



PARTNERING WITH ICMS

INTERNSHIPS (PART OF THE WORK INTEGRATED LEARNING PROGRAM)



PARTNERING WITH INDUSTRY

The International College of Management Sydney (ICMS) Work Integrated Learning (WIL) Program is exemplary in the Australian tertiary sector. ICMS' vision as 'Australia's leader of career-focused education' and preparing students for success in their chosen career is our highest priority.

A central element in achieving this vision is Work Integrated Learning (also known as 'Industry Training' or 'Internship'); with all bachelor's and master's degrees having built-in WIL subjects which include an Industry Placement. All ICMS students graduate with more than a degree.

The WIL experience provides students up to two study periods of Industry Placement and the opportunity to prepare for their future professional career, to apply (and further develop) their employability skills, and gain to valuable contacts and networks.

ICMS resource a dedicated office in support of WIL with a proud history of preparing and placing an average of 400 students per year as part of the WIL program.

We could not do this without our industry partners. Our WIL Team have worked with over 1000 industry partners. Long term partner, Walt Disney World Resort in Florida has hosted 50+ students on Industry Placement. Closer to home, Northern Beaches Council, Lakeba Group and the Novotel Sydney Manly Pacific have hosted many students on their Industry Placement over the years.

Our industry partners help ICMS to shape the leaders of tomorrow and their continued willingness to support and mentor our students speaks to the continued success of the WIL program.

For many students, these internships translate into employment post-graduation, with almost 90% of ICMS students employed in their field of study before they graduate. *

*internal graduate survey 2018



MICHAEL REGAN
Northern Beaches Council Mayor



STANDING WITH OUR STUDENTS

Our industry partners, who host our students on Industry Placement, are key to the success of the Work Integrated Learning (WIL) subjects which are built-in to all ICMS degrees. Our industry partners, which now include many of our successful alumni, are industry leaders themselves and want to shape the leaders of tomorrow and do so by their continued willingness to mentor our students on Industry Placement.

Northern Beaches Council Mayor Michael Regan on the the long-established partnership between the council and ICMS:

"This organisation is such a great asset to our local community and we are very proud to stand with (ICMS students) and help them succeed and grow as well.

This is a great partnership which continues to grow and we will continue to invest in it.

I'm very grateful to be a part of that and very grateful that our council can play a strong role in that - and watch you succeed."





STEP BY STEP GUIDE TO HIRING YOUR ICMS INTERN

Georgina Johnstone

On Placement at Neon Model Management
Studying: Bachelor of Event Management

STEP 1

The students here at ICMS are our ambassadors and we are confident in their ability to work as effective members of your team. We prime them for their work with you, through a pre-placement program of compulsory subjects and professional skills prior to their commencement with you. This includes preparing them by: wearing professional business attire, coaching through a series of interviews and presentations, as well as giving continuous improvement of resumes.

WHERE DO YOU COME IN?

1. JOB DESCRIPTION

A job description includes: key duties, responsibilities, suggested hours of work, possible commencement dates and remuneration (if applicable). Please email the ICMS WIL team a copy of your businesses job description, and once confirmed a member of the WIL team will begin recruiting on your behalf.

2. RESUME SELECTION

As mentioned, all ICMS students are coached through a series of interviews in preparation for their industry training interviews. During these interviews, they are also given feedback on their resumes and how they can be most attractive to an employer. After they are shortlisted into a small group of appropriate students by a WIL facilitator, they will then be sent to you to be reviewed.

3. INTERVIEW

From the group of shortlisted students, you may select who you wish to interview. This interview is to take place like any other regular interview would. If successful, please send the student a letter of offer/contract and set a start date.

4. UNSUCCESSFUL APPLICANTS

If a student isn't appropriate, it is recommended you provide feedback to assist us with future applicants and interviews. This is to ensure any other appropriate students and resumes can be provided for you.


5. SUCCESSFUL APPLICANTS

Once you have decided on the suitable student, we require the student's supervisor contact details as well as their employment contracts. For students on a paid contract, we require a copy of their contract. If students are on an allowance or volunteer program, your WIL facilitator will send you a MoU and placement form to complete.

