



# INTERNSHIPS

Summer 2021

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## **Introduction**

The Faculty has identified two overarching themes for our undergraduate curriculum: social innovation and global citizenship. In line with the University of Hong Kong's student-centered approach to learning, we seek to nurture socially innovative leaders and global citizens who will be able to contribute their talent, knowledge and skills to a better society. To achieve these goals we have introduced two internships, the Social Innovation Internship and the Global Citizenship Internship, each a credit-bearing, non-paid experiential learning opportunity for university undergraduates designed to broaden their horizons and enable them to integrate academic knowledge with first-hand practical experience. The internships are especially designed to encourage students to maximize their full potential by going beyond the confines of the campus, their own academic discipline and geographical boundaries. They adopt a multidisciplinary and practice-oriented approach engaging students to expand social awareness through working with Community Partners.

The Faculty offers the Social Innovation Internship (SI<sup>2</sup>) [12 credits] both during the summer (June-August) and term time (October-April) in cooperation with local, Hong Kong-based Community Partners, while the Global Citizenship Internship (GCI) [12 credits] and Global Intensive Learning Programme [6 credits] are offered only during the summer with a Community Partner outside Hong Kong. All social sciences students are required, as a condition of graduation, to undertake 24 credits of off-campus learning, one each under these two themes.

# Course Outline

**THE UNIVERSITY OF HONG KONG**  
**FACULTY OF SOCIAL SCIENCES**

FOSS2018 Social Innovation Internship &  
FOSS2019 Global Citizenship Internship  
Summer 2021

**Course Outline**

**I. Course Aims**

The Social Innovation Internship is offered both during term-time (October - April) and the summer (the current internship outlined in this handbook). The Global Citizenship Internship is only offered during the summer. These are unique learning initiatives to enrich students' education by expanding their horizons and enabling them to integrate academic knowledge with first-hand practical experience. Internships are specially designed to encourage students to maximize their full potential by going beyond the confines of the campus, their own academic disciplines and geographical boundaries. They adopt a multidisciplinary and practice-oriented approach engaging students to expand social awareness through working with Community Partners.

**II. Learning Outcomes**

Upon completion of the courses, students should be able to:

LO1: Enhance students' understanding of social issues through first-hand practical experience working with both local and global Community Partners

LO2: Identify key issues and develop strategies to enhance social development and promote social innovation

LO3: Enable students to apply academic knowledge (including models, theories and/or concepts), critical thinking, and analytical skills acquired at the University to analyze real-life situations

LO4: Develop work ethics, self-initiative, adaptation to the organisational culture, and communication skills for successful workplace performance

**III. Assessment & Academic Deliverables**

<b>Item</b>	<b>Deliverable</b>	<b>Weight in Grading</b>	<b>Date of Submission/ Attendance</b>	<b>Learning Outcome</b>
1	Internship Orientation	Pass/Fail	June 1 (2:30pm HKT)	2, 4
2	Reflective Journal	Pass/Fail	July 3 (4pm HKT)	3, 4
3	Integrated Essay Outline	Pass/Fail	July 24 (4pm HKT)	2, 3
4	Project Presentation	10%	August 9 - 11	2, 3
5	Integrated Essay	40%	August 15 (4pm HKT)	2, 3
6	Overall Performance at Community Partner Organisation	50%	August 2 - 18 (by CP supervisor)	1, 2, 3, 4

## 1. Internship Orientation (Pass / Fail)

Prior to undertaking an internship with the Community Partner, students will be required to participate in the Internship Orientation. Students will have the opportunity to interact with speakers and critically reflect upon ways to become successful interns as well as being engaged in exploring the core skills and essential knowledge for the fulfillment of academic deliverables, which is necessary for the successful completion of the internship.

Students who are unable to attend the orientation should first gain approval from the Faculty for their absence and will receive a description of the nature of the make-up assignment from the Faculty. Details for submission of the make-up assignment to be provided to requisite students via email and only special circumstances will be considered, with supporting documentation, for cases of absence.

The Internship Orientation seeks to:

- introduce students to the aims, expectations, and key issues related to the internship
- prepare students for the academic deliverables of the course including: Integrated Essay Outline, Reflective Journal, Integrated Essay, and Project Presentation
- provide students with insight about the internship experience at the workplace by covering topics, such as: work ethics, self-initiative, adaptation to the organisational culture, and communication skills
- develop skills and insights to explore different cultures and to understand the concept of global citizenship in a wider context

## 2. Reflective Journal (Pass / Fail)

The Reflective Journal serves as a means for students to reflect on their practical experience and utilise their critical and analytical thinking skills. Instead of describing their internship duties or analysing the Community Partner organisation, students should focus on one or two critical incidents/ events that help them learn the most out of their internship. They may analyse the incidents from the perspectives of different stakeholders involved; reflect on their own behaviour and what things they could do to make a difference. A good Reflective Journal demonstrates self-awareness and new insights. Please refer to the “Deliverable Timeline” on page 9 for due dates.

In order to enhance the level of digital skills, students can opt to conduct this assignment in video format so as to help students present their analysis and learning experience through the appropriate use of technology.

### **Requirements**

Students are required to:

- Submit a **800-1,000 word** Reflective Journal
- Use 1.5-line spacing, 12-point font, 1 ½ inch margins

- Use APA style referencing (if applicable)
- Submit Reflective Journal via Turnitin in the Moodle platform

**OR**

- Submit a video with **maximum 3 minutes** to reflect on the student's learning journey
- Submit the video via an accessible YouTube link in the Moodle platform

**Assessment Criteria**

- Ability to highlight the key events during the internship period in an analytical manner
- Ability to critically reflect on the internship experience and demonstrate a higher order thinking process
- Ability to generalize learning and new insights in a wider context
- Ability to engage audience through the skillful use of variation in voice and attractive visual aids (applicable to video only)
- Ability to present the video creatively and to use video-editing tools (applicable to video only)

3. Integrated Essay Outline (Pass / Fail)

The Integrated Essay Outline serves as a bridge to the final essay, giving students a space to plan what they will write. It can be presented in bullet points showing the overall structure of the essay. Students should articulate their essay outline with a title, a thesis statement, supporting arguments properly laid out under their proposed paragraphs, as well as a reference list. This also gives Academic Tutors an opportunity to bring the essay back on track at an earlier stage, if necessary.

**Requirements**

Students are required to:

- Submit a **maximum 500-word** Integrated Essay Outline
- Use 1.5-line spacing, 12-point font, 1 ½ inch margins
- Use APA style referencing
- Submit the Integrated Essay Outline via Turnitin in the Moodle platform

**Assessment Criteria**

- Ability to construct a strong and coherent argument
- Ability to structure the Integrated Essay Outline in a logical manner providing topic sentences and supporting arguments
- Ability to locate relevant academic resources, which will be utilised for the Integrated Essay

#### 4. Project Presentation (10%)

The Project Presentation offers student interns the opportunity to work individually or in a group of two or three with fellow students who have conducted their internship at the same Community Partner organisation. Students should first pick a topic related to their internship, then narrow it to a focus or issue which reflects what all group members are concerned about. The topic does not have to be the same as their essay topic and should not be about the organisation. Students should integrate academic knowledge with experiential learning, beyond just workplace duties, providing a peer-peer sharing and learning experience where the internship is reviewed through a wider context.

Grade Descriptors has been included in the 'References' on page 19-20.

