

## TERMS AND CONDITIONS OF GRADED INTERNSHIP PROGRAMME

*Updated on 12 Sep 2023*

### 1. Objectives of Internships

Internships provide opportunities for students to gain hands-on experience by applying domain knowledge and skills learnt in their course of study in a real-world environment. Through the internship experience, students can develop new knowledge, acquire industry-relevant competencies, and inculcate life skills and good work values to help them adapt quickly and effectively to working life upon graduation.

Internships also give students insights into the career opportunities and pathways in the sector through interactions with their workplace mentor and colleagues in the company.

### 2. Learning Outcomes

When planning the internship job scope, a company should take into consideration the following intended learning outcomes.

Upon completion of their internships, students will be able to:

- Apply related domain knowledge and skills in the workplace;
- Apply problem solving, analytical and critical thinking skills in the workplace;
- Demonstrate learning agility and adaptability in the workplace;
- Communicate clearly and effectively in different workplace contexts;
- Collaborate and interact positively with people from diverse backgrounds;
- Demonstrate good work ethics and professional values;
- Reflect on career and professional learning plans.

### 3. Internship Job Scope & Training Plan

Companies are encouraged to adopt structured On-the-Job Training (OJT) Plans for internships, where possible. Starting Academic Year 2024, OJT Plans will be required for all NP internship programmes. Examples of the Internship OJT Plans are provided [here](#).

***An intern's job scope should be related to his/her course of study.*** This will allow him/her to achieve the internship learning outcomes specific to his/her course of study. Once an internship placement has been confirmed, the company should adhere closely to the agreed internship job scope and placement terms.

### 4. Duration

The duration of internship varies from 7 to 22 weeks. For details of the exact dates and the respective school internship coordinators, please click [here](#).

### 5. Working Hours

NP takes a serious view on the hours of work to protect the interns' safety, mental and physical health. **Companies are required to comply with the requirements of the Employment Act of Singapore or the jurisdiction in which the internship is performed, especially with**

**regards hours of work, overtime and rest days.** Interns are generally expected to follow the operation hours of the company. However, the interns should **not** work more than 12 hours a day or 44 hours a week.

Companies **must**:

- Inform NP before the start of internship if shift work is required;
- Ensure reasonable rest days between shift work is given;
- Provide interns with a reasonable break time for meals;
- Provide interns with overtime pay or off days in-lieu for work done beyond working hours and/or on a public holiday.

Please refer to [Ministry of Manpower guidelines](#) on the hours of work, overtime and rest days.

## 6. **Internship Allowance**

The average internship allowance ranges from S\$600 to S\$1,100 per month, and it is exempted from Central Provident Fund (CPF)<sup>1</sup> contributions. Allowances are to be paid monthly by the company to the student without any demand, deductions or set-off.

For overseas internships, companies are recommended to provide a monthly allowance or other forms of assistance to defray the intern's accommodation, travel and living expenses.

## 7. **Student Self-Sourced Internships**

Students would need to seek their School's consent if they wish to self-source their own internship. The self-sourced internship must meet the following criteria:

- Takes into account the student's skills, interests, and values;
- Has well-defined job scope and training plan;
- Related to the student's course of studies and fulfil the internship learning outcomes;
- Has terms of engagement comparable with other internships sourced by Schools.

## 8. **Workplace Decorum & Respect**

Companies are expected to provide an inclusive work environment where employees and interns are treated with respect and valued for their contributions regardless of their gender, race, religion and disabilities.

All interactions with the interns shall be conducted in a professional and respectful manner and caution should be taken against any conduct that demeans, intimidates, threatens, harasses or causes any physical or emotional harm. All forms of bullying or explicit or suggestive harassment, be it verbal, physical and/or sexual, will not be tolerated by the Polytechnic.

Any reported cases of misconduct will be investigated and NP will not hesitate to report serious offences to the Police and/or other state authorities, if necessary.

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<sup>1</sup> Government Gazette Subsidiary Legislation Supplement No 28 dated 1 June 1973

## 9. Workplace Accommodation & Accessibility

To better enable persons with disabilities to work and maximise their potential in employment, NP encourages employers to make their workplaces accessible and where needed, to provide reasonable accommodations for the individual. NP will engage the company to discuss special arrangements for the intern if necessary.

