



THE AGA KHAN UNIVERSITY

VIRTUAL INTERNSHIP PROGRAMME



INTERN MANUAL

This manual has been developed as a resource guide, to provide you with relevant information and resources you can refer to throughout your internship. We encourage you to review this manual carefully, in advance of your virtual internship to ensure you have a productive and impactful experience. Most of the relevant information is covered in this manual, however, should you have any further questions, please do not hesitate to contact us. We encourage open communication and would be very happy to hear from you.

–AKU University Partnerships Team

Farzana Karim Haji
Associate Vice Provost, Global
Engagement
Email: farzana.karimhaji@aku.edu

Saleem Shiraz
Senior Coordinator
Email: saleem.shiraz@aku.edu

Fareena Feroze
Senior Manager, Global
Mobility Programme
Email: fareena.feroze@aku.edu

Michelle Njoroge
Coordinator, International Internship
Programme
Email: michelle.njoroge@aku.edu

Virtual Internship Programme
Email: aku.iip@aku.edu

TABLE OF CONTENTS

04	<u>Introduction</u>	12	Professional Development & the Cultural Engagement Series
05	The Aga Khan Development Network	13	Communication Structure
06	The Aga Khan University	14	Risk Management
07	<u>Pre-Internship: Preparing for Your Virtual Internship</u>	16	<u>Post-Internship: Staying Connected</u>
07	Working Remotely	16	2-Minute Internship Video
07	Internship Hours	16	End-of-term Evaluations & Debrief Sessions
08	The Internship Commitment	17	Keeping in Touch With Us
10	<u>During: The Virtual Internship Placement</u>	17	Resources
10	Orientation & Onboarding		
11	Setting Goals		
12	Monitoring & Evaluation		

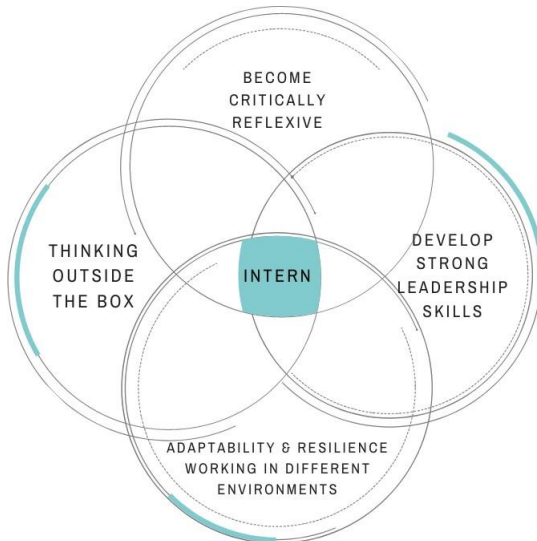
INTRODUCTION

Welcome and congratulations on being selected into the AKU's Virtual Internship Programme! We are excited to have you on board and are looking forward to having a very interactive 12 weeks with you.

The Aga Khan University's International Internship Programme (AKU-IIP) was established in 2008, with the aim of providing opportunities for students to work internationally and enjoy a multitude of diverse, exciting and inspiring experiences across the agencies of the Aga Khan Development Network. The AKU-IIP has offered unique opportunities to more than 300 students from 18 partner universities to 8 countries within East Africa, Central and South Asia.

In response to the global COVID-19 pandemic, AKU is pleased to announce a new programme that addresses the current situation affecting thousands of students globally. The programme aims to connect students from around the world to achieve their educational potential through a virtual placement.

The programme aims to foster and develop the following skills for our interns:



THE AGA KHAN DEVELOPMENT NETWORK (AKDN)



The AKDN is an international development network that brings together a number of development agencies, institutions, and programmes that work primarily in the poorest parts of the Middle East, Central Asia, and Africa.

The AKDN focuses on health, education, culture, rural development, institution-building and the promotion of economic development. It is dedicated to improving living conditions and opportunities for the poor, without regard to their faith, origin or gender.

For more information regarding the AKDN, here are some resources you can visit:

www.akdn.org

<https://www.youtube.com/watch?v=Uy3BxjtZtOo>

THE AGA KHAN UNIVERSITY (AKU)



The Aga Khan university (AKU) is one of 10 agencies of the Aga Khan Development Network (AKDN). It is a leader in research, teacher education, medical care, and community health systems, with campuses and programmes in South Asia, Central Asia, Europe, and Africa.