Ewan Metcalfe

On Placement at International Premier Events

Studying: Bachelor of Business (Sports Management)



Aleksandra Shcherbakova
Master of Management

Jouice Meek
Master of International Business

On placement at Moët Hennessy Australia

STEP 2

ONBOARDING

As the ICMS student is now part of your team, it is key for them to understand the key functions and values of your company to best fit into the workplace culture. Some on-boarding activities may include brand presentations, workplace tours and further descriptions of roles and responsibilities throughout the placement.

DURING THE PLACEMENT

Whilst on industry training, your student is required to complete a series of assessments and research projects. All assessments are completely individual, other than some organisational information which can be gathered around the workplace. These assessments are created to ensure students are staying on track with their placement and so the WIL team can get an insight as to what students work on during their industry training. In addition to this, WIL facilitators may reach out with a quick feedback form to gauge student's progression and any issues that arise during placement.

DON'T WANT TO SAY GOODBYE?

Once the student's placement is complete, you will be sent a final online evaluation form, to be completed both by the student and employer. This evaluation must also include all hours, verified by the supervisor. You may be in a position to offer the student an employment opportunity, either part-time or full-time or offer a role at the conclusion of their study period. Either of these situations should be discussed directly with the student.

STAY IN CONTACT

We love to promote our student success stories! Our marketing team at ICMS are always writing amazing articles about student's industry training and the great opportunities our students have had through their WIL placement. If you would like to share your students story feel free to contact us. You may also want to continue your partnership with ICMS through hiring another student as an intern for your company, please contact your WIL facilitator to continue this journey again.



OPTIONAL STEP 3

SCHOLARSHIPS

Want to become a scholarship partner? The ICMS Professional Scholarship Program offers a unique range of scholarships linking high performing students to industry partners. ICMS will work collaboratively with you to develop a scholarship package tailored to your organisation. Please talk to your WIL facilitator to further discuss your ICMS scholarship partnership.

CHECKLIST

TAKING ON AN INTERN

1

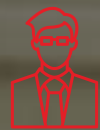
A well-run intern program can make a huge difference to the productivity of your company and is a chance to hit the fast-forward button on some of those projects that you have been meaning to tackle but have not had the time or resources - until now.

It is a chance to 'give back' to the next generation of graduates who will be seeking roles once they finish their studies. Qualifications alone will only get you so far these days, whereas having both a qualification and real-world industry experience will set them apart from their competitors.

You (or one of your team) will have the opportunity to become a mentor and make a real difference to someone's future career path. An intern will join your company with fresh eyes - and they may just give you some new ideas to scale, grow your reach or improve your processes.

It gives you the chance to focus on your induction and training processes, which may show some gaps or question marks - all in the name of continual improvement.

If all works out well, you may just find your next permanent junior team member! It is a lot more simple to hire an ex-intern who has knowledge of the company rather than head down a lengthy recruitment process.



MANAGER/PERSON

Who will manage your intern? This is the first question you should ask yourself. Is there someone in your company who would relish the chance to step up into this role? They need to be approachable, friendly and welcoming - everything else is secondary.



DESK

Where will they sit? Do you have the physical space for another team member? Again, it sounds basic but is extremely important to make them feel welcomed from the moment they start with your company.



BUDGET

Does your budget accommodate any sort of payment or allowance? Even a relatively small amount can go a long way towards making someone feel accountable and valued. Although students are not charged tuition fees during their placement, remember that most students have weekly expenses and living in Sydney can be expensive. Our partners understand that a weekly allowance helps students to feel appreciated, especially if they have had to give up a paid casual job in order to undertake their placement.



CALENDAR

How many days per week / hours per day would you ideally like them to work? It is wise to manage everyone's expectations and to make this clear from the start.



STATIONERY

Before you take on an intern, start a list of the tasks that you feel they could handle. Think about what the different members of your team are responsible for on a daily / weekly / monthly basis and decide whether the intern is going to work solely in one department, or whether it will be more of an all-rounder position. If possible, broader exposure to different departments is a great way to introduce your intern to a range of different areas of your business and helps them to clarify their area of interest.

