

CASE STUDIES OF INTERNSHIP PROGRAMMES IN WESTERN BALKANS

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**Event: Developing internships in the
Western Balkans, OECD
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An overview on WUS Austria



- WUS offices in the region since 1993
- WUS in Prishtina since 1998
- Main target areas:
 1. **Higher Education Development** (Curriculum Development, Quality Assurance, New Teaching Methodologies & Technologies, Higher Education Management, Academic Mobility & Cooperation)
 2. **Linking Higher Education & Economy** (Research & Development, Development of Applied Curricula, Human Resource Development)
 3. **Arts & Culture**
 4. **Higher Education & Human Rights**

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WUS experiences with internships



- Internships part of the KCC project since 2004
- Different companies/institutions recruiting the best students (through head-hunting)
- Several meetings and conferences held with international experts and different local stakeholders on internships
- From internship awareness raising activities to its institutionalization.

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Knowledge – Based Society and Economy



- Work force the main factor for economic development
- Main goal of the system of education should be “to upgrade the people’s knowledge and improve their working skills”
- “Education represents the best formula for political and economic stability” - Gerhard De Malynes, XVII Century
- Realized investments in education multiply 75-450 times within one generation
- Higher Education Institutions (HEI) became most important driving force for the economic development of a country
- Kosova set the so called “three Es” as priority for sustainable economic development: Energy, Economy and Education

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Starting point with internships: Kosova Case Challenge



- Kosova Case Challenge including:
 - a. Internships (companies identifying students through observing them in action, participating in the recruitment event)
 - b. Different trainings (equipping students with labor market competences)
 - c. Case study method

as means for linking higher education and economy

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What is an internship?



- Carefully monitored job experience in which a student has intentional learning objectives and reflects on his/her experience
- Duration: A month to two years – most common between three to six months
- Part-time or full-time, paid or non-paid
- Internships can be graded with ECTS credits (as part of academic program)
- Internships mutual benefits for students, recruiters (companies & institutions) and university
- Internships promoting personal, career and academic development
- Many universities throughout the world include internship as part of their curriculum (in various disciplines)

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Case study on internships: Pilot Project “Business and Economics Internship Program



- Business and Economics Internship Program a project sponsored by the USAID Kosovo Private Enterprise Program and implemented by WUS Austria
- Project aim:
“The internship program for Business and Economics is designed to provide students with an opportunity to apply classroom learning in the work place and gain practical employment experience”
- Project duration: May - December, 2009

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Case study on internships: Pilot Project “Business and Economics Internship Program”



- Project implemented in close cooperation with the following:

Faculty of Economics of the University of Prishtina (UP), American University of Kosova (AUK), Ministries of the Government of Kosova and organizations.

- 10 students selected via an open call (around 100 applications for 10 internship positions)
- Selection committee organized for preparing the shortlist
- Short list of candidates prepared and sent to the institutions/organizations for selecting the candidates for interview (3 candidates interviewed for a position)

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- 10 students conducting internships in the period of 6 months (3 months with the possibility to 6 months for successful candidates)
- 10 students received a monthly payment in the amount of 150.00 EUR sponsored by the USAID KPEP
- Prior to selecting the successful candidates institutions/organizations submitted job descriptions for each offered internship position

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- Orientation training organized for 10 selected interns
- During the training interns signed the Agreement & Learning Objectives
- Learning objectives determined during Orientation Training in accordance to the submitted job description

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Case study on internships: Pilot Project “Business and Economics Internship Program”



- Tools and methods developed through the pilot project:
 - Internship procedures (for interns)
 - Learning objectives and agreement (for interns)
 - How to make the most from internship (guidelines for interns)
 - Weekly report (for interns)
 - Monthly report (for interns)
 - Final Report (for interns)
 - Monthly intern’s evaluation form (for supervisors)
 - Quarterly intern’s evaluation form (for supervisors)
 - WUS Austria quarterly report on intern’s performance (WUS Austria)

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Case study on internships: Pilot Project “Business and Economics Internship Program”



- Internship procedures includes information on internship procedure, duration, trainings, internship coordinator, monitoring
- Learning objectives and agreement: A document containing a table for putting the intern's learning objectives and other relevant information on the internship (signed by: Supervisor, Intern and Coordinator-WUS Austria)
- How to make the most from internship? – guidelines on internships
- Weekly report – Intern has to submit a weekly report on the duties to be carried out during the next week.

