



GUIDE FOR THE PREPARATION OF THE INTERNSHIP REPORT

ISAL | HIGHER INSTITUTE OF ADMINISTRATION AND
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Introduction

This document is a guide with general guidelines for the preparation of the Internship Report. These guidelines are neither mandatory nor rigid and must be adapted to each specific case according to the role played by the student in his/her internship, as well as according to the specificity of the undergraduate course in which he/she is enrolled.

This guide is structured in the following items: presentation, structure and writing:

- Goals of the curricular internship and the report
- Structure
- Writing
- Final recommendations
- Examples
- Graphic presentation

Objectives of the internship and the final report

With the curricular internship, it is intended that the student:

- Acquires professional and organisational experience in the several training areas of the undergraduate course;
- Develops skills in a professional and technical environment;
- Understands the practical application of the syllabus of his/her course;
- Applies the knowledge acquired to specific situations;
- Develops transversal behavioural skills such as interpersonal relationship, self-confidence, discipline, working methods, ability to meet deadlines and schedules, ability to integrate into organisations, groups and work teams.

The internship report allows verifying if the student:

- Is capable of developing information research processes;
- Has been attentive to the company and its surroundings, being able to portray/analyse components of his/her specific training area;
- Is capable of decoding everything that was related to the activities of his/her internship time, presenting in detail his/her internship activities, and valuing himself/herself;
- Is capable of creating value for the company, by suggesting and detailing appropriate, coherent and feasible action measures.

Structure

The report must contain the following parts: pre-textual, textual and post-textual.

1. Pre-textual part

The pre-textual part contains the cover page, the acknowledgements, the table of contents and the list of tables and figures.

1.1. Cover page

There is not a mandatory cover model, even though we suggest this one:

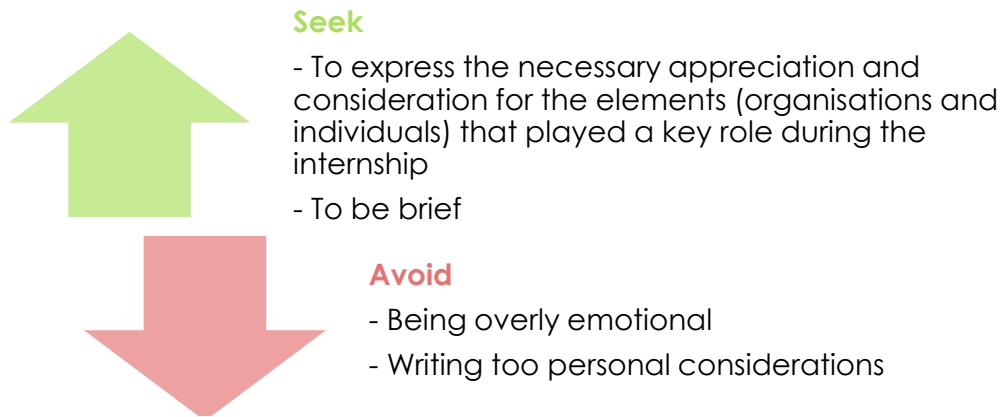
- Identification of “Higher Institute of Administration and Languages” and the logo
- Name of the undergraduate course
- Title “Internship Report”
- Identification of the organisation in which the internship took place
- Full name of the student
- Name of the supervising lecturer of the internship
- Name of the internship coordinator at the company
- Place and date

Depending on the specificity of the internship, other elements may be included on the cover page:

- Logo of the organisation where the activity was developed
- Title of the internship

1.2. Acknowledgements (optional)

The acknowledgements must be sober and mention the name of the organisation and/or the people being thanked along with a brief justification for the acknowledgement (example: financial support, facilitation of data collection, encouragement, ISAL, coordinator, suggestions etc.)



1.3. Abstract (mandatory)

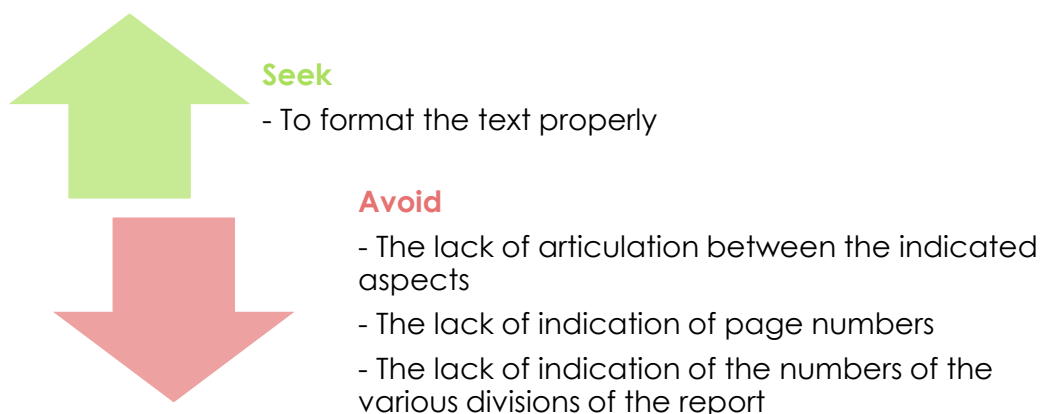
Whenever the abstract and its English version exist, it should summarily translate everything that was done in the scope of the internship, the objective, methodologies, considerations, originality and contributions, in a reliable way, allowing the reader a correct perception of everything that the student did during this final period of learning.

