Information for mentors regarding the internship
as part of the Bachelor-Programme
Social Services Management

Status as of 11.12.2013

1. The internship

The internship forms a central part of the practical orientation within the whole degree of Social Services Management (SSM). It is designed to prepare for the occupational practice as a social services manager, i.e. the training place has to provide fundamental elements of the activity profile of a social services manager. Practical training can be completed in various areas of work within social services management which cover the organization, administration, financing, management and design of social services. It should impart knowledge, skills and proficiencies through project-oriented active cooperation.

Teaching content during the internship-phase is conveyed at two study locations: in professional practice or at the training place with which a training contract is entered into, and at the University of Applied Sciences Kempten through accompanying lectures. Both study locations have their specific objectives. Part of the University's task is to impart basic scientific principles and orientation for future professional practice and to support the learning process. The training place's responsibility is to create and to offer learning conditions which on the one hand facilitate occupational orientation and on the other render possible a protected environment for practical experience. Therefore a close and transparent collaboration between both study locations is important.

2. Time specifications for the internship

- scope: 20 weeks (consecutive); part of that are two weeks accompanying lectures at the University
- position: 5th semester

3. Training contract

The training contract (see preprint on the University-homepage: http://www.hochschule-kempten.de/studium-organisation/praxissemester/ download-wichtiger-dokumente.html) has to be issued in triplicate and is entered into by the training place and the student. Approval in written form by the University is prerequisite for the recognition of the practical course as an academic achievement. It requires the properly completed draft contract (in triplicate) as well as the general training schedule signed by both the training place and the student.

The 'Studienamt' (study office) needs to receive the contract by 15th June at the latest so that it can be approved in time before the start of the internship.

4. Prerequisites for the approval of the provider of practical training

The training place
- should prepare comprehensively for the job in the particular professional field of activity within SSM;
- together with the student develops a general training schedule which forms the basis for the University's acceptance of the training contract;
- should have been in business for at least a year and have more than two staff members;
- supervision/mentoring should in general be conducted by professionals who have completed a university degree (for example social work, economics, social science, law or administrative science).

5. Insurances

The training company undertakes to inform students about insurance coverage provided by the company and informs them about their duty to enter into a personal liability insurance.

6. Requirements concerning mentorship at the training place

Mentorship is a didactic instrument in the practically oriented training of social services managers and is to be understood as assistance and support during the familiarization with a certain area of work, whereby personal characteristics of the student should be considered as far as they influence occupational practice. Mentorship endorses the goal to build an interrelation between theory and practice in social services management and encourages the engagement with the professional role. From this it follows that:
- the supervising professional (cf. Nr. 4) should have a minimum of two years work experience;
- he or she should have worked at the training place for at least a year;
- he or she should generally not supervise more than two students;
- mentorship has to take place regularly;
- mentor and student develop together a personal training concept, preferably not later than two weeks after the start of the internship.

7. Requirements and expectations directed at the student

According to his/her performance capability and after a period of vocational adjustment, the student endeavours to take on tasks independently and execute them assiduously. He/she conforms to the usual working hours in order to get to know the day-to-day operations. In view of the difficult balancing act between a training and a temporary employment situation, the student strives to progressively grow in performance ability and responsibility and to cover a wider working spectrum. Should difficulties arise, he/she will of his own volition get in touch with the supervising professional as well as the internship coordinator of the BA-Programme SSM and take on responsibility for the training scheme. The student looks after the preparation of the training schedule and informs the training place of the study timetable in time.

Any documents, concepts, calculation formulas etc., which have been worked out or developed during the internship, become the property of the training place.

8. Accompanying lectures

Accompanying lectures consist of 6 contact hours per week. They are offered as regular study days or as a block course. Attendance is compulsory. The training place has to make it possible for the student to take part in the accompanying lectures during the practical training.

Implementation of the lectures lies within the responsibility of the particual lecturer. The lectures serve as preparation, support and reflection of the internship. Aim is to prepare the students for their work experience; familiarize them with a project task; to support them; and, subsequent to the internship, to link up the project work with the subject-didactic contents of the BA-Programme SSM and to connect it with a reflective professionalism.

Students are acquainted with a selection of topics from social services management such as the conceptual design of proposals, the organization of services, execution and evaluation. From this topic selection tasks are taken into a practical environment and process-oriented solutions devised.
Dealing with them takes place according to a pluralism of methods. Thus, along with conventional forms of analysis and reflection, methods and models from the areas of coaching, mentoring and supervision are introduced. Thereby individual as well as field- and topic-specific experiences are collected and processed. Reflection takes place from a multiperspective point of view within social services management (see BA Module Handbook, Module 7.2 as well as the information from the supporting lecturers).

As a rule, the accompanying lectures are scheduled before the start, during the middle and at the end of the internship. Dates are published via public notice within the University in accordance with the supporting lecturer.

9. Reports

In order to document the learning process and as a performance record for the successful completion of the internship a report is required which may also be subdivided into several parts. Usually it encompasses the personal training concept, an analysis of the organization/institution as well as the depiction and reflection of a project which has been largely planned and executed by the student him-/herself.

Guidelines with regard to content are determined by the supporting lecturer. The report(s) have to be signed by the student as well as by the mentor as a way of acknowledgement, and then are to be submitted to the head of the accompanying lectures.

10. Confirmation of the successful completion of the practical training and certificate of internship

The basis for the accreditation of the performance during the internship by the University is a written confirmation of the successful completion of the practical training issued by the training place at the end of the internship (see preprint on the University-homepage:http://www.hochschule-kempten.de/studium-organisation/praxissemester/download-wichtiger-dokumente.html). This confirmation has to be submitted to the 'Studienamt' (study office).

In addition, the provider of practical training issues a qualified certificate of the student's achievements. It serves to clarify his/her qualification for the chosen area of practice, but does not constitute a certificate according to employment law which could be checked by the labour courts. However, it very much provides a recommendation for job applications at the start of a career. The assessment in the certificate should be discussed in an appraisal session together with the mentor and ideally be issued immediately before the completion of the internship.