AKU is a pioneering institution of higher education and research that works to improve the quality of life in the developing world and beyond. The University educates leaders, generates life-saving knowledge and sets an example that raises standards in the societies in which it works. As Pakistan's first private university, it paved the way for the growth of the country's private higher education sector. In the early 2000s, the University expanded to Kenya, Tanzania, Uganda, Afghanistan and the United Kingdom.

For more information regarding AKU, here are some resources you can visit:

www.aku.edu

<https://www.youtube.com/watch?v=5lthwho05YI&t=9s>

PRE-INTERNSHIP: PREPARING FOR YOUR VIRTUAL INTERNSHIP

In preparation for your virtual internship placement, it is ideal to ensure that you have the following resources available to facilitate your internship:

- ☑ Stable internet connection
- ☑ Working PC/Laptop
- ☑ Access to required communication platforms (Zoom, etc.)
- ☑ Understanding terms & conditions for working remotely

WORKING REMOTELY

Remote placements require a number of different tools to ensure success. These

tools are sometimes different to the ones used in an office or used more regularly than people working on-site. Remote placement relies heavily on communicative tools such as video conferencing, instant messaging and various software to aid collaboration and make the remote internship placement different from being in an office. Therefore, it requires you to be independent, proactive, and a self-starter.

It is worth learning about all the different ways remote work could suit you and taking advantage of all that it has to offer. It allows you to tailor your day to your specific needs and requirements. Perhaps you are most productive in the evening rather than being an early bird. With remote work, you are free to make the decision as to how and when you complete your tasks. So long as you meet your deadlines, you can choose your own working style.

INTERNSHIP HOURS

Your internship placement is based on complete trust! You are expected to contribute a minimum of 15 hours/week. This encompasses

participation in departmental

meetings and your weekly face-
timewith your mentor.

However, you are not required
to record your working hours
to your

mentor or the programme coordinators. Instead, you are expected to plan out your working schedule in accordance with your time preference and your department's partial availability. This may mean working more or less than the prescribed minimum of 15 hours.

It is important to note that you will be expected to attend some departmental activities that will be scheduled on your late evenings or early mornings. For this, flexibility is advised and highly encouraged.

THE INTERNSHIP COMMITMENT

A successful and valuable internship experience requires the combined efforts of the various people involved. Key to ensuring a positive experience for yourself, and your host institution is a commitment to each other.

The host institution will support your placement and ensure that you obtain a positive and valuable experience despite the distance. As an intern, you have the responsibility to recognize and honour the commitment that comes with your virtual placement and we look to you to contribute actively in your position and to the organization as a whole.

Intern Responsibilities	Mentor Responsibilities	Programme Responsibilities
Perform duties to the best of your ability in a professional manner	Ensure smooth transition of interns into their department	Provide sound and detailed orientation to interns
Collaborate with your mentor to develop personal learning and development goals	Collaborate with intern in the development of learning objectives of their internship	Providing professional development and cultural understanding of the institution(s)
Demonstrate a high level of commitment to the institution's activities, policies, and procedures	Have at least 1-hour weekly face time meetings with intern for mentorship	Assign a mentor to provide direction and support throughout intern's placement
Have a record of activities/projects assigned to you	Organize weekly departmental meetings with intern	Provide support and assistance to the intern throughout internship

Intern Responsibilities	Mentor Responsibilities	Programme Responsibilities
Complete monitoring and evaluation documents on your placement	Provide guidance to intern in developing knowledge and skills required of the position	Monitor the progress of the internship
Respect the point of view and experiences of all those you engage with	Track the performance of interns and complete mid and final term evaluations for the intern and programme	Address challenges and concerns that may arise during the course of internship

DURING: THE VIRTUAL INTERNSHIP PLACEMENT

ORIENTATION & ONBOARDING

During the first week of your internship, we will facilitate a group orientation for all our intern recruits, focusing on the programme's structure and how you can maximize your virtual internship experience.

The purpose of the orientation is to help you to understand better the structure of the program, AKDN and AKU, learn more about your respective departments and colleagues, the communication standards, and workplace expectations for your internship. You will have the chance to meet with other interns, share your expectations, and get acquainted with your mentor and the teams you will be working with. You will also have the chance to review your goals and objectives for your placement with your mentor.