#### **Requirements**

Students are required to:

- Present in groups unless they are the only student conducting the internship at a Community Partner organisation
- Present for **maximum 10 minutes** (for single intern or interns in groups of 2) and **maximum 15 minutes** (for interns in groups of 3) followed by a 5-minute Q & A session
- Attend and comment on others' presentations within the assigned session

#### **Assessment Criteria**

##### *Understanding, Analysis, & Integration of Academic Knowledge with the Internship Experience*

- Ability to demonstrate perceptive and critical engagement with issues and themes based on a comprehensive understanding of relevant concepts and theories
- Ability to effectively analyse and integrate academic knowledge with experiential learning using cohesive argumentation
- Ability to provide a critical reflection on the internship experience

##### *Structure & Organisation*

- Ability to create a presentation which provides an outline clearly introducing the structure and a conclusion, and summarises the main ideas / arguments

##### *Delivery & Mechanics*

- Ability to present findings effectively within the given time frame
- Ability to engage the audience through skillful use of eye contact, gestures, variation in voice, and attractive and professional visual aids
- Ability to conduct the presentation with clarity and fluency

## 5. Integrated Essay (40%)

The key purpose of the Integrated Essay is to increase students' awareness of social and/or global issues by integrating academic enquiry with practical experience gained through the internship. The Integrated Essay is meant to enhance students' academic initiative relating to their experiential learning. Students should pick a topic which is related to their internship experience and ideally their academic studies. Students will demonstrate their understanding of the topic through developing arguments and supporting it through both scholarly (academic references) and empirical evidence (observation from internship).

Please refer to the "Deliverable Timeline" on page 9 for due dates. Grade Descriptors has been included in the 'References' on page 17-18.

### **Requirements**

Students are required to:

- Submit a **3,000-3,500 word** Integrated Essay
- Use 1.5-line spacing, 12-point font, 1 ½ inch margins
- Use APA style referencing
- Submit the Integrated Essay via Turnitin in the Moodle platform

### **Assessment Criteria**

- Ability to integrate academic knowledge and internship experience to support an argument
- Ability to examine the topic by accessing and analyzing relevant academic resources
- Ability to demonstrate critical analysis of topic through key insights and observations
- Ability to write a well-structured and organized essay with appropriate citations and referencing

## 6. Overall Performance at Community Partner Organisation (50%)

The Overall Performance at the Community Partner organisation is conducted by the respective Community Partner supervisor(s) at the workplace. Students are assessed on 9 assessment criteria (see table below) related to workplace performance. The Evaluation Form for Supervisors should be completed by the supervisor(s) via the following link:

[www.socsc.hku.hk/sigc/cp](http://www.socsc.hku.hk/sigc/cp) (Evaluation on Intern's Performance)

### **Assessment of Student**

(Please refer to the Final Evaluation Form for Supervisor on page 22-23 for the complete grade matrix.)

<b>Item</b>	<b>Assessment Criterion</b>
1.	Takes initiative to explore new areas of study and pursue better outputs after satisfying the basic requirements
2.	Adapts to the work culture and the rules of the working environment
3.	Willing to communicate with supervisor and other colleagues
4.	Maintains a positive work attitude
5.	Able to work independently
6.	Motivated to seek ways to fortify own strengths and overcome weaknesses
7.	Works in a congenial manner
8.	Manages workload in an orderly and responsible manner
9.	Integrates supervisors' recommendations into own repertoire of knowledge and skills

The supervisors of Community Partners are required to assess the intern's standard of performance based on 7-point scale. An overall mark for intern's performance is the sum of points given for the nine assessment criteria above and the final grade of intern will be generated based on the designed grading scale accordingly.

The overall mark and grade recommended by the Community Partner supervisor(s) are subject to the comprehensive and careful review by the Academic Tutor, Departmental Convenor and Course Examiner. Moderation may be made if applicable.

### **IV. Self-Evaluation Form for Interns**

The submission of the Self-Evaluation Form for Interns is **compulsory** for the successful completion of the SIGC Internship Programme. Failure to complete the Form will result in a delay of the grade until it is submitted. Each student intern is required to submit the Self-Evaluation Form for Intern online via the following link: <http://www.socsc.hku.hk/sigc/apply/> (SIGC Internship (Summer 2021) > scroll down within this batch > view > Self-Evaluation).

The Form will only be disclosed to the Faculty Experiential Learning Team for programme review purpose after the submission of student grades to the Faculty Office by Academic Tutor.

## V. Plagiarism and Citation Guideline

At the University of Hong Kong, plagiarism is a disciplinary offence. Any student who commits the offence is liable to disciplinary action and the plagiarized work will receive a “fail” grade. Regulation 5 of the University’s Regulations Governing Conduct and Examination provides that:

“A candidate shall not engage in plagiarism nor employ nor seek to employ any other unfair means at an examination or in any other form of work submitted for assessment as part of a University examination. Plagiarism is defined as unacknowledged use, as one’s own, of work or another person, whether or not such work has been published.”

Plagiarism will result in an automatic “fail” grade being awarded for that particular item and, if serious enough, may result in the student failing the course. For this reason, all students are urged to read “What is Plagiarism?” via <https://tl.hku.hk/plagiarism>, and to refer to the citation guideline via: [https://lib.hku.hk/general/research/guides/citation\\_styles.html](https://lib.hku.hk/general/research/guides/citation_styles.html).

## VI. Penalties on Late/ Failure of Submission & “Free-riding”

Late submission of any graded assignment will be marked down by 5% for the first 24 hours late, and 10% for every 24 hours (or part thereof) thereafter. Saturdays and public holidays count. If a student receives a Fail on the first submission of the Integrated Essay Outline or Reflective Journal, he/she will have the opportunity of resubmission **ONCE**. Late submission or fail in the second submission of Integrated Essay Outline and Reflective Journal will result in a 5% deduction from the overall mark for each deliverable. There is no resubmission for the graded assignment.

Failure to submit or participate in any **ONE** of the six deliverables (on page 2) will result in failure for the course unless prior approval has been granted by the Faculty.

If there is any “free-riding” issue in Project Presentation as a group, students should report to your respective Academic Tutor as soon as possible for intervention. Any “free-riding” behaviour may result in a “FAIL” grade or AT LEAST 50% of mark deduction of the Project Presentation assignment depending on the seriousness of the “free-riding” behaviour.

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**FACULTY OF SOCIAL SCIENCES**

FOSS2018 Social Innovation Internship &  
FOSS2019 Global Citizenship Internship  
Summer 2021

**Deliverable Timeline**

<b>Date</b>	<b>Events</b>	<b>Remarks</b>
<i>June 1, 2021</i>	Internship Orientation	Compulsory for all interns Refer to page 16
<i>June 7, 2021</i>	Commencement of Internship	Check your internship confirmation letter in case there is a different date per request of the Community Partner
<i>First week of internship commencement June 7 – 11, 2021</i>	Academic Tutor (AT) to visit interns and Community Partners (CP) at workplace or conduct a virtual meeting to explain internship details	
<i>July 3, 2021</i>	Deadline for Reflective Journal	Students submit by <b><u>4:00pm (HKT)</u></b> via Turnitin in the Moodle platform
<i>June 28 – July 9, 2021</i>	AT to visit interns and CP at workplace or to conduct virtual meeting for the mid-term evaluation	
<i>July 24, 2021</i>	Deadline for Integrated Essay Outline	Students submit by <b><u>4:00pm (HKT)</u></b> via Turnitin in the Moodle platform
<i>July 30, 2021</i>	Completion of Internship	Check your internship confirmation letter in case there is a different date per request of the Community Partner
<i>August 9 – 11, 2021</i>	Project Presentation	Details to be announced in due course
<i>August 15, 2021</i>	Deadline for Integrated Essay	Students submit by <b><u>4:00pm (HKT)</u></b> via Turnitin in the Moodle platform
<i>August 2 – 23, 2021</i>	Self-evaluation (Online)	Compulsory for all interns

**\* IMPORTANT NOTES:**

- (i) Late submission of any graded assignment will be marked down by 5% for the first 24 hours late, and 10% for every 24 hours (or part thereof) thereafter. Saturdays and public holidays count.
- (ii) If a student receives a Fail on the first submission of the Integrated Essay Outline or Reflective Journal, he/she will have the opportunity of resubmission **ONCE**. Late submission or fail in the second submission of the Integrated Essay Outline and Reflective Journal will result in a 5% deduction from the overall mark for each deliverable. There is no resubmission for the graded assignment.
- (iii) Failure to submit or participate in any **ONE** of the six deliverables (on page 2) will result in failure for the course unless prior approval has been granted by the Faculty.

