



CUA BBA Internship Manual - October 2024

Student Placement Office

Student Affairs Department

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1. Introduction

This Student Internship Manual is intended to serve as a guideline to help students complete their internship experience. Students must read this Manual carefully before starting their internship experience to seek clarifications regarding questions or concerns prior to their first day of internship duty.

The aim is to integrate theoretical classroom conceptual learning with the practical hands-on work experience, exposure to the work environment, and provide basic skills and understanding. It's also meant to provide the intern with the opportunity to evaluate, improve and enhance his or her skills and techniques in order to gain knowledge through these experiences and enhance student's employability.

Students should note the following due dates:

1. The initial registration is done one semester in advance through email mentioning the eligibility, dates of internship and deadlines.
2. The internship documents are due minimum a month before students' internship semester classes.
3. Training dates must be coordinated with the Student Placement Office.
4. Internship hours can be divided throughout the semester, if possible.
5. End date of the Internship must be before the final exams in the semester the internship course is registered.
6. Internship reports are being coordinated and decided by the internship course teacher.
7. Weekly Report Logs, Time Sheet, Host Supervisor's Final Evaluation, and Summative Evaluation Paper are due no later than the last class day of the semester or as determined by the professor of the course

It is the responsibility of the student to remember and adhere to these deadlines as reminders may not be issued, and late submissions will result in a reduction in the final grade for the course.

The student must maintain regular contact with the CUA Internship Coordinator at the Student Affairs Department during the Internship. The philosophy of an internship experience is for a student to experience the real world of work, be self-motivated, and appreciate the professional network in the field. In addition, a fully engaged Internship experience often yields an assessment of students' readiness for a supervised work environment.

2. Eligibility

Internship is a mandatory field-training course offered in all the BBA english undergraduate programs at CUA. The College of Business Dean or HOD assigned a faculty member for each internship course. Prior to registering for the Internship course at the City University Ajman; student must fulfill the following requirements:

1. Must be a fulltime student at CUA.
2. Complete at least 90 credit hours of coursework.
3. Must have a CGPA of 2.0 or higher.
4. Must have received the approval from the Student Placement Office of the Student Affairs Department to register for the course.

3 Internship Requirements per Program

BBA English programs Students at CUA must complete the Internship course in order to complete their program requirements. The training hours vary among the different academic programs as follows:

Program	Specialization	Internship Course Code	Credit Hours	Training Hours
College of Business Administration	Human Resource Management	HRM 495	3	120
	Hospitality & Tourism Management	HTM 495	3	375
	Marketing	MKT 495	3	120
	Management Information Systems	MIS 495	3	120
	Finance and Accounting	FIN 495	3	120

4. Initiating Internship at CUA

4.1 MOUs and Agreements

1. The Student Placement Office (SPO) enters into agreements with various entities to provide students with internship opportunities in different BBA programs. Special agreements are made, where the Student Placement Office targets sectors in the field of student program according to the approved hours and duration. This agreement is called a Memorandum of Understanding (MOU) and once signed by both parties these entities become partners of CUA.
2. SPO coordinates with these partners to schedule internships for BBA English programs students according to the internship tasks/job description, number of students, required duration and training hours.

4.2 Internship Procedures

1. Announcements for internship registration are sent through SPO email to students at least one semester before.
 - a. Announcements of internship registration for Summer 1 & Summer 2 semesters are sent through SPO email and carries the same registration deadline.
 - b. Deadline for initial registration is 2 weeks after the announcement.
2. SPO receives the registrations from students through the UMS which includes student's information and the completed CRHs.
3. Initial registrations by semester - students are registered per semester upon their request; however, registration must be done a semester ahead to complete the documents in section 6 (Required Documents).
4. Registration Steps: Check Appendix 1
5. Requesting for letters:
 - a. An Internship letter request for the Host organization can be made from SPO. A copy of the internship letter request has to be signed (received + date of receiving) by the student and kept along with the student's file.
 - b. Registered course letter (letter for the student's workplace) can be requested from the Registration Department after paying the course fees.
 - c. Deadline date for submitting the documents depends on each student's case and ease of getting their papers. However, normally it should take 2 to 3 weeks unless the student has an emergency.
6. Approval to Register: Only if the papers meet all the requirements and has the approval from the appointed faculty member, then an approval can be sent to

the Registration Department through the UMS. The student should complete the process before the start of the training date.

7. Students must be committed to the training schedule. Students risk being dropped and fail the internship course if they are not committed to the training schedule.
8. When the internship period ends SPO receives the completion letter and host organization evaluation sheet from the student and hands over the original evaluation sheet to the course teacher.
9. In case the host organization does not sign the MOU, a No Objection Letter will be sufficient as long as it is accompanied by the detailed tasks and the starting date of the training.
10. In certain cases when hardcopies are not possible, an email including the documents from the host organization will be accepted. SPO will print the email and attach it to the student's file.
11. In case of emergencies (leading to late registration), SPO will handle them on a case by case basis.
12. Before the start of the Internship, if the CGPA drops below 2.0, the student will be dropped from the course and cannot start the Internship.

4.3 Matching Students with the Host Organization

SPO provides Internship in different companies related to the field of BBA English programs students, unless students have a place for an Internship. An internship can be divided into two sections which are as follows:

- **Placement Seekers:** students that require SPO to provide them with placement at an organization.
 - a. SPO search and find suitable intern host organizations related to the field of the student.
 - b. SPO contacts and informs the companies regarding the number of students attaching the internship letter request for each student followed with their CV, if requested.
 - c. SPO must complete the papers in 7 working days only in exceptional cases.
 - d. SPO uploads the required documents for the seekers on the UMS. The placement seekers upload their Code of Conduct (COC).
- **Non-placement seekers:** students already with placement for their Internship.
 - a. The Student Placement Office will verify the company related to the field of the student.

- b. All the required documents should be uploaded on the UMS.

All Documents must be approved and uploaded on the UMS “before start of training”. The documents (NOC or MOU, Tasks and Supervisor details).

Cancellation due to non-completion of Internship Requirement: In the event that a student does not commit to the training schedule set up by the host organization for no legitimate reason, the organization has the right to cancel the student’s internship by sending an email to the Student Placement Office. The student will have failed in the course for that semester and will not get a refund.

