

The Aga Khan University

INTERNATIONAL INTERNSHIP PROGRAMME (IIP)



INTERNSHIP MANUAL: KENYA



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INTRODUCTION

Welcome and congratulations on being selected into this competitive programme!

We are excited about your internship and we look forward to welcome you to the Aga Khan Development Network. The Aga Khan University - 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 and inspiring experiences. The programme, managed by the University Partnerships Office at the Aga Khan University (AKU), will facilitate your entire internship experience from arrival, orientation and support throughout your placement. It will also address any concerns that may arise during your time with us. The On-site Coordinator will work with you individually to help you settle into the programme and ensure a smooth transition and a positive experience.



OUR TEAM

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This manual has been developed to guide you through the programme by answering any questions you may have and to providing you with the required information. We would encourage you to review it carefully so that you are well prepared throughout your internship. Most of the relevant information has been covered in this manual, however should you have any further questions, please do not hesitate to contact us. We encourage communication and would be very happy to hear from you. We request, however, as a first step, you contact the On-site Coordinator about the details and requirements related to this programme.



AGA KHAN DEVELOPMENT NETWORK

ABOUT THE AGA KHAN DEVELOPMENT NETWORK (AKDN)

The agencies of the AKDN are private, international, non-denominational development organizations. They work to improve the welfare and prospects of people in the developing world, particularly in Asia and Africa, without regard to faith, origin or gender. Its programmes are designed to bring a critical mass of economic, social and cultural activities to bear on a given area. Its projects encompass many of the determinants of the quality of life, including the natural and built environments in both urban and rural areas, food security, health, education, access to financial services and economic opportunity, as well as the cultural areas of traditional music, architecture and art. Some programmes, such as specific research, education and cultural programmes span both the developed and developing worlds.

The AKDN works in 30 countries around the world. It employs approximately 80,000 people, the majority of whom are based in developing countries. The AKDN's annual budget for non-profit development activities in 2010 was approximately US\$ 625 million. The project companies of the Aga Khan Fund for Economic Development generated revenues of US\$ 2.3 billion in 2010 (all surpluses are reinvested in further development activities).



For more information, please visit www.akdn.org



THE AGA KHAN UNIVERSITY

ABOUT AGA KHAN UNIVERSITY (AKU)

Founded by His Highness the Aga Khan and chartered in 1983 as Pakistan's first private university, the Aga Khan University's (AKU) objective is to promote human welfare in general, and the welfare of the people of Pakistan and East Africa in particular, by disseminating knowledge and providing instruction, training, research and service in the health sciences, education and such other branches of learning as the University may determine. It occupies a pivotal place within the Aga Khan Development Network.

AKU brings international expertise to bear upon the establishment and enhancement of its current and future programmes and services through ongoing partnerships with international institutions. Additionally, in line with its commitment to the advancement of the status and professional opportunities for women, the University seeks similar collaborations to strengthen professions such as nursing and teaching.

Through its Medical College, Schools of Nursing and teaching hospitals, its Institutes for Educational Development, Institute for the Study of Muslim Civilizations and the Examination Board, the University educates while contributing to the development of the areas in which it operates. While the University sets its sights on the latest breakthroughs in health sciences and technology, as well as the application of well-proven and appropriate technologies that have been insufficiently applied in Pakistan, it also seeks to integrate systems of values, ethics and principles. In doing so, AKU is an important force for pluralism, teaching the skills of critical thinking, analysis and problem solving, while inculcating moral reasoning, ethics and respect for others.

Building on the success of its existing programmes, the Aga Khan University has established a new Faculty of Health Sciences in Nairobi, Kenya. This has been the first private sector university in Eastern Africa to create a full-fledged Faculty of Health Sciences offering under-graduate and post-graduate degrees in Medicine, Nursing and the allied health sciences.

In its first two decades, AKU's major focus was in the fields of health and education. In the decade ahead, the University plans to step beyond professional education towards becoming a comprehensive university. Following the liberal arts model, a Faculty of Arts and Sciences (FAS) will be established on two new campuses in Karachi and Arusha, Tanzania. The FAS will develop skills in critical thinking and analysis, raise proficiency in verbal and written communication, enhance human resource development in the region, and advance understanding in particular academic disciplines. Another programme under consideration is an Institute of Human Development, which will be dedicated to advancing the understanding of the effects and conditions of early childhood on subsequent well-being and performance, and the application of this understanding to the development of interventions and evaluation to assess their potential efficacy and applicability.