## 10. Internship Supervision & Mentoring

It is the responsibility of the company to supervise the intern's work to ensure the standard of work meets the requirements of the company. To maximise the intern's contribution to the company and to optimise the learning value of the internship, we require the participating company to provide a Company Supervisor and a Workplace Mentor for each intern.

NP will assign a **Polytechnic Supervisor** as the main coordinator between the intern, NP and the company. The Polytechnic Supervisor **must** be allowed to visit the intern's worksite during the internship. The Polytechnic Supervisor will make a number of visits to check on the intern's progress and well-being as well as to gather feedback from the Company Supervisor.

Should there be any issue of misconduct, emergency, accident or need for clarifications, the Company Supervisor is advised to contact the Polytechnic Supervisor as the first point of escalation.

### 10.1 Role of Company Supervisor

- a. Orientate the intern to the organisation and ensure that the intern is aware of the organisation's employment policies, rules, regulations and requirements including:
  - department functions and various roles in the department;
  - workplace health and safety, including safe management measures;
  - emergency and accident reporting procedures;
  - dress code, attendance policies, working hours and overtime work, break/lunch times;
  - medical and other approved leave;
  - non-disclosure policies and handling of confidential information/data;
  - other relevant company policies and guidelines.
- b. Assign an onboarding buddy to introduce the intern to the department and help the intern settle into his/her role.
- c. Plan and discuss the internship requirements with the Polytechnic Supervisor. Ensure that the intern's job scope meets the objectives and intended learning outcomes of the internship.
- d. Brief the intern on his/her job role and ensure that the intern understands the job role as well as the learning objectives and development skills in relation to specific job tasks.
- e. Provide the necessary resources or equipment required for the intern to perform his/her task or execute the projects.
- f. Guide the intern on his/her assigned tasks and provide timely and an appropriate level of feedback of the work undertaken during the internship.



- g. Ensure that the intern is at all times treated with dignity and respect by all parties both within and outside the organisation.

The Company Supervisor is to communicate with the Polytechnic Supervisor on matters pertaining to the intern's progress, performance and well-being, including any issues of misconduct for appropriate follow-up actions. The Company Supervisor will also have to evaluate the intern's work and performance based on the specified criteria and guidelines as communicated by the Polytechnic Supervisor.

Upon completion of the internship, the Company Supervisor is encouraged to provide a testimonial for the intern if he/she has made a positive impression during the internship.

## 10.2 Role of Workplace Mentor

The Workplace Mentor<sup>2</sup> is to provide career guidance and facilitate the intern's understanding of the career development and progression paths of the sector/industry:

- a. Enrich the student's learning experience by giving an overview of the company's structure, nature of business and work requirements;
- b. Broaden student's perspective of job prospects and career paths within the industry;
- c. Motivate the student by sharing his/her work experiences and career journey in the industry;
- d. Connect the student to individuals in the profession by providing networking opportunities where relevant and possible.

It is recommended that the Workplace Mentor should possess:

- good knowledge of the career pathways within the company and in the industry;
- 5 years or more relevant industry experience.

The Workplace Mentor is requested to carry out preferably **two career conversations** with the intern during the internship. The mentor is to observe confidentiality, objectivity and professionalism in the interactions with the intern at all times.

**We strongly encourage Workplace Mentors to attend this complimentary [short online course](#) on effective mentoring skills**

## 11. Attendance & Leave Matters

It is compulsory for interns to complete their Internship Programme. The intern is required to record his attendance at work. The Attendance Form must be endorsed by the Company Supervisor and submitted to the Polytechnic Supervisor within 2 weeks after the end of the internship.

At the earliest possible opportunity, an intern is to inform his/her Company Supervisor of his/her absence via a phone call or an email. Other than sick and compassionate leave, approval for annual leave and any other approved leave must be made in consultation with the Polytechnic Supervisor.

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<sup>2</sup> Company has the discretion to decide whether the role of a Workplace Mentor and Company Supervisor will be carried out by the same person or different persons.

For overseas internships, interns must seek prior approval from the Company Supervisor and Polytechnic Supervisor if they wish to leave the host country for any reason, such as visa renewal and vacation.

