

Internship Policy

1. Introduction

These guidelines apply to all Walbrook students, including apprentices, undertaking an internship module.

We define internships as experiential learning that involves the development and application of knowledge and skills gained through formal study within the workplace, with the formal agreement and active support of the employer. Internships may be delivered face-to-face, remotely or in a blended format, provided the learning outcomes of the module can be met.

In the context of our internship provision, the main categories of students who undertake internships are:

- students who undertake internships or placements during their programme;
- apprentices

2. Key principles

We are responsible for the academic standards of all programmes and awards granted in our name, and for ensuring that the quality of the learning opportunities provided allows students to achieve the academic standard required. Our internship provision meets regulatory requirements and the advice and guidance provided in the QAA's Quality Code, in particular the Framework for Higher Education Qualifications in England, Wales and Northern Ireland (FHEQ).

When designing a programme that includes internship provision, we recognise:

- that the aims and learning outcomes of the internship modules should be positioned to provide academic challenge appropriate to their designated FHEQ level descriptors;
- the need for effective and appropriate integration of internship learning opportunities into the programme's overall aims and learning outcomes ;
- the professional and vocational nature of our programmes and the consequent need to understand and respond to industry perspectives and needs; and
- the need to ensure that all students are provided with opportunities to enhance their employability by acquiring and improving both the intellectual and practical skills that employers seek.

We are responsible for ensuring students, tutors and employers understand their roles and responsibilities throughout the duration of the internship.

Internship provision is multi-partite, involving the student, the internship tutor and the employer. Effective communication between all parties, and the provision of appropriate information before and throughout the internship, ensures a shared understanding of its purpose and implementation.

3. Policy

3.1 Roles and responsibilities

3.1.1 Students

Students can expect to be:

- fully briefed on, and kept up to date with regard to, their roles and responsibilities;
- provided with clear information on learning requirements prior to the commencement of the programme, including details of the contribution of the internship module components to the overall programme of study, aims, learning outcomes, assessment, and any other requirements;
- able to access guidance and support, including pastoral care and encouragement, during their internship beyond that provided in the workplace, for example through online tutors and Student Engagement teams;
- treated in a professional manner by tutors, employers and our staff;
- provided with template documents to prepare action plans, in preparation for their self-reflection summative assessment;
- supported in preparing for placements and internships, including guidance on finding suitable opportunities, CV preparation, application procedures and interview skills, the approval process for securing a placement, the consequences of failing to secure or complete one, and its expected duration;
- provided with opportunities to give feedback on their internship experience.

Students are responsible for:

- familiarising themselves with the information provided in relation to internship requirements, our procedures as set out in the Procedures section of this policy, and their own rights and responsibilities;
- ensuring that, where they undertake placements/internships, they participate in any induction or training sessions held by Walbrook to prepare for the placement/internship process; apply for and secure suitable placement/internship opportunities and be prepared to attend interviews (face to face, virtual or by telephone), assessment centres or other tests required by a potential employer; and assume appropriate personal responsibility for adhering to workplace protocols, policies and procedures, for example security, health and safety requirements, data protection, conduct and timekeeping;
- keeping a record of the learning journey undertaken and skills developed, giving consideration to preparation for the summative reflective assessment and overall internship learning outcomes;
- acting in an appropriate and professional manner towards their placement/internship provider, tutor and our staff;
- communicating regularly with their tutor and placement/internship provider, and at an early stage in the event of any issues or difficulties that might interfere with their ability to achieve the learning outcomes;
- where an internship module is studied, submitting their final report, templates, supporting evidence and all relevant documentation for formal assessment in accordance with the agreed personal action plan and the general requirements, procedures and timeframes notified to them; and
- providing feedback to us regarding their internship experience.