If the student has a legitimate reason such as health or accident that affects the student’s completion of the training, the Student Placement Office will communicate this to the host organization and request a postponement to a later date till the student is able.

If the organization is unable to continue with the training after acceptance due to a valid, legitimate reason, the Student Placement Office (SPO) will remove the student from the organization and seek placement elsewhere. If SPO is unable to find an accepting organization on time, then the internship course will be moved to the next semester at no additional fees.

4.4 Internship Orientation

The Student Placement Office conducts an internship orientation before the start of the internship. This is a crucial part of the onboarding process for interns. It serves to explain the documents, important deadlines, code of conduct and expectation, encourage learning and make the most of this experience.

A well-structured orientation program ensures that interns are prepared for a successful and productive experience.

5. Internship Roles and Responsibilities

5.1 Responsibilities of Student Placement Office

The Student Placement Office of the Student Affairs Department is responsible for facilitating the internship process for students, faculty and registration department. The office ensures to:

1. Pre-register eligible students in advance
2. Receive signed documents from students and their host organization.
3. Submit the signed documents to the head of the academic program or appointed faculty on the UMS.
4. Submit the approved students to the Registration department for enrollment and payment of fees.
5. Prepare the internship calendar (Full Academic year).
6. Announce internship initial registration dates and deadlines.
7. Send the BBA English programs internship manual that has the job tasks as per the program to the pre-registered students.
8. Arrange an orientation for students registered for Internship or share the internship manual and the tutorials.
9. Students Placement Office (SPO) provide Internships in different companies in the field of BBA English program, unless a student has a suitable place for Internship.
10. Students are only allowed to complete their Internship in a department that matches with their program based on the approved internship tasks/job description.
11. Review of all required documents submitted by each student.
12. Act as the liaison between the host organization and the University.
13. Complete the official documents to confirm the approved tasks between the university and the host organization supervisor.
14. Review all documents received from the student, host organization supervisor, and forward the documents to the course teacher.
15. Hand over the internship file to the Registration department to be filed in the student file after the announcement of the grades.
16. Collecting feedback from the students about the internship experience and the internship host organization.

5.2 Responsibilities of the Student

1. Respond to the internship email sent by the Student Placement office and if a student misses the deadline they will be responsible for seeking their own place for the Internship.
2. To register for the course, submit all the required documents through UMS and pay all the fees. The selection and approval of the internship site is the responsibility of the university.
3. Establish connections between their theoretical knowledge and practical applications.
4. With the help of the course instructor, the students develop specific goals and learning outcomes for their internships.
5. For all corporate duties, the intern is punctual, polite, conscientious, friendly, and a team player.
6. The Intern maintains confidentiality regarding information about the host company and its products,
7. The Intern respects the company's dress code, and adheres to high ethical standards.
8. In the case of encountering work-related problems, the Intern notifies their respective course instructor immediately.
9. Inform SPO immediately upon accepting an internship position and submit all relevant information about the Host organization.
10. Attend internship orientation.
11. Submit evidence that the intern is meeting the required working hours.
12. Communicate with the course instructor to submit the required reports during or after training as per each program requirement.
13. Submit the final report after completing the final week of work 120 hours for all BBA English programs but 375 hours for HTM program and deliver an oral presentation of the final report findings to the course instructor.
14. Maintain a portfolio that contains all documents and information related to the Internship tasks.
15. Submit and complete all the documents on time to avoid withdrawal of the internship course.
16. In case a student acts in an inappropriate manner, he or she is solely responsible for his or her action without the university bearing any responsibility.

17. handover the Responsibilities of the Host Organization Supervisor in BBA English programs internship manual to the internship supervisor.
18. All students who are working at the same company where they will be completing their internship must provide a "To Whom It May Concern" letter from the company, confirming their employment status and specifying the department in which they work.

5.3 Responsibilities of the Course Instructor

1. Arrange an orientation for students registered for Internship
2. Approve the submitted documents.
3. Hand over the syllabus to the student, it contains all the required information and the assessment grading plan.
4. Communicate regularly with the host organization to identify and resolve potential problems that may arise.
5. Monitor the progress of the intern and suggest improvements and potential benefits for the intern, host organization, and the internship program experience.
6. Meet with the intern every week for a progress session to monitor the progress.
7. Contact the site supervisor to discuss the report and performance of the intern.
8. Evaluate all assignments, written reports, and evaluations to assign the final grade. Instructors should not assign a grade unless they have received the Internship Evaluation Form by the host company. Grades must be submitted within the submission deadline as set by the Registrar's Office. In case of any delay in the evaluation report, the course instructor should release an incomplete grade.
9. Participate in the assessment of the internship program to recommend modifications and improvements, when necessary.

5.4 Responsibilities of the Host Organization Supervisor

1. Submit signed and stamped internship documents of students before the Internship begins.
2. Treat the intern as one of its employees and expect the same from them.
3. Provide a safe environment for the interns to work.

4. Provide the intern with accurate and complete information about duties, responsibilities and benefits, if any.
5. Conduct an orientation and any on-the-job training to familiarize the intern with the organization's operations in order to enable the students to meet their learning outcomes.
6. Submit an evaluation of intern performance at the end of the internship period.
7. Report excessive absence or misconduct by the intern to the Internship Coordinator.
8. Abide by the employment and labour laws of the country including occupational, environmental, health and safety regulations.

6. Required Documents

The following documents must be uploaded by the students prior to the beginning of the semester in which the student wishes to do the internship course (All documents are available UMS and in Student Placement Office):

6.1 Documents to be Submitted Before Training

Below documents must be submitted by the student before starting the Internship by the deadline given by the Students Placement Office; otherwise, the initial registration will be canceled:

1. A **pledge** - Is submitted by students who are yet to submit their internship documents as an acknowledgement which includes the student name, signature, ID and missing documents that need to be submitted.
2. **No Objection Letter with the tasks (NOC)** - Legal letter along with the detailed tasks to be performed, issued by the Host Organization to assure the acceptance of the Student Intern.

