

PSTS

Internship Manual

2019-2020

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1. Introduction

This manual is intended for use by PSTS students and internship supervisors (both internal as well as external). The manual aims at creating awareness to all stakeholders of the fundamentals and the practical elements that are related to a PSTS internship.

Besides a more theoretical-fundamental academic programme that does not include an internship, PSTS enables students, who would like to get acquainted with real-life practices of the (PSTS) labour market, to opt for an internship as part of their second year in the PSTS programme. An internship enables students to enhance their personal profile and to develop competencies that may support their future career opportunities.

If students are interested in an internship, it is wise to investigate possibilities timely, preferably already at the start of the second year. Preparing for and organising an internship properly takes time.

2. PSTS programme

2.1 Overview of the second year of the PSTS master's programme

At the end of the year #1, students have chosen their set of year #2 elective courses. For additional information on this, please read the PSTS Programme Guide.

[Note: in case students opt for the 4TU track Ethics and Technology or the so-called PSTS-BA or PSTS-PA Link double degree trajectory, they have to be aware that it is not possible to an internship.]

Students take the course MasterLab 1 parallel to the selected elective courses during semester 1. In this course, the involved teachers assist students in choosing a Final Project research topic, an appropriate Final Project supervisor, and to compose a high-end research proposal. Full details on this can be found in the PSTS Final Project Graduation Guide.

In the second semester (quartile 2A and 2B) students work, mentored by their supervisor, on their Final Project. In the course MasterLab 2, students discuss their progress and they give and receive feedback to and from their peers and the MasterLab 2 coordinators

Based on personal ambitions, students may choose either an Academic Profile (i.e. a 30 EC's Final Project/Thesis) or they may opt for a Professional Profile (as said above: not applicable for 4TU Ethics and Technology students!). Part of the Professional Profile is doing a 10 EC's internship, next to writing a less voluminous thesis (which spans 20 EC's).

Semester 1			
Block 1A (3 out of 4 electives)	Block 1B (2 out of 3 electives)	Block 2A	Block 2B
Technologies in use (201800145) 5 EC, elective	Anticipation and evaluation of emerging technologies (201800149) 5 EC, elective	Master's Thesis 30 EC (201300088) OR Internship 10 EC (201300090) Master's Thesis 20 EC (201300089)	
Transformations of knowledge in a digital age (201800146) 5 EC, elective	Minds, bodies and technologies (201800150) 5 EC, elective		
Perspectives on governance of sociotechnical change (201800147) 5 EC, elective	Rethinking science- technology relations (201800151) 5 EC, elective		
Good technology for users and society (201800148) 5 EC, elective			
MasterLab 1 (201300085) 5 EC, obligatory		MasterLab 2 (201300085) (EC's: part of the Master's thesis) obligatory	
Colloquia Year #2 (201300224) 0 EC, obligatory			
15 EC	15 EC	15 EC	15 EC
30 EC		30 EC	

Table 1: Study programme M2 2019-2020

2.2 PSTS Final Project

The Master's Final Project is embedded as much as possible in the research lines of the Departments of Philosophy and ST&PS. The MasterLab-1 teachers assist students in formulating a thesis proposal during their course, and finding a Final Project supervisor. In MasterLab-2 the coordinators and peer students aid students by providing feedback on their work in progress.

Students may opt for a brief internship, which for example could enable them to explore labour market options. This internship covers 10 EC's, which means 10 x 28 hours = 280 hours = a period

of 7 full time weeks (if the internship is done in part-time mode, of course the period will be extended accordingly).

An internship may be related to the envisaged Final Project. However, this is not obliged!

For detailed information on the Final Project, please read the PSTS Programme Guide and/or the PSTS Final Project Graduation Guide.

3. The PSTS internship

3.1 Requirements before starting an internship

Because the internship is part of the PSTS curriculum and credits, it is subject to certain rules and requirements.

