Assignment 1: Internship Learning Plan with Reflection

RATIONALE

This is an opportunity for you to:

- identify and reflect on the professional knowledge and capabilities that you bring to your internship role, and how these will help you in your new work team and environment, and
- co-create your learning plan in the workplace and discuss your goals for the internship experience with your industry supervisor.

Goal setting and planning for professional development is an important part of your learning experience and will help you manage the future of work and your careers. This task will align expectations between you and your industry supervisor, allow both you and your supervisor to have input to your learning and professional development, and ensure the internship learning plan is suitable, integrates field of study in practice and fosters relevant and authentic learning in industry.

CONTEXT

Reflection is the framework for learning during this WIL experiences. The model of reflection you are to use is captured in the lox below:

> Reflect on your plan:
> 1. **What?** Identify the challenges and opportunities in achieving the goals in your Internship Learning Plan. Challenges and opportunities could be related to unexpected or unplanned events, day to day decisions regarding your tasks, connecting with colleagues, workplace culture or something else.
> 2. **"So what?"** Expand your response to consider what these challenges or opportunities might mean for you and your internship plan and expectations?
> 3. **"What next?"** Think about changes you might make to adjust your learning plan based on the above. Consider questions and suggestions you might discuss with your supervisor in your mid-way performance review.

INSTRUCTIONS

Section 1.1 Reflection:

Undertake a brief inquiry on which professional knowledge and capabilities are relevant and important for your internship workplace (read about your role, company website, or other relevant resources) and identify what previous knowledge and capabilities you bring to your internship role. Write a short 350-word reflection based on identified knowledge and capabilities that you bring to your internship role, and how these will help you in your new work team and environment. **Note:** complete this task in the first couple of days of your internship and before meeting with your industry supervisor for your internship plan.

Set up a meeting time with your industry supervisor to plan and discuss your 2 learning goals for this internship. **This document needs to be signed by your industry supervisor before submission, end of Week 2.** Your learning goals must include:

1. One goal that relates to developing and applying your **disciplinary or technical knowledge/skills.**
2. One goal that relates to developing one of the following **workplace capabilities**: Communication, Teamwork, Organisation & Planning, Problem-solving, or Critical Thinking.

For each goal:

- Provide a rationale that explains **why** the goal is relevant or important to you, to developing your capabilities as a professional in your field/industry, or to your career goals.
- Identify 3 objectives that will enable you to achieve your goal (objectives are specific steps you will take to achieve your goal).
- Identify how you will evaluate your progress towards achieving your goal (how will you be able to evidence your progress and development).

SECTION 1: ABOUT YOU AND YOUR ROLE

Name:	Nguyen Nam Tung
Student number:	103181157
Student email:	103181157@student.swin.edu.au
Discipline major:	Bachelor of Computer Science – Data Science
Internship role:	Data Analyst

INDUSTRY PARTNER

Organisation name: PrompCorp	Industry Supervisor name & contact: Fan Zhang
Internship address: 72-92 Langford St, North Melbourne VIC 3051	Industry Supervisor Title: General Manager of Digital Centre of Excellence
Organisation structure, year of establishment and core business (50 words or less): *(e.g. "Save the Whales is a national not-for-profit charity organisation that specialises in animal advocacy and fundraising")* PrompCorp is the one of the leading companies in Australia's cleaning and facility management sector, featuring three core divisions tailored to meet diverse needs. First of all, the facility management division (hard FM) specializes in both planned and reactive maintenance task. Secondly, PrompCorp also offers soft services such as cleaning and milk delivery, ensuring workplaces are not only clean but also well-stocked.	

SECTION 1.1: REFLECTION- TRANSITIONING TO MY NEW ROLE

Word limit	350 words
Reflection (see 1.1 for instructions)	Commencing my internship at PrompCorp – one of the leading companies in Australia 's cleaning and facility management sector, requires a variety of technical and interpersonal skills. As I step into the Data Analyst Role, I have taken a deep dive into what the job entails and how my own experiences and skills align with the company needs.
	I am current studying the Bachelor of Computer Science, majoring in Data Science and Data Analytic. This experience provides me with a variety of technical skills that will help me a lot in my internship position such as programming language like SQL, Python as well as data analytic skills such as data wrangling, data visualization and business information system. These are the technical skills that are very important in all of my internship tasks, which involve create data pipeline to perform Extract Load and Transform (ETL) processes from the third-party data source to the central database, then utilising the data in the system to generate dashboards that supports the operation and management of the organisation. Additionally, the time studying in Swinburne University of Technology also provided me with opportunities to work on group projects, which are crucial in PrompCorp's professional environment, where teamwork is a norm and communication and the exchange of ideas among team members are equally as important as completing technical tasks. Last but not least, my handwork, my eager to learn new things and my great adaptability are also some crucial factors that I intend to contribute to my internship. Because of the dynamic nature of not just technologies but also facility management sector, the organization might face numerous new and unanticipated issues on a daily basis. My aforementioned characteristic, along with my technical skills, will aid in the development the final product - a supply management system with optimized ETL processes, hence improving PrompCorp's operational efficiency and effectiveness.
	To conclude, my educational background, along with my skills and my characteristic, will not only prepare me for the internship but also contribute a lot of value to the success of the project, helping me to improve my skills and my career development.