Discuss the possible tasks with your team and see if they can come up with anything else. Ask them what they need help with - this should make everyone excited for the new intern to start! Are there any stretch projects that they can be tackling in the background? This is very useful for companies that have natural peaks and troughs in the workflow pace as it will give the intern an ongoing sense of accountability, as well as keeping them engaged for the duration of their internship.

Often you will find that the interns have skills that your team do not. How can you draw on these skills and make the most of them during the internship? For example, could you assign them a project to re-vamp (or create...) your website, social media, client database or events calendar.



COMPANY PROTOCOL

Do you have an up-to-date company procedures manual or an intranet which explains 'how to..' complete certain tasks within your company? If not, maybe setting this up could be a project for your new intern?

Who can they ask for help if they are unsure of where to go next? Hopefully you have hired a team of fantastically helpful people, but if this is not the case will their mentor or supervisor be available to assist them with any questions whenever needed?

CHECKLIST

TAKING ON AN INTERN

2



WORKING HOURS

Remember what we said before about the basics being important? This is where that really comes in! Don't forget to tell them...

Where to come on their first day (the street address as well as any instructions for when they arrive)
If yours is a large company, who to ask for when they arrive, what time they should arrive, what time they should expect to finish (this may be important for them to plan their travel or parking arrangements)



LUNCH

Will they need to bring their own lunch? Are there options to buy lunch nearby? Is there anything else they should bring along (eg. laptop, notebook, coffee cup...)?

If they are working from home, what time should they log on and should they use their own laptop?



PLANNING

You don't need to necessarily tell them what you have planned for them, but it is useful to at least think about the induction process and who will show them around.

It saves a lot of time and brainpower if you have at least their first few tasks mapped out for them - that way they can feel like they are making a positive difference to the company from the very first day.

Is there anything you can do to make them feel extra-special and welcomed? Could you or one of your team introduce them individually to the rest of the team (or the department heads if applicable)? Could you organise a little welcome pack or notice to welcome them?



PERFORMANCE REVIEW

This is frequently a concern for companies who have been hesitant to take on an intern in the past, and is a valid point to raise. Interns should be treated in the same fashion as any other member of the team who is not performing to the required level. The first way to think about approaching this situation is to sit them down for a chat and to give them the feedback in a constructive manner. They may not realise that there is an issue and it may help them to think of ways that they can improve.

One method of ensuring that the intern is progressing in line with the company's expectations is to schedule regular review meetings, where they can speak about the tasks they have enjoyed and the type of project that they would love to work on. You may find that they are not excelling in their tasks because it is not where their passion lies, and if you can find ways to address this early on, it could prove to be more beneficial for all parties over the course of the internship.


Make a conscious effort to give any minor feedback on a day-to-day basis, rather than saving it for any review meeting. This way the intern can be constantly improving their work. Also don't forget to give praise when it is deserved!



RECOGNITION

Offer to write your intern a LinkedIn endorsement or recommendation. Offer to be a referee for them in the future if required. Have they excelled in the role and would you like to offer them ongoing employment? If they have finished their studies this is an option. If they have not yet completed their course maybe you could consider them continuing with the company on a part-time basis.

If you are open to it, suggest that you act as a mentor and offer to be a point of contact for them if they have any future career challenges.



“I’m lucky enough to have my dream job and it’s through my internship at the Northern Beaches Council.”

JESSICA GOOD

Current role: Event Manager at Fairfax Events & Entertainment
Bachelor of Event Management
Class of 2015

NORTHERN BEACHES COUNCIL

northern beaches council

An internship through ICMS landed Jessica Good an Event Management job at Northern Beaches Council where she worked for over two years before moving into her current role at Fairfax. She shares how her stressful but rewarding events production coordinator role took her right into the heart of the action.

“ICMS encouraged me to get as much hands-on experience throughout my degree which definitely helped in the beginning of my career. There were also little things, such as mock interviews and having to wear business attire throughout my course that definitely made the transition from ICMS to work a lot more natural. My career has progressed from being an Event Officer to Production Coordinator.

Looking back, I’m so grateful that I got the best of both worlds at ICMS; I attended heaps of social events and made lifelong friends but then also got to practice the corporate side to events through my lectures and internships. The education I received at ICMS provided me with the assurance that I can enter a full time role with a firm understanding of the industry.”

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