



# Welcome to the Bachelor of Arts and Bachelor of Science Internship Program at the Mount

Welcome to a rewarding academic program! The Bachelor of Arts and Bachelor of Science Internship Program is a value-added component of your degree which integrates classroom study and a workplace experience. When students graduate with experiential learning experience, they find jobs in their field more easily, attain higher starting salaries and have lower student debt loads than students who have not had the benefit of work-integrated learning.

The internship program is a partnership between the employer, the student and the university. These three participants are each an integral part of the entire internship experience. This partnership has benefits for each: the employer gets the latest theories and fresh ideas from the students, and university who in turn gets practical input from the workplace, and the student has the opportunity to experience the two as an integrated whole.

Your internship will enhance your studies, giving you meaningful practical experience and valuable contacts. It is an excellent opportunity to experience a professional working environment. The Co-op Office and your internship faculty advisor are always available to assist you. We want your internship experience to be positive and enriching.

Mount Saint Vincent University offers a limited enrollment internship option for students registered in either the 20-unit Bachelor of Arts or Bachelor of Science degree. Students accepted into the internship program complete all required coursework for the Bachelor of Arts or Bachelor of Science degree and in addition, complete one-unit internship course (BART 3399 or BSCI 3399).

This Student Guide is designed to help you through the process and to maximize your understanding and minimize your stress. This guide includes a wide variety of practical information, which will answer many of your questions as you begin your internship program.

## Table of Contents

1	Arts and Science Internship Program Overview	20 cont.	Job Search Job Offers
	Benefits of the Internship program Summary of Regulations Stakeholder Roles		Receiving a Job Offer Accepting a Job Offer Declining a Job Offer Checking the Status of a Job Registering for an Internship Work Term Top Ten Things to Remember During Your Job Search
6	Internship Student Services  Contact Information		
	Support for Internship Students	35	On the Job
9	The Internship Process		On the Job Timeline On the Job Form Personal Learning Plan Work Term Reports Work Site Visits Employer Evaluations Work Term Reflection Survey Workplace Harassment Challenges in the Workplace Feedback and Why it is Important Top Five Things to Remember On the Job
11	Preparing for your Internship		
	Career Connects Internship Terms and Conditions Resumes Cover Letters Professional Development Top Five Things to Remember when Preparing for your Internship		
20	Job Search	44	Internship Policies and Fees
	Applying for Jobs Weighing Your Opportunities Securing a Work Term Gaining Access to Job Postings Application Documents Completing Your Own Job Search		Required Self-Directed Job Search Policy Deferral Policy Internship Work Term Evaluation Internship Fees Withdrawing from the Internship Program University Closures Due to Weather
	International Work Terms Entrepreneurial Work Terms FAQ's Interviews	50	Appendix A
			Terms and Conditions - Arts & Science Internship
	The Interview Process Preparing for an Interview Types of Interviews FAQ's		

## Arts and Science Internship Program Overview

The internship program formally integrates a student's academic studies with one internship work term. Students admitted into the internship program may gain work experience in a private, agency, government or non-profit setting.

The Co-op Office abides by the following standards for the internship program:

- Each work situation must be approved by the Co-op Office as a suitable learning situation.
- Students complete one work term in the summer following their third year of study.
- The intern is engaged in productive work rather than merely observing.
- The intern receives remuneration for the work performed.
- The intern's progress on the job is monitored by the university.
- The intern's performance on the job is supervised and evaluated by the employer.
- The internship is a minimum of 13 weeks in duration, a minimum of 35 hours per week, and is continuous employment with one organization.

#### Benefits of the Internship Program

As a student in the internship program, you have the opportunity to:

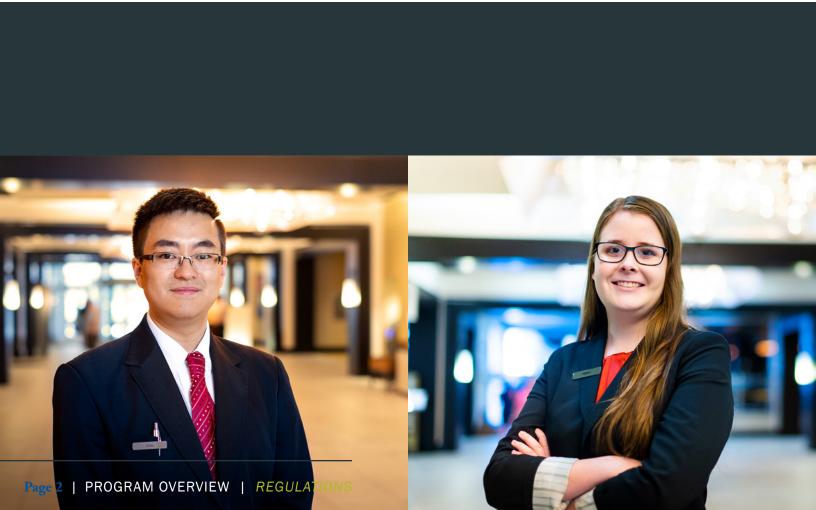
- Understand the relevance of theory to practical application.
- Develop new skills and knowledge.
- Be involved in challenging and rewarding career-related work.
- Draw on a workplace experience to enhance the classroom experience.
- Offset some cost of your education with internship work term earnings.
- Explore a career option.
- Build your resume by adding practical experience to academic credentials upon graduation.
- Develop a network of professional contacts.
- Experience professional development and personal growth.
- Become more competitive for post-graduate employment.



#### Summary of Regulations

In order to graduate with a Bachelor of Arts or Bachelor of Science degree with the internship course noted on the student's transcript, students must meet the admission requirements and:

- Attend all the professional development sessions facilitated by the Co-op Office.
- · Complete the internship during the eligible semester only.
- Complete one internship with a passing grade and in accordance to the standards prescribed in Mount Saint Vincent University's Undergraduate Academic Calendar.
- Adhere to the policies and procedures as outlined in the Terms & Conditions for the Arts and Science Internship Program and in the Undergraduate Academic Calendar.



#### Stakeholder Roles

#### Role of the Employer

Internship employers will:

- Provide the university with an accurate and complete position description to ensure the best possible match between the employer and student.
- Offer an internship of suitable duration (minimum of 13 weeks).
- Ensure the student is aware of company policies, provide appropriate orientation, expectations and direction.
- Provide a learning environment where the student is assigned projects which provide a variety of
  experiences and a progression of skill development and responsibilities.
- Treat the students as regular employees in terms of human resource and labor standards practices.
- Participate in the work site visit with a member of the Co-op Team.
- Assist with setting and approving the student's personal learning plan.
- Provide the student with ongoing supervision and feedback on performance, and complete the final employer evaluation and review it with the student before they return to campus.
- Notify the Co-op Office as soon as possible of any issues or concerns related to the student or any situations arising from labor negotiations or other possible work disruptions during the work term.

