization where student can apply for internship. Before deciding upon a particular agency/organization the faculty coordinator discusses with the student the kind of experience she would like to gain from her internship. The selection of agency for the student is based on the following

- a) Personal interests, career goals and objectives of the students
- b) The kind of work experience desired by the students
- c) The kind of skills she would like to acquire
- d) Kind of agency/organization and work environment she would like to work in?
- e) Strengths and skills of the students.
- f) The place of internship where would she like to do her internship? – Locally, Anywhere in the country or internationally if opportunities are available?

List of the agencies is given in appendix A where students can apply for internship

13. Code of Conduct for Interns:

Punctuality, accountability, proper manners, appropriate dress code, no compensation, timely submission, following rules and regulations of concerned agencies, be in the agency as a staff, no involvement in agency politics, maintain confidentiality, no favoritism, unbiasedness and work-ethics.

14. Evaluation Rubrics for Internship (for the whole period as well as final presentation)

It is given in Appendix (E, F, G, H, I)

15. Evaluation Scheme:

Evaluation Scheme Internal, External, weekly reports as well as final report –
100 marks- for actual work
50 marks- faculty + 50 marks- Mentor

Internal Evaluation: 50% weightage to formative (Internal) assessment (100 marks)

The intern must submit the following to the Faculty Coordinator:

- 1) Learning Objectives and Corresponding Activities to be undertaken during Internship. This must be submitted well in advance so that the Faculty Coordinator can guide the student to identify an appropriate agency/organization for internship.
- 2) Weekly Internship Activity report. The format for this is given in the Appendices section. This report requires the student to list the activities carried out during the work week, the experiences, accomplishments and new knowledge gained and/or skills learned during the week. The weekly report is to be filed / submitted every week throughout the internship. (Appendix E)
- 3) Internship Report: This is a detailed report about the entire internship experience is in Evaluation of Cumulative Internship Experience. (Appendix F)

External Evaluation

1. Final report of the internship
2. Presentation and Viva
3. Tools: Rubrics for internship work, rubrics for presentation (viva)
4. 50% weightage to Summative (External) assessment (100 marks)

16. Student feedback on internship

The feedback is collected from student intern through structured feedback form which is to be analyzed for further improvements and action.

The feedback of the students who have completed internship program during their m.com course is given below:

During their internship the students had gain the experiences using ERP Tally, Accounts and Administrative work as well as teaching and research experiences Students opinion that it was learning experience for them ,it has given them confidence to enter the world of work.

The feedback form is given in Appendix J.

17. Agency feedback on Intern

The mentor/supervisor is required to assess the intern's performance and give feedback to the Department about the academic programme in general. Appendix K

Appendix A

List of Agencies for Internship

The following institutions have given positive response for internship placement of M.Com. students.

Sr. No.	Name of the Agencies
1	Sandeep N. Shah & Association
2	RLS Consulting
3	Synergy Placement Gateway To Success
4	Centre For Distance Education
5	Hind Mental Syndicate Pvt. Ltd
6	Shabbir Tapia And Association
7	Abhinav College Of Arts And Commerce
8	Anchor Cork Pvt.Ltd
9	Raj Computer Academy
10	Rehmatbai Habib High School
11	New Alpha Academy
12	Chemical Terminal Trombay
13	Bipin Patel & Co
14	Mark A Wish, NGO
15	Desai & Desai Tax Consultants
16	Safeway Insurance Brokers (P) Ltd
17	Mashaal's National Urdo Highschool
18	S.N.Shikh & Co
19	Falak Developer
20	Unnati Thakker & Co
21	Sidharth College, Mumbai
22	Gateway Ministries International, Mumbai
23	Kriti Pandya & Co.
24	Solco Biomedical Co. Pvt Ltd
25	SPK High School
26	Pavan Sheth & Associates
27	S. M. Developers
28	Safeway Insurance Brokers Pvt Ltd
29	Trombay Public High School
30	Mission Vivacare Ltd