NOC should be signed and stamped from the Intern Host Presenter, and complete the approved process from the Department chair or course teacher through the university UMS. An official email can be accepted.

3. **Host Organization Supervisor Details** - General details about the Host Organization and the Supervisor

It should be signed and stamped from the Host Organization and complete the approved process from the Department chair or course teacher through the university UMS. An official email can be accepted.

4. **To whom to may concern Letter** - All students who are employed at the same company where they will be completing their internship must provide a "To Whom It May Concern" letter from the company, confirming their employment status and specifying the department in which they work.

It should be signed and stamped from the Host Organization and complete the approved process from the Department chair or course teacher through the university UMS. An official email can be accepted.

6.2 Documents to be Submitted After Training

Below documents must be submitted by the student after the completion of Internship before the deadline given by the Students Placement Office otherwise the course will be graded as F:

1. **Completion Letter** - A letter which states that a student has completed the Internship mandatory hours.

It should be signed and stamped by the Host Organization. An official email can be accepted.

2. **Evaluation Sheet(s)** – These serve as a useful feedback to a variety of audiences through a document used to measure the intern's workplace performance and a supplement to the grading process of the instructor.

It should be signed and stamped from the Host Organization.

Internship reports are to be submitted to the Course Instructor.

3. **Student Post-Internship Survey** - This survey is feedback from the student to assess their internship experience at the Host Organization. This helps the Student Placement Office evaluate the organization and address any concerns.

7. Student File

7.1 Student Placement Office

The student's file contains the below documents:

1. Code of conduct (Appendix 2)
2. Pledge (If Applicable)
3. No Objection Letter with tasks.
4. Memorandum of Agreement (If Applicable).
5. Supervisor details form.
6. Completion letter.
7. Supervisor evaluation.
8. Exceptions and approvals (If Applicable).

8. Internship Portfolio, Evaluation, Learning Outcomes and Job Description by program.

8.1 Finance & Accounting: 120 Training hours

8.1.1 Portfolio Guidelines (Required documents, divisions, areas of problems, funding (if any)).

The course consists of 120 hours of work at a private or public sector organization. The student chooses the location and the CoB approves placement after coordination with the prospective site supervisor. The student prepares and submits three reports, a portfolio and delivers an oral presentation. The site supervisor prepares and submits one report covering student attendance and performance.

Intern Responsibilities:

- Register for the course, pay all fees and propose an internship location by the second meeting of the course. However, the selection and approval of the internship site is the responsibility of the CoB.

- Arrange a meeting with the Internship Coordinator and submit a completed application.
- Inform the Internship Coordinator immediately upon accepting an internship position and submit all relevant information about the internship organization.
- Submit the initial report after completing the third week of work at the host organization. The initial intern report provides a description of the host organization, the type of work it does, the number of employees and the structure of the organization. It should also mention the duties, responsibilities, and expectations required for the intern, along with all on-the-job training and work completed during the initial three-week period. The intern should also mention any significant problems encountered at the host organization.
- Submit a mid-program report after completing the sixth week of work at the host organization. The mid-program report summarizes all work and other findings that the intern has encountered after six weeks in the position at the host organization. Suggestions for program improvement and issues discovered may also be mentioned here.
- Submit the final report after completing the final week of work (120 hours). The final intern report provides a comprehensive description of the overall internship experience. Major topics will include duties performed, problems (if any) encountered, a personal assessment of experience gained, additional training requested and given, plus a discussion of workplace relations with both co-workers and managers alike. The intern should give details about how the academic learning experience prepared (or failed to prepare) and relates to the specific requirements of the host organization's setting. This is crucial feedback for the internship program and the CoB as well.
- Maintain a portfolio that contains all documents and information related to the job. The internship portfolio is a collection of all documents, forms, specific non-proprietary work produced, and other information related to intern's job at the host organization. The intern may include any correspondence with host supervisor, organization employees or managers, clients (when appropriate), and the Internship Coordinator. Additional items should include the intern's CV, a profile of the host organization, a printed copy of the internship presentation, and a copy of the final intern report. Photographs of the entire experience add a substantive visual reminder of the entire internship experience and give future interns a chance to see what takes place among the different firms in the area.
- Deliver an oral presentation of the final report findings. The internship presentation

summarizes the intern's overall experience and highlights the key findings listed in the final report.

- Submit evidence that the intern is meeting the required working hours.
- The host organization report should cover the conduct of the intern, attendance, professionalism, respect of work environment, ability to establish networks and the ability to employ academic knowledge to all practical tasks.
- Protect the confidentiality of the internship host organization. Treat the host facility and property with respect and care.

8.1.2 Internship Evaluation (Assignment Plan, the assessment plan by percentage or grade

Assessment Plan

ITEM	Assignment / Activity	DATE DUE	Weight (%)	CLOs
1	Initial Report	Week 1	10	1,3,4
2	Mid-Program Report	Week 6	15	1,3
3	Final Internship Report	Week 10	20	1,3,4
4	Internship Portfolio	Week 12	15	1,2
5	Host Organization Report	Week 14	25	1,2,3,4
6	Internship Presentation	Week 15	15	1,2,4
Total			100	

8.1.3 Internship Learning Outcome and Job Description

Internship Learning Outcome:

This course offers students the chance to gain firsthand experience in an actual workplace environment. It also provides students with the opportunity to apply their academic knowledge to practical work situations. It introduces and exposes students to the differences between obligations and responsibilities in their personal lives and those found in the working world.

By the end of successful completion of this course, the student will be able to:

- 1- Demonstrate the application of academic knowledge and skill sets to a real-world work environment.
- 2- Apply professional skill sets, and evaluative skills by addressing underlying issues to challenges faced in the work environment.
- 3- Demonstrate a right work attitude, interpersonal skills, teamwork in diverse groups of professionals by engaging harmoniously in a real organizational setting.
- 4- Construct a well-written report supported by a presentation of the tasks undertaken during the work period.

