

TERMS AND CONDITIONS OF GRADED INTERNSHIP PROGRAMME

Updated on 29 Mar 2019

1. Objectives

When planning the internship job scope, a company should take into consideration the following objectives of the Ngee Ann Polytechnic (NP) Internship Programme:

- Allow interns to apply domain knowledge acquired in the work environment;
- Familiarise interns with the working environment so that they can transit more effectively to working life;
- Enable interns to gain professional knowledge and experience from practicing professionals;
- Improve interns' problem-solving, interpersonal and communication skills; and
- Allow interns to demonstrate their ability to work independently and in a team.

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.

Please note that although the internship programme serves to fulfil academic course requirements and does not constitute an employer-employee relationship between interns and the company, Ngee Ann Polytechnic being a statutory board treats employment issues and working conditions very seriously and therefore expects companies to provide working conditions for its students similar to the minimum standards prescribed for employees generally under the Employment Act of Singapore or other jurisdiction in which the internship is performed.

2. Duration

The duration of internship varies from 6 to 22 weeks. For details of the exact dates and the respective staff internship coordinators, please click [here](#).

3. Working Hours

All interns have been briefed to comply with the company's operating hours. Please contact the Polytechnic supervisor if the intern's attendance is irregular or he/she is not punctual for work. Generally, work is considered overtime if an intern has to work beyond 44 hours a week. If an intern is required to work overtime, he/she should be given off-in-lieu or be paid for overtime work. Please click [here](#) for Ministry of Manpower guidelines on overtime work and calculation of overtime pay.

For overseas internships, companies are expected to comply with the employment regulations of the host countries. We request that companies inform NP if relevant local legislation on employment is significantly different from Singapore's.

4. Quantum of Allowances

Generally, our interns should be paid near market rate if they are performing duties like any other employee of the company. Monthly internship allowance per intern ranges from \$450 to \$1,100. Under the Employment Act, interns must be paid at least once a month.

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.

Interns are not required to contribute to the Central Provident Fund vide Government Gazette Subsidiary Legislation Supplement No 28 dated 1 June 1973.

5. Insurance Coverage

A. Group Personal Accident

Insurance coverage will be provided by NP. NP has a Group Personal Accident Scheme (GPA) for students undertaking the full-time diploma courses.

Coverage per student includes:

- 24-hours worldwide coverage
- \$30,000 per student upon death or permanent disability
- \$4,000 per accident for medical expenses per accident

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.

Please contact Ms Lala Teo at 6460 6245 (Lala_TEO@np.edu.sg) or Mr Foo Han Lin at 6460 8986 (FOO_Han_Lin@np.edu.sg) should you have queries.

B. Work Injury Compensation

All full-time students on internship are insured under the Work Injury Compensation Policy. If a student sustains an injury in the course of internship, NP will submit the case to the insurance company for assessment. The policy complies with all of the guidelines stated in the Work Injury Compensation Act issued by the Ministry of Manpower.

Please contact Ms Karen Ngeo at 6460 6210 or Karen_NGEO@np.edu.sg should you have queries.

C. Public Liability

Insurance coverage will be provided by NP. The Public Liability Policy is in place to indemnify the Polytechnic against any legal liability in respect of its students when they are attached to any firm/organisation/establishment during their internship.

D. Travel Insurance

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

6. Visa for Overseas Internship

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

7. Appointment of Supervisors

Throughout the internship duration, an intern will be supervised by 2 supervisors, one from NP and another from the company.

A. Polytechnic Supervisor

The Polytechnic Supervisor acts as a link between the intern, NP and the company. The Polytechnic Supervisor will make one to three visits to the company. During these visits, the Polytechnic Supervisor will discuss the intern's progress, performance and well-being with the Company Supervisor for appropriate follow-up actions, if any.

For overseas internships where on-site visits may not be conducted, the Polytechnic Supervisor will remain in close contact with the Company Supervisor to track the intern's progress, performance and well-being.

B. Company Supervisor

Bearing in mind that the intern has little or no work experience, the company must appoint a supervisor to oversee the intern's learning, guide the intern on his/her assigned tasks and help the intern adjust to the company work culture.