3.1.2 Tutors

Internship tutors can expect to be:

- fully briefed on and kept up to date with regard to their roles and responsibilities;
- appropriately briefed, trained, resourced and prepared to support students in achieving the identified learning outcomes;
- alerted that appropriate health and safety checks are needed at any workplace where their students are undertaking placements or internships;
- able, through clear briefing and training, to support the assessment of students as required and agreed in accordance with the regulations relating to internship modules;
- treated in a professional manner by our staff, students and internship/placement providers; and
- invited to provide feedback to us on the learning content, procedures and management of the internship module.

Internship tutors are responsible for:

- fulfil their agreed commitments with regard to the internship modules to students, employers/line managers and us;
- devote sufficient time, expertise and appropriate resources to provide students with the necessary support to achieve the identified learning outcomes;
- alert us if they have concerns or issues relating to a student's ability to meet the learning outcomes, including in relation to placements/internships, health and safety, performance issues and employer support;
- provide feedback to Walbrook on its internship provision; and
- report any concerns regarding potential evidence of malpractice, and any safeguarding concern in accordance with the Safeguarding Policy.

3.1.3 Employers/line managers

Employers and line managers supporting students on internships can expect to be:

- fully briefed on, and kept up to date with regard to, their roles and responsibilities in relation to supporting a student's internship experience;
- provided with clear information on the requirements and procedures for internships and access to guidance and support, to fulfil their responsibilities to the student;
- treated in a professional manner by our staff, tutors and students;
- made aware of the standard procedures relating to our policies as set out in the Procedures section of this policy;
- provided with opportunities to give feedback on Walbrook's internship provision; and
- provided with confidence that sensitive material will be kept confidential.

Employers and line managers directly supporting students are responsible for:

- familiarise themselves with the information provided in relation to internship requirements, our procedures as set out in the Procedures section of this policy, and their own roles and responsibilities;
- commit to and fulfil the responsibilities set out in any formal agreement with us regarding the student's internship experience;
- have in place appropriate health and safety provision within the workplace and ensure students are briefed appropriately on health and safety matters;

- act in an appropriate and professional manner towards the student, the internship tutor and our staff;
- commit the time and expertise required to best support the student throughout the placement/internship period;
- have in place sufficient and appropriate resources to provide students with the learning opportunities required to achieve the identified learning outcomes and workplace objectives;
- allow reasonable access to our staff and representatives for the purposes of assessment and/or monitoring;
- complete the template documentation provided by us in accordance with agreed procedures and timeframes;
- communicate with the student, tutor and us at the earliest opportunity regarding any issues or difficulties that might interfere with the student's ability to achieve the learning outcomes, including any safeguarding concern; and
- provide feedback to us on its internship provision as appropriate.

3.2 Programme design, monitoring and review

Internship modules are subject to all our standard processes for programme design, periodic programme review and annual monitoring and review activities.

3.3 Information, support and guidance

We are committed to providing an appropriate level of information, support and guidance for students undertaking internships, including:

- clear, detailed information and guidance on roles and responsibilities, programme aims, learning outcomes, assessment and any other requirements, all of which appear in the internship agreement described in the Procedures section of this policy;
- access to our online learning environment, including learning materials, discussion forums and our e-library;
- access to this policy and, as appropriate, advice on its implications and application in practice;
- appropriate levels of tuition support;
- a safe learning environment;
- where relevant, advice on the placement/internship and the application process, including, where applicable, signposting to the Reasonable Adjustments Policy and the Extenuating Circumstances Policy; and
- access to our contacts who can help resolve any issues or difficulties during their internship, including the Student Engagement team.

We are committed to providing employers and students' line managers with appropriate and timely information and guidance so they can effectively support and advise the student throughout the duration of any internship. This includes:

- clear, detailed information and guidance on roles and responsibilities, programme aims, learning outcomes and requirements, together with templates and guidelines for line managers' commentaries on workplace performance;
- access to this policy and, as appropriate, advice on its implications and application in practice.

