

HANDBOOK WORK PLACEMENT 2022-2023

ICT & CT Information Technology Bachelor Emmen

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university of
applied sciences

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1. Objectives and organisation

Work placements in Higher Technical Education form an essential component of the four-year study programme. Cooperation from the business community by making work placements available is necessary to achieve the work placement objectives.

Should a company supervisor or a student have questions about the work placement and the work placement supervisor is not yet known, then the work placement agency can always be contacted.

Important address details can be found at the end of this Work Placement Handbook in appendix B.

The number of work placement days is a minimum of 90 working days and a maximum of 99 working days (30 EC). The work placement return day may be counted as 1 working day and the making of the report is also included in these working days. The work placement must be a continuous period, if a student wants to take time off within this period, this can be for a maximum of 15 working days. Leave and absenteeism days (for instance visit to the doctor, resits and holidays) are not included. When planning the final date account must be taken with any other activities and/or unexpected events (leave, absence).

At a number of places in this handbook reference is made to a company supervisor. A company supervisor means the accompanying representative of the work placement company. Obviously, if you are employed at an institution, you can read this as institution supervisor.

For ease of reading reference is generally made to 'he', the reader may also read 'she' everywhere that 'he' is written.

The various forms applied can be found at: Information Technology: Blackboard -> ICT Stage en Afstuderen / IT Placement and Graduation -> Content -> Work Placement Bachelor.

The submission location for the work placement report can be found at: Information Technology: Blackboard -> ICT Stage en Afstuderen / IT Placement and Graduation -> Content -> Work Placement Bachelor -> Work placement report check.

The document *The (preliminary) stage of a work placement* is part of the handbook work placement. Regulations etc. mentioned herein are generally applicable.. This document can be found on: **Blackboard -> ICT Stage en Afstuderen / IT Placement and Graduation -> Content -> Work placement Bachelor -> The (preliminary) stage of a work placement.**

Important address details can be found at the end of this Work Placement Handbook in appendix B.

1.1 Objectives

The objectives for the work placement are:

General:

- Becoming acquainted with the professional practice and orientation on the future profession.

Technical:

- Broadening and deepening of professional knowledge.
- Applying the theoretical knowledge acquired during the first years of study.
- Learning to recognize the relationship between the various aspects of technical problems.

Professionalization:

- Practise observing and reporting, both orally and in writing.
- Gaining organizational skills.
- Further development of social skills, among other things by working within a professional setting.

Research (*optional for information technology*):

- Practise in the organisation and execution of research into social and/or economic aspects.

1.2 Work placement requirements

The student must have:

- Obtained the foundation phase ;
- Obtained at least 48 EC in the main phase.

1.3 Procedure

The following procedure is applied to validate whether a student satisfies the work placement admission requirements:

- The student must meet the work placement requirements as specified in the Teaching and Examination Regulation;
- The student who wants to do a work placement must submit a work placement proposal on time to the work placement agency. This work placement proposal must be submitted via email by means of the fully completed form **01_WorkPlacementAssignmentDescription**;
- The work placement agency decides about approval of the work placement proposal;
- Based on the registered study progress, the work placement agency checks on behalf of the examination committee, whether the requirements have been met. This check takes place when the student submits the work placement agreement (form **03_WorkPlacementAgreement**) for signature. **The work placement agreement is only signed by the team leader if all requirements have been met;**
- If this is the case the student will be notified that the request has been accepted.

It is not permitted to start the work placement without having satisfied the above mentioned conditions and the work placement agreement signed by all parties.

NHL Stenden University of Applied Sciences Emmen

NHL Stenden University of Applied Sciences Emmen provides the following activities:

During the second year of study

- Prepare students for the work placement and provide insight into the objectives of the work placement and the way in which this can be achieved as best as possible.
- Make agreements with work placement companies.
- Provide information to the students about the available work placements.

During the work placement

- Visit the student at least once for a discussion with him/ her and the company supervisor . This can be deviated from in consultation.
- Attempt to resolve any difficulties as soon as possible.
- Assess the work placement report, as well as the progress of the work placement. Discuss this assessment with the student and check the extent to which the work placement objectives are achieved.
- Organise work placement return days.