SECTION 1.2. INTERNSHIP GOALS

Internship Goals	Rationale	What are the steps and or actions you will take to achieve this goal?
By the end of this internship, I want to improve my data analysis skills and my understanding of how a typical business works and operates, by applying my technical skills in the development of a supply management system project that can boost the operational efficiency of the business. From that, I can not only gain new working experience but also demonstrate my enhanced data analysis skills throughout the internship time.	Data Analysis departments are becoming more popular in many companies across various industries such as technology, finance, healthcare, and facility management like PrompCorp. Therefore, as a data analytic intern, I can gain a variety of skills, from data cleaning, data visualization to understanding business operation, which are fundamentals for my future career in data science and data analytic, to be able to work in various industries. Secondly, a comprehensive understanding of how a business operates allows me to place my data analysis skills within the right context, enabling me to utilize my analyses to address specific business needs and challenges	1. Improve my personal technical data analysis skills with online resources, video, … 2. Apply my skills in the internship project (supply management system) 3. Receive feedbacks from the internship supervisor on the areas that can be improved to make changes to the project

Evaluation
The use of project documentation and supervisor feedbacks will be utilized for evaluation, to track my performance and my development during the internship |
| By the end of this internship. I want to enhance my communication skills to improve clarity and effectiveness in team interactions and presentations, by joining multiple team meetings, raising a lot of questions for the internship supervisor, and seeking regular feedbacks from my team members to identify areas for improvement | Communication skills are not only important for the internship in PrompCorp but also in my journey, in every professional jobs. Effective communication leads to better collaboration, reduces misunderstandings, and ensures that the operation system is efficient. As I aim to advance in my data analytic career, the ability to present data insights persuasively and clearly will be very essential in influencing business strategies and decisions. | 1. Participate in multiple team meetings 2. Raise a lot of questions to the internship supervisor about communication technique, communication tips, … 3. Seeking feedbacks from other people to ensure effective communication.
Evaluation:
Performance Review will be utilized for evaluation to ensure that my communication skill develops in the internship time. |

SECTION 2: INTERNSHIP HOURS

It is a requirement of this unit that you complete 120-140 hours in the internship. Please outline here your work plan/routine to ensure that you will reach at least 120 hours **before** the end of semester (Friday of Week 12). If you are concerned that you will not be able to meet this requirement on time, please contact the unit convenor.

When completing this plan, please make sure to consider public holidays and any personal holidays/leave.

Week commencing *populate with the date of the Monday the week you start your internship	Planned internship days/hours	Total internship hours
0	Tuesday 20/2/2024: 9AM – 1PM Thursday 22/2/2024: 11AM – 4PM	9 Hours
1	Tuesday 27/2/2024: 9:30 AM – 2 PM Thursday 29/2/2024: 9: 30 AM – 1PM	8 Hours
2	Tuesday 5/3/2024: 9AM – 1PM Thursday 7/3/2024: 9AM – 1PM	8 Hours
3	Tuesday 12/3/2024: 9AM – 2PM Thursday 14/3/2024: 9AM – 2PM	10 Hours
4	Tuesday 19/3/2024: 9AM – 2PM Thursday 21/3/2024: 9AM – 2PM	10 Hours
5	Tuesday 26/3/2024: 9AM – 2PM Thursday 28/3/2024: 9AM – 2PM	10 Hours
6	Tuesday 2/4/2024: 9AM – 2PM Thursday 4/4/2024: 9AM – 2PM	10 Hours
7	Tuesday 9/4/2024: 9AM – 2PM Thursday 11/4/2024: 9AM – 2PM	10 Hours
8	Tuesday 16/4/2024: 9AM – 2PM Thursday 18/4/2024: 9AM – 2PM	10 Hours
9	Tuesday 23/4/2024: 9AM – 2PM Thursday 25/4/2024: 9AM – 2PM	10 Hours
10	Tuesday 30/4/2024: 9AM – 2PM Thursday 2/5/2024: 9AM – 2PM	10 Hours
11	Tuesday 7/5/2024: 9AM – 2PM Thursday 9/5/2024: 9AM – 2PM	10 Hours
12	Tuesday 14/5/2024: 9AM – 2PM Thursday 16/5/2024: 9AM – 2PM	10 Hours

INDUSTRY SUPERVISOR SIGNATURE

This completed document is designed to be agreed on and signed by the Industry Supervisor. Please submit this signed assessment via Canvas for marking.

I, Industry Internship Supervisor, have read and agree to the above internship plan, including the student's goals and objectives.

Name: Fan Zhang

Signature:

Date: 15/03/2024