#### Role of the Internship Student

Internship students will:

- Complete one paid internship with a minimum duration of 13 full-time weeks and at least 35 hours per week.
- Fulfill the contractual obligations set by the employer.
- Attend the mandatory professional development sessions delivered by the Co-op Office to prepare you for the internship.
- Actively apply for internship positions and attend all scheduled interviews until a position is secured.
- Accept the Terms and Conditions prior to the first round of job postings.
- Provide their contact information, updated resume and reference list.
- Sign a Learning Agreement with the university outlining the registration and financial services
  processes for the work term.
- · Contact the employer within two business days of accepting a job offer.
- Develop a Personal Learning Plan with the help of the employer.
- Complete a work term report for the internship by the date communicated in the work term report guidelines, by the Co-op Office and/or by the Internship Faculty Advisor.

- Participate in the work site visit with a member of the Co-op Team.
- Review the final employer evaluation completed by your employer at the end of the internship.
- Maintain good academic standing (minimum 3.0 CGPA) in accordance with the internship program standards.
- Respect employer practices and conduct yourself in a professional manner throughout your internship.

#### Role of the Co-op Office

The Co-op Office will:

- Develop and deliver a series of professional development sessions.
- Provide personalized resume, cover letter and interview support.
- Assist students with effectively marketing themselves to employers.
- Promote the internship program to related industries.
- Assess suitability of internship positions, in consultation with the academic departments, if necessary.
- Facilitate the student job application, interview and job offer process.
- Monitor internship work terms through work site visits.
- Mediate between employers and interns, when required.
- Provide employer feedback to academic departments on the content and direction of the academic programs and employer needs.
- Develop promotional materials to promote the internship program to employers and potential students.
- Manage projects that raise the awareness of the Bachelor of Arts and Science internship program.
- Provide ongoing assessment of the Bachelor of Arts and Science internship program.



### Internship Student Services

As an intern, you will have access to a number of resources provided by the Co-op Office to help guide you through the internship process. Your number one resource is the co-op team. You can always call, email or stop by the Co-op Office with questions or concerns.

#### **General Contact Information**

166 Bedford Highway
McCain Centre, Room 312
Halifax, NS B3M 2J6
902-457-6139
co-op@msvu.ca
msvu.ca/co-op

#### Co-op Staff Contact Information

Scott Daniels, Manager

902-457-6375

scott.daniels@msvu.ca

Lisa MacNeil, Coordinator

902-457-6429

lisa.macneil4@msvu.ca

(On leave until September 2021)

Vacant Position, Student Liaison

902-457-6139

co-op@msvu.ca

**Courtney Davison, Coordinator** 

902-457-6588

courtney.davison2@msvu.ca

Cynthia Black, Employer Liaison

902-457-6493

cynthia.black@msvu.ca

#### Support for Internship Students

#### Mount Co-op Staff

You can reach out to any member of the co-op team with questions or concerns.

#### Moodle

As an internship student, you have access to the Co-op Moodle page. This page has resources we encourage you to take advantage of including items such as: resume, cover letter and interview assistance.

#### **Career Connects**

Career Connects is an online platform that will be your one-stop resource for your internship during the job search term. Here you will be able to view jobs, apply for positions, sign up for interviews and receive job offers.

You can also refer to the Career Connects Student User Guide located on the co-op website (msvu.ca/co-op) for additional information about Career Connects.

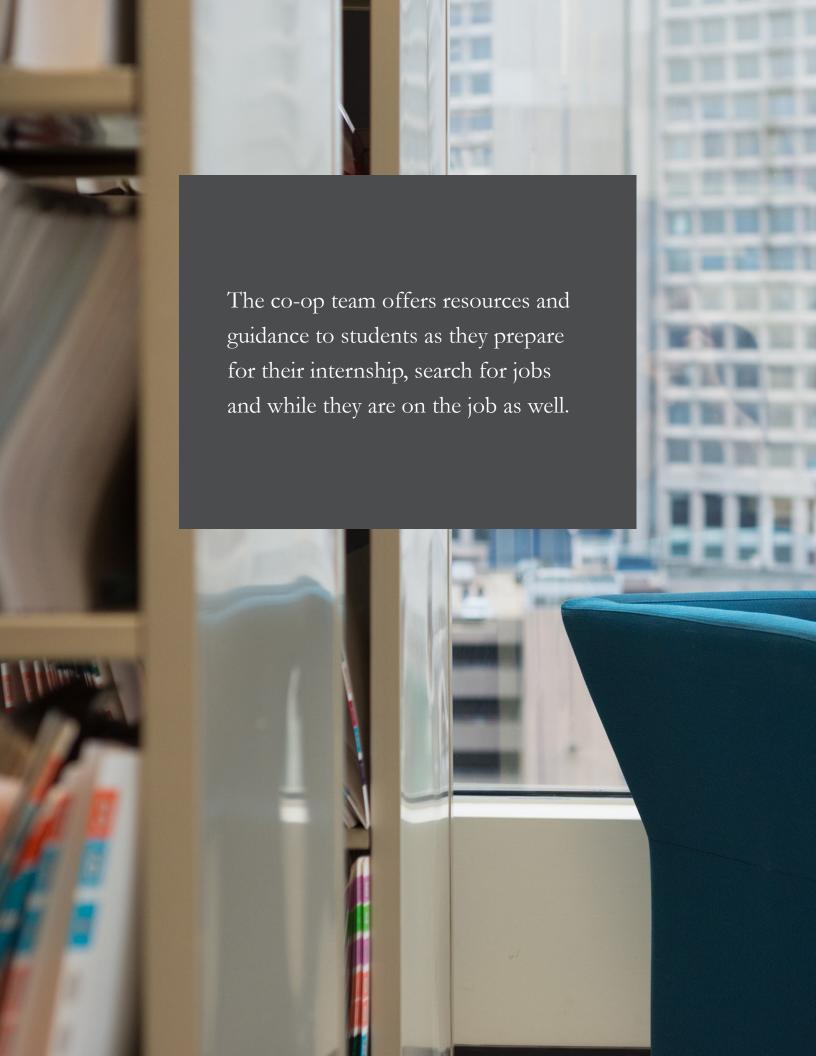
#### Professional Development Sessions

As an intern, you will receive emails regarding mandatory resume workshops, the Roadmap to Success Conference and cover letter workshops.

You will complete these professional development activities prior to your work term. These workshops and conference are designed to prepare you for your internship.

