

الجامعة السعودية الإلكترونية  
Saudi Electronic University



College of Health Sciences  
Master of Healthcare Administration

# INTERNSHIP GUIDE

## 1. DEFINITION OF TERMS AND EXPRESSIONS:

- a. **The Internship:** Refers to a practical training (Field Experience) period after finalizing all the required study units in the public health program successfully.
- b. **The College:** The College of Health Sciences, Saudi Electronic University.
- c. **The Internship Unit:** Refers to the structure defined by the College to be responsible for overseeing the internship affairs and the implementation of the internship plan.
- d. **Internship Supervisor:** Refers to the faculty member at the College who is made responsible by the internship unit for supervising the students throughout the training.
- e. **The Trainee:** Refers to the student (male or female) of the College upon completion of the defined pre-requisite academic curriculum as specified in this guide thereby eligible to undergo training.
- f. **The Internship Organization:** Refers to any health organization recognized by the College as suitable internship place.
- g. **The Student Supervisor at the Internship Organization:** Refers to the representative assigned by the internship organization to be in charge of the student supervision during the internship period.

## 2. THE INTERNSHIP PROGRAM:

### 2.1 Core Objectives

- a. Familiarization with practical application of learned concepts.
- b. Comprehensive understanding of concepts, theories and protocols in the domain of healthcare administration.
- c. Creating awareness about professional ethics that need to be practiced in practical life such as punctuality, innovation, application, honesty etc.
- d. Enabling students to learn and handle the work-related stress and pressure.
- e. Better and more efficient communication skills to deal with all three levels of professional work i.e. clients, peers and superiors.
- f. Expose students to future employment opportunities.
- g. Prepare graduates to exercise the administrative, leadership and specialized skills in different fields of work within the discipline of health administration.
- h. Articulate ways in which health managerial decisions are generated, organized and used to solve health services problems, across diverse settings and at all levels (lower, middle, and upper management).
- i. Apply theories, methods, and processes for the design, planning, facilitation and implementation of health administration knowledge.
- j. Apply, adapt, and validate existing health administration concepts and approaches as they relate to specific challenges.

## 2.2 Academic Requirements:

To register for the internship, the student must fulfill the following requirements:

- a. The student must maintain an overall GPA of 2.75 or above
- b. The student must be in level 5
- c. The student applying for practical training must be an active registered student of the degree program.
- d. The student must be approved for internship

## 2.3 Internship Program Structure:

The program aims to give the students a unique opportunity to undergo training across various healthcare organizations and related fields. The training can range from healthcare operations, quality control and assurance to patient safety management etc. This specially designed learning and development program will enable graduates to gain insights on tackling real issues and challenges; learn from experienced health administration leaders through dialogue and networking sessions and embark on learning journeys to see how things run behind the scenes. Students will be rotated between various departments in the internship organizations in order to learn of the processes and protocols of decision making.

### 3. MINIMUM REQUIREMENTS FOR THE INTERNSHIP ORGANIZATIONS:

- a. The internship organization must be a health organization
- b. The internship organization must practice different healthcare administration disciplines.

### 4. STUDENT COMMITMENTS DURING THE INTERNSHIP PROGRAM

- a. Once a student has joined a training organization, the student will ensure completion of internship time (a total of 280 contact hours training as 7 hours' work per days, five days per week for 8 weeks.), and not transfer to any other organization. In the case of non-compliance with the minimum hours of training, the student trainee will not succeed in the internship.
- b. The student will follow the working hours of the internship place to which he/she is assigned, except that he / she should not have night duties. Their vacations are as the governmental employees' vacations.

- c. The student is responsible for abiding by and complying with all the rules and regulations of internship organization.
- d. During the internship period, it is the responsibility of students to promptly notify any change to the training unit as well as supervisor, refill all the needed information and regularly track that change has been properly documented. All such changes should also be properly documented in the student files.
- e. The training organization should send the trainee assessment in a maximum period of 10 days after the end of the training period both by the student trainee as well as via e-mail to the training unit. The student should ensure receipt of this assessment to supervisor.
- f. The student trainee should comply with the training commitments stated in the training instructions, otherwise; the student grade will be affected.
- g. Documenting and collecting information required to write the final practical training report.