Job Description:

1. To develop a good understanding of the organization of the accounting/finance functions within the respective department.
2. To undertake tasks related to accounting/finance functions like journal entries, posting to ledgers and reporting financial statements.
3. To support the accounting/finance team or department members in specific tasks like payment processing, collections, ageing of receivables, operating budgets, capital budgeting process, investments, asset management etc.
4. To assist department members in handling inventory systems, cash management and credit management, insurance etc.
5. To assist the department in the financial statement analysis, stock analysis and financial reporting.

8.2 Human Resource Management: 120 Training hours

8.2.1 Portfolio Guidelines (Required documents, divisions, areas of problems, funding (if any)).

- **The course consists of 120 hours of work in a private or public sector organization. The student chooses the location and the University**

approves placement after coordination with the prospective site supervisor.

- **The student prepares and submits three reports and delivers an oral presentation in addition to the host organization report.**
- **The site supervisor prepares and submits one report covering student attendance and performance.**

Intern Responsibilities

- **Register for the course, pay all fees and propose an internship location by the second meeting of the course. However, the selection and approval of the internship site is the responsibility of the College.**
- **Arrange a meeting with the Internship Coordinator and submit a completed application.**
- **Inform the Internship Coordinator immediately upon accepting an internship position and submit all relevant information about the internship organization.**
- **Submit evidence that the intern is meeting the required working hours.**
- **Submit the first report after completing the third week of work at the host organization.**
- **Submit a mid-program report after completing the sixth week of work at the host organization.**
- **Submit the final report after completing the final week of work (120 hours) and deliver an oral presentation of the final report findings.**
- **Maintain a portfolio that contains all documents and information related to the job.**

- **Protect the confidentiality of the internship host organization. Treat the host facility and property with respect and care.**

Responsibilities of Host Organizations

- **Treat the intern as one of its employees and expect the same from them.**
- **Provide the intern with accurate and complete information about duties, responsibilities and benefits, if any.**
- **Conduct an orientation and any on-the-job training to familiarize the intern with the organization's operations.**
- **Submit an evaluation of intern performance at the end of the internship period.**
- **Report excessive absence or misconduct by the intern to the Internship Coordinator.**

Internship Coordinator Responsibilities

- **Act as the liaison between the host organization and the College.**
- **Complete the agreement papers to confirm the relationship between the College and the host organization.**
- **Communicate regularly with the host organization to identify and resolve potential problems that arise.**
- **Monitor the progress of the intern and suggest improvements and potential benefits for the intern, host organization, and internship program experience.**

- Meet with the intern every two weeks for a progress session and to resolve any issues between the intern and the host organization.
- Review all documents received from the intern and host organization.
- Review and grade the intern's reports, presentation, and portfolio.
- Contact the site supervisor to discuss the report and performance of the intern.

8.2.2 Internship Evaluation (Assignment Plan, the assessment plan by percentage or grade)

Assessment Plan

Assignment/Activity*	Due Date	Weight (%)	CLOs	Comments
Initial Report (Report 1)	Week 3	15	1	
Mid-Program Report (Report 2)	Week 7	15	2	
Final Internship Report (Report 3)	Week 12	15	3	
Host Organization Report (Report 4)	Week 14	15	4	

Internship Portfolio (Report 5) Internship Presentation	Week 15	40	1,2,3,4	
Completion of Internship Forms and Grading	Week 16			
Total		100		

Assessments Details:

- 1. The initial intern report provides a description of the host organization, the type of work it does, the number of employees and the structure of the organization. It should also mention the duties, responsibilities, and expectations required for the intern, along with all on-the-job training and work completed during the initial three-week period. The intern should also mention any significant problems encountered at the host organization.**
- 2. The mid-program report summarizes all work and other findings that the intern has encountered after six weeks in the position at the host organization. Suggestions for program improvement and issues discovered may also be mentioned here.**
- 3. The final intern report provides a comprehensive description of the overall internship experience. Major topics will include duties performed, problems (if any) encountered, a personal assessment of experience gained, additional training requested and given, plus a discussion of**

workplace relations with both co-workers and managers alike. The intern should give details about how the academic learning experience prepared (or failed to prepare) and relates to the specific requirements of the host organization's setting. This is crucial feedback for the internship program and the College as well.

- 4. The internship presentation summarizes the intern's overall experience and highlights the key findings listed in the final report.**
- 5. The host organization report should cover the conduct of the intern, attendance, professionalism, respect of work environment, ability to establish networks and the ability to employ academic knowledge to all practical tasks.**
- 6. The internship portfolio is a collection of all documents, forms, specific non- proprietary work produced, and other information related to intern's job at the host organization. The intern may include any correspondence with the host supervisor, organization employees or managers, clients (when appropriate), and the Internship Coordinator. Additional items should include the intern's CV, a profile of the host organization, a printed copy of the internship presentation, and a copy of the final intern report. Photographs of the entire experience add a substantive visual reminder of the entire internship experience and give future interns a chance to see what takes place among the different firms in the area.**

7. Host Supervisor Report Contents:

- Academic Preparation**

- **Attitude Toward Training**
- **Learning Skills**
- **Attention to Details**
- **Workplace Relations**
- **Following Instructions**
- **Attendance**
- **Overall Performance**

8.2.3 Internship Learning Outcome and Job Description

Internship Learning Outcome

1. Improve the application of academic knowledge and skill sets to a real-world workplace.
2. Utilize evaluative professional skill sets to address the challenges faced in the workplace.
3. Apply appropriate work attitude, interpersonal skills, teamwork in diverse groups of professionals by engaging harmoniously in an organizational setting.
4. Articulate the internship experience as a report followed by a presentation.

Job Description

This course offers students the chance to gain first-hand experience in an actual Human Resource Management workplace environment. It also provides students with the opportunity to apply their academic knowledge to practical work situations. It introduces and exposes students to the differences between the routines of college life and life in the working world.

Course Overview:

The Internship course requires 120 hours of work (also called staff hours) in the private or public sector. Students choose to perform internship duties in the business areas of Finance and Accounting, Human Resource Management, Management Information Systems, or Marketing. The College approves the desired or selected workplace. A Memorandum of Agreement is located in the Internship Guide and establishes the relationship between the intern, College, and the host organization.

