



Quality Handbook for the
Australian Internship Industry Association
Internship Program

November 2013 (Version 2)

Introduction

The purpose of the Quality Handbook is to provide an easy-to-read reference guide for the Australian Internship Industry Association (AIIA) to administer the Quality Framework for the Internship Program.

This Handbook should be read by all staff responsible for the administration of approved Internship Programs and a copy should be retained for easy access by relevant staff.

The Handbook covers the two main components of the Quality Framework:

- The approval process for prospective AIIA Internship Providers; and
- The AIIA Internship Provider Audit Processes.

Approval Process for Prospective AIIA Member Internship Program Providers

In order to gain approval to membership of the AIIA prospective Providers must negotiate an entry audit process, administered by two other AIIA members. This process is outlined below. Membership of the AIIA is only open to providers which have successfully negotiated at least one audit.

AIIA Internship Program Providers Meetings

There will be three meetings of the AIIA every year – (meetings may mostly be by teleconference).

Annual General Meeting

There will be a meeting with representatives from all AIIA Internship Program Providers in October / November of each year to inform internship improvement, share best practice and enhance consistency. At each meeting the Chair, Secretary and Treasurer of the AIIA shall be nominated and appointed for a period of 12 months. To nominate candidates for election as office-bearers of the association:

- The nomination must be made in writing, signed by 2 members of the association and accompanied by the written consent of the candidate (which may be endorsed on the form of the nomination), and
- must be delivered to the secretary of the association at least 7 days before the date fixed for the holding of the annual general meeting at which the election is to take place.

This meeting will primarily be face to face, but may be by teleconference. The location of the meeting will be agreed by a majority of AIIA members annually.

Provider Audit Requirements

Approved AIIA Internship Program Providers are expected to provide quality internships, thus producing excellent outcomes for its stakeholders including interns, host companies and the AIIA Internship Program Providers themselves. The process outlined in this section will support the AIIA to develop and monitor the practices of each AIIA Internship Program Provider to ensure the highest standards.

In order to gain admittance to the AIIA, providers must complete an entry audit process. This audit process is normally undertaken by two nominated members of the AIIA. The process is not a punitive exercise, and is aimed to enhance collaboration, quality and the sharing of best practice.

AIIA Internship Program Providers are also subject to Biannual Audits. The Biannual Audit process can be satisfied through a number of means. Biannual Audits can be conducted by an external consultant, and this requirement can also be met by the provision of audit reports to the AIIA from an external agency (e.g. accounting

professional bodies, or a parent university) or through a self audit process. The functions of the audit are:

- To ensure providers are adequately resourced to deliver the Internship program;
- To ensure the program is delivered in a responsible and ethical manner to maintain the AIIA brand; and
- To ensure consistency of standards across providers.

The principles followed during the Entry and Biannual Audit processes are the same, and are outlined below.

Purpose

The Audit Process has been developed to ensure compliance and high standards in all aspects of an AIIA Internship Provider's operations in accord with the below eight Quality Principles:

- Admissions
- Internship Delivery
- Ongoing Monitoring and Assessment
- Evaluation
- Human Resources
- Marketing
- Financial and Contractual Obligations

The Audit Process will provide the mechanism for interns, host companies and AIIA Internship Providers to give feedback regarding ways in which the AIIA can assist them to attain the outcomes they seek from the Internship program.

The Audit Process

The Audit Process constitutes the mechanism through which an AIIA Internship Program Provider is monitored to ensure that its standards of operation are compliant with AIIA operational standards. The Process is designed to ensure consistency between AIIA Internship Program Providers and assist with the establishment of best practice in all areas of operations.

The Audits are conducted on a standards model, with an emphasis upon continuous improvement processes and practices. The Audit Process enables the AIIA to review the operations of the AIIA Internship Program Provider and make recommendations for improvement, and should be viewed in the context of continuous improvement.

