



TOURISM PROMOTIONS BOARD PHILIPPINES

JOB INTERNSHIP PROGRAM MANUAL

(as of 01 March 2022)

I. INTRODUCTION

The Job Internship Program (JIP) of the Tourism Promotions Board (TPB) is meant to provide students of Higher Educational Institutions (HEI's) as well as beneficiaries under the Government Internship Program¹ of the Department of Labor and Employment with an opportunity to complement their formal learning with practical knowledge, skills and desirable attitudes and to gain hands-on job experience.

This manual aims to provide standards and guidelines for managing TPB's internship program such as the amount and scope of workload, number of hours, learning objectives, monitoring scheme, support mechanisms as well as sanctions in case of violation of any of the provisions of this manual and the Memorandum of Agreement (MOA)/Memorandum of Understanding (MOU).

The issuance of this Manual is in line with the Commission on Higher Education (CHED) Memorandum Order No. 104, series of 2017, prescribing Revised Guidelines for Student Internship Program in the Philippines (SIPP) for All Programs².

Finally, this Manual serves as a guidebook to help the parties involved in meeting the objective of making the internship experience both meaningful and worthwhile for the interns as they grow to become the country's future industry professionals.

¹ Annex A - Department Order 204-19 Guidelines on the Implementation of the DOLE-Government Internship Program (DOLE-GIP)

² Annex B - CHED Memorandum Order No. 104, s. 2017

II. GENERAL OBJECTIVES

This Job Internship Program (JIP) Manual shall pursue achievement of the following objectives:

1. Provide interns with actual work experience both in the office and virtual, exposure to various management styles, technical, industrial, and procedural systems of the various TPB departments in relation to their respective fields of learning.
2. Prescribe standards and guidelines for enriching the skills-knowledge-attitudes of interns such as the amount of workload, number of hours, learning objectives, monitoring scheme, and sanctions;
3. Establish clear roles and responsibilities of involved parties and provide for protocols regarding different situations that may arise during the internship process;
4. Promote the Job Internship Program through standardized procedures that are uniform, manageable, and practical so that more institutions will participate and value the branding result of the program; and
5. Systematically develop the employability of participating interns and provide them opportunities to eventually acquire job experiences that match their potentials, skills, and competencies.

III. DEFINITION OF TERMS

1. **Department of Labor and Employment (DOLE)** – is the implementor of the Government Internship Program (GIP) which undertakes to provide and assign the beneficiaries to the TPB to perform tasks and duties within those prescribed under Department Order No. 204, Series of 2019.
2. **Government Internship Program (GIP)** – refers to the Government Internship Program, a component of the KABATAAN: 2000 under Executive Order 139, Series of 1993, which aims to provide opportunities and engage program beneficiaries to serve the general public in government agencies/entities to implement projects and programs at the national and local level.
3. **Government Internship Program (GIP) Beneficiary** – refers to the individual as a qualified recipient of the DOLE-GIP.
4. **HEI/GIP Coordinator** – refers to the assigned point/focal person of the Higher Education Institution (HEI)/ Government Internship Program (GIP) responsible for the implementation of all phases of the job internship program.
5. **Higher Education Institution (HEI)** – refers to schools, universities, colleges, and other private and public institutions or instrumentalities that offer student-trainee programs.
6. **Interns** – refer collectively to the students interns and GIP beneficiaries deployed for the Job Internship Program in TPB.
7. **Internship Plan** – refers to the outlined goals and objectives, knowledge, skills, and competencies that the student interns should acquire in each training area, assignments, and schedule of activities, among others that were formulated or developed by the Higher Education Institution (HEI) and TPB and duly signed by the concerned coordinators or respective heads. The Internship Plan applies only to student-trainees and shall be prepared and approved both by the HEI and TPB.
8. **Internship Supervisor** – refers to the immediate supervisor of the intern who is responsible and can mentor, provide and facilitate the provision of technical training to the trainee and encourage them to develop their competencies and professionalism, and to the extent possible, protect them from physical or moral danger.

9. **Job Internship Program (JIP)** – refers to a professional program established by the Tourism Promotions Board (TPB) with the objective to provide students of Higher Educational Institutions (HEI's) as well as beneficiaries under the Government Internship Program of the Department of Labor and Employment with an opportunity to complement their formal learning with practical knowledge, skills, and desirable attitudes and to gain hands-on job experience.
10. **Job Internship Program (JIP) Manual** – refers to documented instructions and guidelines designed to improve the quality TPB's internship program.
11. **Memorandum of Agreement/Understanding (MOA/MOU)**³ – refers to the agreement executed between the Higher Education Institution (HEI)/Department of Labor and Employment (DOLE), TPB, GIP beneficiaries and interns specifying the detailed role and responsibilities of all concerned parties.
12. **Student Interns** – refer to the students recommended for the Job Internship Program in TPB.
13. **TPB Internship Coordinator** - refers to the assigned point/focal person of the Tourism Promotions Board (TPB) responsible for the implementation of all phases of the job internship program.

