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	PGC 5.2 INTERNSHIP MANAGEMENT	EDITION 08

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MODIFICATIONS			
EDITION	DATE	REASON FOR MODIFICATION	PAGES
01	06/05/2015	INITIAL VERSION	All
02	09/10/2016	Modification and updating of content	All
03	30/11/2018	Update of responsibilities due to new structure	All
07	03/07/2019	Unification of SGIC I and II	All
08	26/04/2021	Updating and change of management Academic Quality and Compliance	All
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Date: 26/04/2021		Date: 26/04/2021	Date: 26/04/2021

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PURPOSE

The purpose of this procedure is to guarantee the quality and coordination of students' external curricular internships on their respective degrees, in accordance with the commitments made in the degree programmes' validation reports.

SCOPE

All official degrees that include external curricular internships as part of their programmes.

Internships can be:

- Curricular internships: internships that are an integral part of the curriculum.
- Extra-curricular internships: internships that students undertake to round off their programme, without their being necessary in order to obtain the qualification. These are undertaken on a voluntary basis during the programme, and although the objectives are the same, they are not included in the curriculum. However, they will be taken into account in the European Diploma Supplement (EDS).

This procedure applies to all Universidad Europea de Madrid's curricular internships.

RELATED DOCUMENTATION


- Article 13 of Royal Decree 1707/2011
- Article 14 of Royal Decree 1707/2011
- RD 592/2014, of 11 July, which regulates external internship placements for university students.
- Council of the European Communities Directive no. 58/342 of 16 September 1985 article 2.3.
- Educational Collaboration Agreements with external companies.
- European regulations on the recognition of professional qualifications.
- Organic Law 1/1996, on the Legal Protection of Minors, modified by Law 26/2015.
- Regulations on External Academic Internships at Universidad Europea

PROCESS DEVELOPMENT

Formalisation of the Educational Cooperation Agreement

External academic placements will require the prior signing of an Educational Cooperation Agreement (CCE) between the University and the collaborating entity, which will regulate cooperation between the two parties on student internships.

These educational cooperation agreements may be entered into at the request of the collaborating entities themselves, the faculties, schools, departments and services of the university, teaching and non-teaching staff, or by professors, students and other members of the university community. Chapter II of Universidad Europea's External Academic Internship Regulations expands on the procedures for processing and formalising these agreements. Where the centre receives financial support, these agreements are managed by the Legal Department, and where it does not, by the Internships Department. Annexes to the agreements are processed by the Internships Department.

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Publication of the content of internship offers

External internship offers will be published internally on the University's Platform for the Management of Internships and Employment, on the section of the virtual campus designated for this purpose, or by post to students who are enrolled on internships.

Internship duration

The duration of curricular internships will be as established in the curriculum.

Students may not undertake placements that conflict with their academic calendar; in other words, their internship timetable must be compatible with their class schedule as class attendance is compulsory, as well as with their other educational or representation activities at the University.

In the case of undergraduate students who will complete their studies in the academic year in which they do the internship, they will be allowed to continue their internship until 15 September of that academic year, as long as the duration of the internship in the same collaborating entity does not exceed 1 year. In the case of postgraduate students, they must complete and finish their internships before the end date of the programme (date for submission of reports and licensing process).

Announcement and awarding of external internships

The University will prioritise students doing curricular internships over those applying for extracurricular placements.

Academic recognition and accreditation of internships


The successful completion of curricular external placements will result in the academic recognition of credits, as established in the curriculum of each degree programme.

Once the external curricular internships have been completed, and following an assessment report by the academic tutor, upon request the University will issue a certificate confirming completion of the internship. As a minimum this will contain the following: student name, collaborating organisation, and a description of the internship, specifying its duration and the tasks carried out.

External internships: Quality assurance

With the aim of achieving the efficient functioning of internships for both students and collaborating organisations, and in order to introduce measures to improve the internship programme, the skills acquired by the students doing the internships and fostered by their employers will be measured, together with levels of satisfaction for both parties. These surveys are managed through a dedicated internship management platform:

- *Student satisfaction surveys:* Student satisfaction surveys: at the end of internships, students are surveyed about the tasks performed, their comparison with students from other universities, the theoretical/practical knowledge acquired, the collaboration and support received from the company, and their satisfaction with the working conditions.
- *Assessment by the company/institution:* The supervisor at the company/organisation/institution where the student has done their internship will complete a questionnaire on the student's performance and the professional skills they have developed. Factors such as technical competence, personal effectiveness, planning and organisation, communication, availability, creativity, initiative, dynamism, personal responsibility and commitment, respect for ethical values, motivation for learning, personal presentation, attendance and punctuality, relationships with staff, relationships with

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superiors, adaptability, cooperation and team spirit, self-confidence, commitment to quality, orientation towards results and assimilation/management of information are evaluated.

- *Company/institution satisfaction surveys* In addition to the assessment, the company/institution tutor completes a satisfaction survey, where they must assess the student's preparation in comparison with students from other universities who have done internships at the organisation, whether they would consider hiring the student, their overall satisfaction with the student, and their satisfaction with their dealings with the university.

All the steps to be followed when conducting the surveys are included in PGC 11.1 Stakeholder group satisfaction.

The analysis carried out by the quality assurance bodies will be sent to the Internship Department in order to identify issues and possible shortcomings, and if necessary the appropriate measures to remedy these.

Each year, the Academic Quality and Compliance Department communicates the results obtained from the satisfaction surveys to the vice-deans/undergraduate and postgraduate programme directors, department directors and degree programme coordinators who will analyse the results for their programmes, and propose the appropriate improvements to ensure that Universidad Europea systematically offers quality external academic internships for all students.