AKU is a non-denominational institution open to all, irrespective of religion, ethnicity, gender or national origin. Forty-four percent of the University's faculty and fifty percent of students in the Medical College are women.

Vision

AKU will be an autonomous, international institution of distinction, primarily serving the developing world and Muslim societies in innovative and enduring ways.

Mission

AKU is committed to the development of human capacities through the discovery and dissemination of knowledge, and application through service.

It seeks to prepare individuals for constructive and exemplary leadership roles, and shaping public and private policies, through strength in research and excellence in education, all dedicated to providing meaningful contributions to society.

Values

AKU operates on the core principles of quality, relevance, impact and access. Inspired by Islamic ethics, humanistic ideals and the philosophy of AKDN, the University is committed to building an environment that fosters intellectual freedom, distinction in scholarship, pluralism, compassion, and humanity's collective responsibility for a sustainable physical, social and cultural environment.

For more information, please visit www.aku.edu

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 the organization is clear communication channels and well-defined roles and responsibilities that require the commitment of the people involved. The host institution will have various functions to fulfil and resources to offer in order to support your placement and ensure that you obtain a positive and valuable experience. As an intern, you have the responsibility to recognize and honor the commitment that comes with your placement and we look to you to contribute actively in your position and to the organization as a whole. We hope that your time at AKU brings you valuable personal and professional growth and that you establish a longstanding relationship with us.

Intern Responsibilities:

As an AKU-IIP intern, there are a number of responsibilities that you will be expected to fulfil. Note that you may be required to perform tasks related to your internship other than those outlined below:

- You have an obligation to yourself and the organization to perform your duties to the best of your ability and continually work to develop the skills required to improve your performance.
- You are expected to demonstrate high-level commitment to the organization's activities, policies and procedures and to complete your tasks in a professional manner.
- As part of your internship, various reporting procedures contribute towards monitoring and evaluating the progress of your placement. You are expected to observe and follow these procedures as required. (See section on Monitoring and Evaluation).
- As with most personal and professional settings, difficulties and challenges may arise with regard to your placement and you are expected to follow the correct and appropriate channels of communication provided to share your concerns. Note that the organization will endeavor to address these challenges effectively and satisfactorily. (See section on dispute resolution).
- Your role is to contribute towards the work of the organization and to put into practice the knowledge you have gained as part of your education. However, keep in mind that you also have much to learn and many times from the most unlikely situations. You are expected to respect the point of view and experience of all those you come across and work with and to treat every situation as a learning opportunity.
- Remember, that as an international intern, you are an ambassador of your country, your university and of this programme and your conduct and actions should reflect this at all times. It is important to note that the success of your experience depends on your personal initiative, commitment and the effort you give to all the various aspects of your assignment.

Organization's Responsibilities:

- To facilitate, assist and inform interns with all relevant aspects of the pre-travel requirements including visa applications
- To arrange safe, convenient and suitable accommodation for the entirety of the intern's placement. (See section on accommodation)
- To provide a sound and detailed orientation to the intern, outlining various aspects of the placement, including policies, procedures and safety and security guidelines. (See section on orientation).
- To provide a detailed and a thorough job description relating to the intern's professional role in the organization.
- To assign a mentor from within the organization to provide professional direction and support throughout the intern's placement.
- To provide support and assistance to the intern in fulfilling his/her requirements and goals of the internship.
- To provide student guidance and to monitor the progress of the internship.
- To address related challenge and concerns that may develop during the course of the internship. (See section on dispute resolution).

Mentor's Responsibilities:

- To ensure the smooth transition of interns, including orientation on the relevant department and its policies
- To assign a minimum of 3 hours a week of time to the intern.
- To organize an area for the intern to work from
- To provide guidance to the intern in developing the knowledge and skills required of the position
- To track intern's weekly performance
- To ensure Intern's safety at all times
- To complete intern's mid and final term evaluations

It is our intention that you experience a rewarding and enriching internship and that you enjoy your time with us. We will provide you with the support and assistance you require to ensure a positive and satisfying experience.

PRE-ARRIVAL

➤ **Internship Pass Approval**

Kindly ensure that the AKU team has received an approval of your Internship pass prior to your travel reservation.

➤ **Health Insurance**

The Aga Khan University or AKDN does not undertake or assume any liability or responsibility in case of any injury, sickness, or death which may result from travel, work or study while you are an intern with AKU-IIP. It is your responsibility to ensure that you have adequate health and travel insurance coverage to protect your interests for the duration of the programme. You may do this once you have received notification of your internship pass approval from us. You must send a certified copy your travel insurance certificate and insurance policy details (for the duration of your internship) prior to your arrival. Please note that this is a requirement of the internship and failure to comply will lead to you not being able to participate in the programme.