#### Workshops

Occasionally the Co-op Office will host employers for workshops on topics related directly to the workplace. Information about these workshops will be shared via email.





"I feel my experience has given me clarity and confidence when answering the question, what will you do with your arts degree? I was able to apply my writing courses and problem solving skills in a practical work setting, while also building my professional network and resume." Hailey Stapleton, BA Grad



### Preparing for your Internship

#### Career Connects

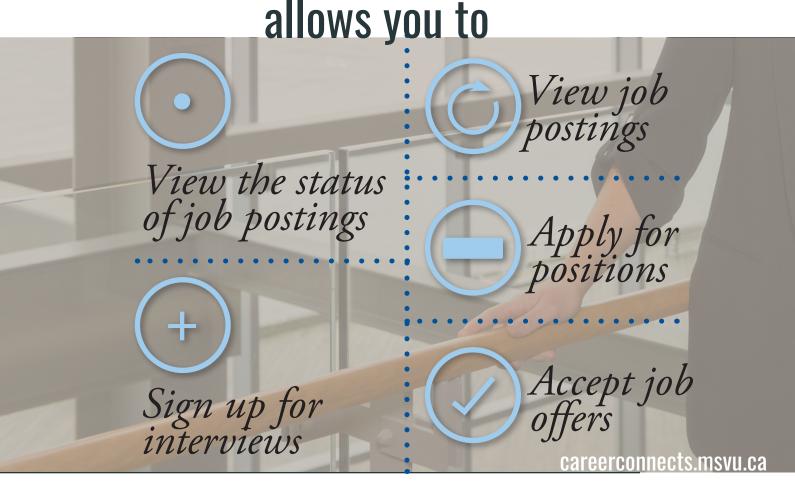
Career Connects is an online platform where you can view and apply for internship positions. To access Career Connects, visit careerconnects.msvu.ca. Be sure to review the student user guide located on the co-op website (msvu.ca/co-op) for a more detailed overview on how to use Career Connects.

#### Internship Terms and Conditions

Career Connects

The Internship Terms and Conditions document (Appendix A of this handbook) was developed to comply with FOIPOP (Freedom of Information and Protection of Privacy) and is an agreement by students to participate fully in the internship process.

In order to gain access to the internship job postings and to be eligible to complete the program, students are required to review and accept these Terms and Conditions on Career Connects prior to their work term.



#### Resumes

Having a strong resume is one of the keys to a successful job search.

One of the first tasks you will complete in the internship process is creating your resume. The Co-op Moodle site will be a helpful resource, especially when first developing your resume. Take the time to review the resume module on Moodle, as it will provide you with resume tips, as well as some sample templates to help get you started. If you do not have access to the co-op Moodle site, email co-op@msvu.ca.

Prior to your work term, you will attend a Resume Workshop where you will have the chance to further refine your resume. Following this workshop, you will work one-on-one with a co-op coordinator via email to finalize your resume so that it is ready for job postings.

When developing your resume, consider the following points which are also included in the relevant videos and documents on Moodle:

- Resume formats
- Attention to detail and consistency
- Include diversified experiences (e.g. education, part-time jobs, volunteerism, extra-curricular activities and course work)
- Tips for writing strong bullet points, including using action verbs
- Review sample resumes
- Reference list

#### **Cover Letters**

The average length of time an employer reads over your cover letter is 60 seconds. Therefore, it is critical to have error free, professional, and relevant cover letters to attract the attention of employers. Similar to resumes, there is a cover letter module on Moodle. Take some time to review this module. Prior to your internship work term, you will be required to attend one cover letter workshop, where members of the Co-op Office and senior co-op students will attend to provide you with cover letter feedback.

These workshops take place after job postings have started to give you the opportunity to receive feedback on cover letters you will be submitting for job postings.

When developing your cover letters, consider the following points which are further described in the various videos and documents on Moodle:

- Cover letter format
- Customizing each cover letter
- Researching the organization
- Grabbing the reader's attention
- Components of a cover letter (intro, body and closing)
- Review sample cover letters



#### **Professional Development**

Attending the mandatory professional development offerings prior to your internship work term is vital to your success in the program. You will complete the following professional development activities:

#### Resume Workshop

The resume workshop details will be emailed to you. Prior to this workshop, it is expected that you have reviewed the resume module on the co-op Moodle site and created a first draft of your resume and reference list.

The majority of this workshop will be spent editing your resume. Co-op staff members and senior co-op students will be available to answer your questions and provide feedback.

#### Resume One-On-One Support

Following the resume workshop you will work with a co-op coordinator to finalize your resume and reference list. This review and approval process will be completed via email, unless you or the coordinator feels you should meet in person.

#### Roadmap to Success Conference

This one day conference will cover topics that include: an introduction to the arts and science internship program, cover letters, interviews, navigating your work term, and special appearances from some of our dedicated employers who will provide tips related to internships. You will also have the chance to hear from senior co-op students.

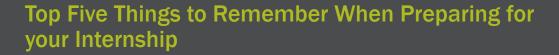
#### Cover Letter Workshop

Once internship postings have begun for your work term, you will sign up for a cover letter workshop. You will have the option to choose a day that works for you. This workshop will allow you to work one-on-one with a member of the co-op team and/or senior co-op student to ask questions about your cover letter and for them to provide you with feedback.

#### **Additional Services**

Cover Letter Reviews: After the cover letter workshop and throughout the term, as you are applying for positions you can send in a draft of your cover letter to a coordinator for review. They will review your cover letter and provide feedback via email. Please make sure to send your cover letter in for review at least 48 business hours before the application deadline.

Mock Interviews: Once selected for an interview, students can contact co-op@msvu.ca to set up an interview prep appointment with a co-op coordinator.



- 1. Use Moodle as a resource when creating your resume and cover letters.
- Review Moodle and this handbook in detail prior to attending the Roadmap to Success conference to ensure you are able to maximize the event.
- 3. Cover letters are important and should be customized for the organization and position you are applying for.
- 4. Career Connects is where you will apply for internship job postings, sign up for interviews and accept job offers.
- 5. You need an approved resume and you must have accepted your Terms and Conditions on Career Connects in order to view job postings.







"My internship was a learning experience that made me a stronger person with more knowledge about the workplace and the skills I have to offer."

Emma Kay, BA Grad

## Job Search

#### Job Search

The Co-op Office works with employers across Canada to provide internship job postings for students to review and apply for. The more positions you apply for, the higher your chance of success in securing a work term. The Co-op Office strongly recommends remaining open to as many opportunities as possible.

#### Applying for Jobs

Internship opportunities are posted on Career Connects. Unless otherwise stated, application packages are submitted through Career Connects by the application deadline.