### 11.1 Sick Leave

**Due to the ongoing COVID-19 situation, the Ministry of Manpower and/or Ministry of Health in Singapore have issued guidelines and advisories with regards work and leave arrangements for employees who test positive for COVID-19. Companies are expected to comply with the same prevailing health advisories with regards work and leave arrangements for interns.**

In non COVID-19 related cases, if the intern is sick, he/she is required to see a medical doctor and present a medical certificate to the Company Supervisor. A copy of the medical certificate should be attached to the Attendance Sheet and submitted to his/her Polytechnic Supervisor.

Generally, interns should not be required to work extra day(s) or extend internship to make up for medical leave. For exception cases such as prolonged medical leave, companies should inform and seek consent from NP on any make-up arrangements (if applicable).

For overseas internships, companies are expected to comply with the health advisories issued by the relevant authorities in the respective jurisdictions.

### 11.2 Compassionate Leave

Compassionate leave is allowed for the bereavement of parents, grandparents and siblings for a maximum of 3 days only. A copy of the death certificate for the deceased should be attached to the Attendance Sheet and submitted to his/her Polytechnic Supervisor.

### 11.3 Leave of Absence

Leave of absence is solely for official obligations and not for personal obligations. The intern may be required to take leave to fulfil certain institutional, national or statutory obligations, such as competitions, medical check-up required by MINDEF, official NP events and others, during the internship. In these cases, the intern is required to seek approval from the Company Supervisor and the Polytechnic Supervisor.

#### 11.4 Annual Leave

Companies are encouraged to give interns annual leave in accordance with their human resource policies or accord the following recommended leave:

##### **Recommended Annual Leave for Interns**

Internship duration	Below 12 weeks	12 to 19 weeks	20 weeks and above
<b>Annual leave</b>	<b>1 day</b>	<b>2 days</b>	<b>3 days</b>

#### 12. Overseas Business Trips

NP appreciates overseas working opportunities being made available to our interns during their internships. However, we would request companies to see to the following:

- a. Company Supervisor to inform and seek prior approval from the Polytechnic Supervisor<sup>3</sup> if an intern is required to travel overseas during the course of his/her internship;
- b. Ensure that the intern will be accompanied during the period of travel and that there is no travel advisory against travel to the country of destination;
- c. Ensure the intern's safety throughout the period of travel;
- d. Provide support and ensure the intern is accompanied if he/she falls sick during the work trip and is not fit to travel back to Singapore.
- e. Provide and arrange for the intern's visa and exit permit, if required, as well as comprehensive travel and work injury insurance during the period of intern's travel; and
- f. Provide and arrange for air tickets and accommodation, transport and other necessary essentials including internship allowance during the period of intern's travel. The travel details should be provided to the Polytechnic Supervisor prior to travel.

#### 13. Visa & Work Pass Requirements

Non-Singaporean students holding a valid Student Pass issued by the Immigration and Checkpoints Authority (ICA) do not need a work pass to work as interns in Singapore as their internships constitute part of their course requirements. For more information, please click [here](#).

Non-Singapore students holding a Dependant's Pass will require a Letter of Consent (LOC) issued by the Ministry of Manpower **before** they start any internship that is part of their course requirements. NP will apply for the LOC on behalf of the students when the internship placement is confirmed. As the LOC is for a specific job stint and valid for the specified internship period only, the company must inform NP in advance should there be any changes in the internship start and end dates.

<sup>3</sup> Polytechnic Supervisor to seek parental consent if an intern is required to travel overseas during the course of his/her internship

For overseas internships, companies must ensure that proper visas are obtained prior to the commencement of the internship. Companies and interns are responsible to check with the respective immigration authorities on the visa requirements for the host country, and ensure compliance.

#### 14. **Workplace Safety & Health**

Under the Workplace Safety & Health Act, all companies must, as far as reasonably practicable, protect the safety and health of employees, including interns. In addition, there are specific industry sectors where companies assume the responsibility to ensure that their employees, including interns, attend and pass the required safety orientation courses before they engage in work.

Companies **must** ensure that interns are:

- a. properly briefed on the workplace health and safety protocols/guidelines at the start of their internship;
- b. provided with the necessary personal protective equipment/footwear/gear and briefed on safety guidelines prior to performing the specific task or function at the work site;
- c. guided and reminded of the risks and safety precautions, especially in high risk work areas;
- d. supervised by trained and experienced personnel while performing their tasks;
- e. **not** placed in any hazardous/dangerous situation at the workplace.