Basically (and similar to working on the Final Project) students are allowed to do an internship upon having completed successfully:

- **at least 80 EC's** of the Year #1 and Year #2 PSTS courses, and in any case the courses “MasterLab 1” (201300085), “TechnoLab” (201400575) and “PhiloLab”(201400576), and
- registration of attendance for the **required 8 colloquia, in case the internship will be done abroad.**

If students do not meet these requirements but still want to opt for an internship, they have to contact the study adviser Yvonne Luyten-de Thouars.

Please note:

At the moment of inquiring about internship options and even during the initial contacts with an organisation, students may not yet know whether they will pass all required courses in due time. Therefore students must state clearly during discussions with an organisation, that they can only finalise an internship agreement upon having completed all required coursework.

3.2 Internship basic requirements

- The internship preferably is directly or indirectly connected to the student's Final Project. **However this is not obligatory.**
- In case a student opts for an internship that has no link with his/her Final Project, then he/she has to demonstrate that the internship aligns with the final qualifications of the PSTS programme (see: PSTS programme guide for a detailed overview of these qualifications).
- A PSTS internship spans 10 EC's. In other words a time investment of 280 hours which equals approx. 7 weeks of full-time involvement.

3.3 Preparatory considerations

- Students who do a full-time internship (or go abroad during the 2nd semester), might not be able to fully participate in and meet all the obligations of MasterLab 2. If this is the case, they should contact their MasterLab 2 coordinating teachers prior to the start of their internship, and apply for being exempted from being present at (some of) the MasterLab 2 sessions. In addition they will have to do an alternative assignment, i.e. they have to

submit twice a written report on their internship and/or final project research (at the end of quartile 2a, and at the end of quartile 2b).

- Students need to take into account that doing an internship (especially when opting to go abroad) might cause study delay. This is fully their own responsibility.
- Students have to consider what they would like to learn during their internship. In other words: what will be the learning objectives, particularly in terms of (personal, generic-academic and PSTS-programme-related) knowledge and skills?
- Students have to discuss with the Final Project's supervisor who could be the most appropriate University of Twente internship supervisor.

3.3.1 Learning Agreement

If students opt for an internship, they have to take the following steps.

- Upon having identified a possible organisation/company for doing an internship, students have to search a UT internship supervisor who is willing and able to guide them during the internship
- In this regard the student has to prepare, discuss and compose with the UT supervisor a written proposal.
- This proposal has to depict sufficiently what the internship will entail:
 - description of the organisation/company,
 - description of the position within the organisation/company,
 - description of the expected outcomes of the internship,
 - description of the ambitioned learning objectives and expectations, Please consider: personal objectives, generic academic, professional objectives, and PSTS-specific objectives
 - explanation of how the envisaged tasks during the internship will align with the PSTS programme's final qualifications (in other words: showing that the internship will lead to a strengthening of the PSTS-related knowledge and skills),
 - the timing and duration/length of the internship
[Note: basically, internships span 7 weeks full-time; a part-time internship may be spread over a longer period, which might be attractive if a student still has to complete PSTS courses.]
- This proposal will, after having the approval of the UT internship supervisor, get the status of a ***Learning Agreement*** (see: Appendix 1).
- The UT internship supervisor has to sign the composed ***Learning Agreement***.
- It's the UT internship supervisor who will ultimately assesses and grades the internship after having consulted the appointed daily supervisor of the company/organisation.
- **Note: students have to submit a completed and signed Learning Agreement (Appendix 1) prior to the start of their internship to their UT internship supervisor, supervisor in the organisation/company, and PSTS Educational Affairs Office**

3.3.2 Internship Agreement

Next to the Learning Agreement (that is a contract between the University of Twente and the student), an ***Internship Agreement*** (see: Appendix 2) needs to be formalised.

In parallel with the process that will lead to the aforementioned Learning Agreement, the student has to discuss and to fine-tune with the organisation/company whether there is a mutual match. All parties have to make sure that the envisaged nature, conditions, and desired outcomes/results of the internship do not conflict with the Learning Agreement. Student and company/organisation should, for example, address whether the internship can be completed with the nominal timeframe (read: 280 hours full-time); this might need flexibility from both sides. In addition, the company/organisation should appoint a staff member that is considered to be the daily contact person of the student. This company staff member is at the same time the contact person for the student's UT internship supervisor.