Student

The following regulations apply to the student:

- The student returns the form **02_WorkPlacementNotification** to the work placement agency via email within 1 week after the start of the work placement activities.
- The student is responsible, within 1 week after the start of the work placement activities, that the form **03_WorkPlacementAgreement** is signed in triplicate and that the student, company and work placement agency each have received 1 copy.
- A personal development plan must be submitted to the work placement lecturer within 14 days after the start of the assignment. The student must use the form **06_PersonalDevelopmentPlan**.
- A good digital work schedule must be submitted to the work placement lecturer within 14 days after the start of the work placement. (This may be produced with a self chosen software package, it must be submitted to the lecturer in PDF format);
- The student is primarily responsible for the correct progress of the work placement. If the objectives of the work placement cannot be achieved, he is obliged to contact the company supervisor as soon as possible and, if necessary, also the work placement lecturer.
- The student is responsible for the composition and timely submission of the week reports (form **04_WorkPlacementWeekReports**) and work placement report and for having them approved by the company supervisor.
- Together with the company supervisor and work placement lecturer the student take care for the main line of the work placement report.
- The student makes his copy of the work placement handbook available to the company supervisor. If necessary, the student provides the digital documents stated in the work placement handbook (For example the form **11_FeedbackFormCompanySupervisor**). If the company supervisor would like to receive an extra copy the student contacts NHL Stenden University Emmen to ensure that one is sent.
- The week reports need to provide a justification of the days worked, as well as a summary of the work carried out, so that an adequate impression can be obtained of the nature of the assignments and the progress of the activities. The weekly reports must be sent by email to the work placement lecturer, whereby the company supervisor is included in the CC.
- Each student (excluding students who have a foreign work placement and where the traveling distance is more than 200 km to Emmen) must participate in a work placement return day at least once during the work placement period. The student gives a presentation and draws up an intermediate work placement assessment (see H2.3).
- At the end of the work placement the student submits one work placement report, signed as seen, by the company supervisor, on behalf of the work placement company (*See Section 3.4*).
- At the end of the work placement the student discusses the assessment by the company supervisor (**11_FeedbackFormCompanySupervisor**) with the company supervisor. The student submits this signed assessment to the work placement lecturer.

Note: As long as the work placement lecturer is not yet designated, documents such as planning and week reports do not have to be sent. These can then be collected and sent as soon as the work placement lecturer has been appointed.

Company supervisor

The company supervisor must be a graduated bachelor or master in the field of ICT.

The following activities are expected from company supervisor of the student within the placement company:

- Provides regular feedback to the student.
- Makes an active contribution to the development of the student.
- Ensure a suitable work placement assignment.

- Together with the student take care for the main line of the work placement report.
- Receive the student, allow to become acquainted with the work placement company and organise the workplace.
- Supervise the student and provide a responsible company supervisor so that the student can perform optimally.
- Check and approve weekly .
- Check work placement report and sign that they have been seen.
- Draw up an assessment at the end of the work placement, discuss with the student and sign it (**11_FeedbackFormCompanySupervisor**).
- Consult with the work placement lecturer during his visit (or if necessary at other times) about the progress of the work placement.

2. Supervision by NHL Stenden University Emmen

It is indicated in the first chapter which activities must be carried out by the university, the student and the work placement company. The work placement lecturer will maintain the contacts from the side of the university and the work placement coordinator will do this with regard to the organisation of the work placement.

2.1 Job description of the work placement lecturer

The job description of the work placement lecturer can be found on: **Blackboard -> ICT Stage en Afstuderen / IT Placement and Graduation -> Content -> Algemeen / General -> Taakomschrijving stagedocent / Job description work placement lecturer.**

2.2 Job description of the work placement coordinator

The job description of the work placement coordinator can be found on: **Blackboard -> ICT Stage en Afstuderen / IT Placement and Graduation -> Content -> Algemeen / General -> Taakomschrijving stage- en afstudeercoördinator / Job description work placement and graduation coordinator.**

2.3 Work placement return days

Each student will participate in a work placement return day at least once during the work placement period.

Objectives of the work placement return day:

The following objectives are aspired to through the organisation of the return days:

1. The student keeps in contact with NHL Stenden University Emmen.
2. The student can discuss the status with regard to the work placement with his work placement lecturer.
3. The student can discuss his study progress (separately from the work placement) with the Study Career Coach.
4. The students can exchange their experiences and thereby learn from each other.
5. The students are given an additional exercise in presenting to a group. Each student makes a 3-minute video.
6. The student makes a contribution to the information for students from the 1st and 2nd years with respect to possible work placement opportunities and professional orientation.
7. The student makes a contribution to amending the curriculum by participating in an assessment of the first two years of the programme. The student is expected to make a personal assessment of at least 1 A4. In this assessment the student gives in any case motivated answers to the following questions:
 - a. Which professional components or working methods are closely associated with the practice?
 - b. Which professional components or working methods were new?
 - c. With which aspects of your work placement activities have you had trouble (or are perhaps still finding difficult)?
 - d. About which aspects of your work placement activities would you like to learn more during the last phase of the programme (subject content, topics, methods, skills etc.)?
 - e. Are you able to motivate the choices that you make during your work to your colleagues?
8. The student will be asked about learning experiences, which have been acquired along with the technical substantive side of the work placement.