1.4. Glossary\Abbreviations\Acronyms (mandatory)

The glossary establishes *a priori* understanding of concepts that will be used in the body of the report.

1.5. Table of Contents

The table of contents must indicate all the titles of the text (divisions and subdivisions) and their page numbers. The table of contents should also include the appendices in an itemised way, and the appendices should be identified. The formatting of the table of contents should facilitate the reading of these contents and the relationship between them.



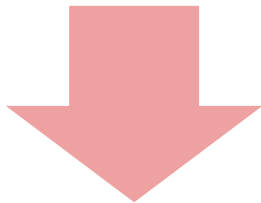
1.6. List of tables, figures and graphics

Tables, figures and graphics should be listed separately by number, followed by the title and respective page.



Seek

- To format the text properly



Avoid

- The lack of a list of illustrations
- The lack of indication of page numbers

2. Textual Part

In the textual part of the Internship Reports, the following should be included, separated into chapters:

2.1. The introduction

The introduction explains the objectives of the internship, the parts that make up the report and the contents included in it. Therefore, in an introduction, it is desirable to have a first paragraph in which the reader's curiosity is stimulated, using for this purpose the most appealing and relevant aspects related to the theme that should be explained in the following paragraph.

The introduction should:

- Present the internship project.
- Present the (general and specific) objectives and the interest of the work developed.
- Briefly describe the project/activities planned for the internship.
- Identify the methodology used for the development of the work.
- Describe the structure of the report.

2.2. General characterisation of the organisation

The characterisation of the organisation should include the name, sector of activity, location; history, mission, objectives, values, strategy, billing, organizational chart, etc., and brief characterisation of elements associated with the specificity of the undergraduate course (e.g.: characterisation of policies, human resources, marketing-mix, logistic processes, information management, etc.).

2.3. Theoretical framework/literature review

The existence of a possible theoretical-conceptual framework depends on the specificity of the undergraduate course and internship. The main sources of the different curricular units of the undergraduate course which the student used to plan and carry out the different activities of the Internship should be presented. Other sources should also be cited, particularly those to which the students had access through research on their own initiative or as a result of training provided by the host organisation.

2.4. Description and analysis of the activities carried out and the results obtained

This division corresponds to the essential part of the report, in which the set of events that took place during the activity is described and reported.

This description and analysis should be brief and clear, and may require the definition of concepts to better understand their contents.

It is desirable to introduce the internship plan and its schedule of activities. In this part, the student demonstrates the results obtained and presents any improvement proposals to the organisation. A reflection should also be made on the contribution of the internship to the development of the student's technical and behavioural skills.

2.5. Conclusion

The conclusion highlights the essential aspects of the work, as well as the prospects of future work for the internship in question, it should contain a summary of the activities undertaken by the student during the internship period and the skills mobilised to carry out these activities, as well as its results, namely the contribution of these activities to solving the different problems listed in the scope and objectives of the approved Internship Plan.

The student can present prospects of work that can be done in the near future to improve or conclude the work done.

The conclusion cannot include anything that does not derive from the content of the body of the report (avoid comments on how difficult the internship was or how satisfying it was).

AVOID

- Overrating the characterisation of the organisation.
- Being too brief in the description and exploration of the Activities Undertaken in the internship.
- The excess or insufficiency of indicators concerning the organisation. In the case of excess, the less important indicators should be included in the Appendix.
- An excess or insufficiency of tables or graphs synthesising the information. In the case of excess, these should also be included in the Appendices.
- Insufficiencies in the exploration of data, namely those that can be extracted from tables or graphs.
- Making unfounded conclusions about the topic in question.
- Making statements that reflect personal judgments and that need to be substantiated (e.g., stating that the facilities or equipment are obsolete).
- Present a poorly developed and explored critical analysis.

3. Post-textual part

The post-textual part contains the bibliography and appendices.

The student should justify the work done based on **bibliographical references**. The bibliography should meet two criteria: be relevant to the contents and reflect a high degree of updating.

In the preparation of the final bibliography, several models can be used (essentially in social sciences the **APA**, IEEE, etc. standards), but the criterion of uniformity throughout the report should be respected.

The bibliography should be presented in alphabetical order, and the use of the author's surname and year of publication is suggested. If there are several works by the same author for the same year, chronological order should be respected; if there are several works from the same date, use lowercase letters (1997a), (1997b) in front of the date.

In the appendices, it is advisable to present the material and instruments used in the study.