Appendix B

Department of Commerce, Mumbai Internship Registration Form for Student

1. Name of the student:
2. Address:
3. Contact No.:
4. Email :
5. Name of the Agency Supervisor :
6. Contact No.:
7. Date of joining the agency for internship :
8. Date of Completion of Internship :

Signature of Student

Agency Head

Faculty

Appendix C

Pro-forma for Undertaking from Parents

Student's Name:

Address:

Contact No.:

Age:

Date:

To,

Head,
Department of Department,
SDNT Women's University,
Mumbai-400 020

Respected Madam,

I have read the above rules and regulations and hereby desire my ward to join the Internship during Semester IV for M.com course from _____. I am aware that my ward is placed in an agency for internship for duration of one month.

Yours Truly,

Parents/Guardian's Name & Signature

Student's Name & Signature

Appendix D

Weekly report

**Department of Commerce
SNDT Women's University
Fieldwork Supervisors Report**

Date of Report:

Name of field Supervisor:

Name of the Students:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

Sr. No.	Date of Visit	Name of the Agency	Name of Field Contact Person	Brief Description of Student's Work	Future Plans

What according to you should students acquire in terms of knowledge, skills, etc in the field?

Appendix E

Weekly Internship Activity Report (to be submitted by the student)

This report must be submitted in the format given herein. Please document in detail the activities in which you participated. This must be submitted to the Supervisor/Mentor and the Faculty Coordinator.

Name of Student:

Agency/Organization where internship is being done:

Report for the Week: _____ to _____

Date worked	Work site /Department	Activities carried out	Hours
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Total Hours			

Please write briefly about (a) your learning experiences and (b) accomplishments for this week's work

(a) Learning experiences :

(b) Accomplishments:

- (1) What new knowledge or skill did you learn on the internship this week?
- (2) What value did you add to the agency/organization this week? Describe your contributions.
- (3) This week's experiences was positive:
 Agree _____ Somewhat agree _____ Disagree _____

Evaluate your progress towards achieving your objectives that you had listed for your internship:

Objectives	Achieved	Some Progress	No Progress
1			
2			
3			

Date

Student/Intern's signature

Date

Supervisor/Mentor's signature

Date received on

Faculty Coordinator's signature

Appendix F

Internship Evaluation by Faculty Coordinator (Whole)

Note: The intern is to be evaluated for the various aspects listed below”

- a. Excellent(5 points)
- b. Very Good (4 points)
- c. Good (3 points)
- d. Average/Satisfactory(2 points)
- e. Clearly below average/Unsatisfactory/Partially completed(1 point)

Preparation for Internship

Application/ Letter or Intent submitted
Resume submitted
Learning Objectives
Learning Activities
Identification of Agencies/Organizations
Selection of Agency vis à vis Learning Objectives

Weekly Log

Week wise achievements during internship
Number of hours completed per week
Total number of hours completed

Final Internship Report

- 1. Conceptual and theoretical understanding
- 2. Acquired skills that will help student to become valued professional
- 3. Identified and acquired new skills that were required for professional growth
- 4. Appropriate details of tasks and projects assigned
- 5. Written material is clear
- 6. Grammatically correct
- 7. Structure and spelling
- 8. Adhered to APA style etc wherever applicable
- 9. Concise (not more than 20 typed pages double spaced)
- 10. Well presented
- 11. Has undertaken reflective analysis of internship experience
- 12. Has achieved learning objectives
- 13. Has explained why learning objectives are met partially or remained

Appendix G

Internship Assessment by Faculty Coordinator (Rubrics)

Name of Student Intern:

Date :

Name of Faculty Coordinator :

NOTE: Please rate your intern's performance in the format given below:

A- Excellent, B-Very Good, C-Good, D- average, E=acceptable,

Sr. No	Item	A	B	C	D	E	F	Comment /Remark
1.	Identification With Agency							
	Understanding Agency							
	Understanding Work Culture							
	Understanding Organization Structure							
	Identifying activities of an organization							
2.	Work Attitude							
	Follows direction							
	promptness							
	consistent in attendance							
	Meets obligations							
	Maintain Confidentiality							
3.	Adaptability in Agency							
	Learns routine quickly							
	Can move to new tasks and adapts easily							
	Acceptance of Suggestions							
	Accepts constructive criticism and positive feedback concerning performance							
	Shows sensitivity to clients, colleagues and support staff.							
	Assumes responsibility with enthusiasm							
4.	Professional Development							
	Works as a team member							
	Initiative in Work							