The dates of the return days will be made known later. The return days are normally organised in the months November and April

3. Reporting

Practising observation and reporting is an important objective of the work placement.

It may be expected of a Higher Professional Education bachelor that he is well skilled in verbal, but also in written, communication. The work placement offers excellent opportunities to further develop these skills.

With written communication a distinction can be made between:

- Progress reporting (week reports, work placement).
- Work placement report.

3.1 Week report

The week report (form **04_WorkPlacementWeekReports**) is used for:

- A summary each week of the performed activities and of any noticeable associated events.
- Weekly progress meetings between the company supervisor and the student.
- Supervision and progress monitoring by the university.
- Registration of the days worked.

In this way, the week report is in line with the reporting which is common in many work placement companies for recording and discussing the progress of projects. The student can learn to briefly and concisely record and substantiate essential facts and indicate the causes due to which, for example, the project, on which he is working, progresses differently than was expected. This can later be used, for example, in the work placement report.

This learning process is most effective when during a weekly meeting with the student the company supervisor gives pointers about how the report can possibly be improved.

The signing of the week report by the company supervisor also forms the proof for NHL Stenden University Emmen of the number of days worked and work done.

The reports can also be sent by the company supervisor by email. This can then be regarded as initialling. The work placement lecturer remains aware of the progress of the activities through the regular submission of the week reports to the university. If it appears that the work placement is progressing less well the work placement lecturer can intervene on time and attempt to amend matters.

3.2 Work placement planning

The student must draw up a work placement planning at the start of the work placement. (This must be a digital work schedule in PDF format). The work placement planning must be sent to the work placement lecturer of the university at the latest two weeks after the start of the work placement and must be mentioned in the progress reporting of the week report. Despite the fact that only a few details are known at the start of the work placement, the student needs to experience that an imperfect planning is always better than no planning. The planning can be adjusted during the course of the work placement on the basis of details that have become available in the meantime. This planning must also be submitted.

The work placement planning has the objective of:

- Specifying the agreed activities and assignments.
- Making a choice of topic for the report.
- Drawing up a timescale for the activities (including the writing and approval of the report) subdivided into sub-activities in respect to the obligations to NHL Stenden University of Applied Sciences Emmen;
- Practising producing a plan of work with a timescale on the basis of estimates of the time required.

- Practising progress monitoring on the basis of the planning and the weekly report to the company supervisor.
- Providing information for the work placement lecturer.

3.3 Work placement report

The objective of the work placement report

The student writes one work placement report of 11000-12000 words, excluding appendices. The objective of the work placement report is threefold, namely:

1. For the student: through the obligation to write a work placement report during the work placement the student is continuously forced to examine various, usually technical, problems in depth. Independently writing down that which has been studied and/or investigated forms an important contribution to the formation of the Higher Professional Education bachelor.
For the learning effect it is desirable that the student is not too closely linked to one workplace. The learning effect will increase significantly if the student can carry out research into situations elsewhere in the work placement company.
2. For the work placement company: in many cases the work placement company is interested in the information presented in the work placement report and will therefore make use of the work placement report in the same way as the reports which are produced by their own employees.
Of course the work placement report provide a possibility for the work placement company to assess the activities and the quality of the student involved.
3. For the University: By means of the work placement report the work placement lecturer obtains some insight into the nature and the scope of the activities carried out by the students. After being corrected the report is discussed with the student.

Report layout

The report need to satisfy the general requirements of the university as described in this handbook.

NB! The student must always ensure that each report forms a stand-alone complete whole.

