



Guidelines for Internship as part of ISTD Diploma in Training and Development

Objective:

The objective of introducing Internship as a part of the requirement of the Diploma Program is to provide hands on and experiential on-the-job training exposure to students to help them acquire the desired skills. The Internship will have to be carried out by the students as part of their 3rd Semester

Process/Methodology to be adopted for Internship:

1. As part of the Internship project, each student is expected to identify an area of interest that he/she would like to obtain exposure to. The student will then be expected to identify an Organization/ Training Establishment or Institute/Individual Trainer/Consultant etc., where he/ she would like to carry out the internship project
2. The student will then select and engage with a Mentor/Guide (Training Manager/Trainer etc.) from that organization/Individual whom he/she choose to carry out the Internship Project. An Internship Guide/Mentor can be either:
 - i) A Senior Manager with relevant suitable experience in the field of training and development/HRD (either in service or retired)

OR
 - ii) A senior ISTD Member, available locally.

OR
 - iii) An academician with considerable and suitable exposure to Training/HRD function.

OR
 - iv) An ISTD Diploma holder who is entitled to use the suffix Diploma in Training and Development (a person who is on the rolls as a student or yet to receive his /her Diploma certificate is not eligible to act as internship Guide)

3. The Student, in consultation with the Mentor/Guide should choose a Topic/ Area/Theme in which he/she desires to carry out the Internship activity (Design/ Delivery/Evaluation/Management/Research etc.)
4. Post choosing the Organization/Consultant and the topic/area/theme for the Internship Project, the student will at this stage inform ISTD Diploma Office (in the prescribed format along with synopsis) the name of the organization, mentor/guide as well as the topic/area/theme.

“Synopsis containing”

- a) Specific Topic
 - b) Objective.
 - c) Category
Choose any one Category
(Designing of Training/ Delivery of Training/ Evaluation of Training / Training Management/ Research.)
 - d) Methodology
 1. Sample Size –(required Minimum 30 Numbers)
 2. Survey Questionnaire – (required Minimum 30 Questions with 1 to 5 Likert scale)
 3. Tools to be used for data analysis
 - e) Findings
 - f) Conclusion
 - g) Limitation of the study
 - h) Where will the project be conducted?
 - i) Time Schedule
5. Soon after approval of the synopsis from Diploma office, Student will prepare an Internship Report under the guidance of the Mentor/Guide and submit the same within 3 months to ISTD Diploma Office for necessary evaluation.
 6. The Internship Report carries total marks of 60, while the Viva-Voce which follows thereafter carries 40 marks. In all, the total marks allocated for the Internship Report and the Viva-Voce will be 100. While the Internship Report will be evaluated based on the quality of inputs and findings, the questions during the Viva-Voce, will essentially be centered around the report submitted by the student.
 7. A team of Specialists/External Experts will evaluate the Internship Report and will award marks. Only those candidates, whose Internship Reports achieved a minimum mark of 30 out of 60 (50%) will be invited to participate in the Viva-Voce

8. Those students who failed to obtain 30 marks will be given an opportunity to submit another report after making necessary changes therein based on the comments/observations of the evaluator
9. Post the Viva-Voce, the total marks obtained by the student based on the quality of internship report and the performance during Viva-Voce will be communicated along with the results for 3rd Semester
10. **Submission of Final Internship Report:** This document should be neatly typed on a A-4 size paper sheets in double space with Arial 12 font for the body and a higher font size can be used for headings and sub-headings in the following format:
 - a. Objective/ Purpose of the Internship Project
 - b. Description of the methodology adopted
 - c. Results/ Findings/ Learning's from the Project
 - d. Conclusion
 - e. Certificate duly signed by Student and Mentor/Guide confirming that the project presentation submitted is an original work of the student and that the Mentor/Guide certifying that the internship project was undertaken by the student under his/her guidance

The Report should be neatly bound, with an attractive cover and good quality spiral binding. The name and registration number should be mentioned on the cover. A certificate for the satisfactory completion from the guide should be included in the final Report. The Report should have a suitable Title on the cover page to establish necessary correlation between the contents and the title.

The intern shall prepare at least two copies of his/her final Report (hard copies as well as soft copy) which are to be directly sent to the Diploma Office, New Delhi. The student should ensure that the guide incorporated his/her evaluation in the final internship report, as the final report will be forwarded to the external examiner only when the guide's assessment is included in the final report.

11. While students are expected to identify Mentors/Guides from Organizations etc., ISTD will extend necessary help/assistance through its members through their network with Senior Trainers/ Training Institutes or Organizations.



More Details for Internship

DESIGNING A TRAINING PROGRAM:

If student chooses to do internship with Trainer/Training Department internship on “Designing a Training Program”, he/she would have to do the following activities:

- (a) Understand Training Needs of group/organization.
(Conduct survey/interviews)
- (b) Develop questionnaire/Interview schedule.
- (c) Collect and Analyse data
- (d) Write Training objectives for Program/Each session
- (e) Decide sequence of topics.
- (f) Develop material- PPT's/activities/games/icebreaker

DELIVERY OF TRAINING: (in case the students choose to do internship in this area)

The delivery of training provides the most direct opportunity for trainers to guide learners in gaining new competencies. Factors such as communicating clearly, incorporating aspects of active learning, and being receptive to learner's feedback can help enhance the impact training has on the knowledge and skills of learners. The objective is to effectively increase the likelihood that the knowledge and skills gained through training will be retained and applied.