It is also wise to report all relevant conditions in writing and prior to the start of the internship; thus informing each other on rights and duties (e.g. working hours, facilities, remuneration, codes of conduct).

The issues mentioned above should lead to the ***Internship Agreement***. If a company/organisation has an adequate format for an Internship Agreement, then it is preferable to use that format. If that is not the case, students can use the University of Twente format (see: Appendix 2)

Note: students have to submit a completed and signed Internship Agreement to their supervisor in the organisation/company, the UT internship supervisor, and the PSTS Educational Affairs Office no later than 2 weeks after the start of the internship.

3.3.3 Registering your internship in *Mobility Online*

Two weeks before the student starts the internship, he/she has to register this in the University of Twente internship database, called ***Mobility Online***¹:

<https://www.utwente.nl/onderwijs/huidige-studenten/mobility-online/>

This has to be done **stepwise**.

Prior to the internship:

- a. The student registers the ambition to do an internship.
- b. The student sends an e-mail to the PSTS study adviser and informs her on the Mobility Online registration.
- c. The study adviser will check whether she can approve the registration.

¹ As the information on "how to apply and to register in Mobility Online" had to be published at an early stage, it is based on information that may be subject to adaptations. The student therefore cannot derive any formal rights from the presented information. If problems occur during the Mobility Online registration and/or application, the student should contact the study adviser.

- d. (Upon approval of the registration by the study adviser) the student fills in the Mobility Online **proposal form**, including particularly the information from the learning agreement plus internship agreement (for all details: see above, paragraph 3.3.1 of this guide).
In this step: please do not forget to fill-in the PSTS Internship's course code (201300090)!
- e. Then again, the student sends an e-mail to the study adviser, and notifies her on the completed, submitted proposal form.
- f. In case all requirements (see: paragraph 3.3.1 and 3.3.2) have been fulfilled, the study adviser will approve the internship in the Mobility Online system.
- g. (Upon approval of the proposal form by the study adviser) answer the scholarship question in Mobility Online
 - If you are working on your Final Project at the UT, or in a company/an organisation within the Netherlands, or in a company/an organisation in your home country, **indicate 'No'**.
 - If you are working on your Final Project in a company/an organisation outside of the Netherlands or your home country, **indicate 'Yes'**.

At the end of your internship:

- h. **Optional:** in case of changes to the duration or content of your internship.
 - In case the content of your internship has changed, please alter the information during this step.
 - In case the duration of your internship changes (project takes longer than expected), you can change the expected end date during this step.
- i. Mark the 'Deliverables as *submitted*'
 - Hand in the Internship Report at the Educational Affairs Office (EAO) (Citadel-H-436).
 - After you have completed this, you can mark the deliverable as submitted in Mobility Online.
- j. Internship finished, end of Mobility Online registration
 - The study adviser will check the deliverable(s) and EAO will register your grade for the Internship in Osiris.
Afterwards the Mobility Online registration will be marked as 'finished'. This is the end of the registration.

For more information on the Mobility Online Internship procedures, please check the UT website <https://www.utwente.nl/en/study-abroad/internship> and the adjacent manual:

<https://www.utwente.nl/.uc/f28a66d7e0102053243006839c00150edb607d8a317a000/mo-internship-student-manual-concept.pdf>

3.3.4 When your internship is done abroad

In case you do the internship abroad (= outside the Netherlands) you should check the website **<https://www.utwente.nl/en/study-abroad/>** and especially carry out the **Practical matters**

mentioned there (such as your obligatory registration in the UT International Registration system and arranging your free UT travel insurance).

4. The Internship and the Internship Report

It is strongly recommended that students log their internship on a daily basis. This will allow them to compose a reliable *Internship Report* at the end of the internship.

Students have to discuss with the UT internship supervisor the date of submitting the report, but in any case **no later than 1 month after the end of the internship**. Again: the University's supervisor (in consultation with the supervisor in the organisation/company) has the final say on the grading.