The responsibilities of the Company Supervisor include but are not limited to the following:

- 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:
 - workplace health and safety
 - emergency and accident reporting procedures
 - company dress code
 - working hours and overtime work
 - medical and other approved leave
 - non-disclosure policies and handling of confidential information/data

- b. Ensure that the intern's job scope meet the objectives of the internship programme as specified in Section 1 above and consult the Polytechnic if there is to be any significant change required to the job scope.
- c. 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.
- d. Provide the necessary resources or equipment required for the intern to perform his/her task or execute the projects.
- e. Guide the intern on his/her assigned tasks and provide timely and an appropriate level of feedback of the work undertaken during the internship.
- f. 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 may consider preparing a testimonial for the intern if he/she have made a positive impression with his/her attitude and performance.

8. Appointment of Workplace Mentor

As part of the SkillsFuture enhanced internships requirements, companies will be requested to assign a workplace mentor¹ for the intern.

In general, a Workplace Mentor should possess the following qualities:

- Good knowledge of the sector/industry and the career pathways;
- Good interpersonal skills; and
- About 5 years or more of relevant industry experience.

Workplace Mentors are requested to carry out preferably two career conversations, minimum of one, with the intern during the course of his/her internship, e.g. orientation and mid-point or end of internship, and help the intern:

- (i) Identify with the company and workplace environment;
- (ii) Gain a better understanding of:
 - Technical information and insights;
 - Job opportunities and requirements; and
 - Career development and progression paths of the sector/industry.

¹ Companies have 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.

At all times, the Workplace Mentor is requested to observe confidentiality, objectivity and professionalism when dealing with his/her intern(s).

9. Attendance

It is compulsory for interns to complete their Internship Programme.

A. Sick Leave

If the intern is sick, he/she is expected to see a medical doctor and present a medical certificate to the company supervisor. A duplicate copy of the medical certificate should be attached to their Attendance Sheet.

B. 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 their Attendance Sheet.

C. Annual Leave

Different sectors have different practices and these are mostly dictated by the industry itself, including professional boards. Interns can be considered as being under a contract of service if he/she is performing work and have work arrangements similar to that of regular employees in an organisation. Companies are strongly encouraged to give interns annual leave in accordance with their human resource policies.

It is to be noted that the Employment Act provides for 7 days of annual leave pro-rated based on the number of months of service completed, after an employee has served a minimum period of 3 months. This works out to approximately² 2 days for a 4-month internship and 3 days for a 6-month internship.

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

The intern's Attendance Form must be endorsed by the Company Supervisor. For interns with less than 3 months of service, companies are not obliged to pay any allowances if the intern is absent. Please click [here](#) for Ministry of Manpower guidelines on computation of allowance for an incomplete month of work.

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

² If an intern has worked for at least 3 months, his/her annual leave entitlement is **pro-rated** based on the **number of full months** he/she has worked.

10. Overseas Business Trips

NP appreciates overseas working opportunities being made available to our interns. However, we would appreciate that companies see to the following:

- a. Company Supervisor to inform and seek prior approval from the Polytechnic Supervisor³ if an intern is required to travel overseas during the course of his/her internship;
- b. Ensure that intern will be accompanied during the period of travel and that there is no travel advisory against travel to the country of destination;
- c. 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
- d. Arrange for air tickets and accommodation, transport and other necessary essentials including internship allowance during the period of intern's travel, flight and accommodation details to be provided to the Polytechnic Supervisor prior to travel.

11. Safety At The Workplace

Under the Workplace Safety & Health Act, all companies must, as far as reasonably practicable, protect the safety and health of employees, including interns. The Act covers all factories and workplaces of various risk levels and industries. 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.

We also seek the companies' assistance to equip our interns with the necessary personal protective gear (where applicable) and brief them on safety guidelines to effectively function at the workplace. To minimise risks of potential accidents, interns should be monitored by trained personnel and should not be placed in a hazardous/dangerous situation.

Any accident must be reported to the Polytechnic Supervisor or the Office of Internships & Careers at 6460 7583 or internships@np.edu.sg immediately.

12. In-country Support and Emergency Response for Overseas Internships

For companies offering overseas internships, NP seeks the companies' assistance 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

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

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.

13. Special Arrangements, Discrimination and Misconduct

Companies may need to make reasonable special arrangements for the interns whenever necessary, for reasons including racial and cultural differences, religion, gender and/or disability.

When interacting with the interns, company supervisors and workplace mentors shall ensure the interactions are conducted appropriately and caution against physical contact that could be reasonably misconstrued to be unprofessional, offensive, romantic or sexual.

14. Confirmation of Placements and Special Requirements

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.

Non-Singaporean interns issued with student passes are not required to apply for work permit when they are on internship as their internships constitute part of their course requirements.

15. 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.