Strategies and Methods to be adopted:

- Clearly communicate learning goals, objectives, and outcomes to learners
- Help learners see how training relates to them
 - Relate training to job and job functions, if appropriate
 - Relate training to career development, if appropriate
 - Relate training to previous or real-life experiences of learners
- Implement active learning opportunities
 - Opportunities for learners to practice
 - Opportunities for learners to apply the training on the job
 - Have learners develop action plans for applying training to their jobs
 - Opportunities for learner interaction
 - Opportunities for learner reflection

- Timely and informative feedback to learners
- Deliver motivating strategies throughout training
 - Use technology/social media during and between classes to keep learners engaged
- Solicit and be receptive to learner feedback throughout training
 - Modify original design for training, if indicated
- Monitor technology being used to deliver training
- Implement continuous process evaluation

EVALUATION OF TRAINING EFFECTIVENESS: (in case the students choose to do internship in this area)

Organizations spend a lot of money for the training purposes of their employees and that's why it is necessary for them to understand the effectiveness of the Employees Training and Development Programs. The training evaluation helps them cut the costs and save a great deal of time, which can then use for their business. This assessment is actually a measure to check the cost effectiveness of the given training program and to ensure that the training is capable of filling up the competency gaps within the organization.

There are various methods and stages to perform this assessment, but most of the time, it is done with the collection of data, which mostly comprises of their feedback about the deliverable of the training and whether or not, they are satisfied. Moreover, it is also discussed that whether they got to learn something from the training and do they feel as if they are able to apply those newly acquired skills in their workplace.

Basis of Training Evaluation

Most of the evaluation methods and steps are the outcomes of Kirkpatrick's Model, which makes use of reaction, learning, behaviour, and results as its basic categories on which the focus is needed to be kept. Reaction deals with the response of the participant regarding whether they liked the training course or not and if they did, then which part of it was the most interesting one and if not, then what's the reason. Learning deals with the degree to which the participants gained the knowledge and the rate of gain. Behaviour involves the checking of the level of the application of the skills, whereas, results deal the effect of the skills and knowledge on the success of the organization

Training Evaluation Methods:

1. Satisfaction and Participant reaction

Satisfaction evaluation is the most basic measure for assessing the success rate of any training. For the purpose, the trainer, usually, hands out a survey at the end of the course to test the reaction of the participants.

2. Knowledge Acquisition

Knowledge acquisition is the second level of the training evaluation and involves the examination as the attachment of the training course to check that how much the participants have learned from the training course. It is a fact that most of the participants take training seriously only if they know that they are required to demonstrate the concepts that they have learned during the training.

In this method, participants are supposed to take the exam, after the training. The instructors or the trainers check and grade the responses and share the results with the students as well as the training managers. This is done so that any gaps in the expected and acquired knowledge can be quickly sewn up.

3. Behavioural Application

The third method of evaluation deals with the behavioural application of their newly acquired skills. It also involves monitoring the changing behaviours as the skills and knowledge are applied to the tasks. Even though the first method of training evaluation, satisfaction assessment, is sufficient in most of the cases, but whenever the method of behavioural application is needed, it is used with the combination of the first two. This method demonstrates the level to which the participants apply their newly acquired knowledge in their real life and real-world problems.

4. Measuring the Business Improvement

The primary objective of nearly all the organizations arranging the training courses is to generate a particular business improvement. So, it means that we can assess the success level of a training program by the improvement made in that particular field, once the training is complete and the participants are ready to apply their knowledge for the cause of development of the brand.

5 Return on Investment (ROI)

The final member of our list of training evaluation methods, is related to the measurement of return on investment. It deals with the training regarding costs and returns. Costs like those of the course fee, facility fee, staff management and their wages, time used for the training the participants and returns like the business improvement, increased number of conversions and financial gains, both short term and long-term net gains

TRAINING MANAGEMENT:(in case the students choose to do internship in this area)

Training Management typically takes care of all the back-office processes related to training:

- Organizing logistics and resources
- Scheduling courses



- Handling Instructor-Led Training administration (registration confirmations, reminder emails...)
- Monitoring financials (tracking costs and profitability, forecasting budgets...)
- Creating reports and business intelligence
- Managing orders and invoices, for commercial training companies and extended enterprise

The above processes can be handled manually or through a Training Management Software System (TMS) which helps with Instructor-led-Training Management. Building complex schedules? Assigning trainers and resources to classes? Tracking costs per session, region or business unit? These are the sort of things that one can expect TMS to do.

TRAINING RESEARCH: (in case the students choose to do internship in this area)

In case a student would like to submit a research paper on training as part of his/her internship project, he can do so by choosing some relevant topic for research, a few examples of which are provided hereunder:

1. Effects of training on employee performance
2. Economic viability of training in _____ organization
3. Impact of training in development of future leaders in _____ organization
4. How do training and development impact on corporate and organizational achievements in the long run?
5. Training and development in sportsmanship. What roles do coaches play in inspiring hard work and success?
6. The place of social skills in training and development among college students
7. How do incentives and penalties impact on work productivity among employees?
8. Techniques to ensuring employees do their best to bring out the best in an organization for maximum productivity
9. The connection between organizational growth and training programs
10. How do training and development programs bring about a perfect blend of creativity, marketing and regular income streams in a company?

The above list is only indicative and not exhaustive, and the student is free to choose any topic for research after discussing the same with the mentor and getting his approval

Students will be required to document the entire process in the format for Internship Report enclosing all documents as annexure.

We are sure that the above details will help the students understand the process in a better manner