The internship report needs to contain the following elements:

- A contextual description, including the student's role/position in the organisation/company.
- A clear overview of the performed tasks, including the attained results on the basis of these tasks².
- A reflection on how the performed tasks and subsequently the student's development align with the prior formulated learning objectives.
- A reflection on whether the internship contributed to the student's professional ambitions after having completed the PSTS programme.
- If applicable, the internship contains an additional assignment. In the report of this assignment students should demonstrate to the organisation/company how they have transferred and used academic competences into practice.
- Conclusions

² Describing the process of an internship with regard to the performed major and minor tasks needs to be done with help of the so-called **STAR-method**. Via this method the student describes the internship as follows:

- The **S**ituational context
- The performed **T**asks and duties within that context
- The performed **A**ctivities related to these tasks
- The **R**esults of these performed tasks and activities

5. After the Internship - Assessment

- The University of Twente (UT) internship supervisor is responsible for the final assessment and the adjacent grading of the internship.
- This UT supervisor will consult the student's internship supervisor in the organisation/company.
- The assessment is based on:
 - the input from the organisation/company supervisor (in this regard: the UT supervisor and the organisation/company supervisor have to meet at least twice: the 1st time approx. halfway the internship, the 2nd time after the internship),
 - the UT's internship supervisor's own observations on the learning process,
 - the quality of the internship report.
- The final assessment will, in line with all other PSTS coursework, lead to a grade.

Note: in the case of a regular course a student has two opportunities per academic year to complete a course successfully. In the context of an internship, the student has two opportunities to submit the **Internship Report** to the UT supervisor. The exact dates have to be discussed with and determined by the UT supervisor (where the 1st submission has to be done within 1 month after the internship).

If, after 2 submissions, the report still is graded as insufficient, then the student has two alternative options:

- a. applying for another internship in the subsequent academic year;
- b. doing a full (read: 30 EC's) Final Project.

5.1 Assessment aspects of the student's performance in the organisation/company

The internship supervisor evaluates students' professional behaviour/functioning and the quality of their report, research and/or assignment with input from the organisation/company supervisor. This encompasses the following elements:

- Professional behaviour/functioning
 - Collegial collaboration
 - Dealing with feedback
 - Motivation
 - Professional attitude
 - Quality of the performed tasks
 - Personal growth
 - Ability to come up with (useful) recommendations
- Quality and usability of the submitted report, research and/or assignment
 - To what extent has the research/assignment fulfilled the organisation's/company's needs?
 - To what degree are the outcomes of the research/assignment useful to the organisation/company?

5.2 Assessment aspects of the UT supervisor's observations

Since the UT supervisor will only meet the student a few times during the internship period, he/she mainly has to rely on the quality of the internship report. However, the UT supervisor will also assess the student on the following aspects:

- Level of independence and self-reliance
- Dedication and initiative
- Ability to reflect and to deal with feedback
- Ability to deal with setbacks
- Capacity to find solutions to problems
- Ability to complete the internship (and report) within the scheduled time
- Good contact and pleasant communication with all internship's stakeholders involved.

5.3 Assessment aspects of the internship report.

The UT internship supervisor will assess the internship report on the following aspects

- Adequate description of the context (organisation/company, positioning in the organisation/company).
- Description of the performed tasks and roles.
- Clear description of the formulated learning objectives.
- Description and reflection to which extent these learning objectives have been reached (illustrated with so-called specific "learning moments" in this respect).
- Description of the research problem(s) and/or assignment(s) and (if applicable) the results of this research and/or assignment(s) (if applicable).
- Description of whether and how the internship contributed to the student's future ambitions.
- Reflection on the nature, level and outcomes of the internship.
- Logic and consistent design and structure.
- Correct use of (academic style) language.

5.4 Weighing of the assessment aspects

With respect to the composition of the final grade for the internship, the following applies:

- Input from the organisation/company internship supervisor 20%
- Observations from the UT internship supervisor: 20%
- Internship report: 60%

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Appendix 1: Learning Agreement

This agreement formalises and confirms the following:

During the period[from/till]

[i.e.weeks]

[name student]

will do an internship at:

[name organisation/company]

.....
.....
.....
.....