# Roles and Responsibilities

## ROLES AND RESPONSIBILITIES

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### I. Faculty of Social Sciences

The Dean of the Faculty of Social Sciences, with the assistance of the Associate Dean (Undergraduate Education), the Director of Experiential Learning, Experiential Learning Team, and the Academic Tutors, administers and monitors the Programme. The Faculty acknowledges the necessity to arrange the internship programme according to the changing needs of students and current developments in our society.

### II. Academic Tutor (AT)

Given the academic nature of the programme, an AT is assigned to provide each intern with academic advice throughout the internship and to liaise with the Community Partner for any operational problems encountered on site. The AT will also read the interns' written assignments and assess the presentation by interns as an indicator of the academic development.

Throughout the programme, the Faculty and AT will be responsible for:

- a. preparing students for the internship through an internship orientation prior to the commencement of the internship;
- b. liaising with Community Partners to ensure the interns' experiential learning through suitable task assignments;
- c. monitoring the interns' learning by giving feedback and providing advice on the academic deliverables;
- d. facilitating the Community Partner Supervisors' assessments of the interns' performance through evaluation meetings with interns and supervisors during the middle and final stage of the internship; and
- e. organizing the presentation seminars for the interns at the end of the internship.

### III. Community Partner (CP)

The Faculty highly appreciates the commitment of its CPs in offering learning opportunities and supervising interns. Each CP is asked to undertake the following tasks:

#### **a. *Task assignment***

The choice of task assignment depends on the planning of the CP. CPs are expected to stipulate the learning opportunities and the task assignment while liaising with the Faculty before the internship is taken up by the interns. The task assignment will appear on the Partnership Agreement signed by both the CP and the Dean.

Should there be any changes in the agreed tasks, the CP is required to inform the Academic Tutor who will then communicate with the interns concerned. It is essential for the CP, AT and intern(s) to reach a consensus about expectations regarding the nature of the assignments and the workload.

#### **b. *Direct supervision***

CPs are expected to designate a staff member to act as a supervisor of the tasks assigned to the intern in the following areas:

- (i) to brief the student about the mission, structure, function, practice and relevant administrative procedures of the organization;
- (ii) to introduce the tasks involved and the key personnel that the interns will be working with;
- (iii) to provide clear instructions and adequate guidance for the smooth implementation of the tasks;
- (iv) to open channels for interns to express their expectations, needs and difficulties. Each supervisor is also expected to communicate with the respective AT about the intern's progress and performance. Based on previous experience, the normal amount of supervisory time should be 1 to 1.5 hours per week in the summer term when the interns work on a full-time basis; and
- (v) to give optional advice to facilitate interns to integrate internship experience into the academic deliverables.

**c. *Incidental learning opportunities for students***

CPs are encouraged to provide ample opportunities for students to experience administration, policies and practices throughout the internship. It is advisable for each intern to meet with staff other than the supervisors on either formal or informal occasions, to participate in project planning, to attend conferences or to engage in any other activities which may provide learning opportunities.

**d. *Resource support***

CPs should provide a suitable work environment for each intern. No payment or any other form of emolument should take place.

**e. *Leave approval***

Leave application procedures are set out as follows:

- (i) Interns should seek endorsement from the Community Partners at least one week in advance; and
- (ii) Interns should then seek approval from their Academic Tutor before taking the leave.

Failure to follow the above leave application procedure may result in mark deduction or failure of the course. No retrospective application for personal leave will be considered. A copy of the Leave Application Form is enclosed on page 27.

**f. *Performance assessment***

Supervisors should discuss the interns' performance with the ATs and the mid-term evaluation serves as a 'check-point' for interns, CPs, and ATs and no form submission is required. Any request for a change of work period, hours or nature of the internship should be approved in writing by both the CP and the Faculty.

Supervisors are required to fill in the Evaluation Form for Supervisors to assess interns' final performance at the end of the internship period. The Evaluation Form and its assessment descriptors can be referred to Handbook page 22 and 23 respectively.

The Faculty will organise presentation seminars providing an opportunity for interns to share the learning experience integrating academic knowledge with experiential learning. Supervisors are encouraged to attend.

***g. Feedback from CP***

Other than evaluation meetings, supervisors are invited to communicate closely with the Academic Tutors about issues relating to the internship and interns' performance whenever necessary.

**IV. Student Interns**

***a. General expectations of interns***

Interns are expected to take the initiative to learn by acquiring direct experience in the following areas:

- (i) exposure to relevant social issues;
- (ii) understanding of relevant policies;
- (iii) learning of related strategies and practices;
- (iv) development of analytical, interpersonal and team work skills, and critical thinking; and
- (v) integration of academic knowledge with experiential learning.

***b. Attendance and written work required by the Faculty***

Prior to the commencement of the internship, each intern must participate in the Pre-internship Orientation.

Each intern should complete the full internship programme for the entire internship period. In case of illness or absence, interns should report to the CP supervisor and Academic Tutor by telephone and supplement the application with a copy of the relevant medical certificate. An intern who is absent under these conditions is expected to make up time to complete the agreed tasks or projects.

To facilitate a prompt response to problems that may arise during the internship and to further improve the programme, interns are required to complete a Self-evaluation Form after the internship.

***c. Relationship with CP***

During the internship, each intern should work under the instruction and guidance of the onsite supervisor assigned by the CP. Each intern is expected to comply with the policies and procedures of the CP, to collaborate and cooperate closely with the supervisor and colleagues. Verbal evaluations of work progress should be conducted with supervisors periodically. In case of emergency, interns should notify and seek advice from the supervisor and Academic Tutor immediately.

***d. Work arrangement***

Students should report to their supervisor or Academic Tutor if the work assigned is inappropriate or does not match with the tasks description in the Internship Agreement.

***e. Resource support***

Interns will be provided with a suitable work environment by the CP.

*f. Seeking signed approval*

The Leave Application Form should be endorsed by the supervisor and approved by the Faculty for any leave taken during the internship period.

If applying for sick leave, a medical certificate should be attached with the application form (with the supervisor's signature) and its copy should be sent to the Faculty for record.

After the approval of the supervisor, intern should submit the Leave Application Form to the respective Academic Tutor for endorsement and send the completed Form to the Faculty by post or email to [socii@hku.hk](mailto:socii@hku.hk).

# Special Issues

## SPECIAL ISSUES

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### I. Insurance coverage

All interns who have paid a composition fee are allowed to use the services available in the University Health Service (UHS) according to their entitlements. Interns who sustain injuries or incur sickness in the course of University work, or in Hong Kong but outside the University premises (e.g. during field trips, project work or site visits) are entitled to treatment from UHS.

Standard insurance coverage will be provided under the University's "Group Personal Accident Insurance for Students" (Please refer to page 28) for activities under SIGC internships approved by the Faculty. However, due to the University's decision to suspend the cross-border travel, no travel insurance will be arranged. Students who are specially approved to take in-person non-local internships are strongly advised to make self-arrangement, through insurance or other means, to meet all potential additional medical, and any other unexpected costs and expenses that may arise from their participation in SIGC internships.

### II. Bad weather

Interns of local internships at CPs in Hong Kong are expected to follow the instructions of the University when Tropical Storm Warning Signals or Rainstorm Warning Signals are hoisted.