## 5. STUDENT COMMITMENTS AFTER THE PRACTICAL TRAINING:

The Student shall be required to compile a final report in English language in accordance with the report template provided. The report must include an overview of the training organization, the training procedures, which things that the student has learnt in theory or has encountered in practice. Also, the report must include a part discussing the scientific information that the students made use of it in their training. The report should clearly outline the responsibilities assigned to students, concepts and projects they worked on and a summary of experience gained. In addition, the student is required to submit a research report focusing on solving one of the challenges encountered during their internship program. The report should be sent to the training supervisor according to schedule defined by the College. Failure to submit the report in due time may entail student failure in the course.

## 6. INTERNSHIP ORGANIZATION COMMITMENTS:

- a. Make sure that the student performs responsibilities assigned to him/her on the evaluation document strictly in accordance with the discipline of public health. The organization should take care to see that student is not assigned such tasks which don't play any role in their knowledge domain.
- b. Return the training registration form provided by the college at the beginning of practical training.
- c. Provide the college with an Assessment report on the student's performance according to the training evaluation form provided by college. The report must reflect the student 's performance throughout the training.
- d. Internship organization should ensure communication between the College and the student trainee and facilitate visits by the internship supervisor or internship unit members.
- e. To ensure personnel responsible for conducting an internal assessment on student's learning, and provide qualitative assessment based on these internal findings to be communicated to the College to support grading.



## 7. PRACTICAL TRAINING EVALUATION:

At the end of training, the student trainee will be subjected to evaluation by the training supervisor. The evaluation will be based on assessment provided by training organization, final reports and final interview.





The Student will be considered successful in the training graded: Pass if all of the following are fulfilled:

### a. Student Attendance:

Refers to the student's attendance at the training organization throughout the specified training period. To fulfill these requirements, the student must attend the minimum number of hours required at least 70% of (a total of 280 contact hours) at the training organization.

### b. The Internship Organization Evaluation:

Refers to the evaluation report compiled by the Internship organization, which must measure the following:

-  Skills acquired during the training.
-  Self-reliance.
-  Mastering job requirements assigned to the Trainee.
-  Professionalism, work ethics and work attitude.

The student is considered successful if he/she achieves 70% of the maximum points possible in the evaluation.

### c. The Internship Final Reports:

The Internship supervisor evaluates the final reports delivered by students at the end of training. This evaluation is based on specific criteria that measures the student's achievements throughout the training period. The student is considered successful if he/she scores a minimum of 60% of the possible marks.

## 8. SPECIAL CASES THE STUDENT TRAINEE MIGHT FACE:

### a. In case of Excuse (for not) Training:

The student should fill in and submit an excuse form to the College Training Unit no later than three days before informing the Training Organization of his/her excuse to attend. The submission of the Excuse application should fall within the university calendar dates for excuses. Failure to comply with the deadlines may cause the student to fail the training course.

### b. In case of discontinuation of the training after commencement:

The student should not discontinue or pause the training program after commencement with or without valid excuse more than 2 weeks. The discontinuation of the training more than 2 weeks for any reason will automatically cause the student to fail the training course and he/she must repeat the internship. Thus, if the student is aware that he/she may pause or discontinue the training for more than 2 weeks he/she is required to withdraw and notify the College and the Supervisor at the Internship Organization.

### c. Transferring from One Training Organization to Another:

Students are eligible to transfer from the training organization no later than one week from the starting date of training. The student should fill and submit a transfer form to the training unit no later than three days before leaving. The transfer form is subject to approval conditioned by the provision of alternative training organization by the student himself, willing to train him during the semester he/she has applied. The student will be held responsible for any negligence, which will entail failure in the course. The student must spend the full 12 weeks in the new organization; time spent in the previous organization will not be considered.

### d. Training City:

The student must commence training in the city of the branch he/she is registered in. The college reserves the right to accept or reject any requests for internship at any training site in a city that does not have a branch for the College of Health Sciences.