

The Challenge

Before interns go on their internship, they had to face certain challenges for example, the steep learning curve and adjustments to their workplaces. The usual intensive and all-at-one-go pre-internship briefings and workshops do not help the interns well as they need just-in-time knowledge specific to their task/project.

This is an opportunity to explore with industry partners to leverage on technology to enhance the internship experience. This initiative will also help Infocomm Media Development Authority of Singapore (IMDA) and Republic Polytechnic (RP) respond to Singapore's Infocomm Masterplan 2015's Smart Nation initiative to enable smart learning anywhere and anytime, as well as Singapore's SkillsFuture Masterplan to enhance internship.

Solution

Dubbed "MyInternshipBuddy@WORK" or "MIB@WORK" for short, is a pilot on work-place based learning using mobile technology. A collaboration between IMDA, RP and Coursepad. It serves as a one-stop resource companion for students throughout the duration of their internships.

The mobile application allows lecturers and company supervisors to contribute content for more structured and deeper learning at the workplace. With its customisable interface and features such as a pre-internship resource section to acquaint student with workplace guidelines and protocols to a weekly log for students to record their learning experiences for closer supervision, the application functions as a handy guide for students to navigate their first steps into the working world.

Learning Outcomes

A total of 760 School of Infocomm students participated in the pilot over two semesters, with another 90 School of Hospitality students joining them in the second semester. Throughout the pilot, over 100 RP liaison officers and company supervisors were involved.

When a survey has conducted with the participating students after the implementation of the pilot project, the results were encouraging. Here are the key students' perceptions of the pilot from the survey conducted:

- ✓ Better Prepared for Internship: 75%
- ✓ Increase in Efficiency: 74%
- ✓ Improve Skills: 65%

These findings show that MIB@WORK was efficient in on-boarding and integration of interns to the companies. It was also an effective channel to reinforce learning in technology domains, professionalism and work ethics, as well as the improvement of workplace skills.

Return on Investment

MIB@WORK has been featured in the media and has garnered much attention in workplace-based learning can be implemented in Singapore.

After RP, Singapore Polytechnic adopted the mobile application but used it as a tool as a competency framework tool for their educators instead. Two other organisations namely Civil Service College and iFlix adopted the mobile application for on-boarding of their new officers/employees.