Job postings traditionally start on the third Monday in January. Following the initial group of job postings, internship opportunities will be posted ongoing as they arrive into the Co-op Office and students will have on average 4-5 business days to submit applications. It is critical for students to regularly check Career Connects for new job postings.

Weighing your Opportunities

The internship opportunities posted have been deemed

appropriate learning experiences. Students who place conditions on their internship (e.g. geographic) must realize that their options will be reduced. However, students should not apply for positions they are not willing to accept.

#### Securing a Work Term

The highest volume of internship positions are available in March and April once a provincial government funding grant is provided to employers who want to hire summer students. The process to secure an internship may take the entire semester so it is important not to lose interest and not get discouraged. Rather, remain active, engaged and maintain two-way communication with the Co-op Office.

The commitment of the arts & science internship program is to support you in gaining professional work experience that will enhance your resume, provide you with additional work experience and provide you with the chance to gain transferrable skills that you can apply to future jobs. Within the arts & science internship program, we do not commit to recruiting employers and posting jobs related to your specific and unique program majors. You can supplement the jobs posted by the Co-op Office with your own job search as well.

The process to secure an internship may take the entire semester so it is important not to lose interest and not get discouraged. Rather, remain active, engaged and maintain two-way communication with the Co-op Office.

#### Gaining Access to Job Postings

If you do not have access to the job postings on Career Connects once postings have started, check to make sure you have an approved resume and have accepted the Terms and Conditions. Instructions on how to accept the Terms and Conditions can be found in the Career Connects User Guide located on the co-op website (msvu. ca/co-op). If you have completed these two tasks and still cannot view the job postings, email co-op@msvu.ca.

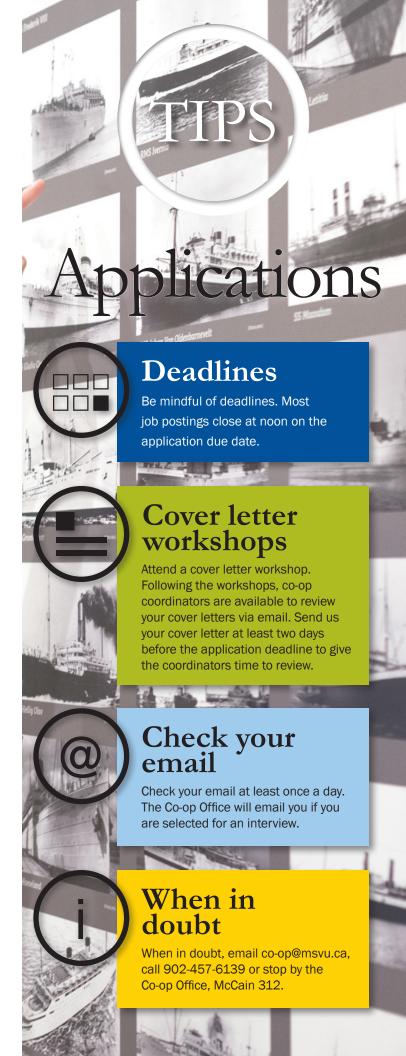
#### **Application Documents**

Applications for job postings will consist of a cover letter, resume and reference list. Employers may also request: transcript, work samples, or government forms such as the Public Service Commission (PSC) form or Atlantic Canada Opportunities Agency (ACOA) form. You can find the PSC and ACOA forms on Career Connects.

## Completing Your Own Job Search

Start thinking about building your own job search skills now. Completing your own job search allows you to maximize your opportunities as you can continue to apply for jobs posted by the Co-op Office while also completing your own job search at the same time.

If you wish to complete your own job search, book a 15-minute appointment with a co-op coordinator to go over the job search form. Bring a list of companies you plan to approach to the meeting.



## We are here to support you

The Co-op Team is here to support you throughout your entire internship journey. If you have any questions, please contact us.

SAINT VINCENT UNIVERSITY CO-OPERATIVE EDUCATION

Email co-op@msvu.ca or call 902-457-6139

#### International Work Terms

Although the Co-op Office does not post international opportunities, students are able to complete an international work term provided they are willing to put in the research and work. Similar to the own job search process, contact co-op@msvu.ca to set up an appointment to complete the own job search form and talk about international work terms.

Students completing an international job search will be required to meet with the International Education Centre who will help navigate work permits, forms, discuss risks and opportunities with particular countries, and facilitate a pre-departure meeting.

Internship students are responsible for securing their own visa and permits required prior to the work term.

#### **Entrepreneurial Work Terms**

The idea of developing a business enterprise while going through university is a goal for some students. Recognizing this desire to embark on entrepreneurial activities, the Co-op Office seeks to support students interested in completing an entrepreneurial work term.

Internship students who wish to pursue their own business venture can complete an entrepreneurial work term to meet the requirements of an internship. The Co-op Office can provide information, support and advice for students wanting to consider an entrepreneurial work term.

#### Job Search FAQ's

#### The employer has asked for work samples, what should I upload?

If the employer does not specify what type of work samples, the Co-op Office suggests reviewing the job posting and uploading samples relevant to the job duties (e.g. if you are going to be writing profile stories, upload a profile or story that you have created in the past through work or school).

If you do not have any similar work samples, you should upload a document that you are most proud of. Make sure to limit samples to no more than two pages in length.

#### Career Connects will not let me upload my work sample, what do I do?

If Career Connects will not let you upload your work sample, it is likely because the file is too large. You can either reduce the file size or choose another work sample to upload instead.

#### The employer has asked for an ACOA or a PSC form, where can I find this?

You can find these government forms in the resource section of the Co-op & Internship module on Career Connects.

The employer has asked for a transcript, how do I get this? Does it need to be official? Unless specifically stated, your transcript does not need to be official. For step by step instructions on uploading your transcript, review the Career Connects User Guide located on the co-op website (msvu.ca/co-op).

