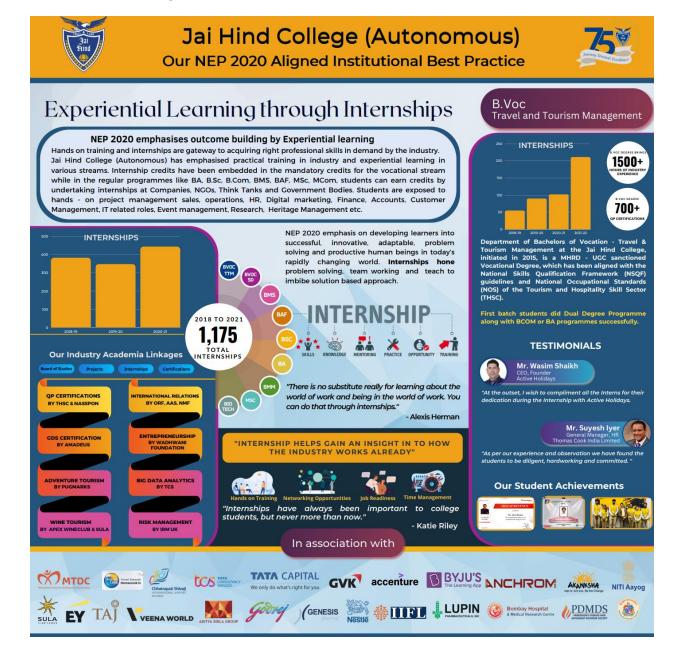
Format for Presentation of Best Practices

1.Experiential Learning Through Internships

Our NEP 2020 Aligned Institutional Best Practice



1. Objectives of the Practice

Describe the aim of the practice followed by the institution.

Hands-on training and internships are the gateway to acquiring the right professional skills that are in demand by the industry. Jai Hind College (Autonomous) has institutionally emphasised practical training in the industry and experiential learning in all streams apart from the theory lectures, in order to build in demand competencies in the job market, along with an awareness and sensitiveness on sustainability, diversity and gender equality. The institution has both internship embedded programs (with credits for internships as part of the total credits) as well as additional internship credit-based programs, wherein students could earn additional credits, if internships were undertaken along with academics. Our industryacademia linkages are actively negotiated and maintained through the involvement of the industry in the Program Board of Studies, in co-designed innovative courses, in bringing hands-on training, internships that bring experiential learning and encourage our students to undertake internships. The internships undertaken by the students were on project management sales, operations, human resources, digital marketing, Finance, Accounts, Customer Management, IT-related roles, Event Management, Research Assistantships, Heritage Management, Research Assistantships, Tourism sector jobs such as Tour Packaging, policy studies, etc. The industry networking by departments includes Multinational Companies, Media corporations, Airport management, Sports Companies, NGOs, Think Tanks and Projects, Policy Studies groups, and government bodies.

Client handling, Project Management, Operations, Social Media Account Manager, Research-based internships have provided students with exposure to working under senior professionals, and they learn to undertake data collection, analysis, and academic writing.

What are the objectives / intended outcomes of this "best practice"?

- Internships are promoted as an institutional practice that enables students to apply what has been learned as part of experiential learning.
- Our Industry Academia Linkages Experiential Learning through Internship apart from associating industry on curricula designing and for interaction.
- Internships offer students the opportunity to put what they are learning into action in a real-world environment.
- Exposure to professional skills and industry working
- Build outcomes in the students, which give them an edge in the placements and equips them with the required knowledge, aptitude, and skills for the chosen industry.
- Internships hone problem-solving, teamwork, and teaching to help the imbibe solution-based approach.
- Improving skills in research, communication in groups, interpersonal communication, and observation
- Improving critical thinking and problem-solving skills
- Enables critical networking and students get connected to industry mentors even before their graduation
- Personalizing learning, giving it relevance and meaning
- Get a hands-on knowledge in the aspired career field

- By joining a team, students will have a much better understanding of what it is like working at a particular company and get a clearer idea of the industry.
- Students learn to handle stress amidst work pressures and targets to be achieved
- Putting learning into context to improve understanding and retention of concepts
- Conditioning the participant to adapt to change
- Helping a participant grow emotionally and learn from failure and success
- Teaches students to work in cross cultural environment
- Internships offer students the opportunity to put what they are learning into action in a real-world environment. Internships are great for students exploring their career options.
- Builds confidence in the interns by acknowledgement and appreciation received sat the internships
- A credit-bearing internship is a serious internship program that assists students in understanding the industry working earning process and encourages employability on graduation.
- Academic internships, policy-making-based internships, government ministries, or organization-based research internships enhance the skills at data collection, data analysis, and applying data analysis to qualitative research studies.
- Actual job experience, volunteer work, or interviews at a company -these experiences enrich students in soft skills and people skills.

