



Internship Guide 2020

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Introduction

The University of Winnipeg, Professional, Applied and Continuing Education (PACE) diploma programs internship component is an important part of helping our students succeed. UWinnipeg PACE partners with local businesses to provide students with a meaningful, hands-on internship.

Four-week unpaid internships round out our professional programs for students who have excelled in their studies. Hosting an intern offers participating organizations a source of highly motivated and skilled individuals who work without remuneration in order to jump-start their career and shadow experienced practitioners. The internship is not a requirement for graduation: students choose internships to bridge the gap between education and career search. Our internship candidates bring unique strengths and innovative skills; both entry-level and project-based work assignments are acceptable.

To be eligible for an internship, students must maintain a minimum 3.0 GPA and demonstrate professionalism within the classroom.

We understand that hosting an intern requires the commitment of staffing resources, the provision of a fully equipped workstation or appropriate supports if the intern is working remotely, and the creation of meaningful work assignments that enhance overall skill development. Thank you for helping provide this capstone experience.

Mentoring an intern is a positive way to fulfill corporate responsibility objectives. Hosting an internship student not only helps shape professional practice, it also provides an opportunity to broaden organizational leadership capacity by developing the supervisory skills of the individual overseeing the placement as well as credits towards the Chartered Professional in Human Resources (CPHR) & Project Management Professional (PMP) designations.

Goals & Objectives of Internship

The primary goal of the internship is to prepare students to transition into their industry and enhance their resume with real-world experience. Work assignments should be geared to enhancing employability skills.

Employers define the scope of the work assignments based on their own organizational needs. Some examples of projects can include, but are not limited to, the following:

Advanced Business Management

- › Assisting with research and related administrative tasks
- › Supporting project planning and execution
- › Applying leadership and organizational performance skills through communication and problem solving

Financial Management Diploma

- › Assisting with data entry in accounting system
- › Preparing journal entries
- › Accounts payable and receivable entries
- › Reconciliation of general ledger accounts

For more information about UWinnipeg PACE's Internship Program, please contact our Internship Coordinators at paceinternships@uwinnipeg.ca.

Human Resource Management Diploma

- › Updating/creating position descriptions
- › Assisting with the recruitment and selection process
- › Creating/updating policies, procedures, manuals, and other HR materials

Marketing Management Diploma

- › Acting as influencer for B2B partners
- › Maintaining and monitoring website/imagery/social media platforms/hastags, etc.
- › Assisting with sponsorships

Project Management Diploma

- › Assisting the organizational project management office with project documentation, specifications, schedules, and reports
- › Assisting projects by preparing stakeholder communication, status reports, and project closure documentation
- › Applying project management tools to improve the quality of service delivery or resource allocation

PR, Marketing & Strategic Communication Diploma

- › Developing internal and external communication, media releases, newsletters, publications, presentations, and speeches
- › Participating in event planning
- › Reviewing content, style, and grammar changes

Supply Chain Management

- › Assisting with the organization with processing orders which may include sourcing inventory, customs clearance, transportation coordination, and warehouse management
- › Assisting with the research and related administrative tasks on tenders and responses
- › Applying supply chain management tools to improve the quality of service delivery, logistics, or resource allocation

Web Development Diploma

- › Reporting, diagnosing, and repairing software bugs that are often difficult to duplicate in a production environment
- › Creating complex web designs, page layouts, graphics, style sheets, illustrations and photographic elements in a fully-digital environment using digital/multimedia hardware and software specific to the Web design industry
- › Writing test cases and test scripts

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Internship Dates

PROGRAM	INTERNSHIP MONTH	POSITION DESCRIPTION DUE
Advanced Business Management*	April/August	January/May
Financial Management*	December	July
Human Resource Management	April/August	January/May
Marketing Management*	January/November	October/July
Project Management	January/May/ September	January/May
PR, Marketing & Strategic Communication	September	May
Supply Chain Management	January	October
Web Development	January/August	October/May

Organizations may host one or more student interns from each program and may also apply to more than one program within the calendar year. To contact one of our Internship Coordinators, email paceinternships@uwinnipeg.ca.

Internship Process

Employers develop internship work assignments based on their organizational needs and submit a position description to the Internship Coordinator three months prior to hosting an intern.

Please submit the following information on company letterhead

- › Organization information, including location of internship (company address, remote, etc.)
- › Internship placement dates (provided by Internship Coordinator)
- › Contact information (site supervisor name, title, phone number, email)
- › Hours of work
- › Internship duties and responsibilities
- › Qualifications and required skills
- › Requirements such as Child Abuse Registry, Canadian Citizenship, Criminal Record Check, Reference Checks
- › *Reasonable accommodation ability (see below)

How it works

- › Internship Coordinators post position descriptions for the students to review and apply. Students are given two weeks to prepare a cover letter and a resume.
- › Internship Coordinators email the cover letter and resumes to the employers along with the scheduled interview dates.
- › Employers short list and call candidate(s) to arrange an interview.
- › After the interviews, employers email the Internship Coordinator a ranking of each student interviewed in preference for placement, on or before the ranking due date. If an employer does not feel a student interviewed would be a good fit, simply indicate **do not rank** beside that student's name.
- › Students follow same ranking system.

