

**Department of
Recreation, Tourism, and Hospitality
Management**

**Manual for
Internship in
Recreation and Parks
Management**

RPM 417

Manual updated April 18, 2011

To our colleagues and students:

This internship manual has been prepared to assist our students and fieldwork supervisors in understanding the requirements for Internship in Recreation, Tourism, and Hospitality Management at The University of North Carolina at Greensboro. The internship serves as an integral part of each student's total educational preparation for professional practice, augmenting the content and objectives of the classroom.

The distinctive contribution of the Internship is in the opportunity afforded the student in developing professional behavior and in applying theory to practice in accord with their growing professional knowledge. The Internship is that phase of professional preparation which enables students to assume leadership in a variety of settings and programs, to progress to supervisory responsibilities, and to gain "hands on" professional experience under the supervision of experienced agency supervisors.

We view the Internship as a commitment to the future -- an opportunity for aspiring young Recreation and Parks Management professionals to gain valuable experience under the supervision of seasoned professionals. Many thanks are due to those colleagues in the field who have contributed to the Internship program through their ongoing input and critical evaluation.

Yours truly,

Recreation and Parks Management Faculty

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Introduction

One of the most difficult, and yet, most important adjustments for the graduating senior from a Recreation and Parks curriculum is the application of the academic knowledge achieved to professional work situations. Internship in Recreation and Parks Management is designed to provide students with an opportunity for practical application of theory in professional work prior to graduation.

Definitions

Internship: Directed field experience in a recreation, parks, or tourism agency under supervision of a University supervisor and an agency supervisor. Students, in a twelve-week (minimum) program, are assigned on an individualized basis to approved public, private, and commercial agencies for a minimum of 480 clock hours.

Agency Supervisor: The individual who has primary responsibility for directing the student's on-the-job experience within a particular recreation, park, or tourism agency.

University Supervisor: The individual who is employed by The University of North Carolina at Greensboro (UNCG) through the Department of Recreation, Tourism, and Hospitality Management to assist students with their Internship experience and who has final responsibility and authority for assigning grades.

Objectives of the Internship

1. To provide the student with an orientation to the field of Recreation and Parks Management.
2. To provide the student an opportunity to gain practical experience, under professional supervision, in actual work situations.
3. To supplement the student's classroom experience and allow for application of knowledge, skills, and abilities.
4. To provide the student an opportunity to develop leadership and supervisory skills.
5. To assist the student in understanding his/her own capabilities and areas of specialization for future course work or for possible employment.
6. To assist the student with future employment by providing professional experience, job contacts, personal references, and other forms of assistance.

The student, University supervisor, and Agency Supervisor involved in the Internship will all share in the responsibilities of the experience. The student should acquire experience in program planning and development, public relations, and management.

The University of North Carolina at Greensboro is providing the Internship in cooperation with agencies/institutions providing Recreation and Parks services.

A brief description of Internship expectations follows.

1. Internship in Recreation and Parks Management for which students receive twelve (12) semester hour credits, is designed to provide students the opportunity to relate theory to practice through observation and experience. Students are assigned on an individualized basis to approved public, private, and commercial agencies. The Internship is essentially a full-time experience at a recreation, tourism, or hospitality management site, of at least **480 clock hours** over an extended period of time, to be **not less than 12 weeks**. *Some participating agencies or institutions may require more than 12 weeks and/or 480 clock hours.* Students are expected to follow the rules, regulations, and policies of the agency as an employee. Students may be paid during their Internship experience. Students should understand, however, that financial compensation is not guaranteed nor is it a major consideration in determining Internship placements.
2. The University provides this written manual for the professional Internship. This guide delineates the philosophy and objectives of the Internship experience, progression and scope of experience, basic policies and procedures, and forms, records, and reports to be submitted.
3. The University supervisor will visit a local internship site at least once during the internship experience, and hold an evaluation conference, when appropriate, on site to discuss the internship. For those internships conducted outside the Piedmont Triad metropolitan area, phone calls will be made in lieu of a site visit.
4. The agency will assign a qualified staff member to supervise the student and submit an evaluation report on the student's performance during the final week of the Internship. TR faculty with current certification (NCTRC) and licensure (NCBRTL) **MUST** supervise TR interns and must ensure that the agency supervisor possesses current TR (NCTRC) certification and RT licensure (NCBRTL).
5. The student will submit required reports to the agency and the University supervisor, have periodic conferences with the Agency and University supervisor (as needed), and participate in the mid-term and final evaluation conferences.
6. The agency and the University will jointly agree upon placement of a student in the agency after consultation with the student, and in consideration of the needs of the student in relation to what the agency can provide. Prior to selection of the agency for placement and acceptance of the student by the agency, a general outline of the Internship should be developed.

