

गोंय विद्यापीठ

ताळगांव पठार,

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(Accredited by NAAC)

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No: GU/Acad. Colleges/OA-38/Internship/2025/20

Date: 08/05/2025

Internship Guidelines for Programmes as per Ordinance OA-38 based on the UGC's CCFUP & NCrF

In alignment with the UGC's Curriculum and Credit Framework for Undergraduate Programmes (CCFUP) and the National Credit Framework (NCrF), the University has formulated comprehensive **Internship Guidelines** for undergraduate students enrolled in Programmes under **Ordinance OA-38**. These Guidelines are intended to standardize, streamline, and enrich the internship experience across all Higher Education Institutions (HEIs) affiliated with the University.

The internship is envisioned as a structured and outcome-based engagement with industry, academia, and societal sectors, enabling students to bridge theoretical learning with practical application. It carries **Two academic credits** to be earned in **Semester VI**.

The Guidelines provide detailed frameworks covering:

- Objectives
- Internship Learning Outcomes
- Credit allocation and internship period
- Roles and responsibilities of Internship Faculty Mentors, Nodal Officer-Internship Cell, and Internship Supervisor-IPOs.
- Monitoring, evaluation, and reporting procedures

The document also outlines the evaluation rubrics, workload distribution for faculty, and expectations from Internship Providing Organizations (IPOs) to ensure accountability, inclusiveness, and quality assurance.

All affiliated Colleges and University Schools are requested to:

- Circulate these Guidelines among faculty and students.
- Ensure effective implementation through the Internship Cell and designated Internship Nodal Officers
- Encourage active liaison with IPOs
- Support timely evaluations, report submissions, and feedback integration

The Workload Assessment relating to the internship shall be notified separately.

Internship Providing Organizations (IPOs) are kindly requested to collaborate actively with the Internship Nodal Officers and Internship Faculty Mentors to create impactful and professionally enriching internships for students. Your participation is key in shaping future-ready graduates equipped with real-world skills and values. For smooth coordination and compliance, periodic

updates and templates will be shared through official University channels. Any clarifications or support requirements may be directed to the Office of the Registrar.

Let us collectively strive to ensure the success of this initiative that strengthens academic-industry integration and prepares our students to be contributors in the global workforce.

Sd/-

(Prof. S. N. Dhuri)
Registrar
Goa University

To:

1. Director, Directorate of Higher Education
2. All Deans of the School
3. All Principals of Affiliated Colleges offering Programmes under OA-38
4. Director, Directorate of Internships, Incubation, and Industry Partnership (DI³P)
5. Program Director, Centralized Training, Internship and Placement Cell, Directorate of Higher Education
6. Potential Internship Providing Organizations
7. AR, VC's Secretariat, Goa University
8. PA to Registrar, Goa University

Internship Guidelines for Programmes as per Ordinance OA-38 based on the UGC's CCFUP & NCrF

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1. Introduction, Objectives and Learning Outcome:

1.1.Introduction:

The internship component is designed to immerse students in professional activities, cooperative education, or work-based learning with external entities, providing them with practical exposure and real-world experience. A key aspect of this initiative is the integration of students into actual work environments, allowing them to apply academic knowledge in meaningful, hands-on contexts. Internships may be undertaken across a wide range of sectors, including local industries, government and private organizations, business enterprises, health and allied services, local bodies such as panchayats and municipalities, media houses, and creative domains involving artists and crafts persons.

Under the UGC's Curriculum and Credit Framework for Undergraduate Programmes, internships are an essential component aimed at fostering experiential learning. By engaging with diverse professional settings, students develop core competencies, enhance their employability, and gain insights into the practical dimensions of their disciplines. These structured experiences also contribute to their overall personal and professional development, cultivate research aptitude, and strengthen their alignment with societal and industry needs.

1.2.Objectives:

1.2.1 Integration of workshop with workplace:

To see the internship in a broader, integrated and holistic manner where the delivery of the classroom is aligned with outcomes of the workplace. The objectives of the internship need to be designed with the intention of integrating workshop / classroom / lab/research lab learnings with the workplace (organisation / enterprise / start-ups / corporate / farmlands/ artisans / Non-government organisations (NGOs)/Research & Development organisations, Higher Education Institutions (HEIs), etc).