A full and more detailed outline of the virtual orientation will be sent to you prior to orientation day. The following highlights some of what the orientation and onboarding period will cover:

- * Learning more about the mission, vision, and goals of:
 - * AKDN & AKU
 - * Your Internship Department
- * Meet and Greet with
 - * The Programme Team
 - * Your Department Colleagues
 - * Your Fellow Interns
- * Communication Protocols
 - * Using Zoom and other Online Tools
 - * Familiarity with the AKU Internship Portal
 - * Risk Management – Data Security
- * AKU Resources
 - * Current programmes and projects
 - * Global Networking
- * Signing of your Contract and Confidentiality Agreement
- * Personal and Professional Development Goal Setting
- * Professional Development Weekly Webinar Schedule

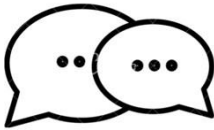
SETTING GOALS

Setting the right foundation for your internship placement is one of the most fundamental steps to having an enriching experience.

At the start of the internship, you are expected to lay out your personal, and professional development learning goals. This is meant to serve as the roadmap for your placement and could include goals on industry-related knowledge and skills for your personal and professional development.

Once you have identified those goals, your mentor will work with you during the first week to develop a plan to ensure that your goals are met and will check in on you throughout your placement to help you keep track of them. Doing this will help to clearly identify your expectations and learning objectives, and how you plan to accomplish them. Creating these goals is also an opportune time to discuss with your mentor about workplace requirements, your responsibilities as an intern, and project timelines.

Consider these steps below when you are setting your goals:



1 LAYING OUT GOALS

What personal goals do you wish to achieve through this internship experience? What professional goals? Having a discussion with your mentor about what their department's project goals and objectives are may help you in making sure your goals are aligned with the work you will be doing.



2 DEVELOPING A PLAN

Write out your plan in as much detail as you can. Use SMART goals: make sure they are specific, measurable, attainable, relevant, and time-bound.

**3**

REFLECT

As you go through your internship, periodically reflect on your goals. Have those goals changed through time? Are you making good progress with them? Re-evaluate and analyze them and your experience with a critical and reflexive eye.

MONITORING & EVALUATION

To ensure that your internship is meeting your objectives and that of your respective department, there will be various monitoring and evaluation exercises that you are required to complete for the programme.

This is especially in your interest so that we can identify any issues that may arise during your internship and address them in a timely manner.

Below are the mandatory exercises you are expected to complete throughout your placement. You are required to submit them onto your online AKU-Internship Portal at their prescribed times.

- * Weekly Check-in Form
- * Monthly Reflection Report
- * End-of term Evaluation of your Mentor
- * End-of term Evaluation of the Programme

PROFESSIONAL DEVELOPMENT & THE CULTURAL ENGAGEMENT SERIES

Throughout your 12-week placement, various interactive webinar sessions will be scheduled on a weekly basis to enhance your personal and professional development. The webinar sessions will be conducted by various teams from AKU, AKDN, our partner universities, and experts in their respective fields. More

details on the specific topics of each session will be announced as soon as they are finalized.

Your participation is not mandatory but we highly recommend that you take advantage of these sessions and resources on offer as they will be able to give you greater understanding of the work you are doing and how it fits into the larger context of AKU, AKDN, and working critically and ethically in international development.

Themes:

- * Awareness Sessions on: AKU, AKDN
- * Workplace Training (handling and securing AKU data, etc.)
- * Critical and Ethical Global Engagement
- * Working in International Development
- * Navigating Life and Work Amidst a World Crisis
- * History, Art, Culture of the Different Countries AKU Operates in

COMMUNICATION STRUCTURE

A strong placement is built on a good communication structure that is created between you and your mentor. With a remote communication internship, you can gain valuable real-world experience, with increased flexibility and freedom. Strong communication and time-management skills, as well as knowledge of virtual collaborative platforms, are key to succeeding in a remote communication role.

The programme will be using various online platforms to ensure continuous and non-interrupted communication between the mentor and the intern throughout the Virtual Internship Placement.

Monitoring & Evaluation Exercises:

Communication with the programme regarding monitoring and evaluation on your placement will be facilitated through the online AKU Internship portal.

Mandatory weekly sessions with your mentor:

The programme will arrange for your mandatory weekly one-hour face-time sessions with your mentor through Zoom.