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Case study on internships: Pilot Project “Business and Economics Internship Program”



- Monthly report – each intern to submit a report on the activities carried out during the month by reflecting on the achievement of learning objectives
- Final Report submitted by each intern in the end of internship (it is a wrap-up of the internship period on activities, impressions, benefits etc.)
- Monthly intern’s evaluation form submitted by supervisor (contains information on intern’s work quality, readiness to absorb new knowledge, attendance and punctuality, self-initiative, listening and communication skills and additional comments)

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- Quarterly report on intern’s performance – Each supervisor submitted the quarterly report on intern’s performance
- WUS Austria quarterly report on intern’s performance contains information on the achievement of learning objectives, submission of documents (weekly reports, monthly reports), supervisor’s recommendations.

Based on these two documents it was decided whether or not to extend the contracts to interns for additional three months

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Case study on internships: Pilot Project “Business and Economics Internship Program”



- WUS Austria in close cooperation with the USAID KPEP developed these tools and methods based on long experiences and using the best examples of human resource development projects implemented so far
- WUS Austria monitoring interns by conducting site visits
- Organization of trainings for interns on presentation skills, career development and academic writing

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Case study on internships: Pilot Project “Business and Economics Internship Program”



- Project outcomes:
 - a. 6 interns out of 10 offered with a job opportunity at the institutions that conducted the internship
 - b. 2 interns have been promised with employment if there will be new vacancies at the institution that conducted the internship
 - c. In addition, two other interns found a job within the period of three months after finishing the internship

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Follow up of the pilot project “Business and Economics Internship Program”



- USAID KPEP supported the new project concept “Cross Sector Internship Program”, which represents a follow up of the “Business and Economics Program”
- Beside Faculty Economics of the University of Prishtina target area extended to the Faculties of Law and Civil Engineering
- 40 interns will benefit from the project
- Duration: May – September, 2010

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Expected project outcomes of the new concept:

- Internship positions provided for the students from the faculties of Economics, Law and Civil Engineering of the University of Prishtina.
- Preparation of interns for labor market needs by providing different trainings
- Increasing awareness on internship institutionalization through two seminars with the presence of different stakeholders
- Development of research papers from the interns
- Contribute to the employability aspect
- Creation of partnership agreements on internships among the faculties of Law, Economics and Civil Engineering on one side, and the economy on the other for contributing to the Internship Institutionalization.
- Institutionalization of the developed project tools and methods on creating relations with the labor market partners and tracking interns' progress, within the targeted faculties.

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Recommendations and problems identified during the seminar “INTERNSHIP INSTITUTIONALIZATION at the UNIVERSITY OF PRISHTINA” organized by WUS Austria



- Internships as motivation for students (from internship to employment).
- Internships = enhancing personal growth.
- Establishment of institutional points for information distribution.
- Interest from both sides (students and companies).
- Involvement of all UP levels:
 - Top management = Rectorate (passing a sort of regulation that makes internship mandatory at all Faculties)
 - Middle level = Faculties/Departments (adopting or modifying the regulation to their needs)
 - Operative level = Administration, students' associations (gathering and distributing the information on internship opportunities in an effective manner)
- Internship grading (ECTS).

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- Provision of access to all students for the available internship opportunities
- Integrating internship in the study programs as mandatory
- Best students to be involved in special projects
- Tailor-made internship programs - i.e. sometimes internship can be combined with the preparation of diploma thesis

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