A report is structured as follows:

1. Cover/Title page
2. Preface
3. Explanatory glossary (if required)
4. English summary
5. Table of contents
6. General introduction
7. Business research
8. Substantive description of the approach and execution of the assignment(s) and results
9. Conclusion(s) and recommendations
10. Evaluation and reflection
11. Literature
12. Appendices (including personal development plan))

Below you will find an explanation of some points regarding the lay-out:

- sub. 1 The cover/title page should be short and informative and relate to the content. So choose the title carefully. At least the following must be mentioned on a title page: the title (possibly sub-title), name of the writer, organisation for which the report is compiled, place/date, version number (development versions 0.1/0.2....final versions 1.0).
- sub. 2 A preface precedes the discussion of the actual problem. It therefore does not concern the problem definition or the applied method of working. You should include the following topics

in the preface: information about the context within which the report has come about (work placement), details about the writer, indication of the target group, acknowledgements. Only in the preface may the writer deviate from the formal format and use the first person tense.

- sub. 3 An explanatory glossary includes difficult definitions which are applied a lot in practice, but are possibly unknown for the reader. Of course, you do not explain difficult definitions with other unknown definitions (circle reasoning). Two columns are displayed in an explanatory glossary: definition – explanation. Instead of using a glossary an explanation can be made by using an asterisk to the footnote or in the text.
- sub. 4 The summary, which is written in English, is a brief and concise extract of the report. In the summary, the reader can quickly check what the report is about and discuss the introduction, core (including business analysis) and the conclusion.
- sub. 6 Simply said, in the introduction the **WHY** (importance and/or reason for the topic/problem definition), **WHAT** (topic/problem definition/question) and **HOW** (method of working/methodology, structure of the report with short explanation about the chapters) are all explained. The numbering of the chapters begins with the introduction.
- sub. 7 For the reader of the report should be clear about what it is for a company . Here it is intended that maps out the work placement company , for example with regard to Mission/vision, organization , business processes, governance , quality , competitiveness , CRM , HRM employees, what is the product that they develop, clients / target audience, objectives etc.. Within this analysis an expansive company description of the company and the structure of the organization is a mandatory part.
- sub. 8 The substantive description of the approach and execution of the assignments is usually included in a number of chapters. It is the description of the working methods/methodology used which belong with the various executed activities. Ensure that choices are substantiated. Make use of convincing argumentation or selection methods. Ensure a clear structure: it sometimes makes sense to place assignments in separate chapters. Ensure that these chapters are provided with a short introduction.
- sub. 9 The results are once again summarized. It is determined whether the objectives have been achieved. The conclusions and suggestions are for the company. The recommendations follow logically from the conclusions and show that the student is able to think further in the future that completing the assignment. **The company research should not be included in the conclusion and recommendations.**
- sub. 10 Evaluate and reflect on the basis of the process and the product / assignment. In addition, reflect on your own contribution to the work placement. For example, what would you do differently in the future, what were real learning moments? Also link this to your personal development plan. This part may be written in the I-form. The rest of the document is in a business/professional style and there is no mention of 'I'.
- sub. 11 The list of referenced literature is drawn up according to specific rules, the so-called APA Reference Guide. More information about the APA guidelines can be found on the NHL Stenden of Applied Sciences website.
- sub. 12 Include as appendices items that seriously impede the readability of the text. This applies for instance to long tables and diagrams. Appendices should be numbered sequentially, they must have a title and must all be indicated in the text. Manuals and handbooks are not allowed as text for the report, but may be added as appendix with a (brief) report.

NB! Write formally. Avoid use of incorrect terminology and grammar.

NB! Write in the present tense, avoid was, went, did, had etc.

NB! Always refer in the text to used figures, graphs and tables. They serve to support the text: a reader must understand at a glance what is intended. All tables and figures must be provided with a number and title; with a table as header, with a figure as caption. They are numbered separately.

NB! For more information about writing a report you can make use of the book *Rapport over rapporteren (Report about reporting): Hoogland, W. et al (2015), Rapport over rapporteren (Report about reporting), 7th revised print. Groningen: Noordhoff Publishers bv. ISBN: 9789001829995*

NB! For more information about doing research you can make use of the book *Doing research: Verhoeven, N. (2015), Doing research, 4th revised print. Amsterdam: Boom Lemma. ISBN: 9789462364820*.

A concept version of the (**signed by the company supervisor and approved**) work placement report has , through Blackboard (Work placement report check) and email, to be submitted 2 weeks before the end of the work placement tot the work placement lecturer of the NHL Stenden University of Applied Sciences Emmen. In consultation with the work placement lecturer the student can deviate from that period but that the term can never be less than 1 week. This concept version of the work placement report should be as complete as possible and within one week after handing over the concept version of the work placement report the student will get feedback on the concept version of the work placement report of the work placement lecturer.