7. The student should gain experience in the following areas:

- A. Management. The student should study and observe, in action, the policies and practices of the agency. This would include legal and legislative foundations of the agency, board relations, financial practices such as budgeting and record keeping procedures, funding sources, personnel and supervisory practices, staff evaluations, general staff relations, and techniques of dealing with the public and the agency constituency in a courteous and effective manner. Also included would be plans for marketing, especially in the areas of promotion and public relations.
- B. Programming. The student should help plan and implement a broad program of activities and services characteristic of the agency involved. The student should prepare program/activity plans in a systematic manner and help to carry out various types of programs. Plans for evaluation of programs should also be included.
- C. Areas and Facilities. The student should gain theoretical as well as practical experience in physical facility planning and operation. This may include experience in long-range planning as well as layout and operation of various types of areas and facilities. Involvement related to maintenance, equipment, and supplies is essential, as well as physical inspections and risk management procedures.

Additionally, depending on the academic concentration of coursework, the student will gain experience in **one** of the following three areas:

- D. Therapeutic Recreation. If the Internship involves a therapeutic/clinical situation, the student should gain experience/exposures in developing recreation therapy protocols, individualized treatment plans, assessments, grand rounds, in-services, charting procedures, and other matters pertaining to the treatment/care of individuals undergoing therapy. Involvement in staff meetings, where appropriate, is strongly encouraged. As of August 23, 2005, all TR practitioners must be licensed through the North Carolina Board of Recreational Therapy (<http://www.ncbrtl.org/>) in order to practice in NC. Therefore, it is **required** that the Therapeutic Recreation Intern Supervisor meet all criteria of the National Council for Therapeutic Recreation Certification (NCTRC) and the North Carolina Board of Recreational Therapy Licensure (NCBRTL).
- E. Leisure Services Management. If the Internship involves a public recreation and parks situation, the student should gain experience in dealing with public relations, attend board/commission and other community meetings, work with committees, visit individuals in the agency and community, and receive broad agency/community experiences during his/her Internship. The Internship should help the student to understand the total concept of the agency through the discussion of actual problems and situations in the operation of the agency.

- F. Commercial Recreation. The general criteria for the Internship apply equally to public, private non-profit, and private for-profit oriented organizations. The student should gain experience in as many aspects of the business as possible. Because of the diversity of such businesses, it is difficult to detail the types of experiences which will best meet the needs of the student; however, the Internship application should specifically outline the experiences which the student will receive (e.g., marketing, customer service, group sales, concessions operations).
- G. Travel and Tourism. The general criteria for the Internship apply equally to public, private non-profit, and private for-profit oriented organizations. The student should gain experience in as many aspects of the business as possible. Because of the diversity of such businesses, it is difficult to detail the types of experiences which will best meet the needs of the student; however, the Internship application should specifically outline the experiences which the student will receive (e.g., marketing, customer service, group sales, concessions operations).

The above outline should serve as a guide to assist the agency and University supervisors in developing quality Internship experiences. It is assumed that the material will be adapted to the characteristics of the agency or business. Supervisors should feel free to add other appropriate and useful information.

Policies Governing Internship

Students planning to enroll in Internship must submit an application and resume to the Fieldwork Coordinator. The deadline for submitting these materials is as follows: (1) applications must be submitted **by November 1st**, (that is around the mid-point of the fall semester prior to the summer or spring in which the Internship is to be taken), and (2) appointments must be made with your faculty advisor for placement approval before final approval is granted by the Internship Coordinator for Internship placement.

Eligibility Requirements

In order to be eligible for Internship, students must meet the following requirements:

- Have earned a minimum of 84 semester hour credits with a **2.0 or better** cumulative grade point average (GPA). This GPA is a University requirement with NO exceptions. A 2.0 GPA or better in RPM coursework is also required.
- Have earned a minimum of 24 semester hour credits in Recreation and Parks Management courses, including 6 semester hours in their concentration. Required professional core courses include RPM 111, 212, 213, 314, 315 and 416 (including either RPM 231, 241, 324 or HTM 261).