However, it would be ideal if you setup another hour of face-time with your mentor through the week to discuss your continuous progress and receive

constructive feedback. The platforms you will use will be decided between you and your mentor. Video check-ins are preferred as they enhance relationship building.

Concerns & Support:

If you have any questions or concerns as you go through your internship, please feel free to reach out to the programme team so that we can help address them with you. aku.iip@aku.edu

RISK MANAGEMENT

It is vital to note that all Virtual Interns will be given access to confidential information and possibly other information relating to the operation of Aga Khan University with respect to the work-related assignments they will perform.

Interns should thus understand, recognize, and acknowledge that all the information and/or material being provided and/or to be provided by AKU to them during the course of their internship at any point in time is proprietary and privileged information and is to be kept strictly confidential and shall not be disclosed to any third party in any manner whatsoever.

At the beginning of your internship, a training will be conducted on AKU'S Administrative Policy to help understand these responsibilities. It will cover:

- * How data is classified
- * Who has access to data
- * What threats and risks are
- * Method of encryption
- * Where data is stored
- * Which AKU policies apply

In order to safeguard AKU's data property during and after your placement, it is important to note the following points regarding risk management, particularly regarding working from home:

DATA SECURITY

privileges—data, information, and

- * Once you are assigned an AKU Email ID, it is considered confidential and should be protected
- * Have a conversation with your mentor regarding access

information systems that should be accessed only on a need-to-know basis. As an intern, you should only access the data needed to be able to fulfill your job functions

- * Be careful not to accidentally lose or disclose data pertaining to your internship. Make your mentor and the program aware in the event that it happens

INTELLECTUAL PROPERTY

- * The work you produce during your internship is considered AKU property
- * To use information and data from your internship for any external use, you must receive special permission and written consent from the university
- * You may be required to sign a copyright agreement

SOCIAL MEDIA

- * Carefully consider what materials and statements you are publishing onto social media platforms regarding any part of your internship
- * Your statements should not compromise AKU and its mission
- * Before sharing information about your internship and experience on social media platforms, discuss it with your mentor or the program to ask for advice on what is permissible

POST-INTERNSHIP: STAYING CONNECTED

2-MINUTE INTERNSHIP VIDEO

At the end of your internship, you are expected to submit to your mentor and the programme a short 2-minute video regarding your internship experience.

In the video, we would like you to explain what your personal and professional development goals were, whether you made progress on those goals, achieved them, or if there were any setbacks. In the video, you will also highlight what project(s) you were involved in and how you participated as a team member to your department. We welcome you to share any reflections or valuable lessons learned from your internship experience.

END OF TERM EVALUATIONS & DEBRIEF SESSIONS

In addition to the video, you are expected to submit an end-term evaluation of the programme as well as of your mentor.

The Virtual Internship Program is very much in its infancy, and we are always looking for ways to make our programme better for student interns like you! This evaluation will be submitted onto the online AKU Internship Portal at the end of your placement.

If you would like to have more direct conversations with us to debrief/provide feedback regarding the programme/placement/experience, we welcome you to do so. This debriefing session will be mutually beneficial for both you as a student intern and for us doing the programme design (programme team, mentors, etc.).

KEEPING IN TOUCH WITH US

The Aga Khan University's International Internship Programme alumni community is made up of graduates from various universities across the globe! Our alumni numbers are growing rapidly, and you will always remain as a part of AKU!

As VIP Alumni you are more than names on a database - you are members of a thriving community of leaders whose accomplishments and successes are acknowledged and celebrated at your university. We invite you to continue to collaborate with us and support our programme in the future as distinguished alumni. So don't hesitate to reach out to us—whether it be to collaborate on projects, letting us know about your latest achievements, or just to say hi.

RESOURCES

Below is a link to a shared Google folder where you can access various resources that you can use to help you throughout your internship. They are separated into four sections:

- * AKU/AKDN Resources
- * Mental Health During COVID-19
- * Working Remotely
- * Research & Communications Toolkits

The research and communications toolkits provided are intended to give you a starting background to think about different ways you can approach research. It is not meant to be an official benchmark on how to do research, it is simply there to give you ideas. Consult with your mentor and department on these practices and what kinds of standards they have.

Google Drive Folder: Resources for Interns

https://drive.google.com/drive/folders/1BN5oOJk60Vx_NllsdRinUb69Bia4fIJ2?usp=sharing