

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



MACQUARIE
University
SYDNEY · AUSTRALIA

Bachelor of Arts (Politics)



HR Management Trainee
to Supervisor (3 years)



Australian Government

From Admin assistant to
Assistant Director
(20 years)



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



2006 - 2014

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



Master of Education
New Zealand
2010 - 2012



2014 - now

- **Internship Consultant**
- International Students Support
Coordinator
- Global Mobility Officer

Careers & Industry Relations

Careers & Industry Relations

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- ▶ Career advice and jobs
 - ▶ Explore
 - ▶ Experience
 - ▶ Engage
 - ▶ Ready for Life and Work

Overview

01 Background of Internship Programs at RMIT Vietnam

02 Challenges & Opportunities

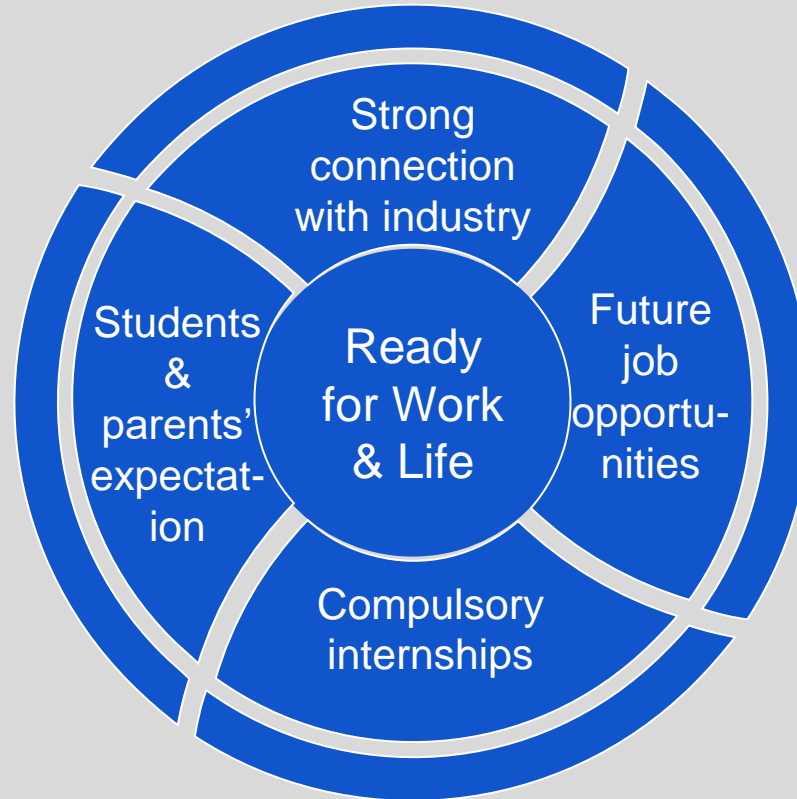
03 Development of Internship Workshops

04 Unique program in Vietnam

05 Impact, Feedback & Case Studies

06 Future Plan

Background of Internship Programs



Why take an Internship?



A word cloud illustrating the benefits of internships. The words are arranged in various sizes and colors, with 'internships' being the largest and most prominent. Other significant words include 'career plan', 'personal development', 'stepping stone', 'confidence', 'training', 'initiative', 'cv boost', 'networking', 'experience', 'inspiring', 'responsibility', 'liaising', 'employability skills', 'great opportunity', 'team working', 'project management', 'career development', 'interview ideas', 'decision making', 'interpersonal skills', 'exceptionally useful', 'engagement', 'independence', 'communicating', and 'inspiring experience'.