AIIA Internship Program Providers will submit a report on their progress towards implementation of the Audit recommendations within an agreed timeframe.

Normally, there will be no punitive actions flowing from the Audit Process. However, failure to rectify concerns can lead to the removal of a provider from the AIIA in exceptional cases.

Timing of Audits

Prospective providers must complete an Entry Audit to become members of the AIIA, and then meet the Biannual Audit requirements once every two years from that point onwards. If, however, the AIIA becomes aware of issues of specific concern at any time, an Audit may be triggered.

Structure of the Audits

There are four key stages in the Audit Process as outlined below.

Preparation

The AIIA prepares a schedule for the audits of its members. Prior to the audits the providers are requested to prepare the required documentation for the audit into a Self-Review. The Self-Review is structured around the eight Quality Principles outlined above, and is provided to the Auditor six weeks prior to the Audit visit. The specification for the Self-Review is provided at Appendix 1. Following a consideration of the Self-Review, the Auditor will advise the AIIA Internship Program Provider which staff members (and possibly interns) are required for interview at the audit. An Audit Schedule will be agreed between the Auditor and the AIIA Internship Program Provider one week prior to the audit.

Audit Visit

The Auditor will visit the AIIA Internship Program Provider at the arranged date and conduct a review of operations. The Auditor will complete a check of items as listed in the Audit Form at Appendix 2. During the Audit it is expected that the Operations Manager of the program, the Marketing Manager, members of staff and interns are available for interviews if listed on the Audit Schedule.

Feedback

The Auditor and the Operations Manager will meet at the end of the Audit to review the processes and outcomes. The Auditor will outline areas of concern and proposed improvements. The manner and timeframe for implementation of the recommendations will be discussed during this meeting. The final Audit Form will be returned to the Auditor within two weeks of the Audit Visit. The AIIA Internship Program Provider then signs the Audit Forms and returns it to the Auditor for tabling to the AIIA Membership Group.

Serious concerns may potentially result in the termination of the AIIA Internship Program Provider's membership in the AIIA. In such cases the AIIA Internship Program will be given a specific timeframe in which to rectify the issue or face the termination of their membership. This decision will be made by the majority of the AIIA Membership Group.

Follow Up

Following an agreed time period from the date of the Audit Visit (usually six months after the visit, but may be earlier if issues of significant concern have been raised), the AIIA Internship Program Provider will submit a Progress Report on its implementation of the Audit recommendations to the AIIA Internship Program Advisory Board. This Progress Report is written on the Progress Report section of the original Audit Form.

Audit Documentation

The Audit Form is treated as follows:

- The Auditor and the AIIA Internship Program Provider sign two copies of the original document;
- A signed copy is forwarded to the Auditor and tabled to the AIIA Membership Group, the second copy is filed by the AIIA Internship Program Provider;
- The AIIA Internship Program Provider is also sent an electronic version of the Audit Form to use when submitting their Progress Report;
- After the lapse of an agreed amount of time, the AIIA Internship Program Provider outlines steps taken to address the recommendations of the Audit in the Progress Report section of the Audit Form;
- The Auditor ensures that the recommendations have been implemented, and whether additional action is required;
- Both parties sign the revised Audit Form, and each file a copy of the Report.

All information in the document is to remain confidential and the AIIA Membership Group will not communicate any information therein to a third party.

Conclusion

The Annual Audit Process is designed to ensure that quality assurance protocols are followed by all AIIA Internship Program Providers, and that processes for continuous improvement are in place. The Process is designed to bring the AIIA and AIIA Internship Program Providers into a close working relationship, and to develop a strong commitment and co-operation between all stakeholders.

ANNUAL AUDIT SELF-REVIEW SPECIFICATION

AllA Internship Program Providers are requested to provide the documentation listed below in their Self-Review six weeks prior to the Audit Visit. The Self-Review is to be structured in accord with the eight Quality Principles.