	Ability to collaborate in providing interdisciplinary interventions and programmes							
	Time Management							
5.	6. Personal Development							
	Exhibits confidence in self							
	Displays resourcefulness							
	Demonstrates appropriate level of confidence							
	Dresses appropriately and efficiently							
	ethical conduct							
	techniques/device/equipment to meet goal							
	Ability to use assistive							

Signature:

Appendix H

Internship Assessment by Supervisor/Mentor

Name of Student Intern:

Date:

Name of Supervisor/Mentor :

NOTE: Please rate your intern's performance in the format given below:

- A- Excellent -5 Marks
- B- Very Good- 4 Marks
- C- Good- 3 Marks
- D- Average- 2 Marks
- E- Acceptable-1 Marks
- F- Not Acceptable-0 marks

Sr. No	Item	A	B	C	D	E	F	Comment /Remark
1	Punctuality							
2	Sincerity							
3	Imitative							
4	Attitude							
5	Commitment							
	Total Out of 25							
6	Communication							
7	Documentation							
8	Reporting							
9	Professionalism							
10	Adaptability							
	Total Out of 25							
	Total Out of 50							

Signature:

Appendix I

Evaluation of Internship Presentation

1. Demonstrates student learning during the internship
2. Demonstrates professional and acceptable non-verbal behaviour
3. Appropriate use of AV aids
4. Confidence as a presenter
5. Presentation is eye catching and conveys the focus of the internship immediately
6. Concise but Complete description of entire internship
7. Elements are logically arranged / presented
8. Graphics are visually appealing and professional
9. Communication skills
10. Maintains eye contact
11. Internship viva voce
12. Understands the question(s) asked
13. Ability to answer without third-party support with appropriate and adequate information
14. Promptly gives correct answers
15. Demonstrates confidence while answering
16. Accepts others' views, her mistakes and listens to others' suggestions and/or critique
17. Overall impression left by intern

General Performance

1. General attitude toward the internship
2. Meeting goals set at beginning of internship
3. Compared to other interns, this intern's performance

Date

Signature of Supervisor

Appendix J

Feedback Pro forma for students

1.	Name of the student	
2.	Name of the Department	
3.	Name of Agency where you did your internship	
4.	What type of work did you do for your internship?	1. 2. 3.
5.	Which statement(s) describe your internship experience?	a. It was a learning experience. b. It has given me confidence to enter world of work. c. I could develop a small network of persons from my field of study d. I could meet experts from my field of study. e. I would recommend Internship to my juniors f. Any other (pl write here)
6.	Did you get job offer from the agency where you did your internship?	a. Yes b. No
7.	If yes, how kind of job?	
8.	Pl give suggestions for further improvement in Internship activity	1. 2. 3.

Date:

Signature

Appendix K

Feedback of Supervisor/Mentor about the Academic Programme

You are a valuable professional who is contributing substantially to the growth and professional development of our postgraduate students. We are interested in your feedback and recommendations about our curriculum and programme. We will try and use your valuable suggestions/recommendations for improving our academic programmes and help our students to become valued professionals.

Name of Organization

Address

Department

Email id

List the main areas/topics addressed during the students' internship

	Highly satisfactory	Satisfactory	Somewhat satisfactory	Unsatisfactory	Highly unsatisfactory
Breadth of Theoretical knowledge					
Practical application of knowledge					
Skills developed					
Adequate weightage given to practical					
Duration of internship					
IT skills					
Communication Skills(oral)					
Written communication skills					
Any other					

Would you recommend inclusion of any courses in the curriculum, please list

Could the intern achieve the learning objectives she had outlined prior to working in the agency?