

Human Relations
Internship Manual
AHSC 439

Concordia University
Department of Applied Human Sciences

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Introduction

Course Description

AHSC 439 *Internship in Human Relations* (6 credits)

- 60 university credits including AHSC 330; AHSC 400 or 425 or 445 previously or concurrently;
- permission of the Department.

This course provides students with an opportunity to design, implement, and evaluate small group leadership in several settings, and to negotiate working relationships with site personnel. Students will be solely responsible for facilitating several task or learning groups in community, work, or educational settings. The sites will be selected according to students' learning interests and in consultation with the course instructor. The course includes supervisory team meetings and internship seminar sessions.

Purpose

The internship is a supervised educational experience within a professional setting related to the student's area of interest or specialization. It is the opportunity for students to synthesize and more fully understand the significance of what they have learned throughout their degree program and to gain vital pre-professional experience. In particular, the course is designed to offer students the opportunity to practice the art and science of small group facilitation and systems intervention in an organizational or community context.

Goals and Objectives

- To enable students to gain professional experience and to gain an appreciation and understanding of the role, duties, and responsibilities of the practice of human relations.
- To provide students with opportunities to integrate theory and practice.
- To enable students to further develop their communication and relationship building skills, understanding of group development, group and intervention skills, collaborative planning abilities, understanding of human systems and practice-based learning skills.
- To encourage the exchange of contemporary views on current issues and practice

between the intern, professionals in the field, and the academy.

- To enable students to increase their knowledge in order to make informed choices concerning future jobs, learning experiences, and/or further areas of study.
- To enable students to recognize personal strengths and challenges in the field of human relations.

Length of Internship

- The internship is a minimum of 200 hours over at least six weeks.
- A maximum of eight hours per day and 30 hours per week may be counted towards the required total.
- Students may choose to extend their internship by working fewer hours per day/week over the semester. The internship schedule should be determined with the agency supervisor **based on the needs of the agency and then approved by the course instructor.**

Location and Restrictions

- There are very few restrictions in terms of where an internship can be carried out. Internship placements must be at a bona fide organization. The internship and agency must be approved by the university supervisor, prior to students accepting an internship placement. In addition:
- The internship may be done in an English or French setting.
- The internship may be paid or not paid.
- For students seeking an internship outside of Montreal, special arrangements for supervision will be necessary.
- A location where the student works (has worked) will be considered under special circumstances.
- The internship supervisor should ideally, only supervise one student, unless the scope of the department is diverse, and the internship students have different projects.
- A database of internship sites is available for the students registered in the course. This is only a list of places that have hosted AHSC students in previous years. Students are not required to find a placement from this list.

Getting Started

Internship students are responsible for finding, visiting and selecting a placement. You will be provided with all the information you need to begin searching for a placement site by your internship professor. You may want to begin your search prior to the course start. The following is an outline of the steps you need to take prior to starting your internship program:

Registration

In order to register, you must make an appointment to see the AHSC Undergraduate Coordinator, Alison Piela: alison.piela@concordia.ca to ensure you have the required courses (60 university credits including AHSC 330; AHSC 400 or 425 or 445 previously or concurrently). You will then be flagged to register for the Human Relations Internship (AHSC 439).

Preparation

Before approaching organizations, you need to read the ***Purpose, Goals & Objectives*** and ***Requirements*** sections in this manual. This will give you a good understanding of the course requirements and what you need to look for in an internship placement site. It is also recommended to create a list of organizations they might be interested in prior to the start of the course, and to attend the information session that Alison Piela calls out yearly to discuss any questions or concerns regarding the course.

Finding a Placement Site

After you are registered, meet with your internship supervisor to discuss potential organizations that suit your interests. You are also encouraged to consult the database of internship placement sites.

There is no guarantee that you will find a placement from this list. It is simply a starting point to learn about internship opportunities as you begin your search. All of the organizations listed have expressed interest in having internship students; many of the listings include examples of interventions for which the organization has a need. You are welcome to contact any of these organizations directly to discuss the possibility of doing

your internship with them.

If you would like to select a placement site that is not listed on the website, you are welcome to do so. However, you need to ensure that the site is able to meet the requirements outlined in this manual.

Once you have provisionally agreed on a placement site, you need to:

- Complete a Proposal Form with your organizational contact person;
- Book an appointment between your site supervisor, your course instructor and yourself to discuss the proposal, provide modifications (if required) and share expectations.
- Following this 3-way conversation, you should complete and submit the internship forms to your course instructor:
 - a CNESST Insurance Form (see *Required Forms*). These forms must be submitted to your course instructor;
 - an institutional agreement signed by your internship supervisor

***Please note:* Your program proposal is subject to approval by your instructor. When all required paperwork has been submitted & approved, you may start your internship.**

Requirements

- Students will devote a minimum of 200 hours over the fall/winter terms to their placement site.
- Students will engage in work that relates to their human relations training and expertise. Areas of study from which the student may draw during the internship experience include interpersonal communication, group dynamics and group process, small group leadership, program design, facilitation, organizational and/or community development, and research methods.
- To ensure students have the opportunity to intervene in human systems on different levels, there are specific requirements to be fulfilled within the internship. The intern will develop and implement an organizational project that requires him/her to gain

an understanding of the organization's functioning and that will result in positive change for the organization (or department, if the organization is very large).