Quality Principle 1: Admissions

Documentation:

- Internship Program Prospectus outlining fees, internship structure, visa requirements and application form;
- Sample of applications to verify that students are selected appropriately;
- Copy of Letter of Offer;
- Evidence of appropriate health care cover for students;
- Refund Policy;
- Grievance Policy; and
- Intern induction material.

Auditor may inspect:

- Student Record System - documentation relating to course applications, visa requirements, contact details and internship progress.

Auditor may interview:

- Administrative staff with oversight of the Admissions process.

Quality Principle 2: Internship Delivery

Documentation:

- Copy of Internship Handbook handed out to students prior to internship commencement (including any induction material and instructions for first day);
- Evidence of the due diligence process undertaken in selecting host companies; and
- Evidence that the Provider has processes in place to ensure that Occupational Health and Safety Requirements are adhered to by host companies.

Auditor may inspect:

- Internship Handbook
- Host Company Record System – documentation evidencing the due diligence process in place for selecting appropriate host companies (including Occupational Health and Safety Requirements checks)

Auditor may interview:

- Operations Manager and staff; and/or
- Interns

Quality Principle 3: Ongoing Monitoring and Assessment

Documentation:

- Evidence that the intern is monitored at regular intervals for the duration of their internship;
- A provider appointed Contact Officer – interns may contact to communicate issues or concerns associated with the internship;
- Evidence that any issues or concerns raised by interns are reviewed and addressed by the Provider in a timely manner;
- Evidence that the Provider maintains ongoing communication with the Host Company for the duration of the internship.

Auditor may inspect:

- Internship Monitoring System – documentation evidencing the monitoring of interns during the duration of their internship, and that any issues or concerns raised by the interns are documented and addressed in a timely manner.

Quality Principle 4: Evaluation

Documentation:

- Examples of Intern, Host Company Supervisor and Intern Destination surveys;
- Aggregate survey results;
- Evidence of feedback to stakeholders on survey results;
- Evidence of actions taken in response to survey results.

Quality Principle 5: Human Resources

Documentation:

- Organisational chart;
- Details of the number and function of support staff;
- Procedure for staff recruitment, interview and selection;
- Staff induction process and materials; and
- Sample position descriptions for staff.

Auditor may interview:

- Operations Manager and staff

Quality Principle 6: Marketing

Documentation:

- Samples of advertisements; and
- Marketing Plan.

Auditor may inspect:

- AIIA Internship Program Provider website.

Auditor may interview:

- Marketing Manager.

Quality Principle 8: Financial and Contractual Obligations

Documentation:

- Audited Financial Statements for the preceding three years (for providers not established under an Act of Parliament);
- Marketing Agent contracts;
- The Agreement in place between the intern and the AIIA Internship Program Provider;
- The Agreement in place between the intern and the host company;
- The Agreement in place between the AIIA Internship Program Provider and the host company.

**THE AUSTRALIAN INTERNSHIP INDUSTRY ASSOCIATION
PROFESSIONAL YEAR PROVIDER AUDIT FORM**

Date:	Provider:	Auditor:	
Current Number of Students Enrolled in the Internship Program:			
<p>Introduction</p> <p>The following templates are to be completed as part of the Annual Audit Process to ensure that the Australian Internship Industry Association Internship Program Provider conduct and procedures adhere to the high standards of the Australian Internship Industry Association (AIIA).</p> <p>To assist with the audit, the Auditor should be provided with an Audit Folio which includes the documentation outlined in Appendix 1 of the AIIA Internship Program Quality Handbook six weeks prior to the Audit visit.</p> <p>On completion of the site visit, the Auditor should:</p> <ol style="list-style-type: none"> 1. Review the Audit's findings with the Operations Manager of the program. 2. Finalise and sign the Audit Form, forward two copies of the Form to the AIIA Internship Program Provider for signing, each party retaining a signed copy and an electronic copy. 3. Arrange the date for the Progress Report. <p>The AIIA Internship Program Provider will implement the recommendations of the Audit within an agreed timeframe.</p>			

