

The Ministry of Education and Science Kyrgyz Republic

THE AMERICAN UNIVERSITY OF CENTRAL ASIA
“Business Administration” program

INTERNSHIP
HAND-BOOK

Juniors
Semester 6

Bishkek 2011

General provisions

The program is intended for Business Administration Department juniors. It defines the tasks and content of the internship, internship report composition, and duties of the internship supervisor.

The program consists of five sections:

1. The purpose and place of the internship.
2. The general questions about the internship
 - 2.1 Internship organization and supervision.
 - 2.2. Duties of the internship supervisor.
 - 2.3. Duties of the students (interns).
3. Internship content.
4. Internship report composition and presentation.

The appendix:

1. Letter of recommendation for internship.
2. Internship diary.

1. The purpose and the tasks.

The optimum ratio of theory and practice is vitally important for the training of highly-qualified specialists. For this purpose there is an internship requirement for all future professionals.

Kyrgyz and foreign companies directly related to the student's area of concentration are appropriate for internship. The internship is intended for juniors of the Business Administration program, who have taken theoretical and practical courses during the three years according to the curriculum, and directed to internship to develop practical skills and utilize the theoretical knowledge. According to the program, the student should execute the general obligatory and individual tasks given by the internship supervisor depending on the specialty of the company.

Internship duration: 6 weeks

The purpose of the internship is to provide future business professionals with a knowledge system related to their academic concentration and with an opportunity to develop professional skills which are necessary in their professional occupation.

Internship goals:

- Acquaintance with the activities, technology and structure of the enterprises of the various forms of ownership operating in market endeavors of the transforming Kyrgyz economy;
- Participation in work of corresponding company divisions;
- Gathering of the data and materials for a writing of the creative report, and also gathering of the information for a writing of final qualifying work;
- Adjustment and the further development of business mutually beneficial contacts of the "Business Administration" program with the enterprises and the organizations.

Internship places.

Internship can be carried out in the following places:

- The industrial enterprises of private and public sector;
- The firms in the sphere of trade, services and other kinds of business;
- State and joint-stock banks;
- Tourism companies;
- Editorial offices, publishing houses, etc. (firms, engaged in manufacturing and distribution of printed materials)
- The international organizations and firms.

Interns can work in following structural divisions:

- Department of strategy and planning or economical department;
- Financial department or accounts department;
- Department of marketing; sales department;
- HR-department;
- Department of logistics;
- Technical departments;
- Department of crediting, department of currency transactions;
- Stock exchange, department of listing.

Students independently select the organizations – internship places depending on the sphere of their interests and the chosen area of concentration.

The letter of recommendation for internship purposes, the internship assignment, and the approximate plan of work are given to students by the Business Administration department faculty member responsible for the internship organization.

2. Internship regulations.

2.1. Internship organization and supervision.

Internship is organized and supervised by the Business Administration program. Specialists, assigned by the company, are responsible for the on-site internship organization.

Internship supervisor from the company side:

- Carries out organizational and methodical management of the internship and control over it;
- Provides preparatory and current work on the organization and carrying out of internship;
- Appoints internship and thesis supervisor among full-time faculty of the program;
- Prepares and holds together with the head of the department organizational meetings with students before the beginning of internship;

- Organizes consultations for students;
- Together with the head of the Business Administration department forms the internship evaluation committee, and develops the schedule of its work.

Prior to the beginning of the internship, internship supervisors develop (according to the program of internship) the schedule of internship and the task for practice (see appendix).

Next points will be discussed during the meeting held right before the beginning of the internship: purposes, problems, content, organization and the order of carrying out of internships. Internship program and internship diary will be given out to each student.

Tasks and deadlines are listed in the internship diary. The internship supervisor from the enterprise is required to make notes considering the timeliness of the students work.

The internship assignment is composed for each student distinctly, with reference to concrete operating conditions. It includes all kinds of works with which it is necessary to familiarize to the student. Work content and deadlines are included in it.

During the internship each student keeps a diary (see the appendix) in which performance of work is covered. The diary on a regular basis is checked and signed by the internship supervisor from the company.