Testimonials

"As per our experience and observation we have found the students to be diligent, hardworking and committed." Mr. Wasim Shaikh CEO, Founder Active Holidays, Mumbai.

"As per our experience and observation we have found the students to be diligent, hardworking and committed."- Mr. Suyesh Iyer General Manager, HR Thomas Cook India Limited, Mumbai.

Thomas Cook (India) Ltd.
A Wing, 11th Floor, Marathon Futurex
N. M. Joshi Marg, Lower Parel
Mumbai 400 013

Board No.: +91-22-4242 7000 Fax No. : +91-22-2302 2864



26-April-2022

Deepali Garje.

Dear Deepali,

Ref: Your application for "Internship" in our Company.

With reference to your application to our Company for Internship, we are pleased to engage you as "Summer Intern", in the MICE & Exhibition Department at our Mumbai Office.

You have been assigned, as a part of your internship training to a Project entitled "MICE Operations and Visa" for the period commencing from 26-April-2022 to 26-July-2022 during this period, your Project Guide will be Amit Chugh.

During the period of your Internship you will be not eligible for a stipend.

It is imperative for you to abide by the terms of the Company's Internship Policy and Information Systems Security Policy as applicable to Interns. You are being provided with copies of the same. Please acknowledge having read and understood these policies by returning to us the requisite acknowledgement forms attached to the Policies.

During your Internship period you will not be entitled to any leave. However, you may be permitted by your reporting head to be absent for sufficient cause, with prior permission.

The Company reserves the right to terminate your Internship by giving you 24 hours notice and without assigning any reasons what require

During the period of your Internship, you shall observe strict confidence and secrecy of Company matters concerning all aspects of the assignment being taught to you by the Company. The Company will furnish you all the relevant information and documents. Any and all information, know-how, data and secrecy and the like, of / relating to the business activities and operations of the Company and/or its affiliates or associate persons, firms, companies or bodies corporate and/or their business, activities and operations including customers and clientele is extremely valuable, and also secret and proprietary. Hence, you shall not during the period of your Internship or at any time after the determination thereof, directly or indirectly make any use thereof or any part thereof for any purpose except for the fulfilment of the terms and conditions of your Internship and shall not directly or indirectly disclose or divulge to any third party any knowledge, information or data to which you shall have or may have had access in any manner relating to the Company and/or its affiliates or associate persons, firms, companies or bodies corporate and/or their business, activities and operations including customers and clientele, except to the extent that such disclosure is directly necessary in the course of your Internship and has been made with consent of the Company and/pr its Authorised Representative.

Your final project paper/ dissertation will be intellectual property of the Company. You may further develop and/or use it with prior written approval of the Company.

During the course of your Internship with the Company, you will not without the previous consent in writing of the Company, engage or associate yourself or be concerned directly or indirectly with any other person, enterprise, trade, business or occupation whatsoever, not to take or accept any office or position, full time or part time even after your Internship hours in the Company, in capacity whether honorary or otherwise, under any other firm, concern, enterprise or any other person whatsoever or give advice or assistance to any such firm, concern, enterprise or person without written permission of the Company. You will however be free to be a member of and participate in professional Associations and participate in your academic activity with your Institute.

Holidays | Foreign Exchange | Business Travel | Visas | Insurance

Corporate Office: A Wing, 11th Floor, Marathon Futurex, N. M. Joshi Marg, Lower Parel, Mumbai - 400 013.

Registered Office: Thomas Cook Building, Dr. D. N. Road, Fort, Mumbai - 400 001.

Email id: enquiry@in.thomascook.com CIN No.: L63040MH1978PLC020717 www.thomascook.in



Board No.: +91-22-4242 7000 Fax No. : +91-22-2302 2864





9, Sai Vihar, 22 Mint Back Road, Gr. Floor, Fort, Mumbai - 400 001. Tel.: +91 - 2263 1747 / 2262 1747 Email: wasim@activeholidays.in

Website: www.activeholidays.in

1/11/2022 Shreya Yadav

Subject: Internship Training

In reference to your application we would like to congratulate you on being selected for Internship with Active Holidays Pvt Ltd. Your training is scheduled to start effective 1st November, 2022 for a period **03 months**. All of us at Active Holidays are excited that you will be joining our team!