8.3 Marketing: 120 Training hours

8.3.1 Portfolio Guidelines (Required documents, divisions, areas of problems, funding (if any)).

- The course consists of 120 hours of work in a private or public sector organization. The student chooses the location and the College approves placement after coordination with the prospective site supervisor.
- The student prepares and submits three reports and delivers an oral presentation.
- The site supervisor prepares and submits one report covering student attendance and performance.

b. Intern Responsibilities

- Register for the course, pay all fees and propose an internship location by the second meeting of the course. However, the selection and approval of the internship site is the responsibility of the College.
- Arrange a meeting with the Internship Coordinator and submit a completed application.
- Inform the Internship Coordinator immediately upon accepting an internship position and submit all relevant information about the internship organization.
- Submit evidence that the intern is meeting the required working hours.
- Submit the first report after completing the third week of work at the host organization.

- Submit a mid-program report after completing the sixth week of work at the host organization.
- Submit the final report after completing the final week of work (120 hours) and deliver an oral presentation of the final report findings.
- Maintain a portfolio that contains all documents and information related to the job.
- Protect the confidentiality of the internship host organization. Treat the host facility and property with respect and care.

c. Responsibilities of Host Organizations

- Treat the intern as one of its employees and expect the same from them.
- Provide the intern with accurate and complete information about duties, responsibilities and benefits, if any.
- Conduct an orientation and any on-the-job training to familiarize the intern with the organization's operations.
- Submit an evaluation of intern performance at the end of the internship period.
- Report excessive absence or misconduct by the intern to the Internship Coordinator.

d. Internship Coordinator Responsibilities

- Act as the liaison between the host organization and the College.
- Complete the agreement papers to confirm the relationship between the College and the host organization.
- Communicate regularly with the host organization to identify and resolve potential problems that arise.
- Monitor the progress of the intern and suggest improvements and potential benefits for the intern, host organization, and internship program experience.
- Meet with the intern every two weeks for a progress session and to resolve any issues between the intern and the host organization.
- Review all documents received from the intern and host organization.

- Review and grade the intern's reports, presentation, and portfolio.
- Contact the site supervisor to discuss the report and performance of the intern.

8.3.2 Internship Evaluation (Assignment Plan, the assessment plan by percentage or grade)

Assessment Plan

No.	Assignment/Activity	Due Date	Weight (%)	CLO
1.	Initial Report	Week 3	10	1,3,4
2.	Mid-Program Report	Week 6	15	1,3
3.	Final Internship Report	Week 10	20	1,3,4
4.	Internship Portfolio	Week 12	25	1,2,3,4
5.	Host Organization Report	Week 14	15	1,2
6.	Internship Presentation	Week 15	15	1,2,4
Total			100	

Assessment Details:

1.Initial Report: The student has to prepare a written report: Providing a description of the host organization and its operations and organization structure in detail of the functional department you are attached with and the employees. Duties and responsibilities assigned to you, Expectations and / or Issues (if any)

2.Mid-Program Report: Prepare a written report which should detail on the following:

- Summary of completed work
- Findings from the work carried out so far
- Suggestions for internship program improvement

3.Final Internship Report: Prepare a written report which should detail on the following: • Comprehensive summary of overall internship experience • Duties performed, issues encountered (if any), experience gained, training received, etc. •

Details of any project work or any perfect tasks • Workplace relations • Assessment of academics-workplace preparation • Feedback about the program.

4. Internship Portfolio: It should include the following:

Portfolio: (Hard and soft copy) • Intern Final report • CV • Documents, forms, work produced (non-proprietary) • Other job-related general information • Correspondence • Host organization's company profile • Photographs and/or videos • Any other relevant information

5. Host Organization Report: The Host organization supervisor evaluates the intern on the following attributes:

- Academic Preparation
- Attitude Toward Training
- Learning Skills
- Performance Level
- Peer Interaction
- Relation with Supervisor
- Following Instructions from his/her superiors
- Attendance

To what extent has the student improved in the following: 1. Communication skills 2. Analytical skills 3. Creative thinking 4. Adaptability to change 5. Team work skills 6. Computer skills 7. English Language skills 8. Interpersonal skills

The intern's strengths and weaknesses

6. The internship presentation: The intern should prepare a power point presentation which should detail on the following: A 15-minute presentation that summarizes the intern's overall experience and highlights the key findings listed in the final report.

8.3.3 Internship Learning Outcome and Job Description

By the end of successful completion of this course, the student will be able to:

- 1 Apply general academic knowledge into specific workplace skills.
- 2 Analyze the work environment and examine the role of employees within the organization.
- 3 Develop professional skills and intellectual abilities.

4 Evaluate the duties and responsibilities of the job in an oral presentation and written report.

Job Description

1. Understand the company's process and its marketing strategy.
2. Analyze the market trends.
3. Help in organizing marketing events.
4. Assist in marketing and advertising promotional activities.
5. Visit potential customers and offer the company's products and services.
6. Participate in different marketing events and activities.

8.4 Management Information Systems: 120 Training hours

8.4.1 Portfolio Guidelines (Required documents, divisions, areas of problems, funding (if any)).

Portfolio Guidelines for Management Information Systems Internship

8.4.1.1 Required Documents:

Resume: Including educational background, skills, and relevant experiences.

Cover Letter: Stating the purpose of the internship, goals, and expectations.

Letter of Acceptance: If applicable, a document confirming acceptance into the internship program.

Learning Agreement: Outlining the agreed-upon learning objectives and outcomes.

Work Samples: Samples of work completed during the internship, showcasing skills and accomplishments.

Certificates or Training Acknowledgments: Any certifications or acknowledgments received during the internship.

Host Organization Information: Brochures, organizational charts, or any documents introducing the host organization.

8.4.1.2 Divisions:

Introduction: Overview of the portfolio contents.

Educational Background and Career Goals: Including resume and cover letter.

Internship Acceptance: Letter of acceptance and learning agreement.

Work Samples: Divided by projects or tasks undertaken during the internship.

Certificates and Training: Recognition received during the internship.

Host Organization: Information about the host organization.

8.4.1.3 Areas of Problems:

Challenges Faced: Identification and discussion of challenges encountered during the internship.

Problem-solving Strategies: Strategies employed to overcome challenges.