The final version of the (**signed by the company supervisor and approved**) work placement report must be submitted no later than the Friday following the date of the work placement , via Blackboard (Work placement report check) and email, to the work placement lecturer of the NHL Stenden University of Applied Sciences Emmen. If the student suspect that the report for any reason, will come too late , he/she must timely , giving reasons , inform the work placement lecturer. If the report is not submitted on time, the report will be assessed with NAs (not assessable).

Resit

If the final work placement report is assessed as insufficient or NAs this should be notified to the student within fifteen working days after the above mentioned submission date (or the agreed later date) to the student. The opportunity is then given to the student to improve the work placement within 1 month after the discussion, respectively return of the final work placement report. ***This resit of the report should not be viewed by the company supervisor.*** If the report is not submitted on time, the report will be assessed with NBB (not assessable).

3.4 Writing centre

The Writing Centre at the mediatheek will be open from September the 1st at the library to assist you when:

- Doing desk research, literature research, literary source citations.
- Writing reports, executive summaries, internship and theses reports.

Visiting hours at the mediatheek:

- Tuesdays morning 9.00-12.00.
- Thursdays morning 9.00-12.00.

You will have *individual* appointments to assist you when developing your writing skills in Dutch or English by acknowledged experts on the matter.

4. Assessment

During the assessment of a work placement attention is paid to the attitude and performances of the student. The week reports are checked on availability and completeness, they must have been approved by the company supervisor. Furthermore, the report must have been assessed by the work placement lecturer.

4.1 Feedback from the company supervisor

The university wants to receive written feedback from the company supervisor. The form **11_FeedbackFormCompanySupervisor** can be used for this. Any supplementary comments can be added. It does happen that an work placement company has its own form and prefers to use this. This form then replaces the form **11_FeedbackFormCompanySupervisor**.

The student must give the feedback form to the company supervisor at the start of the work placement and make sure that it is completed by the company supervisor at the end of the work placement. It is recommended that this company supervisor discusses the feedback with the student before this form is sent to the university. This (signed by company supervisor) feedback should be sent by email to the involved work placement lecturer.

4.2 Assessment of the work placement report

The work placement lecturer assesses the report on the basis of the form **21_AssessmentFormWork-placementReport**. The work placement lecturer subsequently discusses this assessment with the student. Before the report is handed in the content should be approved and initialled by the company supervisor. If, for reasons of confidentiality, the report may not leave the work placement company, the work placement lecturer can possibly make this assessment on site.

4.3 Final assessment of the work placement period

A final assessment is drawn up by the work placement lecturer after the end of the work placement period. The final assessment of the work placement will be reflected in a mark rounded off to one decimal.

The mark arises from a weighted average of various components. The final assessment takes place on the basis of pass marks. The pass mark is included in appendix A.

The work placement is officially completed by a conclusion discussion that the work placement lecturer holds with the student. This includes among other things the determination of the number of days worked, comments on the report and a general assessment of the work placement.

N.B. The assessment from the company supervisor, sent to the work placement lecturer, is handed in, together with the documents mentioned in **22_FinalAssessmentForm**, by the work placement lecturer to the administration for archiving.

4.4 Closing remarks

The student must keep to reasonable time-limits. This means that week reports are submitted within 1 week and that the report is handed in within the earlier stated periods. In addition, the full work placement assessment **must** be completed within 6 weeks following the last day of the work placement. Exceeding these time periods will, in principle, result in a fail for the work placement. Furthermore don't forget to hand in your work placement summary.

Appendix A: Pass marks of assessment

The final assessment takes place on the basis of pass marks. The following pass marks are included in the appendices:

component	specification	weighting % final result	Pass marks in %
Organizational skills	The professional development plan, professional appearance of planning, week reports, work placement assessment, final activities (work placement summary)	10	55
Assessment activities	On the basis of assessment by the company supervisor (11_FeedbackFormCompanySupervisor)	70	55
Work placement report	On the basis of the assessment form (21_AssessmentFormWorkplacementReport)	20	55
total		100	30 EC

Table 1 Pass mark assessment of work placement programme information technology

The pass mark in % is the minimum that needs to be achieved for each component.

N.B. The assessment from the company supervisor, sent to the work placement lecturer, is handed in, together with the documents mentioned in **22_FinalAssessmentForm**, by the work placement lecturer to the administration for archiving.