Centre Details	Address:	Phone:	Fax:
Operations Manager	Name:	Phone:	Fax:
Marketing Manager	Name:	Phone:	Fax:

Standards for Quality Principle 1: Admissions

QUALITY ITEM			COMMENT
1.1	Visas issued and managed in accord with Commonwealth regulations	Yes / No	
1.2	Interns advised of internship costs	Yes / No	
1.3	Documentation relating to course applications collected and appropriately filed	Yes / No	
1.4	Interns advised of commencement date	Yes / No	
1.5	Interns selected in accordance with the entry criteria specified	Yes / No	
1.6	Interns advised of refund and grievance policies	Yes / No	
1.7	Intern records and files maintained appropriately	Yes / No	
1.8	Evidence of appropriate student health cover	Yes / No	
1.9	Evidence that students are informed during induction of the requirements and expectations of the program	Yes / No	

Standards for Quality Principle 2: Internship Delivery

QUALITY ITEM			COMMENT
2.1	Samples of Internship Handbook (including induction material and first day instructions) of adequate quality	Yes / No	
2.2	Evidence of due diligence process undertaken by the Provider in selecting Host Companies	Yes / No	
2.3	Evidence that the Provider ensures Occupational Health and Safety Requirements are adhered to by Host Companies	Yes / No	

Standards for Quality Principle 3: Assessment

QUALITY ITEM			COMMENT
3.1	Evidence that intern is monitored at regular intervals for duration of their internships	Yes / No	
3.2	Contact Officer appointed	Yes / No	
3.3	Evidence that details of the Contact Officer are well known to students	Yes / No	
3.4	Evidence that any issues or concerns raised by the interns are addressed in a timely manner	Yes / No	
3.5	Evidence that the Provider maintains ongoing communication with the Host Company for the duration of the internship	Yes / No	

Standards for Quality Principle 4: Evaluation

QUALITY ITEM			COMMENT
4.1	Intern surveys covering internship experience conducted	Yes / No	
4.2	Workplace Supervisor surveys conducted	Yes / No	
4.3	Host Company surveys conducted	Yes / No	
4.4	Intern destination surveys conducted	Yes / No	
4.5	Survey results collated and fed back to stakeholders	Yes / No	
4.6	Action taken as a result of surveys	Yes / No	
4.7	Attrition data reviewed and at an appropriate level	Yes / No	

Standards for Quality Principle 5: Human Resources

QUALITY ITEM			COMMENT
5.1	Organisational chart provided	Yes / No	
5.2	Staff appointed as appropriate, and in accordance with student numbers	Yes / No	
5.3	Evidence that administrative staff at all levels have adequate working knowledge of the administrative procedures of the program	Yes / No	

Standards for Quality Principle 6: Marketing

QUALITY ITEM			COMMENT
6.1	Appropriate use of AIIA logo	Yes / No	
6.2	Website is accurate and free of ambiguous material	Yes / No	
6.3	Marketing Manager demonstrates sound understanding of marketing requirements	Yes / No	

Standards for Quality Principle 7: Financial Contract Obligations

QUALITY ITEM			COMMENT
7.1	Evidence that Agreements in place (between intern, Host Company and AIIA Internship Program Provider) are appropriate and fit for purpose	Yes / No	

RECOMMENDATIONS AND PROGRESS REPORT

RECOMMENDATION (FILLED IN BY AUDITOR)	COMPLETION DATE (FILLED IN BY AUDITOR)	PROGRESS REPORT (FILLED IN BY PROVIDER)	FINALISED (FILLED IN BY AUDITOR)
1			Yes / No
2			Yes / No
3			Yes / No
4			Yes / No
GENERAL COMMENTS BY AUDITOR			

GENERAL COMMENTS BY AIIA INTERNSHIP PROGRAM PROVIDER

