

# Standard Operating Procedure (SOP): Monitoring and Support During Internship Placement

This SOP details the process for **monitoring and support during internship placement**, covering the roles and responsibilities of supervisors, regular progress reviews, communication protocols, feedback mechanisms, and problem resolution strategies. It aims to ensure interns receive consistent guidance, constructive feedback, and necessary resources to enhance their learning experience and successful completion of the internship.

## 1. Purpose

To establish clear procedures for effective monitoring and support of interns during their internship placements.

## 2. Scope

This SOP applies to all supervisors, coordinators, and interns involved in the internship program.

## 3. Roles and Responsibilities

Role	Responsibilities
Intern Supervisor	<ul style="list-style-type: none"><li>• Monitor intern progress and performance.</li><li>• Provide constructive feedback.</li><li>• Facilitate access to resources and support.</li><li>• Conduct regular check-ins and reviews.</li></ul>
Internship Coordinator	<ul style="list-style-type: none"><li>• Act as liaison between intern, supervisor, and organization.</li><li>• Ensure SOP adherence.</li><li>• Address unresolved issues escalated by supervisors or interns.</li></ul>
Intern	<ul style="list-style-type: none"><li>• Participate actively in reviews and meetings.</li><li>• Communicate challenges and feedback.</li><li>• Maintain professionalism and work ethic.</li></ul>

## 4. Monitoring Process

1. **Orientation:** Supervisor meets intern to review objectives, expectations, and resources.
2. **Progress Tracking:** Supervisors monitor intern progress weekly using activity logs or progress forms.
3. **Regular Meetings:** Schedule formal check-ins (at least bi-weekly) to discuss achievements, challenges, and goals.
4. **Documentation:** All meetings and feedback are formally recorded.

## 5. Communication Protocols

- Preferred communication channels (e.g., email, scheduled video calls) and response times clarified at orientation.
- Urgent issues communicated via phone or instant messaging.
- Meeting invites and agendas sent at least 24 hours in advance.

## 6. Feedback Mechanisms

1. Supervisors provide ongoing, formative feedback during check-ins.
2. Written feedback delivered at mid-placement and end-placement reviews.
3. Interns are encouraged to provide upward feedback anonymously or directly.

## 7. Problem Resolution Strategies

1. Encourage early reporting of concerns or challenges via agreed communication channels.
2. Supervisor attempts initial resolution through discussion and support.
3. If unresolved, escalate to Internship Coordinator for mediation.
4. All incidents and resolutions must be documented.

## 8. Resources and Support

- Access to necessary working materials, workspace, and training resources provided at placement start.
- Information on wellbeing support and reporting channels for harassment or discrimination.

## 9. Review and Continuous Improvement

- SOP reviewed annually by the program coordinator and updated as needed based on feedback from interns and supervisors.

## 10. Documentation

- Maintain all records, including progress forms, feedback reports, and resolution documentation, securely and in compliance with organizational policies.

*This SOP should be communicated to all new interns and supervisors prior to the start of placement and is accessible upon request.*