1.2.2 Understanding of the world of work:

To provide undergraduate students with an opportunity to improve their understanding of the experiences, challenges, and opportunities of the real world of work, as well as to set their expectations and behaviour in accordance with the demands, culture, and values of current and emerging jobs.

1.2.3 Hybrid model learning:

To broaden learning opportunities by combining physical and digital modes of learning while working in industry, corporate, Research & Development organisations, workplace, within or outside HEIs, blended with a mentor or research expert and as per the need and convenience.

1.2.4 Developing research aptitude:

To create and facilitate conditions that allow students in their quest for knowledge, its discovery, learn, understand and sharpen research acumen, familiarising with analytical tools and techniques with appropriate usage, research methodologies, data analysis, integrity and ethical behaviour, manuscripts preparations, identification of appropriate journals, patent and intellectual property rights, and their application in solving research/complex/real-life problems.

1.2.5 Exposure in emerging technologies:

To provide exposure to emerging technologies/ automation and how it can support, facilitate, improve and reinforce work processes/ culture/ job roles/art and craft, including the traditional areas of art-craft/ heritage skills, agriculture, etc.

1.2.6 Enhance entrepreneurial capabilities:

Understand how organisations / enterprises are formed for sustainable progress so that start-ups and entrepreneurial capabilities are strengthened among students and they are encouraged to be job creators.

1.2.7 Development of decision-making and teamwork skills:

To facilitate the development of problem-solving and decision-making skills, enable teamwork & collaboration culture to promote research, academic and professional developments.

1.2.8 Cultivate a sense of Social Imagery and Citizenship Responsibility:

To develop a sense of social imagery (issues) and philanthropic versatility among the graduating students that will facilitate the development of an attitude towards citizenship responsibility.

1.2.9 Stimulate collaborative influence:

To promote HEIs collaboration, industry- academia partnership will be developed to provide collaborative internships, apprenticeships, and research opportunities to the students in the predefined areas of importance which will lead institutions, Universities, organisations, academicians, and students to collaborate on how to learn with one another.

1.2.10 Enhancing professional competency:

The internship should not only focus on employability or research capabilities; there is also a need for professional principles, ethics, values, and integrity which will enable them to gain perspective, practice, develop competency and perform professional tasks in the way that the employment market demands.

1.3.Internship Learning Outcomes:

Sr. No.	Cognitive Level	Action Verbs	Learning Outcomes
1	Remember	Identify, Recall	Identify key structures and terminologies in the internship domain. Recall relevant academic principles.
2	Understand	Describe, Explain	Describe organizational workflows and explain the connection between theory and practice.
3	Apply	Demonstrate, Utilize	Demonstrate application of theoretical knowledge to assigned tasks. Utilize appropriate tools and processes.
4	Analyze	Differentiate, Examine	Examine real-world systems and differentiate between theoretical and applied practices.
5	Evaluate	Assess, Critique	Assess the effectiveness of tasks performed and critique personal contributions using mentor feedback.

6	Create	Design, Propose	Design comprehensive reports and propose insights or solutions based on internship learnings.
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2. Applicability

The Guidelines shall apply to students registered for all undergraduate programmes under the Ordinance OA-38, Ordinance governing the Undergraduate (UG) Programmes.

3. Internship Credit Allocation, Duration, and Internship Period:

3.1.Credits:

Internships will carry Two credits, to be credited in Semester VI. Internships shall be undertaken on an individual basis by each student and shall not be treated as a group activity.

3.2.Duration:

A mandatory internship of 60 hours is required for all students.

3.3.Internship Period:

Ideally, the internship should be completed during the summer break between the second and third year. Students who are unable to complete the internship during this period must ensure its completion by the end of the VI semester, either in a part-time manner during Semester V, or during the Diwali break, or winter break or through an alternative arrangement subject to prior approval by the parent institution (University School/College). The heads of HEIs are required to ensure that, ordinarily, 50% of students should undergo internship in Sem V and remaining 50% to undergo internship in Sem VI.