- You should meet following requirements to complete the internship successfully:
- Make the schedule of transition from one site of internship to another (structural divisions of the organization, work in the position of the expert, middle- or top-level manager);
- Begin work on each site with general acquaintance with available documents, methodical, normative and instructive materials and the corresponding information;
- Define deadlines of work on each point of the program, considering thus, that work is considered executed only when corresponding practical materials (analytical and calculation tables, schedules, schemes, plans, etc. are properly designed) and the creative project on the considered problem are prepared;
- Use modern literature of domestic and foreign authors on the offered question of research and other materials;
- Creatively approach to studying put questions.

The scientific and methodical supervision of internship of students at the enterprise is carried out by the faculty of the Business Administration department.

Thus, the internship supervisor from the AUCA Business Administration department:

- Gives out the internship assignment (see the appendix);
- Gives out a diary;
- Provides scientifically-methodical help;
- Recommends the basic and additional literature;
- Carries out individual consultations;
- Conducts the control over the process of internship;
- Is a member of the committee which evaluates student's internship report.

The direct supervision of work of the students is carried out by the supervisor from the company. He/She provides conditions for students to let them execute the requirements of the program and necessary practical materials; he is responsible for the execution of the labor regulations by students as well.

Besides that the internship supervisor from the company carries out the control over performance of the individual assignment, consultations concerning the individual assignment, conducting a diary

are spent, and there is a help in work above the creative project. In the end of internship the internship supervisor from the enterprise should write an assessment about the work of the intern. The student should inform the supervisor about the end of the internship and submit the diary and the internship report before the deadlines.

2.2 Duties of heads of practice.

Middle-scale and large-scale businesses are appropriate for internships. Having a workplace in one of divisions, students get acquainted with the activities of other divisions during the internship.

The students should follow all company regulations during the internship period. During the internship the student can work as a full-time employee and get a salary. In this case he falls under the jurisdiction of the labor legislation.

Only experienced employees should be assigned the duties of the internship supervisor to make the internship as effective as possible.

The internship supervisor from the enterprise is required to:

- To organize internship of students in full conformity with the program of internship;
- To provide students with workplaces in conformity with student's area of concentration and to create necessary conditions for the successful termination of the internship;
- To assist students in gathering, ordering and analyzing of the primary technical and economic information at the enterprise;
- To provide students with necessary consultations on all questions concerning the operations of the company;
- To give to students an opportunity to use computing and office equipment for processing the information and registration of the report;
- To supervise performance by students of tasks of internship;
- Upon termination of internship to draw the conclusion about work of student with a detailed assessment of the student's performance during the internship period;
- To give students an opportunity to discuss the information gathered during the internship.

The internship supervisor from the AUCA Business Administration program is required:

- To approve the individual plan of work for each student;
- To advise students concerning internship, diary and report;
- To check the quality of work of students and to supervise performance of individual plans by them;
- To help with selection and ordering of materials for course works;
- To evaluate the work of the student and to review the report made by him;
- To advise them concerning internship, on finding-out of individual tasks, on gathering of the practical material for a writing of course work, diary and report.

1.1 The rights and responsibility of students during the internship.

The order of the internship.

The internship is regulated by the terms specified in the form-direction to an internship, signed by the internship supervisor and coordinated by the organization where the student works. The form-direction is included in the present program (see the Appendix 1). The beginning and the end of practice is fixed by the responsible person of that organization where the student works as an intern. Also all possible deviations from a regular situation in the same place enter the name.

During the internship students have the right:

- With the permission of the supervisor from the enterprise to receive the necessary information for individual assignment of the task on an expert, and also for performance of the creative project;
- To use library of the enterprise and with the permission of the main experts and heads of divisions information funds, technical archives of the enterprise;
- To receive competent consultation of experts of the enterprises concerning, the stipulated task for internship;
- With the permission of the internship supervisor from the enterprise and the head of division to use computing and office equipment for processing the information connected with performance of the task on experts and a writing of the creative project;
- To use divisions of a non-productive infrastructure of the enterprise.

During industrial practice students are obliged:

- Completely and independently to carry out tasks stipulated by the program and calendar the plan of practice;
- To carry out gathering, ordering, processing and the analysis of the primary economic-administrative information and illustrative materials on the subject of the creative project and diary;
- To provide necessary quality and to bear the equal responsibility with full-time employees for performed work under the plan of division and its results;
- On a regular basis messages of record in a diary of practice about character of performed work and tasks, in due time to represent it for the control to heads of practice;
- To obey the rules of the internal labor schedule acting at the enterprise, strictly to follow the rules of labor safety;
- To submit the report on performance of all tasks to the internship supervisor and to present the report.