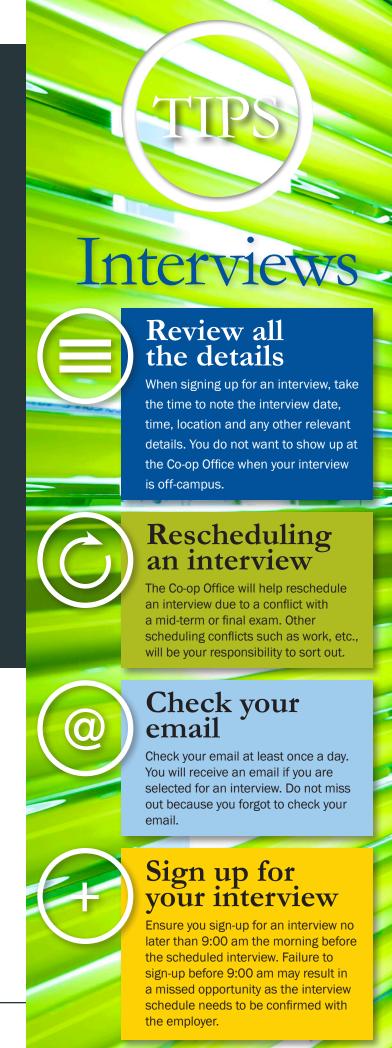
I need to make a small change to my resume and/or reference list, how do I do this? If you are only making a small change, you can make this yourself and re-upload the document to Career Connects. If you are looking to make major changes to your resume, re-send it to the co-op coordinator you were working with when you initially had your resume and reference list approved.

#### Interviews

Interviews begin in early February. The first three days of interviews will be held on-campus. When you arrive for an on-campus interview, stop by the front desk in the Co-op Office to check in and a member of the Co-op Team will let you know which room the interview will be held in.

Employers do not have a deadline to book interviews with the Co-op Office. However, the Co-op Office completes regular follow-up with each employer who posts a position.

If you are selected for an interview, you will be contacted by the Co-op Office through email. When you receive this email, it is to your advantage to log into Career Connects and sign-up for a time slot as soon as possible because sign-up is first come, first served.





## The Interview Process

#### Employer selection

Once employers review the application packages, they will decide which students they are interested in interviewing. If you are selected for an interview, you will receive an email from the Co-op Office.

#### Sign up for an interview

Log into Career Connects to sign up. Interview sign-up is first come, first served in terms of available time slots.

#### Review interview information

Make note of the interview location. It is important to make sure that you record all relevant details related to your interview. For instance, interview date, time and location.

#### Review the "Special Instructions"

Review the notes associated with your interview on Career Connects under "special instructions" as some employers may request writing samples, writing tests or other relevant material.

#### Prepare, prepare and prepare

This is critical in helping you to get to know the company, how you align, and how you can tie your experience to the position you are interviewing for. You can make an appointment with a co-op team member to complete interview preparation.

#### Rock the interview

Show up on time (even 5-10 minutes early). Should you not receive a job offer, the Co-op Office can contact the employer on your behalf to request feedback. The Co-op Office facilitates this process, so let us know if you would like to seek feedback.

#### Preparing for an Interview

The Co-op Moodle site is an excellent resource when preparing for an interview. Check out the Interview module for tips and common interview questions. You can also book an interview prep meeting with a co-op coordinator by emailing co-op@msvu.ca.

When preparing for an interview make sure you:

- Complete in-depth research on the organization. The number one piece of feedback the
  Co-op Office hears from employers is that students who do not do their research do not get hired.
  Impress employers with your knowledge about their organization's values and what they do.
- 2. Review the job description to determine ways your skills relate directly to the job duties.
- 3. Prepare questions to ask the employer at the end of the interview. Asking questions shows the employer that you are interested in the position and curious to learn more.
- 4. Practice answering potential interview questions (review the sample interview questions on Moodle).

Arrive 5-10 minutes early for your interview.

## Types of Interviews



Come to the Co-op Office, McCain Centre, Room 312 for your interview.



Come to the Co-op Office, McCain Centre, Room 312 for your interview. The Co-op Office will have a computer and Skype username for you to use.



Come to the Co-op Office, McCain Centre, Room 312 for your interview. The Co-op Office will have a telephone for you to use. The employer will call the Co-op Office and a co-op team member will transfer the call to you.



Go to the address indicated on the interview schedule on Career Connects.

#### Interview FAQ's

#### How will I know if I am not selected for an interview?

You can view the status of the job posting on Career Connects. Learn how to check the status of a job on the next page of this handbook and in the Career Connects User Guide located on the co-op website (msvu.ca/co-op).

#### What happens if I do not get the job?

Do not lose momentum. Continue to apply for available positions and stop by the Co-op Office to talk with a member of our team if you are feeling discouraged. You can email co-op@msvu.ca to seek feedback on your interview. The Co-op Office will reach out to the employer on your behalf for feedback to help you in future interviews.

#### There is a writing test associated with my interview, what do I do?

Writing tests are developed by the employer so the Co-op Office is usually not aware of the specifics of the test beforehand. However, given that writing tests often need to be completed in a short time, brief writing exercises or editorial assignments are common.

Your writing test may occur before or after the interview. The interview schedule on Career Connects will provide these details. If the writing test is to take place before the interview, contact co-op@msvu.ca to arrange a time to complete the test.

#### Job Offers

Job offers will begin at the end of the third day of interviews and continue throughout the term. Following the interview, employers will provide the Co-op Office with their rankings. If you are selected, you will receive the job offer via email. An employer may submit their offer minutes after the interviews or a few days later because they may want to review writing tests, complete reference checks, or complete interviews with students at other universities.

#### Receiving a Job Offer

Students have one business day to respond to a job offer on Career Connects. For example, if you receive an offer at 3:00 pm on Friday, you will have until 2:59 pm on Monday to accept or decline the offer. If you do not respond in time, the offer will be declined and automatically released to the next ranked student.

#### Accepting a Job Offer

Once you have accepted a job offer, the Co-op Office will email you when your learning agreement is ready to be signed. This form is an agreement between you and the university and will register you for the upcoming internship.

We will also provide you with your employer's phone number. Make sure you call the employer within two days of accepting an offer. When calling the employer, thank them for the opportunity and check in to see if they need anything from you before you begin. You can also ask any questions you may have (e.g. dress code, parking, start and end dates, office hours, salary, etc.).

#### Declining a Job Offer

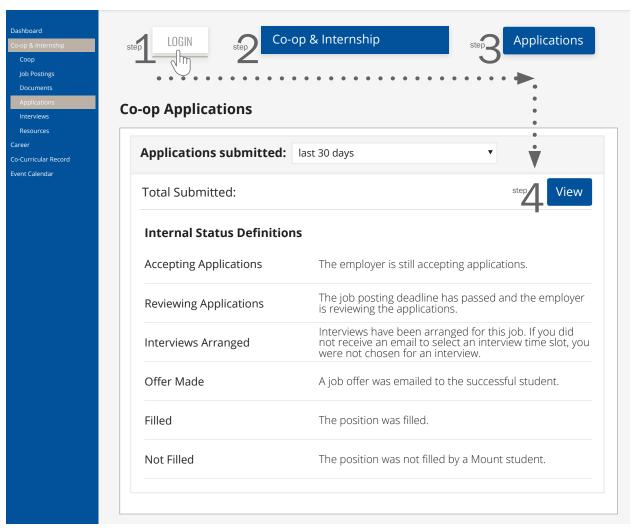
Once you have accepted a position, the Co-op Office will cancel all additional interview requests and job offers on your behalf.