3.4 Assessment of internship modules

We ensure that our tutors, students and their employers are made aware of what is expected to be achieved by way of defined learning outcomes, published in the relevant module handbooks and mapped to the overall programme aims and defined benchmark statements at the relevant level.

Module handbooks state clearly the formal, summative assessment arrangements and how student performance will be measured. Assessment criteria, including grade descriptors, are published in the handbooks made available to students upon registration, and to tutors and students' line managers.

We recognise the unique nature of internships and their reflective process, and the need to use an assessment methodology appropriate to, and different from, that employed for standard programme modules. We also recognise the individuality of students' personal objectives, needs, work experiences and, consequently, their internship reflection paper submissions.

To facilitate a consistent approach to learning, students are provided with a set of templates used for all internship submissions. To ensure parity in assessment, and in line with the principles in our Assessment and Feedback Policy, all students' performance is measured against a common set of subject-specific knowledge and skills, cognitive abilities and generic skills, and values and attitudes-based learning outcomes, as published in the relevant programme and module specifications.

Formal assessment is undertaken by the internship tutor, appointed by us to provide academic support to the student for the duration of the module. Workplace support and advice is provided by the student's employer, usually the direct line manager, who is required to comment on student performance and confirm that the activities and evidence provided in the student's internship submission are complete and accurate.

All internship submissions, and any re-submissions following a failed attempt, are subject to all our standard assessment procedures as set out in our Assessment and Feedback Policy.

4. Procedures

4.1 Regulations

All our standard procedures apply to internship learning, as outlined in our General and Academic Regulations and associated policies.

4.2 Placement and internship agreements

Every internship or placement is confirmed in a written agreement between Walbrook, the student and the employer before it begins. The agreement sets out the learning outcomes, the roles and responsibilities of each party, the mode of delivery (face-to-face, remote or blended), the expected duration, and the arrangements for support and monitoring. No student may commence an internship or placement until the agreement has been signed by all parties.

4.3 Health, safety and risk assessment

Before an internship or placement begins, the internship tutor must be satisfied that a suitable risk assessment has been completed for the placement environment, informed by information provided by the employer. Higher-risk placements, including those involving

vulnerable groups, lone working, fieldwork or activity outside the UK, require additional assessment and sign-off by the Higher Education Services team before approval. Employers are expected to provide students with a health and safety induction appropriate to the workplace at the start of the placement.

4.4 Insurance

Employers hosting Walbrook students on an internship or placement are expected to hold employers' liability and public liability insurance appropriate to the activity undertaken. Students should be advised, through the placement agreement, of the insurance arrangements applicable to their placement, including any personal accident cover, before the placement begins.

4.5 Safeguarding

Any safeguarding concern arising before, during or after an internship or placement, whether relating to a student or to another person, must be reported promptly in accordance with Walbrook's Safeguarding Policy. This applies equally to concerns raised by the student, the internship tutor or the employer.

4.6 Data protection

Personal data shared with employers and placement providers for the purposes of arranging, supporting or assessing an internship is limited to what is necessary for that purpose and is handled in accordance with Walbrook's data protection policies. Any reasonable adjustment information shared with an employer requires the student's consent.

4.7 Equality of access and international students

Internship and placement opportunities are offered in a manner consistent with Walbrook's Equality and Diversity Policy, and reasonable adjustments are available to students who require them, in accordance with the Reasonable Adjustments Policy. Students who hold a Student visa remain responsible for ensuring that any internship or placement is compatible with their visa conditions, including any restrictions on working hours, and should seek advice from Walbrook before accepting a placement where they are uncertain of their position.

4.8 Changes, withdrawal and complaints

Where a placement cannot proceed as agreed, is withdrawn by the employer, or needs to end early, the internship tutor will work with the student to identify an alternative means of meeting the module's learning outcomes wherever possible. Concerns about a placement that cannot be resolved directly with the employer or internship tutor may be raised through the Student Complaints Policy.

5. Document Governance

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