Eligibility for Internship will be based upon information obtained from the Registrar's office at the conclusion of the semester PRIOR to the semester of the Internship. ***Students falling below a cumulative 2.0 GPA will not be permitted to register for RPM 417.***

Therapeutic Recreation students must submit a copy of the internship supervisor's national therapeutic recreation certification credentials and state recreation therapy licensure (when applicable). Students not showing proof of the internship supervisor's credentials will not be allowed to complete their internship until they submit copies of these credentials. University Supervisors MUST ensure the internship supervisor's credentials from NCTRC (certification) and NCBRTL (State of NC Licensure) are current and will continue to be current for the duration of the internship.

Liability Insurance for Students

Students must have liability insurance during the Internship experience. Some agencies cover students under agency policies, some agencies make available insurance for a minimal charge, and some agencies make no provisions for insurance coverage. Students must show proof of insurance coverage prior to beginning the Internship experience. This can be a letter from the agency (on agency letterhead) or a copy of the policy application and proof of payment. The Department assists students in obtaining liability insurance coverage. Students should complete the application form; and return it along with a personal check to cover insurance costs to the Departmental Secretary for processing. ***Students not showing proof of insurance coverage prior to beginning the Internship experience will be dropped from the course without notice.***

General Procedures for Placement

Students must adhere to the following procedures as they progress through the placement process:

- 1) Print the necessary fieldwork documents, including two copies of the Manual for Graduate Internship in Parks and Recreation Management and become familiar with its contents. (www.uncg.edu/rth/fieldwork)
- 2) Identify several agencies where you would potentially like to conduct your internship.
- 3) Make an appointment with your faculty advisor for approval of the agency sites. A very important role of the faculty advisor is to approve and assist the student in ranking the agencies.
- 4) Complete the Eligibility Form for Practicum or Internship and submit to the faculty advisor or Fieldwork Coordinator.

When you have completed the above procedures, you should:

- 1) Contact your academic advisor and request an appointment to meet.
- 2) Bring all the necessary materials with you to the meeting to discuss your Internship placement. Your advisor will discuss your materials and the three agencies of interest. Following the meeting, you will forward your approved application to the agreed upon agencies.
- 3) After meeting with your advisor and deciding on an agency, submit the Request for Practicum or Internship Site Approval form, one page internship proposal, and resume with your application.
- 4) Students must obtain liability insurance from the Department of RTH. ***Students not showing proof of insurance coverage prior to beginning the Internship experience will be dropped from the course without notice.***
- 5) Therapeutic Recreation students must submit a copy of the internship supervisor's national therapeutic recreation certification credentials and state recreation therapy license (if applicable). ***Students not showing proof of internship supervisor's credentials will not be able to complete their internship under this supervisor.***

NOTE: No Internship hours will be counted until all forms have been submitted to the academic advisor or Fieldwork Coordinator, including the Report Calendar.

NOTE: No Internship hours will be counted until TR students have submitted copies of their internship supervisor's CTRS and LRT credentials.

Criteria for Agency Selection

Internship placements should result from the combined effort of the student, the Internship Coordinator, the University supervisor, and the agency supervisor. The selection of the professional agency should be matched with the student's needs in order that the student can best fulfill personal and professional outcomes.

Basic Criteria for Agency Selection

1. The agency should be recognized in the field of recreation, parks, and tourism.
2. The agency should have an established Internship program worthy of a master's level student.
3. The agency and its staff should be willing to provide opportunities for active participation as well as observation of programs and services.
4. The agency and its staff should be willing to conduct an orientation program and provide other information needed by Internship students.
5. The agency staff should be qualified through education, experience, and credentials (e.g., professional certification and/or licensure) as necessary to provide supervision and guidance to Internship students.
6. The agency should have sound written administration policies and procedures, including budget and finance, publicity and public relations, maintenance and operation, and personnel management.
7. The agency staff should be willing to accept the student as a contributing professional member of the staff.

Basic Criteria for Agency Supervisor

1. Agency supervisors should have **one** of the following:
 - * four-year degree from an accredited college/university in recreation, parks, or tourism or a closely allied field, and a minimum of two years supervisory and/or administrative experience.
 - * masters degree from an accredited college/university in recreation, parks, or tourism or a closely related field and a minimum of one year supervisory and/or administrative experience.