If you receive a job offer, but have an upcoming interview be sure to accept the job offer at least two business hours before the scheduled interview. This will provide ample time for the Co-op Office to contact the employer to advise them about changes to their interview schedule.

Students declining three internship opportunities (including both interview requests and job offers) will be required to complete their own job search. Read more about this policy in the "Internship Policies and Fees" section of this handbook.



#### Checking the Status of a Job in Career Connects



#### Registering for an Internship Work Term

Once you have secured a work term and have signed your learning agreement, the Co-op Office will send a copy to the Registrar's Office and Financial Services to ensure you are registered for your work term.



# Top 10 Things to Remember During your Job Search

- 1. Unless otherwise stated, you will apply for jobs on Career Connects.
- 2. Maximize your opportunities by applying for jobs early on.
- 3. Have a job in mind that is not posted? Contact co-op@msvu.ca to set up an own job search appointment before reaching out to an employer.
- 4. Make sure your contact information is up-to-date. If you are selected for an interview, you will receive an email from the Co-op Office.
- 5. If you have a scheduling conflict, contact the Co-op Office right away.
- 6. Review all of your interview details you do not want to show up oncampus when your interview is off-campus.
- 7. There is no timeframe for an employer to get back to the Co-op Office with a job offer. If you receive a job offer, you will get an email from the Co-op Office.
- 8. Students have one business day to respond to a job offer.
- Once you have accepted a job offer, contact your employer within 48 hours to thank them for the opportunity and inquire about any next steps.
- 10. If you decline three opportunities\* you will complete the Required Self-Directed Job Search in order to secure your internship.

\*An opportunity is defined as an interview or a job offer





#### Congratulations!

You've secured a job and are ready to start working.

# On the Job Timeline

Below is a checklist and timelines for a typical internship work term. The Co-op Office will go into further details on each bullet point in this handbook.

#### **WEEK ONE**

Submit an "on the job" form that will be sent to you by email from the Co-op Office.

#### WEEKS THREE TO FOUR

Develop a personal learning plan. Work with your supervisor to develop four to six well-rounded learning objectives.

#### WEEKS SIX TO TEN

Work site visits will be completed in person or by phone.

#### FINAL WEEK

Employer evaluation will be completed by your last day of work.

#### RETURNING TO CAMPUS

Your work term report will be due the first day of classes in September. Upon return, internship students are required to attend a debriefing session with their Internship Faculty Advisor.

"My experience has certainly opened up many doors for me, giving me valuable experience for when I entered the workforce. It has provided me with connections, references, experience and confidence that certainly gave me my edge when seeking my first job." *Kathleen Yurchesyn, BPR Grad* 

# On the Job

#### On the Job Form

During the first week of your work term, fill out the "on the job" form. The Co-op Office will send out an email with a link to the form. If you want to get a head start, go to msvu.ca/co-op and under "For Internship Students" click on "Interns Forms & Documents". You will find the form under "General Forms and Documents". It's important that you take the time to fill this out as the co-op coordinators will use this information to arrange your work site visit.

# Personal Learning Plan

By week three of the internship, you should be finalizing your personal learning plan with your supervisor. The personal learning plan sets your learning goals for the term and is a great way to discuss work expectations with your supervisor. The personal learning plan template can be found on the same webpage as the "on the job" form (noted above).

When developing your objectives, the Co-op Office encourages you to develop SMART goals. SMART goals are specific, measurable, attainable, relevant and timely.

We suggest that you work on a draft of your personal learning plan once you have been working for a week and have a sense of some of the projects you will be involved in. Initiate a meeting with your supervisor to share your draft plan with them and get their feedback on your goals. Your supervisor may be able to identify additional goals or re-align your plan based on your projected workload. Make sure to send a copy of the plan signed by both yourself and your supervisor to the Co-op Office by the end of the first month of your work term.

The personal learning plan is a great tool to use as a point of conversation with your supervisor to get on the same page about priorities for the term. It is meant to be reviewed throughout the work term. The Co-op Office strongly encourages students to use the learning plan as a point of reference if they are feeling under-challenged and/or if priorities are unclear.

### Work Term Reports

The work term report is due by the date communicated in the work term report guidelines, by the Coop Office and/or by the Internship Faculty Advisor. The work term report is evaluated by the Internship Faculty Advisor. Generally, the due date is the first day of classes in September.

For more information about the work term report guidelines visit msvu.ca/co-op and click on "Internship Forms and Documents" under "For Interns".

#### Work Site Visits

About mid-way into your work term, a co-op coordinator will visit you at your workplace. If you are outside of the province, your visit may take place by phone or Skype. During the work site visit, the coordinator will speak with both you and your supervisor to hear how the work term is progressing.

### **Employer Evaluations**

Your employer is required to complete an end of term evaluation via Career Connects. This evaluation will be shared with you following your work term. Students are evaluated on items such as: oral and written skills; problem solving and decision making; planning and initiative; teamwork; workplace skills; integration of theory and practice; and overall performance.

## Work Term Reflection Survey

Similar to the employer evaluation noted above, you have the option to complete an end of term reflection survey of the work term and your supervisor. This will be emailed to you in the last month of your work term.

### Workplace Harassment

While the Co-op Office hopes that no one will experience harassment on the job, it is important to note that supports are available in the case you should ever need them.

The Mount has a Harassment and Discrimination Advisor (respect.advisor@msvu.ca) who works on-campus. The advisor is a free service for all Mount students. Any information shared with the advisor will remain confidential.

Please contact the Co-op Office if you ever find yourself in a situation that makes you feel uncomfortable.

# Challenges in the Workplace

The most common challenges that previous students have experienced are:

- Attendance: Sick time, time off and illness.
   While we all get sick, interns should not expect
  to be paid for any missed time. Be sure to
  check your employer's policy regarding time
  missed (e.g. when is a doctor's note required).
   Also, be sure you know the process for
  communicating sickness ahead of time.
- Under challenged: If you are feeling under challenged, we recommend talking to your supervisor. Perhaps bring ideas with you on items you can work on and reflect on projects included on your personal learning plan.
- Expectations: It is best to set clear expectations
  with the employer right away. If you are
  uncertain if something is allowed (e.g. having
  you cellphone at your desk), simply clarify with
  your supervisor.
- Fit within the organization: In your first week,
  we recommend introducing yourself to the team.
   Get to know others, eat lunch in the lunchroom
  and participate in team activities. These things
  may help you feel like part of the team.