In addition to the duties that were outlined during your interviews, you shall perform duties appointed as the **Executive-Operations Intern**, You shall devote your full business efforts and time to the Company and agree to perform your duties faithfully and to the best of your ability.

WORKING HOURS

Your working hours will be as follows:

Monday-Saturday: 2:00 PM- 7:00 PM

At times, you may be required to work irregular hours, including Saturday and Sunday. Appropriate time off will be considered for work performed outside normal operational hours.

As such, your internship will include training/orientation and focus primarily on learning and developing new skills and gaining a deeper understanding of concepts through hands-on application of the knowledge you learned in class.

Again, congratulations and we look forward to working with you.

Yours Sincerely,

Wasim

Founder & Experience Curator.



Villa 273/2, Huddo Vaddo, Chapora, Anjuna, Bardez, Goa - 403509. India

Tel.: +91 - 9372005554, +91 7776005554

Email: goa@activeholidays.in — Website: www.activeholidays.in

Thomas Cook (India) Limited

11th Floor, Marathon Futurex N. M. Joshi Marg, Lower Parel (East), Mumbai - 400 013.

Board No.: +91-22-4242 7000 Fax No. : +91-22-2302 2864



Date: 15-Mar-2023

This is to certify that below mentioned students have successfully completed their internship at Thomas Cook (India) Ltd.

The duration of the internship was as mentioned below.

Sr No	Name	Start Date	End Date
1	Fatema Kapadia	2-Mar-22	2-Jun-22
2	Mubeen Khan	2-Mar-22	2-Jun-22
3	Brijesh Singh	4-Apr-22	4-Jul-22
4	Mehfuza Mehtar	21-Mar-22	20-Jun-22
5	Shraddha Kajalkar	1-Jun-22	2-Sep-22
6	Reshma Soneji	27-Apr-22	27-Jul-22
7	Kartiki Ramoji	9-May-22	9-Aug-22
8	Ishika Kadam	3-May-22	3-Aug-22
9	Mitali Gopal	3-May-22	3-Aug-22
10	Sanika Talkar	26-Apr-22	26-Jun-22
11	Dipali Garje	26-Apr-22	26-Jun-22

\$

During the Internship the students demonstrated keen interest in learning and delivering their projects successfully. All these interns supported their respective business as per the business requirement.

For Thomas Cook (India) Limited

Deepti Sheth

Authorized Signatory



9, Sai Vihar, 22 Mint Back Road, Gr. Floor, Fort, Mumbai - 400 001. Tel.: +91 - 2263 1747 / 2262 1747

Email: wasim@activeholidays.in Website: www.activeholidays.in

1/11/2022 Shreya Yadav

Subject: Internship Training

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Again, congratulations and we look forward to working with you.

Yours Sincerely,

Wasim

Founder & Experience Curator.



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Email: goa@activeholidays.in — Website: www.activeholidays.in



SOTC Travel Limited (Formarly SOTC Travel Private Limited)

G-4, Brij Anukarnpa Tower Opp. BSNL Office Ashok Marg C-Scheme Jaipur 302 001

T +91 141 5103111 www.sotc.in

TO WHOM SO EVER IT MAY CONCERN

This is to certify that Ms. Anurima Khurana has completed 1 month that is 240 hours of "Internship" with our organization in Leisure Sales Department at our office in Jaipur.

Ms. Anurima Khurana was found to be a very good performer, hardworking and self-motivated. We've noticed and highly appreciated her punctuality and dedication towards and the work assigned to her. Along with she has actively participated and learnt new concepts very well. Her Internship consists of client handling, itinerary making, outbound tours, passports and visas in detail.

The work done by her is commendable. We wish her success in her future endeavors.

Regards,

Hanuwant Singh Branch- In- charge

Raja Park -Jaipur



sotc.in

Regd. Office: 324, Dr. D. N. Road, Fort, Mumbai 400001.

Wwww.sotcindia.com CINU63040MH2001PLC131691



Date: 01/03/2020

CERTIFICATE OF INTERNSHIP

This is to certify that Ms. Anurima Khurana has undergone an internship with our Organization from 01st Dec 2019 to 15th Jan 2020 completed 270 hours.

During her internship she was familiarized with the function and day to day operations of Marketing Department.

During her tenure, we found her to be hard working, responsible & motivated.