In the event of accidents or incidents happening during the internship, companies must render the appropriate assistance to ensure the interns' safety and **immediately** report the matter to the Polytechnic Supervisor or the Office of Internships & Careers at [internships@np.edu.sg](mailto:internships@np.edu.sg).

#### 15. **In-country Support and Emergency Response for Overseas Internships**

In addition to requirements on Safety at the Workplace, companies offering overseas internships are required to provide a safe working environment at the host country where interns can work without risk to their health, safety or welfare. In the event of an emergency at the host country including, but not limited to natural disaster, health-related emergency, state of emergency, civil disorder and terrorism where the interns' safety is of concern, Company Supervisors are required to exercise due diligence and account for the interns' safety and location. The Company Supervisor must also inform the Polytechnic Supervisor immediately so that timely assistance could be sought from the Singapore embassy if necessary.

#### 16. **Insurance Coverage**

##### 16.1 **Group Personal Accident**

Group Personal Accident insurance is provided for all full-time students. Please click [here](#) for details of coverage and the Incident Report Form. The completed form with relevant supporting documents are to be submitted within 30 days from the date of treatment to the insurance company.

Contact person: Mr Bay Wei Sheng ([BAY\\_Weisheng@np.edu.sg](mailto:BAY_Weisheng@np.edu.sg))

#### 16.2 Work Injury Compensation

All full-time students on internship are insured under the Work Injury Compensation Policy. All claims will be submitted to the insurance company for assessment.

Contact person: Mr Peh Hong Peau at 6460 7597 ([PEH\\_Hong\\_Peau@np.edu.sg](mailto:PEH_Hong_Peau@np.edu.sg))

#### 16.3 Public Liability

The Public Liability Policy is in place to indemnify NP against any legal liability in respect of its students when they are attached to any firm/organisation/establishment during their internship.

#### 16.4 Travel Insurance

For overseas internships, interns are required to purchase travel insurance through NP to cover the entire duration of the overseas internship.

### 17. Confirmation of Placements

Companies will be informed of the allocation of interns approximately one month before the commencement of their internships. If your company has any special requirements relating to type of interns required, please indicate them in your placement request.

### 18. Disciplinary Cases

Companies are not to carry out any formal inquiry or investigation, or invoke any disciplinary or other punitive action in relation to the intern without prior notification to the Polytechnic. In the event of any alleged incident(s) of mischief, wrongdoing, wrongful behaviour or misconduct by the intern at work, whether intentional or unintentional, the Company Supervisor is to surface the incident(s) to the Polytechnic Supervisor. The Polytechnic Supervisor is to be permitted to be involved in such investigation or inquiry and the follow-up actions to resolve the matter.

### 19. Personal Data Protection

As part of our administrative services, we collect and process information to support and provide better internship experiences for our students and companies. Any personal data shared with us may be used by the Polytechnic or other Government agencies, so as to serve you in the most efficient and effective way unless such sharing is prohibited by law. To safeguard your personal data, all electronic storage and transmission of personal data are secured with appropriate security technologies. Please rest assured that all information is managed in accordance with the prevailing laws on personal data protection of Singapore.



## 20. National Workplace Learning Certificate

In line with the Ministry of Education's guidance, NP will recognise the National Workplace Learning Certification offered by the National Centre of Excellence for Workplace Learning (NACE) as a marker of quality internship, and consider the certification in the selection and curation of internship companies (i.e. prioritise companies with good workplace learning practices to send interns). You may refer to [NACE's website](#) for more information on how to get certified.

## 21. Applicability

These Terms and Conditions apply to all graded internships between Ngee Ann Polytechnic and the Company. Besides confidentiality and non-disclosure agreement, the intern is not obligated to sign any contract, indemnity form, or legal documents.

Unless otherwise agreed in writing, these Terms and Conditions shall be the sole and exclusive terms and conditions governing all Ngee Ann Polytechnic internships. Any amendments to the agreed placement terms (including job scope, allowance, and work arrangement) and/or any deviations from these Terms and Conditions must be agreed upon in writing by Ngee Ann Polytechnic. While it is recommended that the confidentiality and non-disclosure agreement (NDA) be in effect for up to 2 years, the Company shall not require the intern to sign any other contracts, indemnity forms or legal documents without the prior consent and approval of Ngee Ann Polytechnic.