When the Tropical Storm Warning Signal No.3 or the Red Rainstorm Warning Signal is in force, it should be assumed that all SI<sup>2</sup> interns will continue their duties as scheduled unless the supervisor has given special instructions.

#### ***For interns at local CPs who have not arrived at their agencies or commenced their work***

If either the Tropical Storm Signal No. 8 (or above) or the Black Rainstorm Warning Signal is hoisted or in force at or after 06:00, interns will be exempted from morning duties scheduled before 14:00.

If either of the warnings is hoisted or in force at or after 11:00, interns will be exempted from afternoon duties scheduled at any time after 14:00 and before 18:00.

If either of the warnings is hoisted or in force at or after 15:00, interns will be exempted from evening duties scheduled from 18:00 onwards.

#### ***For interns at local CPs who have arrived at their agencies or commenced their work***

When the Tropical Storm Warning Signal No.8 (or above) or the Black Rainstorm Warning Signal is hoisted, interns are expected to terminate all outdoor activities in progress and inform their supervisors immediately. With the consent of their supervisors, interns may continue indoor activities and services provided that safe shelter for the interns and the service recipients is guaranteed. If no secure venue is available, interns should ensure that all service recipients are taken to a safe place, and remain there until it is safe for them to leave.

The above arrangements should be followed by all CPs in Hong Kong except those who have special needs and for those agreements that have been reached between the CPs and the Faculty beforehand.

### III. Social action

There may be concern about interns' participation in certain social actions / events, such as sit-ins, demonstrations, petitions and so on, which a CP may invite interns to join and/ or provide assistance in accordance with the provisions of the law of Hong Kong. Interns may want to know if assistance should be provided or if they should participate in such action/ event. Always bear in mind that 'learning' is the prime objective of this internship programme. The Faculty fully believes in interns' ability to make a proper judgment. If interns feel that such activities are inconsistent with own beliefs, they should discuss this matter with the supervisor and Academic Tutor. The Faculty encourages interns to consult the supervisor, and it is on interns' own will to assist or participate in such activities.

### IV. COVID-19 and hybrid mode of work

Since internship requiring additional cross-border travel is not supported, the Faculty will not provide any assistance and subsidy to students on compulsory quarantine arrangement due to COVID-19.

In view of the unpredictable development of COVID-19, the CP may make necessary adjustments on the mode of work depending on the public health situation. A flexible hybrid mode of work with a mixture of arrangements ranging from remote working, work-from-home, virtual meetings and social distancing practices at workplace could be adopted in summer 2021, if deemed necessary.

Even though there would be certain flexibility in work arrangements, interns should be reminded of their full immersion and commitment during the entire internship period as full-time interns. Expectations under remote working setting should be communicated fully at the beginning of the internship in order to avoid any miscommunication and misunderstanding.

# References

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**FACULTY OF SOCIAL SCIENCES**

FOSS2018 Social Innovation Internship &  
FOSS2019 Global Citizenship Internship  
Summer 2021

**Internship Orientation**

- Interns are required to attend **all** sessions.
- Formal wear is required.

Date: June 1, 2021 (Tuesday)

Time: 2:30pm – 4:30pm

Time	Topic	Speaker
2:30pm – 2:40pm	Welcome and Opening speech	Professor William Hayward Dean of Social Sciences
2:40pm – 2:55pm	How do we learn in Experiential Learning?	Dr. Lucy Jordan, Associate Dean, Faculty of Social Sciences
2:55pm – 3:00pm	Virtual exercise: Let's co-create our internship experience!	Ms. Winky Wu, Assistant Lecturer, Faculty of Social Sciences
3:00pm – 3:25 pm	3 things I wish I had known when I started my internship  <i>- An alumnus sharing on how to prepare for your internship &amp; Q&amp;A sessions</i>	Mr. Paco Chan, Entrepreneur BSocSc Graduate (Class of 2013)
3:25pm – 3:30pm	Concluding remarks	Ms. Elsa Lam, Director of Experiential Learning, Faculty of Social Sciences
3:30pm – 3:35pm	Break	
3:35pm – 4:30pm	Parallel Sessions (by Department of Academic Tutor): Meet your Academic Tutor on preparing academic deliverables & essay writing skills	

**THE UNIVERSITY OF HONG KONG**  
**FACULTY OF SOCIAL SCIENCES**

FOSS2018 Social Innovation Internship &  
FOSS2019 Global Citizenship Internship  
**Assessment Form for Integrated Essay**

Name of Student: \_\_\_\_\_ University No.: \_\_\_\_\_ Community Partner: \_\_\_\_\_

Please tick on each assessment category below:

Assessment Category	Excellent	Good	Satisfactory	Pass	Fail
<b>Integration &amp; Analysis</b>	Strong integration of academic knowledge and the internship experience to support a well-structured thesis statement/ argument. Topic was examined by accessing and analysing a wide range of relevant academic resources and theories, models and/ or concepts.	Good integration academic knowledge and internship experience to support a clear argument. Topic was examined by accessing and analysing a majority of relevant academic resources and theories, models and/ or concepts.	Satisfactory integration of academic knowledge and internship experience to support a reasonably clear argument. Topic was examined by accessing and analysing generally relevant academic resources and concepts.	Less than satisfactory integration of academic knowledge and the internship experience, yet weak argument. Topic was examined by accessing and analysing a few relevant resources.	Weak integration of academic knowledge and the internship experience. Central argument missing or unclear. Highly descriptive, lacking/ or weak argument. Weak/lack of relevant resources were accessed and analysed.
<b>Structure &amp; Organisation</b>	Flow of the essay was logical. Transitions among ideas/ arguments were always clear; sentences within each paragraph relate to each other & are subordinate to the topic. Introduction & conclusion effectively related to the whole.	Transitions among ideas/ arguments were generally clear. Paragraphs were built on related sentences logically develop the main points. No major digressions. Introduction & conclusion effectively related to the whole.	Transitions among ideas/ arguments were sometimes unclear. Most points were logically developed. There may be a few minor digressions but no major ones. Introduction & conclusion were somewhat effective.	Only some major points were set off by paragraphs and were signaled by transitions. There were some logically connected points. There may be some major digressions. Introduction and conclusion may be lacking or ineffective.	The organization & structure must be inferred by the reader. Most points were connected illogically. There were major digressions. Introduction and conclusion were missing.
<b>Insights</b>	Observations and analysis in the essay extrapolate beyond the scope of the internship experience itself.	Observations and analysis in the integrated essay which led to worthwhile insights on the internship experience.	Some insights within the integrated essay gained from the internship experience.	Integrated essay tackled with a narrow scope, which resulted in few insights from the internship experience.	Integrated essay lacked insights on the internship experience.
<b>Language</b>	Sentence formation, grammar, and diction excellent; correct use of punctuation, citation style, and referencing; minimal to no spelling errors.	Sentence formation, grammar, and diction strong despite occasional errors; punctuation, citation style, and referencing often used correctly with minor spelling errors.	Some problems in sentence formation, grammar, and diction (usually not major). Some errors in punctuation, citation style, referencing, and spelling.	Many errors in sentence formation, grammar, and diction. Frequent errors in citation style, punctuation, referencing, and spelling.	Major errors in all areas of mechanics: sentence formation, grammar, diction, citation style, punctuation, referencing, and spelling.