4. Internships in Organisations:

- (a) An internship shall provide learning experiences related to a student's interest or area of study. It shall also provide an opportunity to acquire new skills. The HEIs are required to play an important role in arranging internships for their students by creating a structured robust mechanism for internship programmes under their Internship Cell.
- (b) Students may undergo internships in a firm, industry, or organization or Training in labs with faculty and researchers or other HEIs/research institutions local industry, business organizations, health and allied areas, local governments (such as panchayats, municipalities), Parliament or elected representatives, media organizations, artists, crafts persons, and a wide variety of organizations. HEIs may incorporate the following areas while choosing a sector by a student while undergoing an internship/research internship: (The list is indicative only)
 - i. Trade and Agriculture Area
 - ii. Economy & Banking Financial Services and Insurance Area
 - iii. Logistics, Automotive & Capital Goods Area
 - iv. Fast Moving Consumer Goods & Retail Area
 - v. Information Technology/Information Technology-enabled Services &

- Electronics Area
- vi. Handcraft, Art, Design & Music Area
- vii. Healthcare & Life Science Area
- viii. Sports, Wellness and Physical Education Area
- ix. Tourism & Hospitality Area
- x. Digitisation & Emerging Technologies (Internet of Things/Artificial Intelligence/Machine Learning/Deep Learning/Augmented Reality/Virtual Reality, etc.) Area
- xi. Humanitarian, Public Policy and Legal Service Area
- xii. Communication Area
- xiii. Education Area
- xiv. Sustainable development Area
- xv. Environment Area
- xvi. Commerce, Medium and Small-Scale Industries Area
- xvii. Communication, Journalism and social media
- xviii. Pharmaceutical,
- xix. Community organisations
- xx. Literary organisations

(The list is indicative only)

- (c) The institutions shall not permit internships in following IPOs/roles –
- i. Training programs and any such program where Applicants are expected to pay a security deposit or an admission fee;
 - ii. Employers to charge money in any form (including test fee, security deposit, documentation fee, etc.) from the Applicants for offering an internship;
 - iii. Network Level Marketing (NLM) internships, where applicants have to use their personal connections and personal social media accounts to promote a business;
 - iv. Any internship where there is a possibility of an Applicant consuming alcohol or smoking or inducing others to do so;
 - v. Employers to promote explicit religious content, a particular religious personality or a sect, etc.;
 - vi. Businesses promoting, freelancing, dealing in gambling and other prohibited/illegal inappropriate activities.
 - vii. Employers to promote explicit electioneering, political content, a particular political personality or a party, etc.;
- (d) Students may undertake internships either through on-site engagement at the physical premises of the IPO or by opting for online/virtual internship modes, depending on the nature of the opportunity and with due approval from the parent institution (University School/College).
- (e) Students may identify internship on their own. However, they are required to apply for internship through the HEI by obtaining request letter through the Principal. The HEI should ensure that such a student has an appropriate orientation for research through research ability enhancement courses as a part of the curriculum.
- (f) On receipt of an offer of internship, the student shall arrange to consult the internship supervisor, obtain due permission from the parent institution and join the concerned IPO

for an internship as per the suggested schedule.

5. Roles & Responsibilities

5.1. Internship Nodal Officer

- (a) The Internship Programme will be fully organised, executed, and monitored by the Internship Nodal Officer to be appointed by the concerned college Principal.
- (b) The Internship Nodal Officer shall be responsible for planning, facilitating, monitoring, and evaluating internship opportunities at the institution. The core objective is to ensure that all students are meaningfully engaged in internships that align with academic goals, industry standards, and national frameworks such as the UGC's Curriculum and Credit Framework.
- (c) In the case of programmes offered at the Goa University Campus, the Director, Directorate of Internships, Incubation, and Industry Partnership shall oversee the functions and activities of the Internship Nodal Officer.
- (d) Liaison with IPO: Engage with companies, institutions, and other IPO to validate the relevance, structure, and scope of the internship offered. Facilitate formal agreements, MoUs, or letters of understanding where necessary. They should ensure that the internship offers a well-defined work plan and mentorship at the IPO.
- (e) Assignment of Faculty Mentors: Allocate individual internship faculty mentors to students undertaking internships, who will monitor student progress, provide academic guidance, and evaluate the learning outcomes through periodic check-ins and final report assessments.
- (f) Internship Nodal Officers shall not be appointed as Internship Faculty Mentors.