We wish her all the best for her future endeavors.

For Nature Trails Resorts Pvt. Limited

Subsidiary of: Sterling Holiday Resorts

Pradeep Kumar Banerjee Vice President – Operations



What are the underlying principles or concepts of this practice?

The institutional practice of promoting internships is part of our institutional vision and approach of promoting an outcome-based learning ecosystem that offers placement preparedness. The pedagogical approach in providing experiential learning helps in building the chosen outcomes and competencies in our programs. However, the role of internships is very critical in student life as it provides experience and exposure of the students to apply the concepts learned theoretically in the chosen fields. In order to learn industry-relevant practices and skills that take them on successful career paths, internships have been focussed upon and been facilitated by the institution to its best. Internships require that students to perform in real situations and be accountable for their actions and work. Sometimes, they earn appreciation, if companies have any policy of acknowledging the work undertaken while at times when they are given tough schedules, the real-life situations build required resilience, communication and required industry skills to be able to work under defined targets and pressures to perform. Many internship programs require you to work on a project, a particular team of staff, and even collaborate with executives. An internship helps students understand the scope of the work undertaken as an intern and brings an understanding of deliverables, timetables, etc. Industry working helps them hone industry-specific skills, grow emotionally, and learn professionalism. It builds confidence in interns through the acknowledgement and appreciation received during internships. Internships develop critical thinking skills, problem-solving skills, teamwork skills, and time management skills. Working under pressure and in a targeted manner while picking up hands-on skills in a given industry prepares students for a better career and shapes their personality for better career prospects. Internships help students gain a competitive edge that stands out in a given competitive scenario. Internships can provide students with the experience and skills to help them notice them. They enable faster progression to a student aspiring to join the industry at any time. Internships give students to apply theoretical information gained in the classroom and apply practically at the workplace. Furthermore, students can develop the generic abilities required in their field of study. The internship programme also improves students' marketability.

About 100 words

3. The Context

What were the contextual features or challenging issues (any particular) that needed to be addressed in designing and implementing this practice?

Higher education today has to become more and more connected with the real world of placements. Internships are viewed as a doorway or a bridge to the actual world of job market and play a crucial role in facilitating better career paths. As the job market is seen to be evolving and certain skill sets are more in demand, the need for internships becomes even more as at no point can theoretical learning be sufficient to be well placed in the industry. Jai Hind College Autonomous, which has both Aided and self-finance programs and all programs are mapped to Program Learning outcomes and course learning outcomes, thereby creating a need to bring more

exposure to the students. As competition becomes critical, skills in demand need to be constantly honed in terms of knowledge, and professionalism expected in the industry. Since the institution achieved autonomy, the autonomy goals envisioned to make our students well equipped with job market skills, entrepreneurship skills and a value-based approach that would respect sustainability, diversity and gender equality.

As we made new BOS for each of the Programs, we made sure that the experts on the board were eminent people from the industry who could help us build an ecosystem that would facilitate internships and more value additions through industry interactions, events and opportunities. Being situated in the financial capital of India, we fortunately had many companies and industry experts willingly come forward to help us. Programs like Management, IT, Travel and Tourism Management, Banking and Insurance, Media, Humanities, Social Sciences and Sciences saw many students getting interested and taking up internships. Bachelor of Vocation- Travel and Tourism Management for instance is *an internship credit embedded program* while for other programs students could earn the *additional credits* by taking up internships alongside academics.

Students are expected to work during the Semester after their lecture hours and during the summer break and earn their internship credits. Program in which the student is expected to work during the Semester, the number of papers is reduced to facilitate the students to work in internships at companies. The College internship cell and the department internship hub (BVoc TTM) or department team of faculty in certain departments facilitate the internships. The internships are verified by the faculty and the company authenticity is checked both by the cell and even the students are given a SOP for internships selection and protocols to inform the department and cell. The offer letter and completion letters are must to be uploaded on the college cell /department google drive and students are expected to submit a report on the same in the given semester or after the summer break to the cell/department. The TPC of college and departments their level look after the documentation aspects, resolve issues pertaining to students internships and conduct a viva and feedback on completion of the internships. Submission of reports is mandatory. In interaction with department head, students get the opportunity to reflect on their experience and faculty provide constructive inputs on any issues encountered throughout the internship activity. During Covid, remote/virtual internships – in which the students could intern virtually for global companies. The vast number of internship opportunities available indicates the importance of an internship in today's world and willingness of the industry in certain sectors to hire fresh talent as interns.