Many challenges in the workplace have one thing in common: lack of communication.

Communicating with your employer and the Co-op Office about challenges you are facing or questions you may have will help you in your work term.



# Feedback and Why it is Important

You will likely be receiving feedback regularly from supervisors and colleagues as you are new to the organization and will be adapting to a new workplace. When accepting feedback, it is important to listen, keep feedback in perspective, and apply what has been discussed. Look at feedback as an opportunity to grow and learn. Ask questions and seek examples if anything is unclear.

# GOOD FEEDBACK IS... Describe the issue and consequence Clearly, examples are helpfur to bring Resolutions should be developed to gether





- Arrive on time. Do not be afraid to ask for a workplace tour on your first day as this is great way to meet the team.
- Communication is key. You will want to ensure you have open communication with your supervisor to get the most out of your work term. Do not be afraid to ask questions.
- 3. Submit your "on the job" form within your first week. Submit your personal learning plan by the end of week 3 of the work term. Talk to your supervisor when developing this plan as they will be able to foresee some of the projects you will be a part of.
- 4. Ensure you take some time to review the work term report guidelines before your work site visit.
- 5. If you have any questions or concerns at any point in the work term, contact the Co-op Office.

We are here to support you.





# Policies and Fees

# Required Self-Directed Job Search Policy

Students that are placed on the Required Self-Directed Job Search Policy are required to find their own internship without the usage of the jobs posted by the Co-op Office for the upcoming work term. The Required Self-Directed Job Search is assigned to a student when they decline three internship job opportunities (job offers or interviews).

Example: You receive a job offer from the Co-op Office for a position you recently interviewed for and you decide to decline the job opportunity. That decline would be counted as a missed opportunity. If you decline a third opportunity/offer, the Required Self-Directed Job Search status will be assigned to you. This will require you to secure your own internship for the upcoming work term.

# **Deferral Policy**

Arts and Science interns are not eligible to defer the internship to a future semester. Students who are not successful in securing an internship by the final business day of final exams in April will be required to withdraw from the internship program. Withdrawal fees and grades in accordance to the withdrawal fee policy will apply (you can read more about these fees on the next page).

# Internship Work Term Evaluation

Evaluation for successful completion of an internship is comprised of the following:

- employer evaluation;
- · work site visit; and
- work term report.

The results of the internship are indicated on the student's transcript. There are three possible grades for an internship:

- Pass student has a satisfactory work term and employer evaluation; work term report has been submitted on time, and is satisfactory
- Fail student is terminated from the workplace with cause; has an unsatisfactory work term and employer evaluation; work term report has not been completed; or work term report is unsatisfactory
- Withdrawal student withdraws from the internship program prior to accepting an internship or is unable to complete the internship due to unforeseen circumstances as approved by the academic department and/or Co-op Office.

#### Internship Fees

Internship fees are equivalent to one unit of tuition for the work term.

Fees are due the last business day of the second month of your work term. For example: internship fees are due the last business day of June for students completing a summer work term. Contact Financial Services at financial.services@msvu.ca or 902-457-6277 for more information.

#### Withdrawal Fee Structure

30% of fees will be charged once job postings have started

**50**% of fees will be charged once interviews have started

100% of fees will be charged once a position has been accepted

# Withdrawing from the Internship Program

Depending on the time of withdrawal from the internship program, the following situations may occur:

- Tuition fees may be assessed for any withdrawal from the internship program (see "Withdrawal Fee Structure" above)
- Withdrawal from the internship program prior to a job offer being accepted will result in a "W" for the internship and a withdrawal fee as outlined in the "Withdrawal Fee Structure" above
- Withdrawal from the internship program if the student is not successful in securing an internship will result in a "W" for the internship and a withdrawal fee as per the "Withdrawal Fee Structure" above
- Once a job offer is accepted, withdrawal without permission will result in an "F" for the internship and full tuition fees will apply.
- If a student fails to complete the internship requirements, an "F" will result for the internship and full tuition fees for the internship.

# University Closures Due to Weather

Once interviews begin for the term, it is important to be aware of the university's winter storm closure policy. Unless the Mount website and radio stations state otherwise, the Mount is open for business.

Check <u>msvu.ca/en/home/weathercentre.aspx</u> for the most up-to-date information.

If you have an interview and are unsure if the interview will proceed due to weather conditions, call the Co-op Office at 902-457-6493 to check on the status.

<sup>\*</sup>fees are based on the value of one unit of tuition







# Appendix A



# Terms and Conditions - Arts & Science Internship

This agreement is designed to comply with the requirements of Nova Scotia's Freedom of Information and Protection of Privacy Act (FOIPOP). It reflects your right to privacy and permits the Co-op Office to disclose relevant information about you to current and potential internship employers. It also stipulates regulations and policies related to the Bachelor of Arts and Science Internship Program.

It is intended to assure procedural fairness for all individuals by articulating one set of principles governing internship students at Mount Saint Vincent University. These Terms and Conditions are in addition to those regulations listed in Mount Saint Vincent University's Undergraduate Academic Calendar and the Student Guide for Bachelor of Arts & Science Interns.

#### Academic

I understand that I must comply with the academic standards and regulations as outlined in the program description sections of the Mount Saint Vincent University Undergraduate Academic Calendar.

I understand that to maintain my eligibility for the internship program I must be registered as a full-time student when applying for admission into the internship program, and the semesters before and after the internship.

I agree to sign a Learning Agreement with the university upon confirmation of securing employment for the internship. The Learning Agreement will initiate my registration for the internship.

I understand that when I accept an internship, I am committing to undertake and complete that work term. I understand that I may not terminate an internship, or change the conditions of employment, without first discussing the situation with the Co-op Office. I understand that leaving an internship without permission results in a "Fail" for the internship and dismissal from the internship program.

I understand that evaluation for successful completion of an internship is comprised of a) work site visit; b) employer evaluation; and c) work term report/project. The results of the internship are indicated on my academic transcript, with three possible grades (Pass, Fail and Withdrawal).

I understand that the work term report/project requirements must be submitted by the deadline(s) outlined in the work term report/project guidelines or by the deadline(s) communicated by the Co-op Office and/or internship faculty advisor.

The internship receives academic credit and tuition fees valued at one unit.

I understand that since internship work terms are considered to be a full-time course of studies, I am not expected to take courses while on an internship work term. However, I can register for one-half unit of credit while on an internship work term. In order to take a course while completing an internship, I must notify my employer prior to the beginning of the internship to ensure the course will not interfere with my work term. I understand the academic department will de-register me from courses if I register for more than one-half unit of credit.