The student, who has not executed the program before the dead-lines, receives a negative response from the internship supervisor or an unsatisfactory evaluation of the report presentation, can be referred to as a student with poor-performance or dismissed from the university. At infringement by the student of a labor discipline and regulations of the enterprise internship supervisor from the company informs the Business Administration department. In such a case Vice-President for Academic Affairs can make a decision to dismiss the student from the university.

3. Internship content

During internship the student should get acquainted with the work of the major departments and learn how next operations are carried out:

1. Company's general operations investigation

Internship content.

The student should pay attention to following aspects during the internship:

1. The mission, the goals and the tasks of the enterprise or of the organization, its history;
2. Organizational structure of the enterprise (should be presented in a diary)

3. The major functions of the administrative personnel;
4. Analysis of the basic technical and economic parameters of the enterprise or of the organization for the last 2 years;
5. Marketing, financial and commercial activities of the enterprise or of the organization, the scheme of the cash flow accounting (in the form of the standardized forms and sheets, etc.);
6. The planning system of the enterprise or of the organization;
7. Remuneration of labor and other forms of materialistic and moral incentives.

2. Investigation of the major divisions' activities' features (possible questions for the individual assignment)

- Legal-organizational forms of the companies
- The branches of the civil law regulating the business of the company
- Legal regulation of the transactions with securities
- Legal regulation of the currency transactions
- Accounting in the company
- Notes to accounts
- The major requirements to the financial reporting
- Features of audit and auditor checks in the organization
- Evaluation of risks in the company
- Evaluation of transactions with securities
- Features of information technologies in the company
- The analysis of the financial reports
- The analysis of credit status of the company
- Risk management at the enterprise
- Working capital management
- Financing strategy of the company
- Cash management
- Investments into securities management
- Inventory holdings management
- Sources of financing of working capital
- Evaluation of investment projects
- Projected cash flow analysis
- Taxation problems in the company
- Accounts receivable management

4. Internship report design and presentation

All necessary documents should be presented to the Business Administration Department:

- The completed diary, the internship report, signed by both internship supervisors (from the Business Administration department and from the enterprise);
- The evaluation of the internship supervisor from the enterprise;
- **The internship diary and the internship report** are the major documents describing and confirming the student's internship and his work during the internship (see the appendix):
- The individual assignment given out to the student for internship and for gathering of materials for the creative project;

- The planned schedule of performance by the student of the internship program with comments about completeness and level of the student's performance (the plan is made together with the supervisors from the program and from the enterprise);
- The analysis of structure and content of practical work performed by the student with the structure, volumes, terms of performance and its evaluation by the supervisor from the enterprise;
- The list and the annotated review of the scientific literature used by the student (monographs, scientific collections and articles, etc.) and normative materials (standards, statutory acts, etc.);
- Intern's conclusions and suggestions;
- The brief assessment of the work of the student during internship by the internship supervisors from the enterprise and from the faculty.

The student submits supporting materials for the decision of specific tasks or for improvement of company's activities to the Business Administration department in the internship diary and internship report.

The content of the internship report is defined by the specificity of scientific discipline and concrete subjects. At the same time, it is not influenced by the subject.

The volume of the report is 20-25 standard sheets of the writing paper typed on a computer (font Times New Roman 12, an interval 1,5).

This volume of work is necessary to discuss the subject in details, and allow the student to show his abilities and diligence.

The major requirements to the report are the following:

- The report should contain the plan, the introduction, the body and the conclusion;
- The assignments should be fulfilled with the use of literature besides the textbook;
- In the report should contain footnotes, references, the list of the used literature, etc.;
- The scientific device – footnotes, references, the list of the used literature is made out;
- The recommended literature and other material should be completely understood and independently stated. The use of the materials developed by other people without references is considered plagiarism and is accordingly punished (grade F).

The most difficult requirement for students is the use of elements of scientific creativity in the report. How can this requirement be met? It is possible to state that the application of the basic theoretical knowledge to any business in Kyrgyzstan is the scientific creativity, because domestic business in the majority of cases represents a new venture in which many make the way with the trial-and-error method. So, today the analysis of just a single component of the business means a number of "discoveries". Thus, in modern conditions of the developing market of Kyrgyzstan it is not that difficult to show scientific creativity in the course work.