<b>Overall Comments</b>	
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**Overall Grade** : \_\_\_\_\_

Signature of Academic Tutor : \_\_\_\_\_

Name of Academic Tutor : \_\_\_\_\_

Date : \_\_\_\_\_

<b>Marking Scale</b>	
<b>Standard</b>	<b>Grade</b>
Excellent	A+ A A-
Good	B+ B B-
Satisfactory	C+ C C-
Pass	D+ D
Fail	F

**THE UNIVERSITY OF HONG KONG**  
**FACULTY OF SOCIAL SCIENCES**

FOSS2018 Social Innovation Internship &  
FOSS2019 Global Citizenship Internship  
**Grade Descriptors for Presentation**

<i>Assessment Category</i>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Pass</b>	<b>Fail</b>
<b>Understanding, Analysis, and Integration of Academic Knowledge with Internship Experience</b>	Consistent perceptive and critical engagement with issues and themes based on comprehensive understanding of relevant concepts and theories; the analysis and integration of academic knowledge with experiential learning is consistently clear and effective. Arguments fit together and build a compelling case, providing critical reflection on the internship experience.	Generally perceptive and critical engagement with issues and themes; some shortcomings in understanding of relevant concepts and theories, but the analysis and integration of academic knowledge with experiential learning is mostly clear and effective. Some arguments underdeveloped or some considerations overlooked in providing a critical reflection of the internship experience.	Occasional perceptive and critical engagement with issues and themes, but presentation tends toward rather superficial understanding of relevant concepts and theories, with some inaccuracies in the analysis and integration of academic knowledge with experiential learning. Offers own position but reasoning is sometimes impaired by weak reflection, emotive, or inconsistent argumentation and reflection on the internship experience.	Very limited critical engagement with key issues and themes; rarely goes beyond reproduction of relevant concepts and theories, impaired in parts by considerable inaccuracies in the analysis and integration of academic knowledge with experiential learning. Offers own position, but the arguments/ reflection on the internship experience are not put forward explicitly and not well supported.	No critical engagement with issues, and themes. Integration of academic knowledge with experiential learning characterized by serious inaccuracies and misunderstandings. Offers own position, but analysis/ reflection on the internship experience are flawed, disorganized, or difficult to identify or understand.
<b>Structure / Organization</b>	The presentation provides an outline which clearly introduces the structure and a conclusion that clearly summarizes the main ideas / arguments. Transitions from one main idea / argument to the next are always clear to the listener through the use of signaling phrases such as “the next point” “the final section” etc.	The presentation provides an outline which introduces the structure and a conclusion that summarizes the main ideas / arguments but one or both could be more comprehensive. Transitions from one main idea / argument to the next are almost always clear to the listener through the use of signaling phrases such as “the next point” “the final section” etc. The listener is always able to follow the development of the main arguments.	The presentation attempts to provide an outline which introduces the structure and / or a conclusion that summarizes the main ideas / arguments. If both are present, one or both may be unclear or lacking in enough detail. Transitions from one main idea / argument are sometimes unclear to the listener through a lack of or unclear use of signaling phrases such as “the next point” “the final section” etc. However, the listener is able to follow the development of most of the main arguments.	The presentation fails to provide an outline which introduces the structure of the presentation or a conclusion that summarizes the main ideas / arguments. If one is present, it is unclear or lacking in enough detail to be useful to the listener. Transitions from one main idea / argument are often unclear to the listener through a lack of or unclear use of signaling phrases such as “the next point.” “The final section.” etc. However, the listener is able to follow the development of some of the main arguments.	There is no outline or conclusion. Transitions from one main idea / argument are unclear because of a lack of signaling. The listener is not able to follow the development of any of the main arguments.

<p><b>Delivery &amp; Mechanics</b></p>	<p>Presenter(s) adhere strictly to time limits set. Presenter(s) engage the audience at all times through the skillful use of eye contact, gestures, variation in voice, attractive and professional looking visual aids. Spoken language is always accurate, comprehensible, fluent, and precise.</p>	<p>Presenter(s) adhere strictly to time limits set. Presenter(s) engage the audience through the use of eye contact, gestures, variation in voice, attractive and professional looking visual aids although one or two of these could be done better in places. Spoken language is mostly accurate, comprehensible, fluent and precise with a few hesitations.</p>	<p>Presenter(s) may be slightly off the time limits set. Presenter(s) engage the audience most of the time through the use of eye contact, gestures, variation in voice, attractive and professional looking visual aids although one or two are ineffective in parts of the presentation. Spoken language is generally comprehensible and fluent but not always accurate/precise.</p>	<p>Presenter(s) may be significantly off the time limits set. Presenter(s) attempt to engage the audience some of the time through the use of eye contact, gestures, variation in voice, attractive and professional looking visual aids but with limited overall effectiveness. The language is often inaccurate; occasionally incomprehensible. Some main arguments can be followed.</p>	<p>Presenter(s) do not adhere to the time limits set. Presenter(s) seem to make little attempt to engage the audience eye contact, gestures, variation in voice, attractive and professional looking visual aids. All are ineffective throughout the presentation. The language is mostly incomprehensible and many of the main arguments are unclear.</p>
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<b>Marking Scale</b>	
<b>Standard</b>	<b>Grade</b>
Excellent	A+ A A-
Good	B+ B B-
Satisfactory	C+ C C-
Pass	D+ D
Fail	F

**THE UNIVERSITY OF HONG KONG**  
**FACULTY OF SOCIAL SCIENCES**

FOSS2018 Social Innovation Internship &  
FOSS2019 Global Citizenship Internship  
Grade Descriptors for Student's Workplace Performance

Excellent (A+/A/A-)

Student's performance consistently far exceeds the expected standards. Student exemplifies exceptional initiative to explore new areas and lucidly adapts to the work culture. Student demonstrates excellence in communication with supervisor and colleagues, showing a positive attitude and ability to work independently. Student demonstrates a very high-level of motivation and congeniality, as well as having an outstanding ability to manage workload and integrate supervisor's feedback to enhance workplace performance.

Good (B+/B/B-)

Student's performance is consistently above the expected standards. Student exemplifies good initiative to explore new areas and is able to adapt well to the work culture. Student demonstrates a high-level of communication with supervisor and colleagues, showing a positive attitude and ability to work independently. Student demonstrates a high-level of motivation and congeniality, as well as effectively managing the workload and integrating supervisor's feedback to enhance workplace performance.

Satisfactory (C+/C/C-)

Student's performance consistently meets the expected standards. Student exemplifies a satisfactory initiative to explore new areas and ability to adapt to the work culture. Student is satisfactory in the following areas: communication with supervisor and colleagues, positive attitude, motivation, and congeniality. Student also shows an average ability to work independently, manage workload and integrate supervisor's feedback to enhance workplace performance.

Pass (D+/D)

Student's performance meets some of the expected standards. Student exemplifies a less than satisfactory initiative to explore new areas and has difficulty adapting to the work culture. Student is less than satisfactory in the following areas: communication with supervisor and colleagues, positive attitude, motivation, and congeniality. Student shows difficulty in working independently, managing workload and integrating supervisor's feedback to workplace performance.

Fail (F)

Student's performance is consistently below the expected standards. Student exemplifies an unacceptable level of initiative to explore new areas and has difficulty to adapt to the work culture. Student demonstrates inability to communicate with supervisor and colleagues, and shows a lack of positive attitude, motivation and congeniality. Student is unable to work independently, manage workload and integrate supervisor's feedback to workplace performance.