This learning agreement describes:

- The organisation/company,
- The position of the intern/internship within the organisation/company,
- The nature and expected outcomes of the internship,
- The ambitious learning objectives (personal, generic-academic, PSTS-programme-specific),
- The envisaged tasks during the internship and how these will align with the PSTS programme's final qualifications (in other words: showing that the internship will lead to a strengthening of the PSTS-related knowledge and skills).

.....
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UT-supervisor:

.....

Student:

- 1 copy of this learning agreement has to be submitted to the UT supervisor**
- 1 copy of this learning agreement has to be submitted to the supervisor in the organisation/company**
- 1 copy of this learning agreement has to be submitted to the PSTS Educational Affairs Office**

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Appendix 2: Internship Agreement

_____ (name organisation)

established at _____ (city, country)

represented by _____ (name/ function)

hereinafter referred to as "Internship Organisation",

and


_____ (name student)

residing at _____ (address)

Date/place of birth _____

student at the Faculty of Behavioural, Management, and Social Sciences (BMS) in the Master of Science programme Philosophy of Science, Technology, and Society (PSTS) at the University of Twente, hereinafter referred to as "student",

have agreed as follows:



Article 1:

The Internship Organisation enables the Student to do an internship within the framework of his/her PSTS programme starting on _____ until _____ at the company division _____

Article 2:

The Internship Organisation shall charge the Student exclusively with duties that fit in the purpose of the internship.

Article 3:

The internship will be performed within the scope of the arrangements made between the Internship Organisation, the Student and the Faculty BMS at the University of Twente as mentioned above.

Article 4:

The Internship Organisation shall appoint a daily supervisor charged with the attention and supervision on the Student and also with the contacts with the Faculty.

Article 5:

The internship period for the Student shall be in conformity with the working hours that apply for the Internship Organisation or the division of the Internship Organisation at which he/she has got a placement, unless agreed otherwise.



Article 6:

The student is obliged to take out sufficient insurance cover before the actual start of his work and to remain thus insured during the term of this work. This insurance will at least provide sufficient cover for health expenses and liability risks. On request, the student will present a copy of the policies or proof of payment of the insurance premium for inspection. The University of Twente is not liable for any damage, in whatever form and of whatever name or description that the student or Internship Organisation provider may suffer in connection with student's work, including any damage arising from the use of the results of this work. The student and the internship organisation indemnify the University of Twente against this damage and any related claims.

Article 7:

The Student must comply with the instructions as indicated by or on behalf of the Internship Organisation's management, among which those with regard to the times of presence.

Article 8:

The Student shall be obliged to keep secret all information that has come to his/her notice and of which he/she should reasonably recognise the confidential nature.

Article 9:

The Student shall report his/her absence due to illness as soon as possible to his/her supervisor or to the employee charged with illness reports.



Article 10:

The Student will receive a gross/net* allowance of _____ per month.

Article 11:

The Student shall be entitled to _____ days leave monthly.

Article 12:

The Internship Organisation shall be entitled to terminate the internship upon consultation with the University of Twente internship supervisor, if the Student, to the opinion of the Internship Organisation supervisor, does not sufficiently take the current rules into account or does not follow the instructions given by or on behalf of the internship organisation's management. The Student shall be entitled to terminate the internship upon consultation with the internship coordinator, if the Student reasonably cannot be asked to continue the internship at the Internship Organisation.

Article 13:

This agreement can be amended upon consultation between the Internship Organisation, the Student and the University of Twente internship supervisor.

Drawn up in duplicate and signed at:

_____ (place)

_____ (date)

Names and signatures

Representative Internship Organisation

Student,

1 copy of this internship agreement has to be submitted to the UT supervisor

1 copy of this internship agreement has to be submitted to the supervisor in the organisation/company

1 copy of this internship agreement has to be submitted to the PSTS Educational Affairs Office



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Appendix 3: Internship Assessment Form

Student name:

.....