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- * significant professional experience in their field (five years or more, with at least one year in a supervisory and/or administrative role), and an understanding of the recreation, parks, and tourism field.
- 2. Agency supervisors should be willing to provide guidance and direction during the Internship experience, facilitate accomplishment of the student's Internship goals and objectives, and submit required evaluation reports to the University supervisor.
- 3. ***Agency Supervisors responsible for the supervision of student interns in the Therapeutic Recreation Concentration must be certified as a CTRS through the National Council for Therapeutic Recreation Certification (NCTRC). If the student is completing the Internship in the State of North Carolina (or other states in the U.S. with RT licensure), the Agency Supervisor and University Supervisor responsible for their supervision in the Therapeutic Recreation Concentration must ALSO be licensed as a LRT through the North Carolina Board of Recreational Therapy Licensure. Copies of both CTRS and LRT credentials must also be submitted with all other required paperwork.***

Grading Procedures

The student's final grade for the Internship experience will be based upon the following factors: mid-term report, mid-term evaluation, final student report, and final evaluation.

NOTE: Final grades cannot be posted until ALL final paperwork is completed and turned in to your University Supervisor.

Report Information

During the course of the Internship, the student will submit various reports which will provide information about the agency, the learning experience, and the student's progress. All reports will be kept on file and should be regarded as professional papers. As such, the reports should be carefully and thoughtfully drafted and thoroughly edited. Reports should be typed, double-spaced, and free from errors (such as spelling, typographic, grammar, and punctuation). **If reports are inadequate or contain excessive errors, they will be returned to the student for revision.** Once the report is acceptable, it will be placed in the student's file and the student notified.

Mid-Term Report

After you have completed a **minimum of 240 hours, or half-way through your Internship**, you will submit a 4-5 page report briefly describing what you are doing and the progress you are making toward your learning goals. As this fieldwork is primarily a learning experience, the ***emphasis should be on what you are learning more than the duties you are performing***. The Mid-Term Report is due to the University Supervisor within five (5) calendar days of the completion of the 240 clock hours (or mid-point date). Reports that are sloppy, insufficient in detail, or poorly written/edited will not be considered acceptable and will be returned for revision.

Format: Use the subheadings listed below to format the Mid-Term Report. Be sure to discuss your experiences relative to each of the sections.

- A. **Agency Description** - Philosophy, goals and objectives of the overall system and units involved, the organizational structure, programs and services, areas and facilities, and general administrative policies and procedures (attach a copy of the organizational chart showing lines of authority, a policy and procedures manual, etc.)
- B. **Outcome Summary** - Review of learning outcomes. Summarize how each outcome was accomplished (or not), and discuss any problems and difficulties and how these were overcome. Summarize any additional learning.
- C. **Professional Experiences** - Discuss the nature and scope of the Internship experience; the program areas (e.g., arts and crafts, athletics, dance, drama, music), the settings (e.g., playgrounds, camps, parks, hospitals); and any special facilities (and special functions or populations served). Discuss how these variables related to your learning goals.

The *Agency Evaluation of Student Intern* form should be completed by the Agency Supervisor and after having discussed the evaluation with your Agency Supervisor, the student should submit the evaluation along with the mid-term report.

Final Student Report

The student, upon completion of the Internship experience, is required to submit a final report to the University. ***The final student report should be returned to the University within seven days after the end of the Internship experience.*** It is suggested that the student keep a copy of the report for his/her own personal files. Students are encouraged to keep a log of their experiences throughout the Internship and use these notes to compile the final report. Typically, this report is a **minimum of 8-10 pages in length**, plus any attachments about the agency or samples of your work or special project.

If/when the Final Student Report is deemed acceptable by the University supervisor and the agency supervisor has submitted a satisfactory *Agency Evaluation of Student Intern* form to the University supervisor, the reports will be added to the student's file and the student notified. A grade will then be given and 12 hours of academic credit added to the student transcript.

All reports must be turned in no later than the last day of classes for the semester in which the Internship is conducted if a grade is to be given on time. This is absolutely essential for students who are planning to graduate during the same term in which the Internship is completed. If papers are submitted late, an Incomplete will be given. ***To remove an Incomplete, all work must be completed and all papers turned in and accepted as satisfactory within one month of the end of the Internship experience.***

Format: Use the subheadings listed below to format the Final Report. Be sure to discuss your experiences relative to each of the sections.