8.4.1.4 Funding (if any):

Financial Documentation: Any financial records related to funding, if applicable.

These portfolio guidelines provide a comprehensive framework for assembling the necessary documents, structuring the content, addressing areas of concern or challenges faced, and documenting any financial aspects related to the internship. It ensures a thorough representation of the intern's journey and achievements during the program.

8.4.2 Internship Evaluation (Assignment Plan, the assessment plan by percentage or grade)

This assignment plan outlines the various reports and presentations required for the internship evaluation, each contributing to the overall assessment of the intern's performance. The weight percentage assigned to each component reflects its importance in evaluating different aspects of the intern's experience and contributions during the internship program.

Assignment Plan	Weight (%)
Report 1 (Initial Report) <ul style="list-style-type: none"> • Description of the host organization and operations • Employees • Organization structure • Duties and responsibilities 	10
Report 2 (Mid-Program Report) <ul style="list-style-type: none"> • Summary of completed work • Findings • Suggestions for • internship program improvement 	10
Report 3 (Host Organization Report) <ul style="list-style-type: none"> • Academic Preparation Attitude Toward Training • Learning Skills • Attention to Details • Workplace relations • Following Instructions • Attendance • Overall Performance 	20
Power Point Presentation <ul style="list-style-type: none"> • A 10-minute presentation that summarizes items in the Final Internship Report 	20
Report 4 (Final Internship Report) <ul style="list-style-type: none"> • Comprehensive summary of overall internship experience • Duties performed, issues encountered (if any), experience gained, training received, etc. • Workplace relations • Assessment of academic's workplace preparation • Feedback about the program 	40
TOTAL	100

8.4.3 Internship Learning Outcome and Job Description

8.4.3.1 Internship Learning Outcomes:

Technical Proficiency: Gain hands-on experience with various MIS tools and systems used in real-world business environments.

Problem-Solving Skills: Develop the ability to analyze and solve complex business problems through the application of MIS principles.

Data Management: Learn to effectively manage, analyze, and interpret data to support decision-making processes.

System Integration: Understand how MIS integrates with different business functions, contributing to overall organizational efficiency.

Communication Skills: Enhance communication skills by effectively conveying technical information to non-technical stakeholders.

Project Management: Acquire project management skills by actively participating in MIS-related projects, ensuring timely completion and delivery.

Team Collaboration: Develop teamwork and collaboration skills through interaction with multidisciplinary teams within the organization.

Continuous Learning: Cultivate a mindset of continuous learning, staying updated on emerging trends and technologies in MIS.

8.4.3.2 Job Description:

Business Analyst: Analyzing business processes, identifying needs, and recommending technology solutions to enhance efficiency.

Systems Analyst: Evaluating and improving existing systems, designing new systems, and ensuring technology solutions align with business goals.

Database Administrator: Managing and maintaining databases, ensuring data security, and optimizing database performance.

IT Consultant: Advising organizations on technology strategies, helping them make informed decisions for their IT infrastructure.

Project Manager: Overseeing IT projects from initiation to completion, ensuring they are delivered on time and within budget.

Network Administrator: Managing and maintaining an organization's computer networks, ensuring connectivity and data transfer.

IT Manager: Overseeing the IT department, managing technology infrastructure, and aligning IT strategy with organizational goals.

IT Auditor: Ensuring that an organization's IT systems and processes comply with regulatory standards and internal policies.

8.5 BBA-Hospitality and Tourism Management

HTM495 Internship (HTM): 375 Training hours

8.5.1 Portfolio Guidelines

This course offers students the chance to gain first-hand experience in an actual hospitality and tourism workplace. It also provides students with the opportunity to apply their academic knowledge to practical work situations. It introduces and exposes students to the differences between obligations and responsibilities in their personal lives and those found in the working world.

Internship Tasks (Hospitality and Hotel Management)

A) Hotels

- 1- Familiarize with Front Office operations.
- 2- Documentation & Daily reports.
- 3- Promote Packages and offers, room rates, and facilities.
- 4- Guest Check-in and Check-out procedures.
- 5- Handling of the operations of Concierge/Bellboy
- 6- Handling the operations of Telephone Department.
- 7- Coordination with Sales & Marketing, Food & Beverage & Housekeeping Department.
- 8- Operations Department - Market research for new/potential business opportunities.
- 9- Vendor research – Understanding costs of the hotel and working with P&L Statement.

B) Other Hospitality Organizations (Apartments/Hospitality Facility Management Companies)

1. Familiarize with Front Office operations.
2. Documentation & Daily reports
3. Meet the various needs of a diverse customers
4. Coordination with Sales & Marketing and Housekeeping Department
5. Operations Department - Market research for new/potential business opportunities.
6. Deliver packages to the intended recipients
7. Check for any inadequacies on the facilities and amenities

C) Tourism Office/Travel Agencies

1. Familiarize with travel agency and tour operations
2. Acquainted with e-platform of company to reach wider audiences
3. Documentation & Daily reports
4. Meet the various needs of a diverse customers
5. Deliver packages to the intended recipients
6. Operations Department - Market research for new/potential business opportunities.
7. Promote tourism by producing promotional tourist information and promotion material

D) Event Management Company

1. Familiarize with event operations and assist full time staff with day-to-day operations and planning
2. Documentation & Daily reports
3. Meet the various needs of a diverse customers
4. Deliver packages to the intended recipients
5. Check for any inadequacies on the facilities and amenities
6. Assist with projects in areas of event planning, marketing, event development and sponsorship
7. Coordinate events and festivals
8. Assist and coordinate with vendor outreach
9. Conduct calls to potential partners and audiences

E) Travel and Transport Companies

1. Familiarize with travel and transport operations
2. Handling the administrative tasks related to the role
3. Coordinating all transportation services with suppliers in relations to customer needs
4. Assist in conducting risk assessments on all travel and transport suppliers
5. Promote organization by producing promotional material
6. Meet the various needs of a diverse customers
7. Check for any inadequacies on the facilities