Internship allocation

In order to be able to do an internship, students must first have registered for one. The Internship Coordinator for the corresponding degree programme will assign the student a tutor from the faculty, and a supervisor from within the organisation where the student will complete their internship once the necessary meetings have been held.

All information regarding the internship placement will be communicated at informative meetings which students are required to attend. In the case of postgraduate programmes, either individual meetings are held, or information is provided by e-mail or via the virtual campus. In the case of bachelor's degree programmes, as a minimum the following information will be provided in the different sessions held:


- General information on the subject and the request for an internship in a particular field or area of specialisation (expectations).
- General information about the organisations offering internship placements.
- Information prior to joining the organisation where the student will do their internship.
- Information regarding assessment and the submission of the final report and internship diary.

In order to access an internship placement, students must submit a CV together with all other documentation required depending on the subject and degree programme, and if the placement will involve contact with minors, it will also be necessary to present an official certificate confirming that they are not on the sex offenders register.

As a general rule, students express their preferences from among the organisations where internship placements are available, and these will as far as possible be taken into account by the Placement Coordinator when making the final allocation.

The student may suggest an organisation with which they would like to do their internship to the Internship Coordinator (as long as it complies with the placement regulations) who must then decide whether or not it is suitable and coherent with the related subjects, and that it fulfils the training objectives stipulated in the Validation Report.

The faculty tutor will contact the company to agree on the details of the placement, and provide the company's contact details so that the Internship Department can sign the aforementioned

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agreement.

If this is the case, the process of signing the agreement between the company and the University begins in order to ensure that everything is in place well in advance of the beginning of the placement.

For each undergraduate internship experience, the faculty tutor must provide the Internship Department with the details of the students and tutors at the assigned internship site in order to manage the annex to the agreement, which contains specific information on each case. The aforementioned annex must in all cases be signed by: the representative of the University, the representative of the organisation where the internship is to be completed, and the student. In the case of postgraduate programmes, the Internship Department is only involved in extra-curricular placements where the student requires the support of the department.

Students must complete their placements within the academic cycle in which they have enrolled, always respecting the time frames in the corresponding degree programme report.

Internship assessment

In all cases, the assessment criteria for each internship subject in the different courses and degree programmes will be included in the Learning Guide for the corresponding degree report. The final grade will be the result of the weighting of different elements:

- The internship report submitted, which must include an assessment of the student's performance within the organisation, and the work assigned by the faculty tutor.
- The internship diary, where the student reflects on their placement.
- The assessment of the student's performance by their supervisor at the organisation.
- The assessment of the student's performance by their faculty tutor.

The assessment of the internship subjects will be conducted via an internship management platform designed by the University for this purpose, as described in procedure PGC 11.1. Stakeholder groups satisfaction.

SPECIFICS BY CENTRE

School of Architecture, Engineering and Design.

In accordance with the Internship Guide for each degree programme

Faculty of Sports Sciences

In accordance with the Internship Guide for each degree programme

Faculty of Social Sciences and Communication

In the Faculty of Social Sciences, educational internships in educational centres are formally regulated as this is a regulated profession, meaning that they are always managed in accordance with the regulatory stipulations.


Faculty of Biomedical and Health Sciences

In the Faculty of Biomedical and Health Sciences, internships are always managed in a formal way in accordance with the requirements established in law for each of the degree programmes, as they are regulated professions.

School of Doctoral Studies and Research

N/A

RECORD

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RECORDS		
RECORD NAME	CONTROLLER	MEDIUM AND LOCATION
Internship satisfaction results (bachelor's degree programmes)	Academic Quality and Compliance Department	Sharepoint. Faculty Folder/Academic year/Degree Programme/Internships Shared file Quality/M Measurement_Analysis/Surveys
Internship satisfaction results. Survey of satisfaction with the degree programme (Postgraduate)	Academic Quality and Compliance Department	Sharepoint. Faculty Folder/Academic year/Degree Programme/Key Indicators Shared file Quality/M Measurement_Analysis/Surveys
Paid internship agreements	Legal Department	Legal Department Archives
Unpaid internship agreements	Internship Department	Internship Department Archive

INDICATORS

IND01-PG 5.2 Number of students with allocated internships

IND02-PG 5.2 Student satisfaction with internships Item: Undergraduate student satisfaction with internships.

IND03-PG 5.2 Tutor satisfaction internship students Item: Satisfaction with undergraduate students on internships

IND04-PG 5.2 Postgraduate Programme Director Report Item: Student satisfaction with internships.


RESPONSIBILITIES

Internship Coordinator:

Inform the Internship Department and all other parties involved with internships about internship allocations. In the case of master's degree courses, these competences and functions will fall to the director of the master's degree programme in question, or to the internship tutor, where applicable.

Responsible for the organisation, coordination, information about and management of internships in the assigned degree programmes (sourcing of internship placements, allocation of students to those placements, the assignment of academic tutors).

Work with the Internship Unit in the formalisation of Educational Cooperation Agreements and annexes for its students; with the organisation and coordination of the internship assessment system, and with internship interviews with its students. These competences and functions are set out in articles 16 and 17 of the UE External Academic

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Placement Regulations.

Academic tutor:

The academic tutor will be a professor, although they may also be the Academic Advisor, depending on the characteristics of each degree programme. The dean/director of the Faculty/School will establish the basic procedure for assigning academic tutors to students participating in the external academic internship programme.

ANNEXES

N/A