## Final Evaluation Form on Intern's Performance at Community Partner Organisation

Name of Intern: \_\_\_\_\_  
(in BLOCK LETTERS; Underline the last name)

Community Partner: \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_  
(in BLOCK LETTERS; Underline the last name)

Contact Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

(To be completed by supervisor)

### Part A: Assessment of Intern's Performance

Item	Assessment Criterion	Level of Performance						
		Excellent ↔ Good		Satisfactory	Less than Satisfactory ↔ Poor			
1	Takes initiative to explore new areas of study and pursue better outputs after satisfying the basic requirements	7	6	5	4	3	2	1
2	Adapts to the work culture and the rules of the working environment	7	6	5	4	3	2	1
3	Willing to communicate with supervisor and other colleagues	7	6	5	4	3	2	1
4	Maintains a positive work attitude	7	6	5	4	3	2	1
5	Able to work independently	7	6	5	4	3	2	1
6	Motivated to seek ways to fortify own strengths and overcome weaknesses	7	6	5	4	3	2	1
7	Works in a congenial manner	7	6	5	4	3	2	1
8	Manages workload in an orderly and responsible manner	7	6	5	4	3	2	1
9	Integrates supervisors' recommendations into own repertoire of knowledge and skills	7	6	5	4	3	2	1
		<b>Overall Mark* (Sum of the marks above) =</b>						

\*The overall mark is subject to the review of the Examination Board of the Faculty

### Other Comments on Intern's Performance:

Grading Scale		
Grade	Mark	Level of Performance
A+	61-63	<b>Excellent</b> (Performance consistently far exceeds the expected standards)
A	58-60	
A-	55-57	
B+	52-54	<b>Good</b> (Performance is consistently above the expected standards)
B	49-51	
B-	45-48	
C+	42-44	<b>Satisfactory</b> (Performance consistently meets the expected standards)
C	39-41	
C-	36-38	
D+	32-35	<b>Pass</b> (Performance meets some of the expected standards)
D	28-31	
F	≤27	<b>Fail</b> (Performance is consistently below the expected standards)

**Part B: Communications from the Faculty of Social Sciences, The University of Hong Kong**

(Please tick where appropriate)

Communication Topic	Very Clear	Clear	Unclear
1. Objectives of the Programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Structure of the Programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Expectations of the intern in the Programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Criteria for assessing the performance of the intern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Responsibilities of your organization as a Community Partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Part C: Other Comments**

1. Do you have any suggestions on how the Faculty could have better prepared interns in the future?  
Please mention specific subject areas that we should address in the next round of internship.

2. How, and in what ways, has the internship programme contributed to your organization's objectives?

3. Other matters of concern?

\*\* The supervisor can opt to disclose his/her qualitative comments on Intern's Performance under Part A to the intern, while the marks on assessment criterion under Part A will always be disclosed to the intern unless the supervisor has specific concerns that he/she would like to raise with the Academic Tutor and is against doing so.

Signature of Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

**Please complete the form online via [www.socsc.hku.hk/sigc/cp](http://www.socsc.hku.hk/sigc/cp) (Evaluation on Intern's Performance).**



# INTERNSHIPS

## Self-evaluation Form for Intern

Student name: \_\_\_\_\_ University No.: \_\_\_\_\_

(Full name in BLOCK LETTERS)

Curriculum: \_\_\_\_\_ Year: \_\_\_\_\_

HKU Email address:: \_\_\_\_\_ Contact number: \_\_\_\_\_

Type of internship:  Local Internship  Non-local Internship  "GC@Home" Internship  
 Social Innovator  Service Learning in China (SLC)

Title of Project: \_\_\_\_\_

Community Partner: \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_

### **Part A: General Evaluation**

(Please tick where appropriate.)

Statement		Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	N/A
<b>1. The internship enhances my understanding of:</b>							
(i)	academic knowledge	<input type="checkbox"/>					
(ii)	integration of academic knowledge and practice	<input type="checkbox"/>					
(iii)	social issues through first-hand practical experience	<input type="checkbox"/>					
<b>2. The internship provides training / opportunities for application of:</b>							
(i)	analytical skills & critical thinking	<input type="checkbox"/>					
(ii)	multi-disciplinary knowledge	<input type="checkbox"/>					
(iii)	practical / research skills to the work situation	<input type="checkbox"/>					
(iv)	innovative approach to address problems/ issues encountered during internship	<input type="checkbox"/>					
<b>3. The internship agency facilitate my smooth adjustment to the work setting and my understanding of organization culture through:</b>							
(i)	effective supervision	<input type="checkbox"/>					
(ii)	adequate support	<input type="checkbox"/>					
(iii)	extensive exposure	<input type="checkbox"/>					
<b>4. I cooperate well with the student partner(s) / workplace colleagues in:</b>							
(i)	exchanging ideas and experience	<input type="checkbox"/>					
(ii)	resolving differences and reaching compromises	<input type="checkbox"/>					
(iii)	achieving mutual enhancement of whole-person development	<input type="checkbox"/>					
(iv)	accomplishing tasks	<input type="checkbox"/>					
<b>5. Overall speaking, this internship is a fruitful one:</b>							
		<input type="checkbox"/>					



# INTERNSHIPS

## Part B: Comments and Suggestions

1. Most valuable feature(s) of the Internship:

2. Difficulties encountered during the Internship:

3. Support from the Community Partner Supervisor during the Internship:



# INTERNSHIPS

4. Suitability of the Project / Community Partner to the Internship:

5. Any other comments:

*\*\* Your comments will only be disclosed to the Faculty Experiential Learning Team for programme review purpose after the submission of grade to the Faculty Office by your Academic Tutor*

Signature of Student: \_\_\_\_\_ Date: \_\_\_\_\_

**Please complete the form online via <http://www.socsc.hku.hk/sigc/apply/> (SIGC Internship Application > Self-Evaluation)**



# INTERNSHIPS

## Leave Application Form

Intern name: \_\_\_\_\_ University No.: \_\_\_\_\_  
(Full name in BLOCK LETTERS)

Curriculum: \_\_\_\_\_ Year: \_\_\_\_\_

Contact number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Type of internship:  Local Internship  Non-local Internship  "GC@Home" Internship  
 Social Innovator  Service Learning in China (SLC)

Community Partner: \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_ Contact number: \_\_\_\_\_

Date & time of leave	Type of leave	Reason	Duty resumed on
Date: From _____ to _____	<input type="checkbox"/> Sick Leave	_____	____ / ____ / ____
Time: From _____ to _____	<input type="checkbox"/> Special Leave	_____	DD / MM / YYYY
Total Hours: _____			

Signature of Intern: \_\_\_\_\_ Date: \_\_\_\_\_

### Part B: To be completed by the Community Partner

- Endorsed without condition \_\_\_\_\_
- Endorsed with condition(s): \_\_\_\_\_
- Not endorsed for the following reason(s): \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_ (In BLOCK LETTERS)

Signature of Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

### Part C: To be completed by the Academic Tutor

- Approved without condition \_\_\_\_\_
- Approved with condition(s): \_\_\_\_\_
- Not approved for the following reason(s): \_\_\_\_\_

Name of the Academic Tutor: \_\_\_\_\_ (In BLOCK LETTERS)

Signature of Academic Tutor: \_\_\_\_\_ Date: \_\_\_\_\_

*\* Please return the endorsed and signed Form to the Faculty Office by student in person, by post or by email to [socii@hku.hk](mailto:socii@hku.hk).*

**The University of Hong Kong**  
**Travel / Personal Accident Insurance for Students**  
**2020/2021**

**Corporate Business Travel (“Travel”) Insurance Policy**

For HKU registered undergraduate and postgraduate students (“students”) who are required to travel overseas for University business purpose, i.e. activities which are officially arranged or recognized by the University such as overseas exchange programme, field trips, research and conference etc., a standard travel insurance programme has been arranged to protect students from certain financial risks and losses that may occur in the course of the trip (*unforeseeable events*). These losses can be minor, like a delayed suitcase, or significant, like a trip cancellation at the last moment or an emergency medical treatment overseas etc. The current insured period would be from **October 1, 2020 to September 30, 2021**. However, it should be noted that travel insurance covers only the specific situations, events, and losses stated in the policy documents, and only under the conditions it describes. In addition, travels arranged on personal / non-official basis are outside the scope of this insurance coverage, and students must therefore make their own travel insurance arrangement at their own cost in the circumstances.

