# Detailed guidelines to students on Internship Project as part of the 3rd Semester of Diploma Program in Training and Development

The internship scheme in the new syllabus is an improvement over the previous practice of writing Project Report. The internship scheme envisages on the Job/Practical training for the student on one of the training activities that he/she chooses.

As mentioned in Clause 3 of the guidelines on internship, the student is free to choose any aspect of the L&D cycle such as delivery, evaluation, management, research etc., for carrying out the internship project as part of the 3rd Semester

The following is the methodology to be adopted while carrying out the internship in various areas of training as mentioned in Clause (3) of the guidelines

**DESIGNING A TRAINING PROGRAM:**

If student chooses to do internship with Trainer/Training Department internship on "Designing a Training Program", he/she would have to do the following activities:

   (a) Understand Training Needs of group/organization.
    (Conduct survey/interviews)

   (b) Develop questionnaire/Interview schedule.

   (c) Collect and Analyse data

   (d) Write Training objectives for Program/Each session

   (e) Decide sequence of topics.

   (f) Develop material- PPT's/activities/games/icebreaker


**DELIVERY OF TRAINING:** (in case the students choose to do internship in this area)

The delivery of training provides the most direct opportunity for trainers to guide learners in gaining new competencies. Factors such as communicating clearly, incorporating aspects of active learning, and being receptive to learner's feedback can help enhance the impact training has on the knowledge and skills of learners. The objective is to effectively increase the likelihood that the knowledge and skills gained through training will be retained and applied.

**Strategies and Methods to be adopted:**
- Clearly communicate learning goals, objectives, and outcomes to learners
- Help learners see how training relates to them

- - Relate training to job and job functions, if appropriate
    - Relate training to career development, if appropriate
    - Relate training to previous or real-life experiences of learners
- Implement active learning opportunities
    - Opportunities for learners to practice
    - Opportunities for learners to apply the training on the job
        - Have learners develop action plans for applying training to their jobs
    - Opportunities for learner interaction
    - Opportunities for learner reflection
    - Timely and informative feedback to learners
- Deliver motivating strategies throughout training
    - Use technology/social media during and between classes to keep learners engaged
- Solicit and be receptive to learner feedback throughout training
    - Modify original design for training, if indicated
- Monitor technology being used to deliver training
- Implement continuous process evaluation

**EVALUATION OF TRAINING EFFECTIVENESS:** (in case the students choose to do internship in this area)
Organizations spend a lot of money for the training purposes of their employees and that's why it is necessary for them to understand the effectiveness of the Employees Training and Development Programs. The training evaluation helps them cut the costs and save a great deal of time, which can then use for their business. This assessment is actually a measure to check the cost effectiveness of the given training program and to ensure that the training is capable of filling up the competency gaps within the organization.

There are various methods and stages to perform this assessment, but most of the time, it is done with the collection of data, which mostly comprises of their feedback about the deliverable of the training and whether or not, they are satisfied. Moreover, it is also discussed that whether they got to learn something from the training and do they feel as if they are able to apply those newly acquired skills in their workplace.

**Basis of Training Evaluation**
Most of the evaluation methods and steps are the outcomes of Kirkpatrick's Model, which makes use of reaction, learning, behaviour, and results as its basic categories on which the focus is needed to be kept. Reaction deals with the response of the participant regarding whether they liked the training course or not and if they did, then which part of it was the most interesting one and if not, then what's the reason. Learning deals with the degree to which the participants gained the knowledge and the rate of gain. Behaviour involves the checking of the level of the application of the skills, whereas, results deal the effect of the skills and knowledge on the success of the organization

**Training Evaluation Methods:**

1. **Satisfaction and Participant reaction**
   Satisfaction evaluation is the most basic measure for assessing the success rate of any training. For the purpose, the trainer, usually, hands out a survey at the end of the course to test the reaction of the participants.

2. **Knowledge Acquisition**
   Knowledge acquisition is the second level of the training evaluation and involves the examination as the attachment of the training course to check that how much the participants have learned from the training course. It is a fact that most of the participants take training seriously only if they know that they are required to demonstrate the concepts that they have learned during the training.
   In this method, participants are supposed to take the exam, after the training. The instructors or the trainers check and grade the responses and share the results with the students as well as the training managers. This is done so that any gaps in the expected and acquired knowledge can be quickly sewn up.

3. **Behavioural Application**
   The third method of evaluation deals with the behavioural application of their newly acquired skills. It also involves monitoring the changing behaviours as the skills and knowledge are applied to the tasks. Even though the first method of training evaluation, satisfaction assessment, is sufficient in most of the cases, but whenever the method of behavioural application is needed, it is used with the combination of the first two. This method demonstrates the level to which the participants apply their newly acquired knowledge in their real life and real-world problems.

4. **Measuring the Business Improvement**
   The primary objective of nearly all the organizations arranging the training courses is to generate a particular business improvement. So, it means that we can assess the success level of a training program by the improvement made in that particular field, once the training is complete and the participants are ready to apply their knowledge for the cause of development of the brand.

5  **Return on Investment (ROI)**
   The final member of our list of training evaluation methods, is related to the measurement of return on investment. It deals with the training regarding costs and returns. Costs like those of the course fee, facility fee, staff management and their wages, time used for the training the participants and returns like the business improvement, increased number of conversions and financial gains, both short term and long-term net gains

**TRAINING MANAGEMENT:**(in case the students choose to do internship in this area)

Training Management typically takes care of all the back-office processes related to training:

- Organizing logistics and resources
- Scheduling courses
- Handling Instructor-Led Training administration (registration confirmations, reminder emails…)
- Monitoring financials (tracking costs and profitability, forecasting budgets…)
- Creating reports and business intelligence
- Managing orders and invoices, for commercial training companies and extended enterprise

The above processes can be handled manually or through a Training Management Software System (TMS) which helps with Instructor-led-Training Management. Building complex schedules? Assigning trainers and resources to classes? Tracking costs per session, region or business unit? These are the sort of things that one can expect TMS to do.

**TRAINING RESEARCH:** (in case the students choose to do internship in this area)

In case a student would like to submit a research paper on training as part of his/her internship project, he can do so by choosing some relevant topic for research, a few examples of which are provided hereunder:

1. Effects of training on employee performance
2. Economic viability of training in _____ organization
3. Impact of training in development of future leaders in _____ organization
4. How do training and development impact on corporate and organizational achievements in the long run?
5. Training and development in sportsmanship. What roles do coaches play in inspiring hard work and success?
6. The place of social skills in training and development among college students
7. How do incentives and penalties impact on work productivity among employees?
8. Techniques to ensuring employees do their best to bring out the best in an organization for maximum productivity
9. The connection between organizational growth and training programs
10. How do training and development programs bring about a perfect blend of creativity, marketing and regular income streams in a company?

The above list is only indicative and not exhaustive, and the student is free to choose any topic for research after discussing the same with the mentor and getting his approval

Students will be required to document the entire process in the format for Internship Report enclosing all documents as annexure.

We are sure that the above details will help the students understand the process in a better manner