



# INTERNSHIP QUALITY POLICY

The purpose of this policy is to maintain minimum quality standards for Pagoda Projects' national and international internship opportunities. The Pagoda team will guide each internship hosting organisation ("Host Company") through the onboarding process before they accept interns from a Pagoda programme, the Host Company onboarding process includes meetings, as well as visits and risk assessments where required for in-person programmes.

## 1. WORKING ENVIRONMENT & RISK ASSESSMENT

### ALL INTERNSHIPS (Online & In-person)

The Host Company must:

- have at least one English-speaking contact person and allocate a supervisor for the intern(s);
- ensure that any instances or accusations of prejudice, abuse or bullying are escalated both internally and to their Pagoda account manager and treated as completely unacceptable.

### IN-PERSON INTERNSHIPS

The Host Company must:

- complete Pagoda's Internship Risk Assessment before hosting an intern: <https://pagodaprojects.com/form/internship-risk-assessment>;
- welcome a visit to the office from a Pagoda Team member before hosting an intern;
- provide the intern with a safe, clean working environment;
- ensure the intern has their own allocated space to work; and
- ensure the intern(s) have free access to drinking water and suitable toilet facilities.

## 2. ORIENTATION & ONBOARDING

At or before the start of the internship, the Host Company is expected to:

- provide each intern with an orientation/online onboarding call, whereby information about the company, working hours, dress code, and key company policies should be communicated;
- provide the intern with an overview of their tasks and responsibilities during the internship;
- offer the new intern a platform and the time to ask questions and raise any issues with their supervisor;
- provide the intern(s) with the guidance and resources necessary to complete the tasks and projects assigned to them; and
- complete a Non-Disclosure Agreement with each intern (if the intern(s) are likely to be exposed to confidential information during their internship).

N.B. Interns are usually expected to use their own laptop computer for the duration of the internship unless otherwise stated by the Host Company.

Pagoda Projects may arrange compulsory onboarding workshops and mandatory activities for the Participants during their programme which are vital for onboarding, compliance with visa requirements and cultural assimilation for the Participant. The Host Company should note that some of these compulsory onboarding activities may take place during working hours Monday to Friday. The Programme Coordinator will warn the Host



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Company if and when they should expect the participant to be absent in order to attend these mandatory activities.

### 3. TASKS & RESPONSIBILITIES

The intern's tasks and responsibilities should be discussed during the candidate assessment and interview phase. The discussions and interview, facilitated by the Pagoda Team, should ensure that the prospective intern is satisfied with the relevance of the work involved and that the Host Company supervisor is satisfied that the prospective intern will be capable of completing their tasks and responsibilities to an adequate level.

It is the prospective intern(s)' responsibility to ensure the proposed tasks and responsibilities are likely to meet their own expectations and satisfy requirements from their university if the internship is an accredited aspect of their course.

The Host Company is responsible for providing an interesting experience for each intern.

The Host Company supervisor should hold regular feedback sessions with the interns during the internship to provide each party with a platform to give feedback and ensure that the internship is progressing as expected.

### 4. WORKING HOURS

The Host Company is responsible for informing the participant of their standard working hours prior to the start of the programme.

The participant is expected to follow the Host Company's standard working hours with the exception of the following cases:

- Participant may be absent to attend mandatory activities as part of the Pagoda Programme
- Participant working days are Monday to Friday, unless otherwise agreed with Pagoda in advance
- Participant weekly working hours should never exceed 40 hours per week
- Participant weekly working hours should not be less than 30 hours per week for a "full-time" internship
- Participant weekly working hours for a "part-time" internship will be agreed with Pagoda in advance

### 5. LEARNING OUTCOMES

Any learning outcomes that are specific to the internship should be discussed before the commencement of the internship and analysed upon completion. However, Pagoda expects every intern to feel as though they have been able to develop in at least five of the following [Pagoda Competencies](#):

1. Career Development
2. Communication
3. Critical Thinking & Problem Solving
4. Digital Fluency
5. Intercultural Fluency



6. Leadership
7. Professionalism
8. Teamwork & Collaboration

More specifically, we hope that the intern will have:

- improved their understanding of the most widely-spoken language of their Host Company colleagues;
- experienced cultural differences first-hand, in particular, working culture and etiquette;
- been provided with a platform to practice and improve their spoken foreign language skills;
- gained an insight into everyday office life and the workings of a professional organisation overseas; and
- completed tasks which allowed the intern to put their theoretical knowledge into practice.

*Version 4.0*

*Verified by: Clare Harding*

*Date Effective: 28 Aug 2018*

*Last Updated: 15 Nov 2023*

*Review Date: 20 Nov 2024*