➤ **Contract**

Once we have received the required references and a health certificate from you and we have been notified of your internship pass approval, the On-site Coordinator will contact you and arrange for the endorsement of the internship pass to be done on your passport alongside your foreign registration at the Kenyan Immigration Office. After this has been successfully completed, we will email you a copy of your contract for your review and set up a meeting with the AKU Human Resource team to facilitate the signing of the contract.

GUIDELINES FOR ENTRY

1. Flight Bookings:

Once we have received the internship pass approval, we will then inform you and ask you to proceed with booking your flights to Kenya. *Please do not make any bookings for flights until you receive a notification from us.*

2. Visitors Visa:

After you receive the notification from us, you will be required to apply for an online visitors' visa (e-visa) for entry into Kenya. Please visit www.ecitizen.go.ke to create your account and make your application. The cost of the e-visa is US\$52. Although the website indicates 7 working days, please allow 10 to 14 working days for your visas to be issued online. After receiving the online visa, kindly arrange to print it out and place the piece of paper together with your passport. If you experience any challenges with this, please do contact the on-site Coordinator for assistance.



Alternatively, you may purchase the visa on arrival at the airport in Nairobi; however, we recommend that you obtain your visa online, prior to your travel.

ARRIVAL

➤ **Airport Pick Up:**

On your arrival at the airport in Kenya, you will be picked up by an AKU/AKDN representative who will transfer you to the location where you will be living for the duration of your placement. Once you exit the baggage claim hall at the airport, please look out for a placard with the AKU/AKDN Logo and your name on it. In order for us to make the airport pick up arrangements, please send your flight details to the Programme Coordinator not later than three days prior to your arrival. If we do not receive your flight details, we will assume that you have made alternative arrangements for your airport transfers.

➤ **Welcome Package:**

You will receive a welcome package when you arrive in Nairobi, which will contain a draft itinerary for the next two days and some reading material to familiarize yourself.

➤ **On-Site Orientation:**

You will attend an orientation during the first two days of your internship, which will include the following:

- Orientation presentation by the Human Resources Department
- A tour of the AKU campus
- Introduction to AKU and AKDN in East Africa
- A tour of the department where you will be placed
- A meeting with the on-site coordinator
- A meeting with your mentor
- A full security briefing
- A tour of the city and the neighborhood

While we will make every attempt to ensure that, your orientation covers all the important aspects, do not hesitate to contact the on-site programme coordinator should you require further assistance and clarification.

POLICIES AT AKU

➤ **Accommodation**

Your accommodation will be arranged on a twin (sharing) basis in a secure and convenient location to your workplace. There is a fully equipped kitchen available to make your own meals. You will be provided with meal vouchers (for breakfast and lunch) while dinner will be offered at your respective residential area for the first SEVEN days of your arrival, after which you, will be expected to cater for your own meals. Please note that there are various options to order food from the surrounding area, including the AKU staff cafeteria, various restaurants in the vicinity and home based services where regular food deliveries can be made in advance at a reasonable cost.



The accommodation is fully furnished and serviced; this means that arrangements have been made with an external cleaning company to ensure daily cleaning of the apartment. Further, towels and sheets will be provided and regularly laundered. There are also arrangements in place for cleaners to take care of personal laundry at no extra cost.

No friends, family, or colleagues are allowed to stay in these premises. Should you have friends or family visiting, please make alternative arrangements for their accommodation. This is to respect your fellow interns sharing the accommodation as well as to recognize the cross-cultural sensitivities concerned with co-habitation. Should you wish to change accommodation during the course of your placement, you will be responsible for all costs associated with the accommodation arranged for you by AKU.

➤ **Risk Management and Security**

AKU takes the security of our interns very seriously. We have strong risk management policies in place which you will be expected to follow absolutely. In the unlikely event of an emergency, AKU has certain risk management protocols that will be implemented, which you are expected to observe. While you will be given a security briefing during your orientation, please note the following security protocols related to your placement:

- Please ensure that you register with your respective consulate in Kenya as soon as possible
- You must provide your contact details (local and international telephone numbers and personal and work related email address) to the internship coordinator who will then share this with our Chief of Security. Further, you must also provide details of an emergency contact.
- You must inform the on-site coordinator and obtain clearance for ANY travel outside of Nairobi, regardless of the nature of this travel, whether personal or work related (Please see appendix 4 for the travel clearance form)

Failure to comply with our security procedures will be grounds for dismissal from the IIP.