Student number:

Internship (name / address):

.....
.....
.....

The PSTS internship is assessed on the basis of a set of 3 categories, where each category comprises of a detailed set of elements (see: below).

The UT supervisor of the internship (partly in consultation with the supervisor in the organisation/company) are to give an assessment (score 1-100) per element (and thus per category) with the help of a "rubric".

The general meaning of the scores is as follows

Assessment score	Grade	Meaning
≤ 54	< 6	Insufficient
55-64	6	Sufficient
65-74	7	More than sufficient
75-84	8	Good
85-94	9	Very good
95-100	10	Excellent, outstanding

- The final mark is to be determined on the basis of the total number of points per element/category
- Weighing factors apply to the categories. Points are to be assigned on the basis of these weighing factors.
 - o Score (0-100) **Student's performance in the organisation/company (20%)** $[(1+2)/2]*2 = A$
 - o Score (0-100) **Supervisor's observation on the process (20%)** $[(1+2+3+4+5+6+7)/7]*2 = B$
 - o Score (0-100) **Internship report (60%)** $[(1+2+3+4+5+6+7+8+9+10)/10]*6 = C$
- The calculation method to be used for the conversion of the scores per element/category into points and subsequently into the mark without rounding and the rounded final mark.
 - o $(A + B + C) / 100 =$ final mark without rounding
 - o ≥ 0.5 implies: round up.

Student's performance in the organisation/company (1-2)		Score per element (0-100)	Comments
1. Professional behaviour/functioning			
1.1	Collegial collaboration		
1.2	Dealing with feedback		
1.3	Motivation.		
1.4	Professional attitude		
1.5	Quality of performed tasks		
1.6	Personal growth		
1.7	Ability to come up with (useful) recommendations		
Partial score category 1 (sum of scores on 1.1-1.7) / 7			
2. Quality and usability of the submitted report/research/assignment			
2.1	To what extent has/have the research/assignment(s) fulfilled the organisation's/company's needs?		
2.2	To what degree are the outcomes of the research/assignment(s) useful to the organisation/company?		
Partial score category 2 (sum of scores on 2.1-2.2) / 2			

Total score: Student's performance in the organisation / company [(partial score 1 + partial score 2) / 2]		
* 2 (because of a weight of 20%)		A

UT supervisor's observations	Score per element (0-100)	Comments
1. Level of independence and self-reliance		
2. Dedication and initiative		
3. Ability to reflect and to deal with feedback		
4. Ability to deal with setbacks		If applicable
5. Capacity to find solutions to problems		If applicable
6. Ability to complete the internship and the report within the scheduled time		
7. Good contact and pleasant communication with all internship's stakeholders involved		

Total score: UT supervisor's observations [(sum of scores on 1-7) / 7] OR [(sum of scores on 1-7) / 5] (in case the items 4 and 5 were not applicable)		
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Internship report		Score per element (0-100)	Comments
1.	Adequate description of the context (organisation/company, positioning in the organisation/company).		
2.	Description of the performed tasks and roles.		
3.	Clear description of the formulated learning objectives.		
4.	Description and reflection to which extend these learning objectives have been reached (illustrated with so-called specific “learning moments” in this respect).		
5.	Description of the research problem(s) and/or assignment(s) and (if applicable) the results of this research and/or assignment(s) (if applicable).		
6.	Description of whether and how the internship contributed to the student’s future ambitions.		
7.	Reflection on the nature, level and outcomes of the internship.		
8.	Logic and consistent design and structure.		
9.	Correct use of (academic style) language.		

Total score: Internship report	[(sum of scores on 1-10) / 10]	
	* 2 (because of a weight of 20%)	B

Student’s performance in the organisation/company	A	
UT supervisor’s observations	B	
Internship report	C	

The calculation method to be used for the conversion of the scores per element/category into points and subsequently into the mark without rounding and the rounded final mark.

$$o (A + B + C) / 100 = \text{final mark without rounding}$$

$o \geq 0.50$ implies: round up.

Final Grade:	
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