Setting university graduates up for career success:
Developing essential employability skills in internship students to help them navigate career development in the Age of Industry 4.0.

Felicity Brown, Manager, Career Consulting & Development
Angie/Ngoc Doan, Internship Consultant

Careers & Industry Relations Department
Introducing… Felicity Brown

Bachelor of Arts (Politics) 2011-2014

HR Management Trainee to Supervisor (3 years) 2012-2013

From Admin assistant to Assistant Director (20 years) 2014-present

Master of Career Development 2011-2014

Industry Liaison Manager 2012-2013

Senior Manager, Alumni Relations 2014-2016
Manager, Career Consulting & Development, 2018-2020

Founder & Principal Consultant 2014 - present
Introducing... Doan My Ngoc (Angie)

Bachelor of Pedagogy
2002 - 2006

Master of Education
New Zealand
2010 - 2012

2006 - 2014

- Senior Officer, International Relations
- Teaching English
- Student Counsellor

2014 - now

- Internship Consultant
- International Students Support Coordinator
- Global Mobility Officer
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Background of Internship Programs

- Ready for Work & Life
- Students & parents’ expectation
- Compulsory internships
- Future job opportunities
- Strong connection with industry

Compulsory internships aim to prepare students for both work and life, aligning with students and parents' expectations and fostering strong connections with industry. This prepares them for future job opportunities.
Why take an Internship?
RMIT Flagship Internship program

- Information Sessions
- Internship Workshops (mid-internship)
- 12 credit points
- Application Support
- Internship Agreement
- Jobs board
- Company visits
- CV & Interview Consultations
- Internship Assessment Activities
- Internship Newsletters
Challenges

- High expectations and high touch services
- Students perceived as over-confident
- Higher socio-economic background of many students
- The lack of careers guidance in Vietnamese schools
## Professional Development Opportunities

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<th>Co-curricular activities</th>
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<th>Industry experiences</th>
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<td>Personal Edge program</td>
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<td>LEAD</td>
<td>Volunteer activities eg, Student Ambassadors</td>
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- Personal Edge program
- LEAD
- Interview Ready
- Industry Mentoring Program

- Student clubs
- Volunteer activities eg, Student Ambassadors
- On-campus jobs

- Project - based assignments
- Company visits
- Recruitment Day
- Career Fair
Internship Workshops
Internship Workshops

Workshop 1
- Resilience
  - Perfectionism vs Continuous improvement
  - Growth mindset
  - Workplace scenarios

Workshop 2
- Communications
  - Personality & Teamwork
  - Panels of former interns and lecturers
  - Safer Communities

RMIT Creds
- Online learning
# Development of Internship Workshops

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<th>Achievements</th>
<th>Challenges</th>
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<td>● Students learn from others’ experiences</td>
<td>● Not all students can join the workshop due to work commitments</td>
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<td>● Sharing from career coach, internship lecturers, former interns</td>
<td>● Big groups, approx. 30/group</td>
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<td>● Students feel supported &amp; more confident</td>
<td>● Some too shy to share</td>
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</table>
Impact of Internship Program

- Equip interns with soft skills to adapt, reflect and thrive in the real workplace environment
- Enhance employment opportunities
- Targeted Career consultations
- 75% job offer for students after their internship completion

- Networks and work experience
- More students get individual careers consultations
In Vietnam

- Vietnamese universities are struggling to recruit students and securing job opportunities for graduates.
- Careers/Internship consulting is not common in Vietnam

At RMIT Vietnam

Opportunities + Training = Enhance students’ employability
Feedback from Students
“How was your internship experience before joining in internship workshops?”
“I am quite shocked, to be honest. It is not just about professional knowledge, but also the work culture.

Every day going to work is a stress for me because I cannot understand what the employers expect from me, how to behave appropriately at work and how to get used to a lot of new knowledge as soon as possible.

But I also felt excited as I want to learn these new things as quick as I can, so it seemed like a new challenge for me.”
“Before joining the internship workshops, my internship experience was half bad and half good. Good of what I have learned in new environment, bad of the mistakes I have made in workplace.”
“What do you like the most about the internship workshops?”
“I like the way Mrs. Felicity honestly shared about her first experience when switching to a new working environment, as well as how she overcame that challenge. The personality test and the instruction videos are inspiring too. I am really glad that there are these workshops for me to share my thoughts and see that it is not only me struggling at the workplace.”
“The resilience message that the internship workshops was trying to teach us is the one I like most. It met the emotion of almost all students who are Newbies in work places. The resilience workshop has give us impressive encouragement, gave us a chance to sit with a lot of other students in different scenarios, multiple majors to share and advise each other to improve our work performance.”
“How did the Internship Workshops impact on your internship?”
“Thanks to the workshops, I have the chance to talk with the lecturers and other students to share our difficulties together. Later on, I asked for support from the RMIT Careers and Industry Relations in completing the internship on time as well as find another company to take another internship course. The course has become the best experience ever, so I would like to send my deepest appreciation to my lecturers and the staff at RMIT Careers and Industry Relations for supporting me so far!
“The Internship Workshops taught me many **useful tips, lessons, motivation** to behave and perform well in **workplace** and provide **opportunity to gain support** from **RMIT** during the internship course.”
Future Plan

- Intercultural workshop for International Interns
- Guidebook/leaflet for intern students
- “Reach-out” call to all intern students
- Collect feedback from hiring managers
Q & A and Sharing

• Name: Felicity Brown
  Email: felicity.brown@rmit.edu.vn

• Name: Ngoc Doan
  Email: ngoc.doanmy@rmit.edu.vn

• Website: www.rmit.edu.vn/career-centre

• Facebook: www.facebook.com/RMITVNCareerCentre/
THANK YOU