F) Airlines/Airport/Aviation

1. Familiarize with airlines and airport operations and assist full time staff with day-to-day operations
2. Documentation & Daily reports
3. Handling the administrative tasks related to the role
4. Monitor ground transportation activities
5. Meet the various needs of a diverse customers
6. Promote airlines packages and offers
7. Provide support for operations in regards to inspection of the airfield, terminal
8. Coordinate with airport security administration

8.5.2 Internship Evaluation (Assignment Plan, the assessment plan by percentage or grade

Assignment/Activity*	Due Date	Weight (%)	CLOs
Initial Report 1	Week 3	20	1, 2
Mid Report 2	Week 4	20	1,2,3,4
Supervisor Report 3	Week 5	20	1,2,3,4

Final Report 4	Week 6	30	1,2,3,4
Power Point Presentation	Week 7	10	1,2,3,4,5
TOTAL		100	

8.5.3 Internship Learning Outcome and Job Description

In the Hospitality and Hotel Management sector because of the heterogeneity element of the discipline, the learning opportunities are diverse for the Internship course. To provide interns a comprehensive exposure to all the departments of the internship organization, a 375 hours' internship course is in place. The duties, learning, responsibilities of a hospitality and tourism intern differ with regards to the task assigned compared to the other industries; as Hospitality and Hotel Management is more service focused.

The tasks assigned to the students will differ from one student to another in the internship. As the organization supervisor places students according to the organizational requirements and her/his assessment of skills. The task assigned to the student heavily depends on the sector of the industry where the student is undertaking the internship. In case of a hotel, the departments may vary from Hotel to Hotel and the Organizational Supervisor ensures that the Intern gets the maximum exposure during his/her internship. An intern has to work in close association with different departments in a hotel and assisting them in their daily routine operations. The intern is required to understand the overall operations of the hotel. In sectors like travel agency, event

management companies' travel and transport companies, airport/airlines, the internship tasks are different. The major learning enhancements to be achieved post Internship are:

1. Document application of theory into specific workplace skills by observing the operations in the hospitality organization
2. Appraise professional skills and intellectual abilities in hospitality and tourism operations to become an efficient hospitality professional.
3. Interpret the role of employees within a hospitality and tourism organization
4. Apply selected functions of various departments in the hospitality and tourism industry.
5. Evaluate elements of professional service operations

How to Enroll for Internship (Appendix 1)

The screenshot displays the City University Ajman (CU) Student Portal. At the top, the university's logo and name are shown in Arabic and English. Below this, the title "HOW TO ENROLL FOR INTERNSHIP" is presented in English, followed by its Arabic equivalent "كيفية التسجيل في مادة التدريب الخارجي".

Below the title, there are two instructions: "Click on 'Internship Registration'" and "انقر على 'التسجيل للتدريب'". The main content area shows a dashboard with various widgets. A red box highlights the "Internship Registration" button, which is located in the "STUDENT PORTAL" section. A red arrow points to this button. The dashboard also displays other widgets such as "Total Balance", "PDC", and "Installment".

At the bottom of the dashboard, there is a navigation bar with a date selector showing "DECEMBER 2022" and a "Today" button. The page number "3" is visible in the bottom right corner.

Click on 'Add New'

انقر على "إضافة"

The screenshot shows the UMS (University Management System) interface. On the left, there's a sidebar with 'PAGES' including 'Dashboard' and 'Student Portal'. The main content area is titled 'Internship'. At the top of this area, there's a red box around the 'Add New' button, with a red arrow pointing to it. Below the button, there's a table with columns: #, Reg#, Student Name, Semester, Year, and Status. The table contains one entry for Mohammad Sulyan Ahmad Othman, Summer I, 2021, with a status of 'Final Document Registration Approved'. A search bar is also visible.

4

Fill the form and click on 'Save'

أضف المعلومات المطلوبة ثم انقر على "حفظ التغييرات"

Note: All the fields should be filled

ملاحظة: يجب تعبئة جميع الخانات الموجودة في القائمة.

The screenshot shows the UMS Internship form. It includes fields for 'Timings of the internship' (Morning), 'Select Semester' (Summer I-2021), 'Do you have a company to do the internship?' (Yes/No), 'Are you an employee in the same company?' (Yes/No), 'Which Emirate do you prefer to train at?' (Ajman, Dubai, Sharjah), 'What is the name of the company', 'Sector of the company' (Private Sector), 'Company's location' (Abu Dhabi), and 'Type of the company' (AGRICULTURE, FORESTRY AND FISHING). At the bottom right, there's a red box around the 'Save Changes' button, with a red arrow pointing to it. A 'Close' button is also visible.

5

Please note that you can know your
internship status through the below icon

يرجى العلم بانك تستطيع معرفة حالة طلبك من
خلال الأيقونة الموضحة أدناه

The screenshot shows the UMS Internship page, similar to the one in slide 4. The 'Add New' button is highlighted with a red box. Below it, the table shows the same entry for Mohammad Sulyan Ahmad Othman. The status 'Final Document Registration Approved' is highlighted with a red box, and a red arrow points to it. The search bar and pagination are also visible.

6

Please note that you contact us through the blue icon, and you can modify your application through the green icon.

جامعة المدينة عجمان
CITY UNIVERSITY AJMAN
يرجى العلم بانك تستطيع التواصل معنى عن طريق الأيقونة الزرقاء أو التعديل على طلبك من خلال الأيقونة الخضراء

UMS

PAGES

- Dashboard
- Student Portal

Internship

Internship > Internship

Add New

Show 10 entries

Search:

#	Reg#	Student Name	Semester	Year	Status
1	20194302	Mohammad Sufyan Ahmad Othman	Summer I	2021	Final Document Registration Approved

Showing 1 to 1 of 1 entries

7

Please note that you Upload the initial internship documents through the below icon

جامعة المدينة عجمان
CITY UNIVERSITY AJMAN
يرجى العلم بانك تستطيع رفع اوراق ما قبل التدريب من خلال الأيقونة الموضحة أدناه

UMS

PAGES

- Dashboard
- Student Portal

Internship

Internship > Internship

Add New

Show 10 entries

Search:

#	Reg#	Student Name	Semester	Year	Status
1	20194302	Mohammad Sufyan Ahmad Othman	Summer I	2021	Final Document Registration Approved

