

# Standard Operating Procedure (SOP): Internship Program Design & Planning

This SOP details the process of **internship program design and planning**, covering the development of program objectives, selection criteria, internship roles and responsibilities, structured learning outcomes, mentorship and supervision frameworks, scheduling and duration planning, evaluation and feedback mechanisms, compliance with organizational policies, and communication strategies. The aim is to create a comprehensive internship program that provides meaningful learning experiences while aligning with the goals of both interns and the organization.

## 1. Purpose

To outline the procedures and guidelines for designing and planning an effective internship program that meets organizational needs and supports intern development.

## 2. Scope

This SOP applies to all departments and personnel involved in the initiation, design, planning, and execution of the organization's internship programs.

## 3. Responsibilities

Role	Responsibility
Program Coordinator	Leads program design, creates documentation, ensures compliance, oversees evaluation.
Department Supervisors	Identify internship roles, contribute to learning outcome development, participate in selection and mentorship.
HR Personnel	Assist with recruitment, onboarding, and policy compliance.
Mentors	Supervise, guide, and evaluate interns' performance and development.

## 4. Procedure

- 1. Develop Program Objectives**
  - Define clear goals for the program (e.g., talent pipeline, project support, community engagement).
  - Align objectives with organizational strategy and departmental needs.
- 2. Establish Selection Criteria**
  - Determine academic requirements, technical skills, and relevant experience needed.
  - Outline application process and selection timelines.
- 3. Define Internship Roles & Responsibilities**
  - Identify specific internship positions and primary duties.
  - Document expectations and reporting structure for each role.
- 4. Design Structured Learning Outcomes**
  - Set measurable learning outcomes for each internship position.
  - Ensure alignment with both academic and organizational frameworks.
- 5. Establish Mentorship & Supervision Framework**
  - Assign mentors/supervisors and clarify roles.
  - Provide guidance on communication, progress tracking, and support methods.
- 6. Plan Internship Schedule & Duration**
  - Set start/end dates, weekly schedules, and total duration.
  - Accommodate academic calendars and business operations where applicable.
- 7. Develop Evaluation & Feedback Mechanisms**
  - Implement regular progress check-ins and performance reviews.
  - Use standardized evaluation tools; gather feedback from both interns and supervisors.

#### **8. Ensure Policy Compliance**

- Review and adhere to all relevant organizational, legal, and academic policies.
- Document all processes aligned with applicable laws (e.g., labor regulations, health and safety).

#### **9. Establish Communication Strategies**

- Design onboarding materials and orientation sessions.
- Define channels for regular updates between interns, mentors, HR, and management.

### **5. Documentation and Records**

- Maintain internship descriptions, applicant records, learning agreements, and evaluation forms.
- Store all documentation securely and in compliance with data privacy policies.

### **6. Review and Continuous Improvement**

Annually review and update this SOP based on feedback, intern outcomes, and organizational changes.