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- › All efforts are made to place employers and students with one of their top three choices, with preference given to the employer's ranking. **Please note, placements are not guaranteed, at times employer/students don't match, in which case a placement is not confirmed.**
- › On placement day, the employer and student will be emailed confirming the placement with a confirmation letter. For employers that are not matched with a student, an email is sent to notify.
- › Students and employers contact each other to arrange the first day.
- › Last week of internship: an evaluation link is sent to employers to be completed on the final day of internship. International students require the final evaluation to show completion of the program before applying for work permits. Please complete evaluations to ensure timely application for work permits.

*UWinnipeg Accessibility Services provides accommodations to our students in need of extra support throughout their studies. Please advise the Internship Coordinator if your organization is able to provide accommodations for a student and indicate on the position description "some accessibility available". Examples of reasonable accommodations may include: providing an ergonomically friendly chair, a height adjustable desk, or flexible start/end times of the work day.

PACE appreciates any consideration for accommodation; however, organizations are not obligated to provide this. The information is gathered solely for the purpose of identifying suitable placements for students who require accommodations.

Establishing a Successful Internship Experience

PACE expects students to conduct themselves with integrity and in a professional manner that respects the rights and responsibilities of all individuals. This includes arriving on time, refraining from making personal phone calls, emails, texts, and using social media during working hours.

- › Employers must be able to assign at least one staff member to supervise and mentor the student intern along with a work space or the agreed upon supports in the case of a remote internship.
- › The supervisor is responsible for preparing ongoing work assignments and providing direction to help the student produce the desired results.
- › Interns also need mentoring; weekly meetings are a constructive mechanism for two-way communication.
- › PACE encourages organizations to address performance issues directly with the student and involve the Internship Coordinator where necessary.

CONFIDENTIALITY

Student information is personal and confidential. Organizations participating in the internship may not disclose personal information including performance information to a third party without the student's prior written consent. Organizations should advise students about their own confidentiality requirements.

INTERNSHIP HOURS OF WORK

The requirement to pass internship is completion of 140 hours over a 20 day Monday to Friday regular work day. The employer sets the hours of work according to those of the site supervisor. Student interns are discouraged from scheduling personal appointments during internship hours wherever possible, and are required to make up the time if there was no other option. Students will not receive credit for the internship unless they complete the required 140 hours (barring statutory holidays).

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CHANGING THE HOURS OR DAY OF WORK

PACE discourages changes to the internship schedule, unless mutually agreed upon by the site supervisor, the intern, and the Internship Coordinator. PACE must pre-authorize any changes and will formalize this consent in writing on the Internship Confirmation letter.

INDEMNIFICATION

The site is responsible for supervising all aspects of the intern's work and releases PACE from all manner, causes, and claims of actions arising from work relating to internship participation.

Remote Site Internships

To ensure interns working remotely have a good experience that enhances their skills and hopefully expands their professional network, we recommend the following:

Internship job posting

- › Clearly state that this is a remote-work internship opportunity
- › Include required technology (e.g. specific programs/tools)

During the internship

- › **First day**, if possible, invite the intern into the office to meet their supervisor and other co-workers. If there is no office, meet in person for on-boarding, explanation of company culture, communication style (e.g. reply all or not, email signatures, text vs. email, etc.), expectations (e.g. taking legal breaks/lunches, system of tracking hours), etc.
 - Agree on how often check-ins will happen, and the preferred method (video call, phone call, email, etc.)
- › **Minimum once per week**, either in person or by video conference: targeted mentoring/supervising, providing feedback, upcoming work activities/expectations, outcomes from previous work, etc.
- › **Regular supervision and mentoring**, with potential for in-person meetings or office visits.

Internships are often a great opportunity for students to continue expanding their professional network. As often as makes sense, interns should be given opportunities to present work and/or collaborate with other employees, shadow meetings, attend client visits, etc.

Tips for success

Working remotely can sometimes lead to a sense of disconnect from the broader work being done, as well as from co-workers. The following are some suggestions to help the student see the larger picture, and feel like they are a contributing member of the team:

- Communicate why certain work is being done. How does it contribute towards the company's goals? How will it be used by other employees/clients? This could be done during regular meetings/check-ins, or when work is assigned.
- While some of our students have experience working remotely, this may be the first time for many. It takes particular types of skills, motivation, and organization to succeed in this kind of work, and receiving lots of support and tools from the internship host will go a long way to help both the student and the host receive the most of the experience.

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