Showing 1 to 1 of 1 entries

8

Select Initial Documents

أنقر على الخانة الموضحة أدناه

جامعة المدينة عجمان
CITY UNIVERSITY AJMAN

UMS

Add/Edit Document

INITIAL DOCUMENTS

Intern Host Organization Supervisor Details

Company Name

CLUA

Company Contact Number

12365

Intern Host Organization Supervisor Name

Mr. Ahmad

Intern Host Organization Supervisor Contact Number

98745

Designation

Supervisor

Email

xyz@uae.ae

Attachments

Intern Host Organization Supervisor Details

Choose file

Download

NOC

Choose file

Download

Please fill all the fields

يرجى تعبئة كل الخانات

9

Upload the initial Internship Documents أرفق أوراق ما قبل التدريب الخارجي

جامعة المدينة عجمان
CITY UNIVERSITY AJMAN

After filling the fields, You will find a sample of each internship document by clicking on the blue icon.

Please visit the Student Placement office on first floor if you have any inquiry or send email to spo@cu.ac.ae

بعد تعبئة الخانات، ستجد أمثلة على الأوراق التي يجب تسليمها عبر الضغط على الأيقونة الزرقاء.

يرجى زيارة قسم شؤون الطلبة في الطابق الأول في حال كان لديك أي استفسار او ارسال بريد على spo@cu.ac.ae

10

Upload the initial Internship Documents أرفق أوراق ما قبل التدريب الخارجي

جامعة المدينة عجمان
CITY UNIVERSITY AJMAN

Please review the following steps and guidelines for internship requirements:

1. Fill out the supervisor's details form (attached)
2. Submit NOC Letter with tasks from the place of internship (example is attached).
3. Sign the code of conduct form (signed by the student).

Note: Please note that all documents must be signed and stamped by the training company.

يرجى مراجعة الخطوات والإرشادات التالية لمتطلبات التدريب الخارجي:

1. تعبئة ورقة بيانات المشرف (مرفقة)
2. تسليم رسالة لا مانع مع المهام من جهة التدريب (مرفق مثال).
3. توقيع ورقة قواعد السلوك (التوقيع من طرف الطالب).

ملاحظة: يرجى العلم بأن جميع الأوراق يجب أن تكون موقعة وعليها ختم جهة التدريب.

11

After uploading the initial internship documents click "Save and submit"

بعد رفع أوراق ما قبل التدريب أضغط على «حفظ وتسليم»

13

Please note that this section is for the after internship documents

يرجى العلم بأن هذه القسم مخصص لأوراق ما بعد التدريب

Please review the following steps and guidelines for after internship requirements:

- 1- Completion Letter
- 2- Evaluation Letter

Note: Please note that all documents must be signed and stamped by the training company, and should be submitted before the deadline.

يرجى مراجعة الخطوات والإرشادات التالية لمتطلبات ما بعد التدريب الخارجي:

- 1- رسالة الإنجاز
- 2- رسالة التقييم

ملاحظة: جميع الأوراق يجب أن تكون رسمية ومختومة وموقعة من جهة التدريب. يجب تسليم الأوراق قبل الموعد المحدد.

12

Thank You

شكرا

Code of Conduct (Appendix 2)

Code of Conduct Internships

As an intern of City University, you are representing not just yourself, but the University and your fellow students, both current and future.

The following is expected of interns representing CUA:

During your internship program, you are expected to act in a professional and ethical manner at all times. This includes, but is not limited to:

- 1) Reporting for the internship on-time. Maintaining required work schedule.
- 2) Following all rules and policies as required by employer.
- 3) Maintaining strict confidentiality regarding information obtained on any clients, members, customers, patients, employees, and products or services associated with the internship site.
- 4) Using appropriate written and oral communication in all interactions with all supervisors, employees, clients and University staff.
- 5) Observing all established safety rules and avoiding unsafe work practices.
- 6) Demonstrating honesty, cooperation, integrity, courtesy, and a willingness to learn.
- 7) Engaging in positive, ethical, and legal behavior.
- 8) Accept responsibility and accountability for decisions and actions taken while at the internship site.
- 9) Treat all customers, clients, supervisors, and fellow employees with dignity and respect.

Other things to remember:

- To avoid any misunderstanding, it is recommended that you obtain clarification regarding rules and policies from your employer when you begin your assignment.
- Your performance while on assignment as an intern will be evaluated by your employer and your Faculty Supervisor. Upon completion, you will receive your grade for the course.
- You must keep your Internship Coordinator at CUA and your employer apprised of any changes to your current mobile number and e-mail address.
- The student intern is required to maintain the established work schedule and meet internship obligations. Absences, excused or not, do not absolve a student from the responsibility of completing all assigned work promptly.
- Students who miss class assignments or deadlines due to excused absences for internship should communicate and inform this to the Faculty Supervisor. It will be the responsibility of the student to contact the Internship Coordinator and make arrangements.
- The Internship Coordinator is not obligated to allow a student to make up work missed due to an unexcused absence.

- Absences will be excused for documented cases of:
 - a) Incapacitating illness,
 - b) Official representation of the University (excuses for official representation of the University should be obtained from the official supervising the activity),
 - c) Death of a close relative, and
 - d) Official holidays.
- The Internship Coordinator will determine whether other absences from the internship should be excused or unexcused. In the event of an impasse between the student and the Internship Coordinator, the department chair and/or the dean of the University shall make the final decision as to whether an absence is to be considered excused.
- Any changes in your internship status (layoff, cutback in hours, or dismissal) must be reported immediately to your Internship Coordinator.
- If you feel victimized by a work-related incident (e.g. job misrepresentation, unethical activities, discrimination, etc.), you are to contact your campus Internship Coordinator immediately.

I understand and agree with the professional standards of the internship program as listed above. I understand if the code of conduct is not adhered to, I may be at risk of losing academic credit/tuition, or in some other way may be penalized.

Name (print): _____ Student ID: _____

Signature: _____ Date: _____

Mobile: _____ Email: _____

Contact Details

For inquiries kindly contact the Student Placement Office:

Phone number: 067110000 Ext. 1107, 1105

Email: spo@cu.ac.ae