The goal of the report (the deeper understanding of the subject matter) makes some demands to the structure of work:

- the plan of the report should not be overloaded; it should contain no more than four questions, introduction and conclusion;
- The material should be equally distributed among all parts of the report; the problems should be discussed in details.

In introduction (2-3 p.) it is necessary to show the value of the selected theme, its urgency and the practical importance for the developing business, to formulate a problem of work, to give the explanation of the logic sequence of the basic questions of a theme selected by the author. It is

necessary to specify also, on the basis of what sources (theoretical and actual) course work is executed. It is possible to note, what questions have delivered the greatest difficulty and have caused the greatest interest.

In the conclusion it is necessary to formulate precisely the basic conclusions on a theme. They should be brief, integrally follow from the content of work, but not from those aspects which were not covered during on the work. Otherwise the conclusion will be an artificial, mechanical appendix to work and will its quality will suffer. In addition to that you may include description of possible ways of further investigation in the conclusion.

Work will be integral only if the goals of the research are clearly formulated in the introduction, minutely described in the main part of the work, and necessary conclusions are drawn in the conclusion part.

The list of the used literature should include all the literature mentioned in the footnotes and the literature that has affected the research, but was not quoted in the text. References are listed in alphabetic order depending on the initial letter of a surname of the author or the name of the book when there are a lot of authors.

Presentation of the internship report is the last stage of the work.

Presentation of the internship report is carried out in the presence of the committee, which includes:

- **The Chair of the Business Administration department,**
- **The internship supervisor from the Business Administration department,**
- **Additional faculty member (optional)**
- **Minimum of 2 committee members.**

The diary and the deadlines are checked during the internship report presentation.

The internship supervisor's review is the reference point for the presentation preparation. The review does not contain any grade. The supervisor's decision after the review can be «the student is allowed to present the report» or «the student is not allowed to present the report». The final grade is determined after presentation only.

If the student was not allowed to present his report, he must make necessary adjustments according to the supervisor's review and submit the report one more time. It is not recommended to change the subject of the work because it would be necessary to do everything once again. Therefore it is quite possible, that the new work will contain even more defects than the previous one and the presentation of the internship report will not be allowed.

The student is not allowed to present his report if the work is not independent, is written off from other authors if the basic questions are not uncovered, if the text is written carelessly, etc. Students are allowed to use only common abbreviations in the report (for example, the International Monetary Fund – the IMF), other words should be written completely.

Students are given 10 minutes for the presentation of their reports. The task of the student is to show understanding of the subject matter, to describe the materials used during the work and correct the mistakes mentioned in the supervisor's review. During the first part of the presentation (5-7 minutes) the student should describe the major goals of the work, the methods used and conclusions drawn. It is not necessary to describe the work in much detail at this stage.

It is recommended that students spend some time preparing before the presentation. A trial presentation is a good way to prepare oneself. The students should be aware that they will be asked questions by the members of the committee during the presentation. The students will not know the

questions they will have to answer before the presentation. The answers to these questions will affect greatly the final grade for the internship.

The students are allowed to defend their own points of view during the presentation and discuss the unclear aspects of the work.

The report is evaluated by the committee. The quality of performed work, degree of independence, design of the report, language and style of presentation, supervisor's review, performance of the student during the presentation, answers to questions asked during presentation are considered during the determination of the final grade. The student can get a low grade because of the poor performance when presenting the report and answering the committee's questions, although the presentation may be of very high quality. At the same time the presence of the mistakes in the report does not necessarily mean a poor grade.

Presentation of the internship report can be carried out at presence of other students. All present people are allowed to ask questions. Answers to these questions will affect the final grade.

Internship report presentation and evaluation are intermediate steps before the development of the thesis statement for the bachelor's and master's degree. They are the necessary reference points for the organization of the independent educational and scientific work in the future.

Grading system:

Grading Scale:

A	100 – 93
A-	92 – 90
B+	89 – 87
B	68 – 83
B-	82 – 80
C+	79 – 77
C	76 – 73
C-	72 – 70
F	69 – 0

The student, who successfully presents the internship report, receives 3 credit-hours.