4. The Practice and challenges

Describe the practice, its implementation and its uniqueness in the context of India higher education. What were the constraints / limitations, if any, faced?

In the context of Higher Education in India, where largely the legacies in Higher education had favoured memorising and heavy theory, the practice of internships comes from the vision to build and enable skills in students which will help them in securing viable employment. Several programs at the institution and particularly the internships embedded programs such as in Vocational Degree programs are building exposure to students in their respective fields and hands on working even for short duration provides students insights on skills and practices in demand.

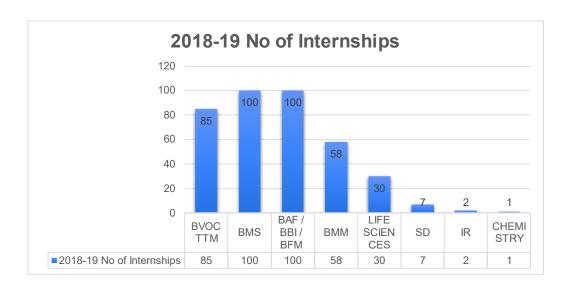
Departments work at individual level either informally or formally through a placement hub (as in BVoc TTM) to facilitate internships. College has the institutional Training and Placement Cell too through which internships are secured for students. Vocational degrees have internships embedded and hence they take additional role to facilitate and see all students are able to secure internships in order to ensure no one lagging.

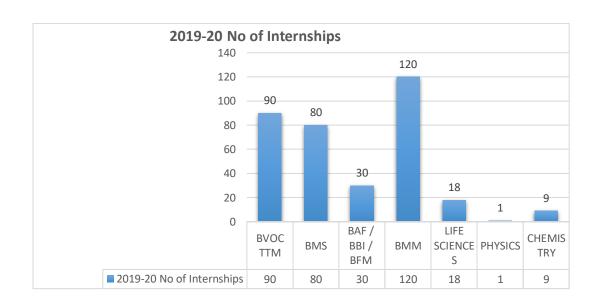
The institutional practice of fostering internships brought some challenges which are listed as follows-

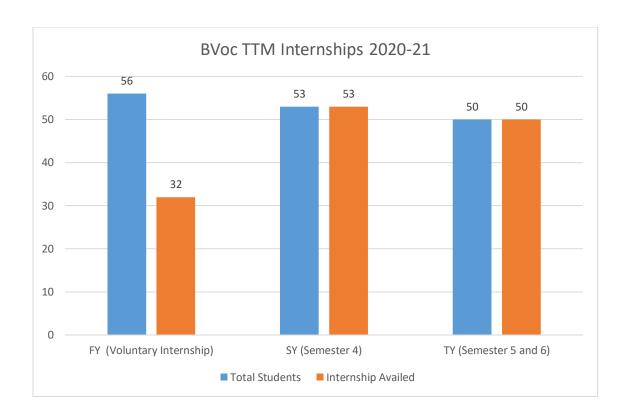
- Industry internships are limited and stipend is not available on some.
- Allocation of time to carry out internship activities within the academic term. As companies and certain business have peak season demands, some opportunities have to be left if they clash with the academic sessions and exams. Industry does not go by specified five-hour window for students to work (as college defines hours on this)
- Mandatory documents uploading needs to be followed up meticulously by the faculty. A full-time placement office could help the institution. Faculty could be in charge and advisors to ensure procedures and integrity.
- Proofs in the college format with stated hours from the college side is not always complied with by industry as they prefer to give offer letter and completion letters only, instead of giving stamps on college format.
- Faculty handles the correspondence and all communication with the companies through the internship cell and the department hub (such as in BVoc TTM) for instance and in other departments over and above other academic and administrative duties
- Remote internships go by works accomplished. tasks and projects completed and do not map the internship performance based on hours (unlike in offline where even hours at office counted apart from the performance) and hence, strict hours-based definition of duration of internship as policy needs rethinking in some deserving cases.