I understand that I must have completed 15 units of study by the end of the semester prior to the internship.

I understand that I can only complete the internship during the summer semester in which I am eligible.

I understand that I am not eligible to defer the internship to a future semester. I understand that if I am not successful in securing an internship, or not able to fulfill the requirements of the internship program, I am required to withdraw from the internship program. I will be assigned a grade and withdrawal fee as outlined in the Student Guide for the Arts and Science Internship Program.

#### Freedom of Information Protection of Privacy Act - FOIPOP

I give my consent to the Co-op Office to disclose and release personal information consisting of my résumé, unofficial transcript and reference list to employers for the purpose of assisting me in securing and maintaining employment while I am enrolled in the Arts and Science Internship Program.

#### **Accessibility Services**

I understand that if I am a student with a disability who may require accommodations in the workplace, I will register with the University's Accessibility Services as soon as possible.

If I am a student with a disability, I understand that I am encouraged to discuss my required accommodations with a co-op coordinator as soon as possible in order to access the information and support needed to succeed in the internship process and in the workplace.

#### **Internship Program Policies and Procedures**

I understand that I am required to attend and complete the series of professional development (PD) sessions offered by the Co-op Office prior to the internship. These PD Sessions are a prerequisite for my internship work term. I understand that after the internship work term, I will be required to attend a debriefing meeting with my internship faculty advisor.

The Co-op Office facilitates all job offers for positions posted by the Co-op Office. I should not accept any job offers made directly from an employer until I have consulted with the Co-op Office.

I understand that if I am an international student, it is my responsibility to apply for a work permit and Social Insurance Number to secure an internship. I understand I am not eligible to begin my internship without a work permit and Social Insurance Number.

I understand that I will be assigned a Self-Directed Job Search Status if I decline more than two job offers and/or interviews.

I understand that if I do not sign up for an interview by 9:00 a.m. the business day prior to an interview I will be removed from the interview shortlist and it will be counted as a missed opportunity.

I understand that once I receive a job offer, I have 24 business hours to confirm with the Co-op Office whether I am accepting or declining the job offer (i.e. if I receive a job offer at 3:00 pm on Friday, I will have until 2:59 pm on Monday to accept). I understand that if I do not accept or decline a job offer within 24 business hours, it will count as a decline and the offer will be released to the next ranked student.

I understand that once I decide to accept a job offer, I must contact the Co-op Office to cancel any additional upcoming interviews no later than two business hours before the scheduled interview time.

I understand tuition and withdrawal fees apply to the internship program. Tuition fees are payable to Financial Services by the last business day of June.

#### **Internship Program Competition Process**

I agree to comply with the open competition process and apply for positions posted by the Co-op Office until I secure an internship.

I agree to meet all deadlines for internship job postings and provide cover letters and résumés, and where applicable, references, transcripts and/or work samples.

I understand that I must be on campus to participate in the interview process until such time as I have secured an approved internship.

I understand that participation in the Arts and Science Internship Program may require me to apply for and accept positions anywhere in Canada in order to secure a position. Once I have accepted a position, I understand I will be responsible for the necessary travel expenses to relocate when the employer does not subsidize these expenses.

I understand that the internship may not be directly related to my program major.

I understand that internships are paid employment and reflect the organization's salary scale and the student's level of experience. I understand that internships are a minimum of 13 weeks in duration, a minimum of 35 hours of paid employment per week, and continuous employment with one organization.

I understand that I am committed to the position once an offer has been accepted either verbally, electronically or in writing. I understand at this point that I am no longer eligible for other internship opportunities for this term.

I understand that I will be required to withdraw from the internship program if I do not secure an internship by the last business day of final exams during the winter semester.

#### In the Workplace

I understand it is my responsibility to request two copies of my signed contract from my employer at the beginning of my internship work term, in order to retain one copy for myself and to forward one copy to the Co-op Office.

I understand that while on an internship I am representing my educational program and the University and therefore agree to conduct myself in a professional and ethical manner. I agree to abide by my employer's policies, procedures, guidelines and code of conduct.

I understand that as an internship student, I am representing my internship employer. Therefore, I will adhere to policies and legal requirements when using the Internet and email. As a user, I will comply with the license agreements associated with computer software. I agree to use the internet responsibly and productively while on an internship work term.

I understand that documents that I complete or have access to during an internship work term are the intellectual property of the employer. I am not entitled to accessing this information outside of the internship term without the expressed written consent from the employer.

I understand that if I experience any serious difficulties or conflicts in the workplace throughout the course of my internship work term, I agree to attempt resolution of these issues with my co-workers and/or supervisors and to communicate with the Co-op Office so they can provide support and guidance.

I understand that if my internship is interrupted (e.g. lay off), the University will make every effort to ensure alternate arrangements so that I can receive academic credit for my internship. I understand that the University does not accept responsibility for lost earnings.

#### Own Job Search

I agree to allow the Co-op Office to solicit positions on my behalf and agree not to solicit positions from an employer directly on my own behalf. I will advise the Co-op Office if I pursue my own internship position and I will sign the Job Search Agreement form.

If I secure my own internship I understand that the Co-op Office must approve the position. A job description, start and end dates, confirmation of hours, salary and employer's contact information must be submitted for approval prior to my accepting the position.

I understand that if I secure my own internship, I am committed to this position once an offer has been accepted either verbally or in writing. I understand at this point I am no longer eligible for other internship opportunities for this term.

I have read the above Terms and Conditions of enrolment in the Arts and Science Internship Program and I agree to abide by them during my participation in the Arts and Science Internship Program. I understand that failure to comply with any of the above can result in my being required to withdraw from the Arts and Science Internship Program.

I have read the information in my respective program description section in the Mount Saint Vincent University Undergraduate Academic Calendar and the Student Guide for the Arts and Science Internship Program and I agree to abide by this information during my participation in the Arts and Science Internship Program. I understand that failure to comply with any of the above can result in my being required to withdraw from the Arts and Science Internship Program.

#### Completing the following information is voluntary

The information will be used by the Co-op Office for statistical purposes, funding opportunities and potential scholarships/bursaries. Information about individuals will not be released without the student's expressed written permission.

I am:  ☐ Canadian Citizen ☐ Landed Immigrant/Permanent Resident ☐ International Student	I require special assistance by reason of a disability:  ☐ Yes ☐ No
I am a member of a visible minority group:  ☐ Yes ☐ No	Revised: June 19, 2018





Mount Saint Vincent University Co-operative Education Office 166 Bedford Highway McCain Centre, Room 312 Halifax, NS B3M 2J6

902.457.6493 co-op@msvu.ca msvu.ca/co-op