- Previous organizational projects have included:

For organization development and change:

- working with management on organizational change projects;
- conducting participatory research to be used by the organization
- developing an HR manual and internal policies;
- reviewing and revamping existing procedures and/or developing new ones;
- quality insurance and continuous improvement processes;

For community development:

- Conducting a needs assessment/asset-based mapping of a particular partner;
- Working on participatory evaluation processes;
- Designing a community development program
- Facilitating and reflecting on a community process

For individual and small group processes:

- Design, implement and evaluate a multi-session program with a specific training or psycho-educative focus;
- Provide process facilitation to a task group in order to improve its functioning and productivity.

All internships project should include:

- Participatory research activities: interviews, focus groups, etc.
- Collective sensemaking from the data gathered: facilitation of one (or several) dialogue sessions using the data;
- Creating resources using the data (ex: manual, policy, action steps, workshops);
- Documenting the resources created for future use in the organization.

General Policies

- The student should plan to complete the internship in one semester, it is expected that the internship be half-time work placement. 12 weeks x 20 hrs per week). However, this may be adjusted due to special events related to the internship job functions. Taking additional course work or working outside the internship will need to be balanced with the internship requirements. With special approval from the internship professor, the student can start the internship before the semester and extend the internship after the semester.
- Students can choose, with consultation with their placement supervisor, to adjust the days and hours they work to be appropriate for the internship and hours can fluctuate on a weekly basis.
- The course grades are made-up of a variety of components, including, but not limited to, the internship work, mid-term evaluation, and internship journals. In the unlikely event that the student is removed from, fired, or abandons their internship, the course cannot be passed, even if the other course work adds up to a passing grade.
- Student interns can receive financial remuneration for their internship, internships may be paid or unpaid. They may also receive stipend for living expenses, transportation, meals, and conferences. Any such benefits must be reported and approved by the university supervisor.
- At the end of each day of work related to the internship, students are encouraged to spend time writing a journal. The university supervisor will decide which journal platform(s) are acceptable. The university professor will discuss submission guidelines and specific topics to be covered and the grades allocated for journals.
- The journal will include an ongoing timeline of internship hours completed.

Various Responsibilities

1. Placement Site Supervisor Responsibilities

- The placement site supervisor is an individual who works at the organization 25 hours or more per week and has a relevant degree and/or experience in the field.
- The supervisor will liaise with the organization to ensure the student is able to conduct an organizational project.
- The supervisor is available to provide one-to-one supervisory sessions to the internship student at least once a week.
- Develop a learning contract with the student which clearly delineates the student's role and responsibilities in the organization. This should be developed during the first two weeks of the internship. A copy of the agreement should be sent to the course instructor. A time-line of responsibilities is very helpful, so that interns can learn to self-manage
- Provide an orientation and overview of the organization's mandate, policies, administration, philosophy and approach to program design and service delivery
- Present interns to organization staff as a co-worker, in order to ensure professional status for the intern student
- Orient the student to the population/community: Its value-based system, basic needs, socio-economic status and special needs
- Meet as required to provide feedback and guidance. Meetings should be a minimum of once per week
- Provide practical educational experiences that broaden the student's knowledge, skill and experience.
- Support the student intern in their specific duties
- Hold a mid-term evaluation meeting with the intern half-way through the internship and a final evaluation when the internship is completed.
- A short report on these conversations, signed by both intern and supervisor, will be sent to the course instructor.

2. Student Responsibilities

- Find a site and establish a proposal/contract with the organization. The proposal/contract is subject to approval by the course instructor and the AHSC Ethics Committee.
- Complete all relevant paperwork, including a CNESST insurance form, before starting the internship.
- Submit a learning contract (including an internship workplan) after the first 2 weeks of internship;
- Adhere to the norms, policies and professional practices of the placement organization and will fulfill the internship requirements outlined above.
- Submit bi-weekly logs to the university supervisor.
- Complete all written assignments and submit them to the university supervisor.
- Accept the agency's philosophy, methods, and leadership
- Be professional and open to feedback
- Maintain appropriate confidentiality
- Ask for help in a timely manner from your agency or your university supervisor

3. Course Instructor Responsibilities

The course instructor will :

- host a conversation with the placement site supervisor and the student before the internship begins to confirm that the student will be completing an internship with the organization.
- In relation to internships conducted on the island of Montreal, visit the student and the placement site supervisor on site midway through the internship.
- Be available throughout the internship to respond to concerns or questions.
- Receive and respond to bi-weekly logs from the internship student, as well as mark all written assignments.
- Ensure that the proposed experience is appropriate
- Schedule internship seminar classes
- Clarify, with the agency supervisor, the expectations of the university
- Provide feedback to the student as required

FAQs

Is there a class for the internship?

Yes, there is a class that meets for the first four weeks of the course and then every 3-4 weeks. You will receive a schedule of classes on the first day of the course.

Can I be paid for the internship?

Yes - Student interns can receive financial remuneration for their internship, internships may be paid or unpaid. They may also receive stipend for living expenses, transportation, meals, and conferences. Any such benefits must be reported and approved by the university supervisor.

Can I do my internship where I work?

Yes - A location where the student works (has worked) can be considered under special circumstances.

How long in advance should I arrange my internship?

It is advisable to be thinking about your internship and the type of clientele/organization that interests you. You may want to make contact with an organization before class begins, but are not required to do so. The expectation is that you will begin your internship within 4 weeks of the start of class, which is usually enough time for students to find a placement if they put a concerted effort into doing so.

Forms Listing

The following forms can be found on the Human Relations Internship website:

- Internship Information for Students & Supervisors (French)
- Confirmation of Placement/Proposal Form
- Confirmation of Placement/Proposal Form (French)
- Ethics Considerations
- CNESST Form
- CNESST Form (French)