2. Although no prior declaration of each trip to the insurer is required, departments are still required to keep record of (a) total no. of travelers of each trip and (b) total no. of trips. Soon after the financial year end (i.e. 30 June) each year, notice would be issued by Finance and Enterprises Office (“FEO”) to request departments to submit the data so recorded for submission to the insurer. Hence, students must report details of their trip to the respective office / department which is responsible for the arrangement of their trip.

3. Certificate of Travel Insurance could be issued by our insurer upon request by students. Please send your request by email to FEO insurance team at **feo\_insurance@hku.hk**, and also note that the processing time required is about 5 working days. Your advance notice to FEO in this respect is highly recommended.

4. In the situation where a student needs serious emergency assistance such as the emergency medical evacuation and / or repatriation services, bodily injury or sickness results in the need for in-patient hospital treatment etc. while staying overseas, the student must directly contact Zurich (the insurer) by making a collect call at their 24-hour Emergency Assistance Service Hotline (852) 2886 3977 and quoting the Policy No. **TTT0001673ZC**.

5. An arrangement has been made with the insurer, on a need basis, to provide a named China Medical Card for students when travelling in China. This facility provides the card owner with a guarantee of admission deposit to certain “Appointed Hospitals” in China if hospitalization is required due to bodily injury or sickness in the course of the trip. Hence, application for a China Medical Card is recommended if the Insured Person will have to stay in China for a long period of time or to take multiple trips to China during the year (i.e. from 1 October of current year to 30 September next year). A fee of HKD50 per card per year will be charged irrespective of when the card is to be issued, and it will be expired on September 30 which is in line with the policy year. To apply for the card, please provide the full name of the applicant(s) together with the fee of HKD50 per head via department to FEO for onwards submission of the application(s) to the insurer for their processing. Usually, it would take at least 10 working days for FEO and the insurer to arrange the issuance of the Card. Applicant will be notified by email once the Card is available for collection from FEO office counter located at 1/F Knowles Building.

### **Group Personal Accident (“GPA”) Insurance Policy**

6. In addition to the basic primary health care provided by the University to its students through the University Health Service and the subsidized hospitalization (entitlements according to the student’s right of abode status in Hong Kong) as provided by the public health care services of the Government, the University has arranged a GPA Insurance Policy which covers accidental death and permanent disablement with an amount for medical expenses incurred by its students due to an accident causing bodily injury. Coverage shall commence from 1 July to 30 June next year starting each day as an insured student leaves the residence or study place directly for the trip to the University / appointed meeting place and / or using the shuttle bus services of the University or other transport service to participate in the University activities / courses which are sponsored / organized / supervised / endorsed / approved by the University and throughout the day and ceases at the time as an insured student arrives the residence or study place or four hours after the assigned course or activities closing whichever comes first. Internship / career placement arranged by the University on weekends and / or during vacations and/or study leave and / or summer holiday are also covered.

7. For claim procedure, please follow the guideline as given in the Claim Form which could be downloaded after login to Portal under the path: SIS Menu → Financial Services → FEO Info and Hotlines → Finance and Enterprises Office → Insurance Information for Students. Please note that FEO must be informed within 30 days from the date of the accident. If the claimant will not be returned back to Hong Kong within 30 days from the date of the accident, the claimant must notify FEO by email (feo\_insurance@hku.hk) and provide an e-copy of the duly completed claim form, the full itinerary of the trip as well as the trip authorization letter issued by HKU so as to avoid possible rejection of the claim by the insurer for the reason of late notification. Hence, it is strongly recommended for students to carry a copy of the said documents in case if a claim is needed during the trip period. Other supporting documents such as expense receipts or reports could be provided to FEO after returning back to Hong Kong.

8. Please note that the student may treat the Corporate Business Travel Policy as primary coverage and the GPA Insurance Policy as excess coverage to claim the balance amount (accident only) subject to the terms and conditions of the policy and whether initial treatment was sought in the country travelled.

9. The general coverage of the insurance policies are given below for reference:-

Item	Coverage	Maximum Benefits per Person (HKD)				
		Travel Insurance	GPA Insurance			
			Accident within HK	Accident outside HK		
i.	<b>Accidental Death and Permanent Disablement</b>	1,000,000	100,000	100,000		
ii.	<b>Medical Expenses</b> <i>(include Chinese physician i.e. registered herbalist, acupuncturist and bonesetter)</i>	400,000	5,000	25,000		
	<i>Sub-limit for Chinese physician or Chiropractors</i>	HKD250 per visit per day and HKD4,000 per policy year	HKD300 per visit per day, HKD2,000 per person per event or HKD4,000 per policy year			
	<i>Follow up medical treatment – up to specified days from the date of bodily injury or sickness for any medical expenses necessarily incurred in country of residence, up to 100% of unused portion of sum insured of this section (Note a)</i>	Up to 180 days	Up to 365 days			
iii.	<b>Emergency Medical Evacuation</b>	Actual Cost	N/A	100,000		
iv.	<b>Repatriation of Remains</b>	Actual Cost	N/A	100,000		
v.	<b>Personal Property</b> <i>(Limit of HKD5,000 any one item / pair / set of articles including mobile phone; HKD10,000 any one lap top computer) (Note b)</i>	20,000	N/A			
vi.	<b>Personal Money &amp; Loss of Documents</b> <i>(Cash Limit: HKD4,000) (Note b)</i>	20,000				
vii.	<b>Travel Delay</b> <i>(HKD1,000 for at least 6 hours later than the scheduled arrival time at a planned destination during the journey up to HKD4,000)</i>	4,000				
viii.	<b>Baggage Delay</b> <i>(Payable up to HKD1,000 for each full 5 hours) (Note c)</i>	4,000				
ix.	<b>Curtailment Expenses / Trip Cancellation / Loss of Deposit</b>	50,000				
x.	<b>Personal Liability</b>	10,000,000				
xi.	<b>Maximum number of travelling days per trip</b> <i>(Note d)</i>	180 days				
xii.	<b>Loss of Teeth</b> <i>(If the Insured Person's sound and nature permanent teeth are broken caused by an accident during the trip, insurer will pay HKD1,000 for each loss of whole tooth)</i>					

**Important Notes**

- a. *In order to make a valid claim for medical expenses incurred, initial medical treatment should be sought locally and the medicine taken before and after the trip must be prescribed by a qualified and licensed / registered medical practitioner in Hong Kong, or a practitioner legally authorized by the government with jurisdiction in the geographical area of their practice to render medical and surgical services. All medical expenses should be paid by claimant first and reimbursement would be made by the insurer if subsequently approved by the insurer based on policy terms. Insurer may also request the claimant to explain the reason for not seeking initial medical treatment in the country which the accident occurred even the claim fulfilling the condition that “if initial treatment was not sought overseas provided that the Insured Person obtained treatment within 7 days of after return to Hong Kong..”, i.e. the insurer reserves their right to reject the claim in case if the reason provided by the claimant is unreasonable. Please note that the Group Travel Policy is not classified as Medical Insurance but it provides medical coverage (an Insured Person suffers a bodily injury or sickness during the insured journey and medical expenses reasonably and necessarily incurred) and the Group Personal Accident Policy definitely not classified as Medical Insurance as it mainly covers accidental death and permanent disablement with an amount for accidental medical expenses incurred by the students.*
  
- b. *Any loss of personal properties / travel documents must be **reported to the police** having jurisdiction at the place where the loss occurs **within 24 hours** from the occurrence of the incident. It is important to obtain a report from the local police for submission to the insurer afterwards.*
  
- c. *If an Insured Person’s personal property (i) has been checked-in by an airline and during the journey is temporarily lost for more than 5 hours, the insurer will reimburse the insured’s emergency purchase up to HKD4,000 (HKD1,000 for each full 5 hours); and (ii) was lost during the flight, the insurer may reimburse the purchase cost (subject to the policy terms) provided that a copy of the purchase invoice and an incident report / letter issued by the Airline could be submitted to the insurer.*