5.2. Internship Faculty Mentors:

Internship faculty mentors are entrusted with providing academic supervision, guidance, and continuous support to students throughout the duration of their internship. They act as the academic link between the University School/ College and the real-world environment in which the student is placed. Faculty Mentors play a crucial role in ensuring that internships are not just professional engagements but meaningful academic experiences that foster holistic development and prepare students for the world of work and research.

- (a) Pre-Internship Orientation:
Conduct a preparatory session with the assigned student(s) to clarify expectations, learning goals, and reporting formats. Help students set individual learning objectives and reflect on how the internship aligns with their academic and career plans.
- (b) Guidance and Counselling
Assist students in identifying and selecting internship opportunities that align with their academic background, career aspirations, and interests. They should ensure that students understand the objectives, expectations, and learning outcomes of the internship component.
- (c) Approval and Monitoring:
Review and approve internship offers and work plans before commencement. Ensure that the internship duration, mode (physical or virtual), and assigned tasks meet the standards.

(d) Academic Supervision:

Oversee the student's internship journey to ensure alignment with the intended learning outcomes of the programme. Guide the student in understanding the academic relevance of their assigned tasks, roles, or projects within the IPO.

(e) Ongoing Monitoring and Support:

Maintain regular communication with the student during the internship period through scheduled check-ins or reviews. Provide academic or professional advice when students face challenges or uncertainties during their internship. Liaise with the Internship Supervisor if any issues require institutional support. The mentor needs to provide guidance to the students digitally or physically throughout the internship duration. The mentor needs to check and validate the performance of students fortnightly and after the completion of the internship, issue the certificate/report.

(f) Evaluation and Feedback:

Review the student's internship performance fortnightly by reviewing the logbook, project work, and final report to assess the depth of engagement and learning outcomes.

On completion of Internship, the intern will prepare an internship report and get it endorsed by the mentor.

Conduct or participate in the final viva voce or presentation as part of the assessment process. Submit a detailed feedback report and grading input (if applicable) based on student performance, learning reflections, and IPO feedback.

(g) Documentation and Record Keeping:

Ensure timely submission of student deliverables such as reports, certificates, and feedback forms. Maintain a record of internship evaluations and submit relevant data to the Faculty Coordinator and Internship Cell.

5.3.IPO/ Internship Providing Organization (IPO) :

IPOs provide the essential work environment and mentorship that form the core of experiential learning for students.

Their responsibilities shall include:

(a) Structured Internship Planning

Design a well-defined internship programme with clear objectives, deliverables, and timelines. Outline the tasks, projects, and expected learning outcomes suited to the student's academic background.

(b) Mentorship & Supervision

Designate a qualified professional as the Internship Supervisor who will guide the student throughout the internship period. Provide regular supervision, feedback, and opportunities for learning, ensuring a meaningful experience.

(c) **Orientation & Engagement**

Offer an initial orientation to familiarise the intern with the organisational structure, roles, work culture, and expectations. Involve interns in real-time projects, research, or relevant work functions that foster skill development.

(d) **Performance Evaluation & Certification**

Assess the intern's performance based on punctuality, work quality, learning attitude, and contribution. Provide written feedback and issue a formal Internship Completion Certificate on successful fulfilment of internship.

5.4. Internship Supervisor (IPO)

An internship supervisor is any individual who will be nominated by the IPO for monitoring, supervising, and evaluation of the student during the internship duration.

- (a) Internship Supervisor (IPO) should monitor the regularity of the intern at his/her workplace. Students should preferably inform the Internship Supervisor at least one day prior to availing leave during the internship except for emergencies.
- (b) At the end of the internship, the Internship Supervisor will ensure issuing of completion certificates to the intern.
- (c) They shall be making the timely evaluation of a student and provide him completion certification/report for submission in HEI.