Appendix B: Contact information

General address details:

NHL Stenden University of Applied Sciences, location Emmen
PO Box 2080 Van Schaikweg 94
7801 CB Emmen 7811 KL Emmen

Email addresses:

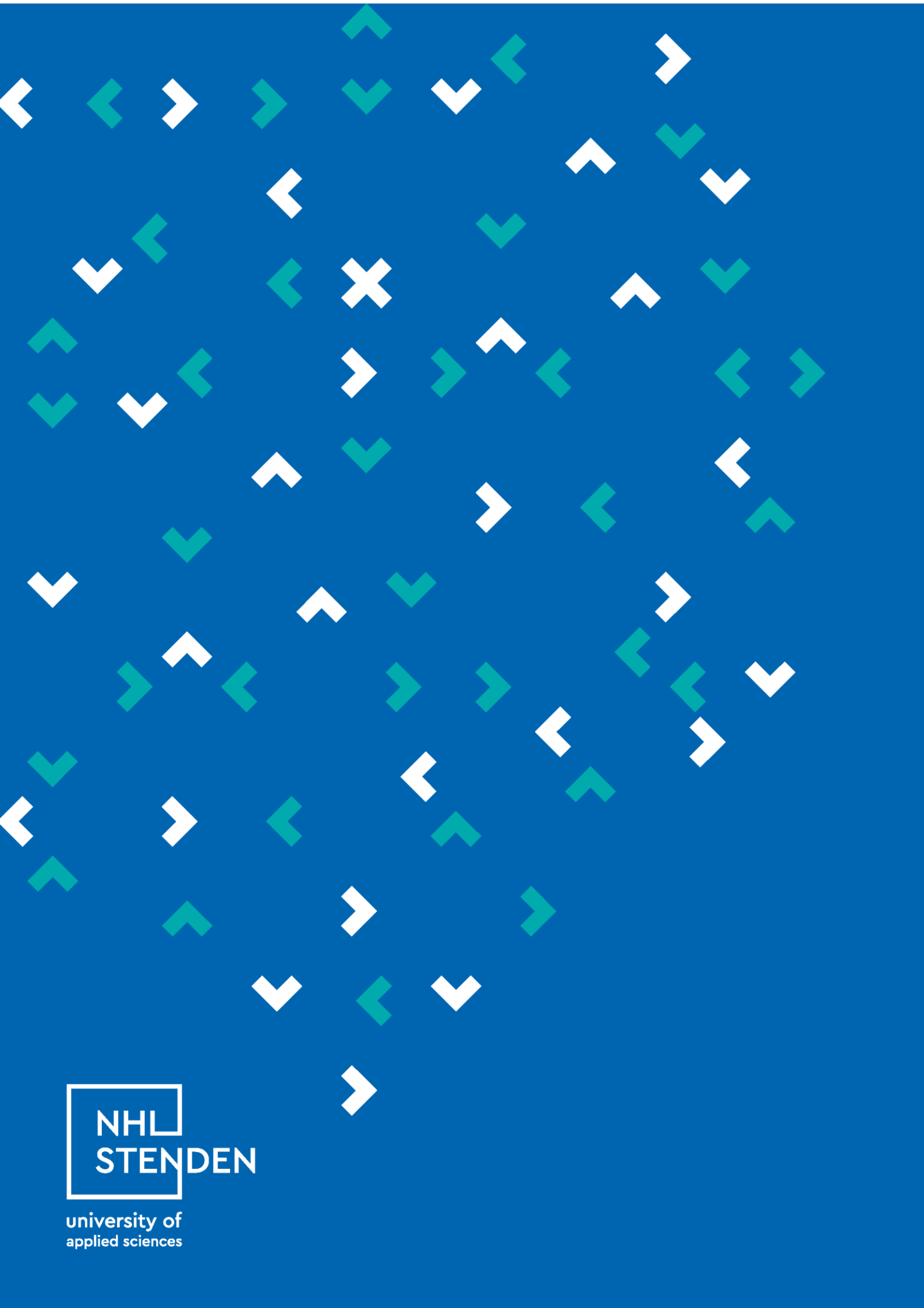
M. Baron	marcel.baron@nhlstenden.com
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W. van Schilt	winnie.van.schilt@nhlstenden.com
R. Smit	rob.smit@nhlstenden.com
H. Vermue	hanneke.vermue@nhlstenden.com

Work placement coordinator:

B. Meijerink	bert.meijerink@nhlstenden.com
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Work placement agency ICT & CT (room 1.001, Telephone: 06-51360140):

M. Braamhaar	work-placement.ict-ct-emmen@nhlstenden.com
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