internships

career plan

personal development

stepping stone

confidence

training

initiative

cv boost

networking

experience

inspiring

responsibility

liaising

employability skills

great opportunity

team working

project management

career development

interview ideas

decision making

interpersonal skills

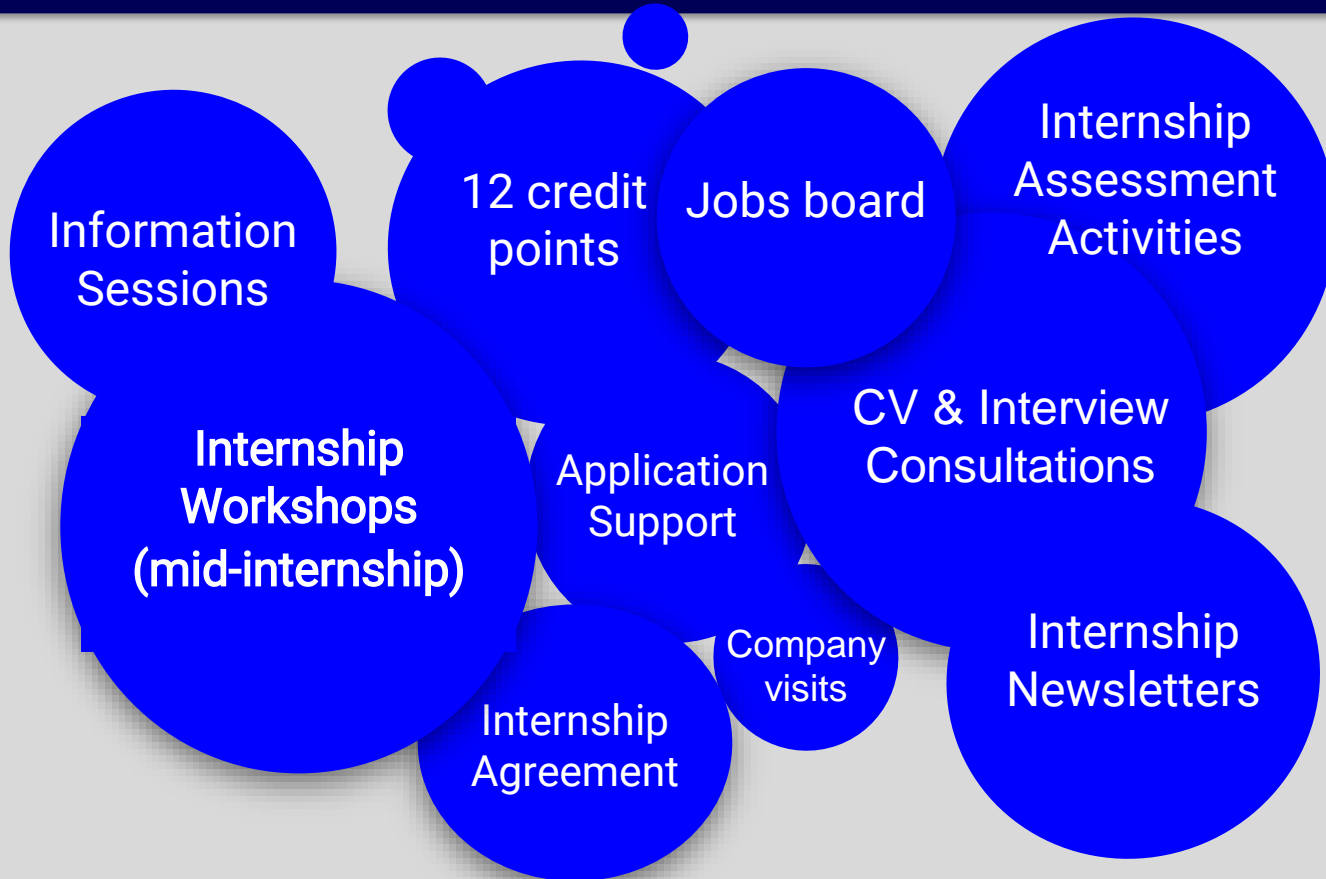
exceptionally useful

engagement

independence

communicating

RMIT Flagship Internship program



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

Co-curricular activities

- Personal Edge program
- LEAD
- Interview Ready
- Industry Mentoring Program

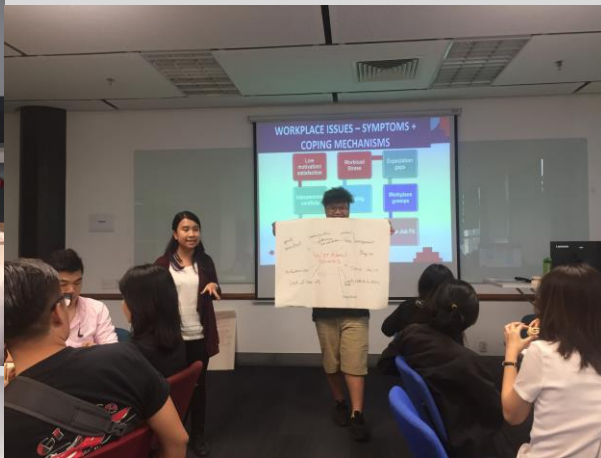
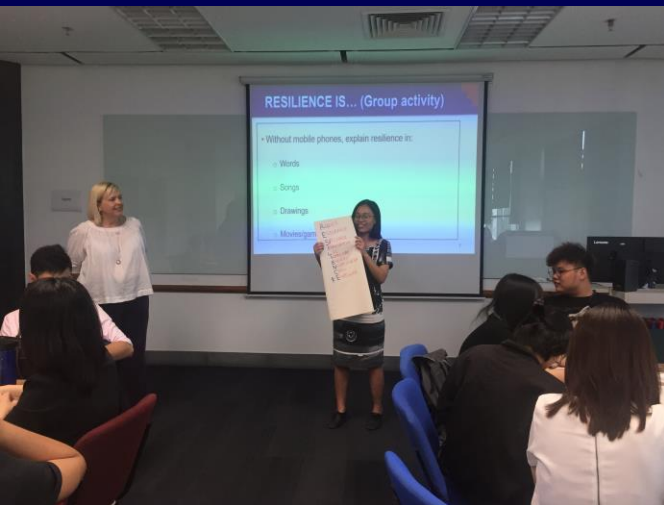
Extra-curricular activities

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

Industry experiences

- 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

Achievements

- Students learn from others' experiences
- Sharing from career coach, internship lecturers, former interns
- Students feel supported & more confident

Challenges

- Not all students can join the workshop due to work commitments
- Big groups, approx. 30/group
- Some too shy to share

Impact of Internship Program

**Equip interns
with soft skills**

to adapt, reflect
and thrive in the
real workplace
environment

+

**Enhance
employment
opportunities**

networks and
work experience

+

**Targeted
Career
consultations**

more students get
individual careers
consultations



**75%
job offer**

for students
after their
internship
completion

Unique Program in Vietnam

- **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**



Feedback from Students



Testimonial from Students

“How was your internship experience before joining in internship workshops?”



Thanh Vo - Internship at Forbes

“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.”

Vy Nguyen - Internship at Nutifood

“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.”

Testimonial from Students

“What do you like the most about the internship workshops?”



Thanh Vo - Internship at Forbes

“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.**”

Vy Nguyen - Interning at Nutifood

“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.**”

Testimonial from Students

**“How did the Internship Workshops
impact on your internship?”**



Thanh Vo - Internship at Forbes

“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!

Vy Nguyen - Interning at Nutifood

“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

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THANK YOU