- d. *The policy is extended to include a **total** of 10 days in respect of deviations from the period of the authorized business trip(s) for personal business. However, the total no. of travelling days **per trip** (including both authorized business trips and personal deviations) must not exceed 180 days. In addition, it has been confirmed with the insurer that no further extension of days beyond the allowed 10 days for personal business can be arranged due to the Travel Insurance Policy of the University is arranged on “Group” basis. If the personal business part of the trip exceeding the allowable maximum of 10 days, the Insured Person must arrange own additional travel insurance. It should be further noted that (i) the University business part plus the 10 days personal business part of the trip will be automatically covered by the University Travel Insurance Policy from the date of departure from Hong Kong irrespective whether any additional personal insurance arrangement has been arranged by the Insured Person; and (ii) the coverage of the University’s Travel Insurance Policy might not meet the personal needs such as the activities taken by the Insured Person during the personal business period.*
- e. *The Insured Person should take all reasonable efforts to avoid bodily injury, and manual / construction site work to be carried out by the Insured Person during the trip would not be allowed, unless the insurer has been notified of such work requirement prior to the departure of the Insured Person from Hong Kong.*
- f. *The Insured Person should take all reasonable and necessary precautions for the safety of all Personal Property. It should be noted that the maximum benefit per person for personal property is HKD20,000 only. Please read the details of item (v) of the table in page 3. Should the Insured Person carry any high value items during the trip, i.e. individual value exceeding HKD5,000, it is strongly recommended for taking up separate adequate insurance coverage at own cost.*
- g. *Please refer to the attached sheet at **Annex I** for the summary of special conditions and major policy exclusions of the Zurich Group Travel Insurance Policy.*

### **International SOS (“ISOS”)**

10. The University has entered into a service agreement with ISOS, a leading travel health and safety assistance provider, which is NOT an insurance company but to provide worldwide 24/7 assistance services to students. In order to minimize the medical and travel security risk as far as possible and for better travel planning purpose, it is strongly recommended for students to contact ISOS directly by phone (Tel.: +852 2528 9900) or through their mobile app “International SOS Assistance App” for advice on matters which a traveler should pay special attention when visiting a particular country. Please refer to **Annex II** for details.

**Group Travel Insurance**  
**Insurer: Zurich Insurance Company Ltd.**  
**Policyholder: The University of Hong Kong**

Schedule of Benefits	As per Policy Schedule
Age Limit	1-100 However, the amount payable for a loss will be reduced if an Insured Person is age 81 or older on the date of accident.
Special Conditions	- For loss of baggage(s) and personal effects, money and / or travel document(s), the Insured Person must report the loss to the local police, airline or other carrier / hotel management, public authority within 24 hours of discovery.
Major Exclusions (inter alia)	This policy does not cover any loss or liability arising as a result of or in connection with: <ul style="list-style-type: none"> <li>- The Insured Person is not taking reasonable efforts to avoid injury to minimize any claim under this policy.</li> <li>- Direct participation in strike, riot or civil commotion.</li> <li>- Any illegal or unlawful act by an Insured Person or any confiscation, detention, destruction by customs or other authorities.</li> <li>- Any suicide or intentional self-inflicted injuries.</li> <li>- Insured Person is travelling against the advice of a physician.</li> <li>- The purpose of the journey is to receive medical treatment or advice or for routine medical examinations.</li> <li>- Any loss of property when it is left unattended in public place or any unexplained loss or mysterious disappearance.</li> <li>- Riding or driving in any kind of motor racing, or engaging in a sport in a professional capacity or where an Insured Person would or could earn income or remuneration from engaging in such sport.</li> <li>- Insanity, mental disorder; or any condition resulting from venereal disease.</li> <li>- Any home leave while the Insured Person is confined to a hospital as an in-patient.</li> <li>- Air travel other than as a passenger on a regular scheduled airline or licensed or private chartered aircraft.</li> <li>- Naval, military or airforce services or operations while actively engaged in war.</li> <li>- Any liability arising from any propelled vehicle, aircraft or watercraft (other than non-power driven craft), land, buildings, firearms or animals.</li> <li>- All other exclusions as per HKU's Group Travel Insurance Policy issued by Zurich Insurance</li> </ul>
Remarks	- Under the Personal Accident and Medical Expenses Section of the policy, there is no exclusion for the amateur sports such as Hot Air Ballooning, Skiing, Hiking, Windsurfing etc.

*Note: The above table has just listed out part of the exclusions contain in the policy terms and therefore, is for reference purpose only. Whether any exclusion(s) will be applied to a claim case shall be determined by the Insurer according to the full set of the policy terms on a case-by-case basis.*

(Prepared by JLT on 9 October 2020)

Please note that the full version of the exclusion terms can be accessed via SIS Menu → Financial Services → FEO Info and Hotlines → Finance and Enterprises Office → Insurance Information for Students.

## HKU Global Assistance Programme

### Support for HKU Staff Members and Students 24/7 while overseas

#### About International SOS ("Intl.SOS")

HKU has entered into a service agreement with Intl.SOS, the leading travel health and safety assistance provider, to provide **worldwide medical and security support** for HKU staff members and students. Before heading overseas, staff members and students can review the medical and security information about the destination country for pre-trip planning. When overseas, and in need of medical or security assistance, staff members and students can contact Intl.SOS for support. Please note that Intl.SOS is **NOT an insurance policy**. It is therefore important to ensure that you have adequate medical or travel insurance coverage before heading overseas.

#### Download the App

Download the app so that you can have instant access to country-specific medical and security alerts while abroad. It will also give you access to the nearest assistance call number.

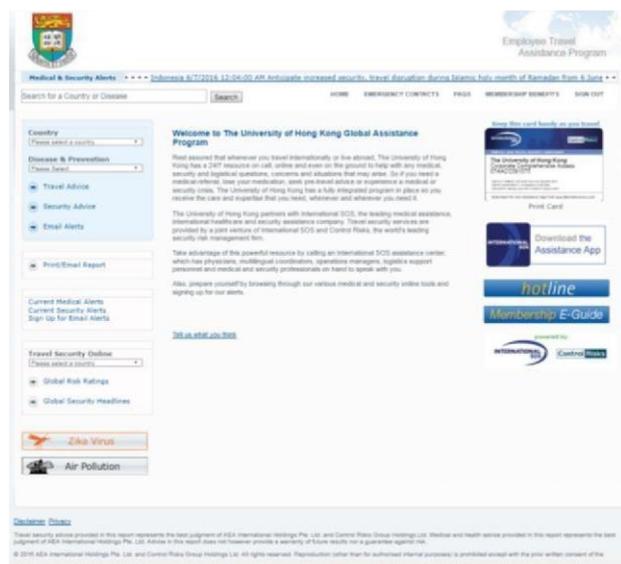
- 1) Search and download the "International SOS Assistance App" in the app store. Available for iOS, Android, Blackberry, Windows and Amazon smartphones
- 2) Enter the HKU Membership ID: **07AACC091075**
- 3) Enable GPS or Location Services



#### Visit the Intl.SOS Online Portal

Visit the Intl.SOS online portal before heading overseas so that you are well-prepared and informed on country-specific information.

- 1) Visit the Intl.SOS website at: <https://www.internationalsos.com/en/>
- 2) Enter the HKU Membership ID: **07AACC091075**



**Call Intl.SOS 24/7 Assistance Center for a pre-travel medical & security brief and overseas medical, security and travel assistance:**  
HK 24-hour center number:

**+852 2528 9900**



**Social Innovation Internship**  
**Global Citizenship Internship**

socii@hku.hk | (852) 3917 1212

11/F, Faculty of Social Sciences, The Jockey Club Tower, The University of Hong Kong

[www.socsc.hku.hk/sigc](http://www.socsc.hku.hk/sigc)