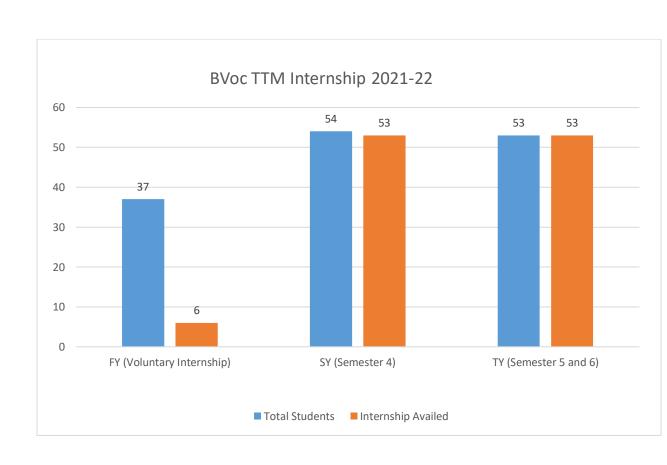
5. Evidence of Success

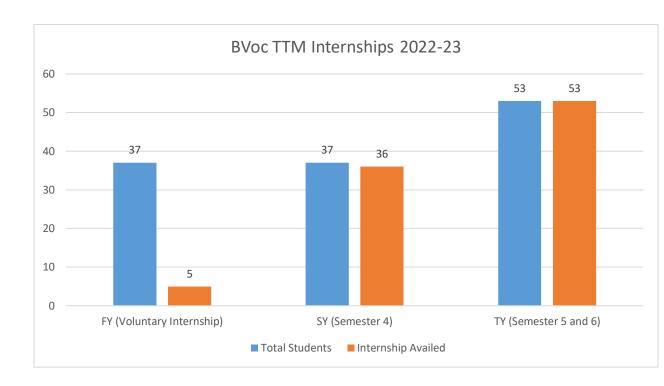
Provide evidence of success such as performance against targets and benchmarks, and review/results. What do these results indicate?













Jai Hind College (Autonomous)



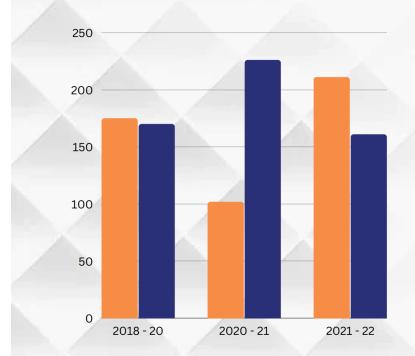
Our NEP 2020 Aligned Institutional Best Practice

Bachelor of Vocational (B.Voc)

Travel and Tourism Management (With embedded credits)

Experiential Learning through Internships

Total Internships and QP Certifications



Total Internships

Total QP Certificates

2018 TO 2022 **488**TOTAL
INTERNSHIPS

557
TOTAL QP



QP- Qualifications Pack certifications are done by THSC - Tourism and Hospitality Skill Council based on the levels given by NSQF- National Skills Qualifications Framework, which certifies students on various job roles based in Industry which adds value to the overall development of students.

In association with





























Jai Hind College (Autonomous)





Bachelor of Vocational (B.Voc)

Travel and Tourism Management (With embedded credits)

Experiential Learning through Internships



We believe in preparing students for the industry passionately!

2018 TO 2022 488 TOTAL INTERNSHIPS

TOUR OPERATORS

- Thomas Cook
- Veena World
- Abeonaz Travels
- Luxor Trails
- The Explorers
- Active Holidays

DIGITAL MARKETING

- Thomas Cook
- Abeonaz Travels
- Luxor Trails
- Active Holidavs
- Vaidehi Foods

CONTENT WRITING

- The Explorers
- Active Holidays
- Luxor Trails
- Abeonaz Travels

FOREX

• Thomas Cook

HUMAN RESOURCES

- Thomas Cook
- Veena World

I.T

- Myrsa Technology
- Skynet Secure

In association with



























Describe in about 200 words.

6. Problems Encountered and Resources Required

Unless internships were embedded, students being given option to acquire additional credits through internships and was voluntary. As more programs in Vocational degree and self-finance degree emphasised need for practical learning, internships were given great push between 2018-23 especially after Jai Hind College became autonomous in 2018 and initiated Vocational BVoc degrees in 2015. Problems have been mentioned as challenges in the point above. Paucity of internships and meagre or no stipend has been a constraint. Combining work hours of students with academically compulsory aspects like class learning hours, assignments and assessments have been a constraint. Under NEP as internships become structured and included with credits, the problem gets resolved to some extent. Procuring completion letters from companies and stamp on internships format assigned by the college was a constraint as companies will not go by our deadlines and will need to prioritise their works. It was a struggle to keep persuading students and companies for the protocols to be met for college documentation.

Think of data that can be uploaded in support of the practice with reference to

a. Implementation process

b. Execution

c. Response received

d. Evidence of Success