SEEK

- To title all appendices
- To number the first page of each appendix
- To indicate the appendices in the table of contents
- To articulate the appendices with the text

AVOID

- Introducing appendices that are neither referenced nor articulated with the main text
- Including irrelevant appendices
- Present appendices without titles
- Present appendices that are not separated or numbered

Writing

When writing the text, attention must be paid to uniformity in the verb tenses used.

As a general rule, **verbs** should be in the past tense. Regarding the references to the author of the work, the style should be impersonal (e.g. "it took place" instead of "I did").

Quotation marks should be used when referring to a word or sentence that uses ironic, slang or made-up terms; when reproducing a title of an article or book; when using ambiguous words.

Italics should be used for all loanwords. When a term is used frequently in the text, the use of abbreviations is recommended, and it must be associated with the term in full, at least the first time it is used.

Figures, tables and **graphs**, in addition to having a title which is presented after the reference to their number, should indicate the reference/source from which they were extracted when it is a reproduction.

The title of the figure should be smaller than the size of the body text.

Examples:

1. When extracted from a book:

Figure 5. Layers of Culture by Rousseau

Source: "Assessing organizational culture" (p.158), D.M. Rousseau, 1990, San Francisco, Jossey-Bas Publishers

2. When extracted from a journal/magazine:

Figure 6. Levels of competence of each organization according to Kochaski & Ruse

Source: "Designing a competency-based human resources organization", J.T.Kochashí & D.H.Ruse, 1996, Human Resources Organization, 1, 35, p.21

Quotations are intended to enrich information or reflection and to support statements made in the text, but their excessive use should be avoided.

SEEK

- To be concise, clear and objective
- To title and number all figures, tables, and images
- To title and number all appendices
- To highlight titles and subtitles graphically (by changing the font size or by varying its thickness ("normal", "bold"))
- To ensure that all content presented is relevant
- Not to extend less important parts (e.g. description of the organisation)
- Not to use confidential data (without the consent of the organisation)
- Not to comment without knowledge of your surroundings
- Not to use distracting and not very relevant 'embellishing' elements (headers, colours, logos or other graphic elements)
- Not to use backgrounds that cause noise when reading (the safest is to opt for a plain white background)
- Not to submit the report without the consent of the internship coordinator.

AVOID

- Presenting a poorly explored and developed critical analysis
- Reflecting several times on the same problem, but at different times
- An incorrect exposition of ideas
- Using jargon and terms and expressions of everyday language, not being careful
- Poorly written texts, with spelling mistakes, poor punctuation and inconsistent verb tenses
- Presenting little innovative proposals and suggestions
- Presenting unjustified or unfeasible proposals and suggestions

Presentation

For reasons of readability and coherence with the graphic identity, it is recommended the use of one of the following fonts in the body of the text: Verdana (size 9 or 10), Arial (size 10 or 11) or Times New Roman (size 11 or 12).

The format of the pages should be:

- top margin – 4 cm
- bottom margin – 2.5 cm
- left margin – 2.5 cm
- right margin – 2.5 cm

In the body of the text, the space between lines should be 1.5. For notes, subtitles, bibliographical references and long quotations, the space between lines should be 1.

It is recommended that the number of pages is between 35 and 60, excluding appendices which, as a rule, should not exceed one-third of the body of the paper.

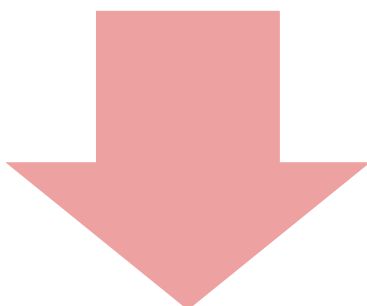
Pagination can be at the top of the page or at the bottom, from the first page of the text to the end of the appendices. All pages from the "Acknowledgements" to before the "Introduction" should be numbered using Roman numerals (therefore, this chapter will begin on page I).

The graphic style should be sober and technical, and the titles and elements to be highlighted should reflect the relative importance of each element by varying the font size or varying its thickness.



Seek

- To define the importance of each indicator by varying the font size or its thickness ("normal", "bold").



Avoid

- Using distracting/excessive graphic elements regarding what is critical (e.g., unnecessary colour, colourful headers, etc.).

- Using more than one or two fonts.

- Imbalances between the relative importance of each indicator and the font size or order in which it appears.

General Recommendations

Consult the internship regulation, pay special attention to the deadlines for submission of the final report and the number of internship reports to be delivered, as well as their recipients.

As soon as you start your internship, start writing down everything you are doing; how much time you spend on each of these projects/activities/tasks; what ways there may be to improve them; other activities/projects/ideas that you remember/notice and that could be implemented to improve the organisation's performance.

Start working on the report from the beginning of the internship.

Draft Report

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Bibliography (APA Style)

a) Books

(Author's surname, first name (year of publication). Title underlined or in bold. City: Publisher);

b) Articles in Periodicals/Magazines

(Author's surname, first name (year of publication). Title. Magazine title underlined or in bold, magazine number, pages of the article)

c) Internet sites

- <<http://www.psicologia.com.pt/agenda/>> (Oct. 15, 2006).

d) Book Chapters