➤ **Evaluation procedures**

The programme will conduct two evaluations during the course of your internship, which will take place at the midpoint and at the end of your evaluation.

At the beginning of your internship, you will be required to write down and discuss your internship goals and how to achieve them with your mentor. You should sign the form and your mentor with a copy for you and one sent to the on-site coordinator. A component of both evaluations will include how your goals are being achieved through the internship. (Please see Appendix 1 for form).

The purpose of these evaluations is to assist you in identifying your strengths and areas of improvement in your personal and professional life. You will also be asked to evaluate your Mentor and the IIP programme to help us identify what we can do better and to improve the overall programme.

➤ **Dispute Resolution**

In the event that you experience difficulties or that you have concerns, AKU and the IIP will endeavor to resolve any issues of a personal and professional nature that may be having a negative effect on your placement. You are encouraged to inform the on-site coordinator at the earliest opportunity so that he/she is aware that a problem may be developing. The on-site programme coordinator will address and resolve your issues as best they can and will inform the appropriate people concerned if they are unable to do so.

For logistics concerns, or issues of a personal nature, please contact the on-site coordinator. Professional matters (related to your work) should be brought to the attention of your mentor for his action, while also informing the on-site coordinator of the same. We assure you that every attempt will be made to resolve your concerns to the satisfaction of all related parties.

➤ **Vacation**



Days off and holiday dates will be discussed and agreed upon with your respective mentors at the beginning of your placement and approved by the on-site Coordinator. It is essential that you provide full details of your travel arrangements, including dates and a copy of your itinerary to the Coordinators for security purposes. In the event of an emergency, we need to be able to contact all our interns and implement our risk management procedures.

Failure to comply with this security procedure will be grounds for dismissal from the programme.

FACILITIES AT AKU

➤ Banking Facilities

You will be required to open a bank account for any financial transactions during your internship. We suggest that you open an account at a location that is secure and convenient. In order to open your account, you will be required to follow various procedures and present documents such as your internship contract. The On-site Coordinator will walk you through this process during your orientation.

➤ Currency Exchange

We recommend that you do not exchange money at the airport where the rates are much less favorable than current market rates. If you would like to exchange money, we will direct you to a bureau that offers competitive rates.

➤ Transportation

AKU will arrange for transfers to and from the airport on your arrival and departure. You will be expected to cover all your other transportation requirements. Nairobi has various transportation options including buses, matatus, taxis as well as UBER. If you would like to rent a car, you may contact our dispatch supervisor (Stanley) who will assist with the request on +254 733 121 326.

➤ Mailing

If you would like to have something mailed to, you while in Kenya, we advise that you have it addressed and mailed as follows:

You're Name
Attn: Michelle Njoroge
Aga Khan University Hospital, Nairobi
P.O. Box 30270, 00100
Nairobi, Kenya

APPENDIX 1

INTERNSHIP GOALS AND OBJECTIVES

Your internship is an opportunity to gain structured and supervised experience. These experiences should allow you to apply your current knowledge while developing new knowledge and skills. Your internship should also heighten your awareness of diversity by exposing you to different lifestyles, traditions, and perspectives.

In order to gain the most from your experience, it is important that you take time before the start of your internship to develop your desired learning outcomes, which will provide the basis for developing or gaining specific experiences through your internship.

Learning Goals	Learning Objective: What do I plan to learn or be able to do as a result of the internship?	Learning Strategies: What are the steps I will take to accomplish these objectives
1. 2. 3. 4. 5.		

Intern Signature

Mentor Signature

APPENDIX 4

INTERN TRAVEL CLEARANCE FORM

(To be submitted one week prior to departure)

NAME:

- 1) Location being travelled to:
- 2) Date of intended departure _/_/_
- 3) Date of intended arrival _/_/_
- 4) Mode of travel:
 - Road (please specify whether by public or private means)
 - Air
 - Rail
 - Ship
- 5) Name and contact of hotel or place where you intend to stay:
- 6) Is this travel
 - a) Work related
 - b) Personal
- 7) Are you travelling alone?
- 8) If not, who else will be accompanying you?
- 9) Have you received approval from your mentor?
- 10) Contact number while you are travelling
- 11) Any security concerns that you may be aware of?