5.5. Centralized Training, Internship and Placement Cell, DHE

The Centralized Training, Internship and Placement Cell of Directorate of Higher Education shall function as the regulatory and monitoring authority for overseeing the effective implementation of internship programmes across all Colleges. The Centralized Training, Internship and Placement Cell of DHE shall play a pivotal role in ensuring standardization, transparency, and accountability in the planning, execution, and reporting of these programmes.

(a) **Strategic Guidance**

Promote internship opportunities in collaboration with government departments, industries, civil society, and research institutions.

(b) **Monitoring**

Establish a centralized Internship Monitoring Information System (MIS) to track internship implementation and compliance across HEIs. Regularly assess the quality, coverage, and alignment of internship experiences with academic objectives. Ensure inclusion and equitable access to internships for students from rural, marginalized, or underrepresented backgrounds. The reports are to be submitted in following format:

Field	Description
Name of Student	Full name as per University records
Programme Registered	Programme name (e.g., B.Sc. Physics, B.A. History, B.Com, etc.)
Student PR Details	Permanent Registration Number, Year/Semester

IPO Name	Internship Providing Organization (Name of the Entity)
Job Description	A brief summary of the intern's assigned tasks/responsibilities
Area of Internship	Sector or functional domain (e.g., Finance, Environment, Healthcare)
Internship Mode	On-site / Remote / Hybrid
Duration & Credits	Number of hours completed, and credit earned (if applicable)
Faculty Mentor Assigned	Name and department of assigned internal faculty mentor
Completion Status	Ongoing / Completed / Not Started / Deferred

Note: These reports must be submitted within 15 days from the commencement of the Semester or as per the calendar defined by the Centralized Training, Internship and Placement Cell of DHE.

(c) Capacity Building & Stakeholder Engagement

Organize training workshops, faculty orientation programmes, and capacity-building initiatives to strengthen internship ecosystem management across HEIs. Facilitate matchmaking platforms and internship fairs at the state level, promoting collaboration between academia and industry.

(d) Quality Assurance & Feedback Integration

Use student and IPO feedback to continuously improve state-level internship policies and frameworks. Audit and verify a sample of internships to ensure authenticity, relevance, and learning outcomes.

6. Evaluation Criteria

There shall be an ISA component of 50% marks and SEA component of 50% marks. SEA marks shall be based on Internship Report and presentation and shall be decided by the Department/Discipline faculty members. Internship is to be evaluated and credited in Semester VI (2 credits).

Component	ISA- 50%	SEA- 50%
Criteria	Attendance, the domain knowledge, skill set, best practices learned by the student at the organization /company.	Internship Report and Presentation
Weightages	Internship faculty mentor, based on the inputs from Internship supervisor (IPO) shall assess the ISA component	SEA Component shall be of 50% of total marks (25 marks) of which: <ul style="list-style-type: none"> • Internship Report - 60% (15 marks), • Presentation and Viva-Voce - 40% (10 marks)

Who will evaluate	Internship faculty mentor, based on the inputs from Internship supervisor (IPO) shall assess the ISA component	DFC (At least 50% of the faculty members in the Discipline/Department). DFC shall comprise of atleast 03 faculty members. In case, only 02 or less faculty members are affiliated with the department/discipline then the faculty member from the allied disciplines shall be appointed by the Dean/ Principal for the purpose of evaluation.
Submission of Certificate & Report	Internship Completion Certificate- Within 7 days of the conclusion of the Internship.	Internship Report to be submitted 15 days before the last teaching day of Semester V/VI.
	Marks shall be submitted to the University 7 days before the last day of Semester VI.	
Evaluation Timeline	Within 15 days of the conclusion of the Internship.	For students opting for the internship during summer break, by the last teaching day of Semester V.
	Students opting for an internship during Semester VI-Within 15 days of the conclusion of the Internship.*	

Sentence Case, Bold,
Font size 14

Title of the Internship

An Internship Report for

Sentence Case,
Normal, Font
size 10, Single
line spacing

Course code and Course Title: **Code & name of course**

Credits: **Number of credits**

Submitted in partial fulfilment of Bachelor's Degree

(Specify B.Com/BA/BBA, etc.)

