

Internships Process in Business School Implementation Solution

Objective

The key objective of this project was to review the management of Internships within a Business School and implement new processes and a new system. The Business School wanted to introduce mandatory internships courses, so needed an efficient way of managing this increased activity.

Problem

The Business School delivers both undergrad and postgrad Management programs and their goal for the following year was to include a mandatory internship in every degree.

However, there was a lack of overall clarity of the complete internship process within the Business School, with several areas undertaking different, or potentially duplicated activities. This was impacting the quality of the service delivered to students.

In addition, a new system to manage Internships across the University was also on the horizon. Consequently, it was necessary to promptly implement an efficient process where the internship lifecycle procedures could be properly documented and understood by all staff within the Business School.

DVE TIP

“ It is critical to consider process change from end to end - how will stakeholders be brought on board and who will manage the actions to ensure activities are completed on time. ”

Solution

Several phases were completed in order to implement efficient processes and support improvements in the area of Internships.

Phase 1: Business Process Improvement (BPI): This phase was established to identify the current 'As-Is' processes and to propose future 'To-Be' processes. This allowed DVE to identify current roles, systems and processes, as well as the ideal high-level process for the future. The BPI activity resulted in a number of recommendations for improvement that included a new Coordinator role to be appointed.

Phase 2: Implementation: This phase provided a solid framework with confirmed processes and systems to manage Internships in preparation for the new role and from the time the new Coordinator was appointed. Outcomes included a clear Action Plan to ensure the process was change-ready and able to be implemented!

Phase 3: Project Management: A cross functional Project Team and Project Management Methodology was established to provide oversight of a 'pilot program' of four new Internship courses included in the new system rollout. In addition, this allowed for interim management of Internships until the new system took effect. This ensured a smooth transition, ongoing Project Management to ensure progression of actions and regular reporting to Stakeholders on progress.

Achieved Outcomes

The Business School successfully implemented mandatory Internships to their courses. Staff in the School took part in the system rollout, which meant that:

- ◆ Students received consistent, high quality management of their internship.
- ◆ Data was stored centrally with no potential loss of information or files stored on local drives.
- ◆ Outcomes of the Internships became measurable with return on efforts clear and reportable.
- ◆ Staff could confidently perform priority tasks to ensure the process was managed.
- ◆ The Business School's study programs improved significantly, offering real-world experience to all students, making them job-ready for the market. As a result, the School improved their position as a school of choice.

DVE Solutions

Can assist with management of the process right from the moment of from knowing that you need to change something, right through to preparing staff in the new way of doing things.

DVE TIP

“ For a successful process implementation, it's necessary to provide clarity and training around new roles and responsibilities. ”