- A. **Agency Description** - Philosophy, goals and objectives of the overall system and units involved, the organizational structure, programs and services, areas and facilities, and general administrative policies and procedures (attach a copy of the organizational chart showing lines of authority, a policy and procedures manual, etc.)
- B. **Outcome Summary** - Review of learning outcomes. Summarize how each outcome was accomplished (or not), and discuss any problems and difficulties and how these were overcome. Summarize any additional learning.
- C. **Professional Experiences** - Discuss the nature and scope of the Internship experience; the program areas (e.g., arts and crafts, athletics, dance, drama, music), the settings (e.g., playgrounds, camps, parks, hospitals); and any special facilities (and special functions or populations served). Discuss how these variables related to your learning goals.
- D. **Special Projects Assigned** - Discuss the nature and scope of any special projects assigned by your Agency Supervisor (attach copies). How did these relate to your learning outcomes?

- E. **Professional Development** - Discuss any orientation sessions, workshops, conferences, seminars, symposiums that you attended. Relate them to your learning goals.

- F. **Self-analysis of the Practicum Experience** - Discuss any personal and professional growth or development of skills/competencies you developed over the course of the Practicum. Identify strengths and weaknesses, suggestions for self-improvement, and any emerging career interests as a result of your experience. Be specific, concrete, and critical! Don't hesitate to state that an assignment didn't go as planned, or that you didn't achieve all of your goals. However, *mention what you learned from the situation*, make suggestions for what could have been done better, what went wrong, and how things might be changed. We can often learn more from our mistakes than our successes.

- G. **Recommendations relative to the University, agency, and Agency Supervisor** - Make recommendations and suggestions for improving any facet of the Internship experience.

- H. **Student Evaluation of the Agency** - This form should be submitted with the final report as an attachment.

Mid-Term and Final Evaluations

The mid-term and final evaluations serve as a major communication link between the student, the agency supervisor, and the University supervisor. The student is responsible for providing the agency with a copy of the *Agency Evaluation of Student Intern* form. The agency supervisor will complete the evaluations and review them with the student, then submit them to the University supervisor. The mid-term evaluation should be mailed (or faxed) to the University supervisor after completion of approximately 240 hours. The final evaluation should be submitted with the student's final report.

Required Practicum and Internship Forms

Required forms for Practicum and Internship are located on the RTH Fieldwork web site. Please visit the site and download all forms at:

www.uncg.edu/rth/fieldwork.html

1. Eligibility Form for Practicum or Internship

This form is completed by the student and submitted to the RTH Fieldwork Coordinator. THIS FORM MUST BE SUBMITTED BEFORE A STUDENT CAN BEGIN THE PRACTICUM OR INTERNSHIP.

2. Request for Practicum or Internship Site Approval

This form is completed by the student and submitted to the student's academic advisor for approval of the practicum or internship site. THIS FORM MUST BE SUBMITTED BEFORE A STUDENT CAN BEGIN THE PRACTICUM OR INTERNSHIP.

NOTE: Agency Supervisors responsible for the supervision of student interns in the Therapeutic Recreation Concentration must be certified as a CTRS through the National Council for Therapeutic Recreation Certification (NCTRC). If the student is completing the Internship in the State of North Carolina (or other states in the U.S. with RT licensure), the Agency Supervisor and University Supervisor responsible for their supervision in the Therapeutic Recreation Concentration must ALSO be licensed as a LRT through the North Carolina Board of Recreational Therapy Licensure. Copies of both CTRS and LRT credentials must also be submitted with all other required paperwork.

3. Liability Insurance Form

This form is completed by the student and is submitted to the university supervisor at the end of the practicum or internship. THIS FORM AND THE PREMIUM PAYMENT DUE MUST BE SUBMITTED BEFORE A STUDENT CAN BEGIN THE PRACTICUM OR INTERNSHIP.

4. Report Calendar for Practicum or Internship

This form is completed by the student and university supervisor, and is submitted to the RTH Fieldwork Coordinator. THIS FORM MUST BE SUBMITTED BEFORE A STUDENT CAN BEGIN THE PRACTICUM OR INTERNSHIP.

5. Agency Evaluation of RTH Student Intern

This form is completed by the agency supervisor and is submitted to the university supervisor once at the mid-term of the practicum or internship, and again at the end of the practicum or internship.

6. Student Assessment of the Agency

This form is completed by the student and is submitted to the university supervisor at the end of the practicum or internship.