by

UPPER CASE, BOLD, Font size 12,
Sequence: First Name, Middle
Name(s), Last Name

Name of the student

Seat Number:

Write Roll Number only. Normal,
Font size 10

ABC ID:

PRN:

Under the Mentorship of

UPPER CASE, BOLD, Font size 12,
Sequence: First Name, Middle
Name(s), Last Name

Name of the Internship Faculty Mentor

Name of School/College Dept

Sentence Case, Normal, Font size
12, Single line spacing

Name of Discipline

University logo in BLUE
only / **College logo**



UPPER CASE, BOLD, Font size 12,
Single line spacing, Format for the
date: Month Year (e.g. July 2023)

Goa University/**Name of college**

Date:

Examined by:

Seal of the School/ **College Dept**

DECLARATION BY STUDENT

I hereby declare that the details presented in this Internship report entitled, “Title of the work” is based on the internship carried out by me in the (name of Discipline)/ College Dept at the Name of School, Goa University/Name of the Industry, under the mentorship of Mr/Ms/Dr/Prof. (Name of Internship Faculty Mentor) and the same has not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities/College will be not be responsible for the correctness of observations/experimental or other findings given the internship report/work.

I hereby authorize the University/College authorities to upload this internship report on the concerned repository or anywhere else as per the UGC regulations and make it available to any one as needed.

Signature and Name of Student

Seat no:

Date:

Place: Goa University

COMPLETION CERTIFICATE

This is to certify that the internship report “**Title of Internship**” is a bonafide work carried out by **Ms/Mr First name, Middle Name, Last Name** under my mentorship in partial fulfilment of the requirements for the award of the degree of **(Name of the degree)** in the Discipline **(Name of the Discipline)** at the **(Name of the School)/ College Department**, Goa University/**name of college**.

Signature and Name of Internship Faculty Mentor

Date:

Signature of Dean of School/HOD of College

School/College Department

Stamp

Date:

Place: Goa University/**College**

(on the letterhead of the organization)/IPO

INTERNSHIP CERTIFICATE

This is to certify that Mr./Ms. **First name, Middle Name, Last Name**, Student of the **Name of the School/ College**, undergoing **Programme Name** has successfully completed Internship between **Start date to End date** at **Name of the Organization (IPO)**. (S)he actively participated in the activities during the period of internship and learned the skills needed for various activities such as **Name of the activities**.

Name of the person

Designation

Name of the organization (IPO)

Seal of Organization (IPO)

Place:

Date:

FORMAT FOR INTERNSHIP REPORT

General:

- Justified text with double line spacing.
- All headings are centered, upper case, and underlined.
- Page numbers on the top right corner. Running page numbers from 1 to n for the main body, and appendices.

Contents Page:

3 columns
Table without borders, Page nos. (in range on chapters rows only), Sub-sections of the chapters below chapter with sub-section number within particulars. Subsections to run only up to 3 digits (e.g., 4.1.3) followed by alphabets e.g. a, b, c, etc.

CONTENTS

Chapter	Particulars	Page numbers	
	Offer Letter	Roman number lowercase	Preliminary pages
	Internship (Completion) certificate	Roman number lowercase	
	Acknowledgments	Roman number lowercase	
	Executive summary	Roman number lowercase	
1.	Organization/Company	From – To	Main body
	1.1 Birds-eye-view		
	1.2 Products/services		
	1.3 Sections within the organization		
2.	Task(s) handled	From – To	Additional pages
3.	Learning	From – To	
4.	Challenges	From – To	
	Appendix I: Samples of the work done	First-page number	

Offer Letter and Internship Certificate: TWO INDEPENDENT SECTIONS. Insert a copy of the offer letter. Follow the standard format for the Internship certificate.

Acknowledgements: Acknowledge all those who helped you indicating what kind of help you received from them in making your internship a success.

Executive summary:

- A piece of quick information about the entire report with one or two paragraphs each on the organization, tasks that you handled, what did you learn, and challenges faced.
- Usually, should not exceed more than two pages.

The main body of the report:

- The text under various chapter headings is called the *main body of the report* for better understanding.
- Each Chapter may contain elements such as,
 - o Title of the chapter and subtitle(s) for various paragraphs or ideas within the chapter
 - o Running text within paragraphs under the title and subtitle
 - o Tables and Figures that briefly showcase the idea being described within the text
 - o If you are copying any text verbatim, please cite the same as the foot-note on the same page
- Title: UPPER CASE, Underlined, Bold case, Centred, Chapter number, and title, e.g.
 - o **CHAPTER 2: TASK(S) HANDLED**
 - o After the title, one line spacing before the start of the paragraph/sub-title
- Subtitle: For every subsection within the Chapter. Alignment towards the left. The paragraph under the section and subsection is to start immediately below the heading of the section/subsection. The description under the alphabetized heading (in italics) follows the heading.

Level 1 UPPER CASE, Level 2 Title case, first digit – Chapter number, second –section level, third – part of section level, further divisions are denoted by lowercase alphabets

(Sample)

- o 2.1 FILING INCOME-TAX RETURNS
 - o 2.1.1 Software used
- o 2.2 FOLLOW-UP ON THE CASES WHERE REFUND DID NOT RECEIVE
 - o 2.2.1. Online
 - o 2.2.2. Visits to IT office
- Running text within paragraphs: Justified, double line spacing. The first line is to be indented from left (one tab spacing)
- Usually, all internship reports could better be described at least in 4 chapters: About the organization/company, Task(s) you handled during the internship, what did you learn, and challenges faced during work
- Organization/Company
 - o Brief description of the entire organization which is usually called birds-eye-view.
 - o Products/services of the organization/company
 - o Sections within the organization along with organigram
- Task(s) handled
 - o Which section(s) you worked in
 - o Your working schedule (date and time every day)
 - o Type of task(s) you were exposed to
 - o Hands-on experience (number of cases handled)
 - o Relationship of the task with the course you studied in the classroom
- Learning
 - o What did you learn from the practical exposure
 - o Have you had an opportunity to be innovative in handling task(s)? – The way you introduced new practices that cut short the time required, enhanced quality in the output, etc.
 - o Have you learned something about yourself (your abilities vis-a-vis expectations of your reporting officer, your likes and dislikes)
- Challenges

- The activity that you were unaware about
 - Meeting the deadlines
- Citations to previous studies: Citations are used to give credits to previous studies that are referred anywhere in the current research. Copying contents, results of the previous studies without citation amounts to plagiarism and that leads to penalties. There are standard citation styles that are in use largely by the researchers in a given academic discipline, though there is no such hard and fast rule. However, one style has to be used consistently throughout the study. The main body of the text cites previous study and the same is listed in the 'References' section. Examples on how to cite previous study in the text and the style in which bibliographic description is to be written while using a particular style are provided in the Table below. Note that the modern tools used to type the dissertation (such as Microsoft Word) has inbuilt facility to write citations and describe the study in bibliography in standard style.

Citation Style	In-text citations and bibliography examples at	Discipline
APA (American Psychological Association)	https://pitt.libguides.com/citationhelp/apa7	Education, Psychology, Sciences
MLA (Modern Language Association)	https://pitt.libguides.com/citationhelp/mla9thedition	Humanities
Chicago	https://pitt.libguides.com/c.php?g=12108&p=64732	Business, History, Fine Arts

References:

- As indicated in the 'Citations to previous studies', this section lists the items that are consulted during the present research work. Standard citation styles use pre-defined formats for description of the bibliographic references. Consult link in the previous Table to know more.
- **Appendices** (In the absence of appendices to your report, your narrative should explain why you have nothing to include in the appendix)
 - The last piece of the document that provides proof of your involvement in the work during the period of an internship
 - Samples of the work done (check with the company to permit you to add the data here)
 - Photos while you are at work
 - Any other information that proves that you involved yourself during your internship
 - Format:
 - Each appendix is to begin on a new sheet
 - The first line contains the Appendix number (number in Roman capitals) with the right justified margin. e.g., 'Appendix I' followed by a blank line
 - Title of the Appendix in the next line (centred, Sentence Case). e.g., 'Photos While at Work'

*Note: Flexibility in the formulations of the Chapters is permitted.*****