³ Annex C – Memorandum of Agreement (MOA)

IV. JOB INTERNSHIP PROGRAM TRAINING PROCESS FLOW

STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE
START				
1	Receive request from the requesting Department/ Division	<ul style="list-style-type: none"> Receive Approved Intern Requisition Form from the requesting Department/Division. <i>(1 working day)</i> 	HRMA	<ul style="list-style-type: none"> Approved Intern Requisition Form (QF-PHRD-29)⁴ Received Letter Invitation/ Recommendation from the HEI addressed to the Chief Operating Officer (COO)
		<ul style="list-style-type: none"> If the invitation/ recommendation is from the Higher Education Institution (HEI), proceed to Step 4. 		
2	Identify qualifications of intern	<ul style="list-style-type: none"> Identify the qualifications of the requested/ endorsed intern based on the relevancy of the course with the area of specialization of the requesting/ prospective Department/Division. <i>(1 working day)</i> If the intern was endorsed by the HEI, proceed to Step 5. 	HRMA	
3	Source-out interns	<ul style="list-style-type: none"> Publish Notice of Intern requirement in the TPB website and PHRDD social media <i>(10 working days)</i> 	HRMA	<ul style="list-style-type: none"> Notice of Intern Vacancy For GIP beneficiary, secure approval for slot from DOLE, job applicants' line up
4	Receive and screen application	<ul style="list-style-type: none"> Receive and screen completeness of documents submitted, and acknowledge the receipt of application requirements. If the intern was endorsed by the HEI, go back to Step 2. 	HRMA	<ul style="list-style-type: none"> Recommendation Letter from the School addressed to the COO Letter of Intent Curriculum Vitae (CV) For GIP beneficiary, endorsed line up/ previous student-trainees to DOLE-GIP coordinator

⁴ Annex D – Intern Requisition Form

STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE
5	Review and validation of qualifications	<ul style="list-style-type: none"> Endorse the application requirements to the requesting/ prospective Department/Division for review and validation of qualifications. (3 working days) ➤ For qualified interns in the review and validation, proceed to Step 6. ➤ For not qualified interns in the review and validation, issue Letter of Regrets⁵. 	HRMO	<ul style="list-style-type: none"> Intern Recommendation Form⁶
6	Prepare and endorse documentation for the action of the COO	<ul style="list-style-type: none"> Upon receipt of the accomplished Intern Recommendation Form: <ul style="list-style-type: none"> ➤ Prepare Acceptance Letter, Memorandum of Agreement (MOA), and/ or Letter of Regrets (3 working days) The COO approves or disapproves and sign the appropriate documents (5 working days) 	HRMA	<ul style="list-style-type: none"> Intern Recommendation Form Acceptance Letter MOA COO action on documents
7	Facilitate action taken by the COO	<ul style="list-style-type: none"> For approved acceptance, send the approved Acceptance Letter and MOA/MOU to the HEI/ GIP Coordinator for signing and notarization. (3 working days) For disapproved acceptance, send a Letter of Regrets. 	HRMA	<ul style="list-style-type: none"> Acceptance Letter MOA/MOU Letter of Regrets
STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE

⁵ Annex E – Letter of Regrets to Student Intern

⁶ Annex F – Student Intern Recommendation Form

8	Receive Notarized MOA	<ul style="list-style-type: none"> • Receive Notarized MOA/MOU and prepare Memorandum to: <ul style="list-style-type: none"> ➤ The requesting Department/ Division regarding the deployment of the intern. ➤ All TPB Personnel announcing the acceptance of the intern. <i>(1 working day)</i>	HRMA	<ul style="list-style-type: none"> • Notarized MOA/MOU • Memorandum to the requesting Department /Division • Memorandum to all TPB employees
9	Conduct TPB Orientation	<ul style="list-style-type: none"> • Conduct TPB Orientation within 3 working days prior to the date of reporting using the Orientation Checklist. <i>(1 working day)</i>	HRMA	<ul style="list-style-type: none"> • Orientation Checklist (QF-PHRD-17)⁷
10	Deployment	<ul style="list-style-type: none"> • Deploy accepted intern and issue Identification Card. <i>(1 working day)</i>	HRMA	<ul style="list-style-type: none"> • Identification Card
11	Issuance of Certification of Completion ⁸	<ul style="list-style-type: none"> • Prepare and issue Certification of Completion and Time Record within ten (10) working days upon receipt of the accomplished Evaluation Form by the Immediate Supervisor. • For GIP beneficiary, to comply with MOU requirements for timely submission to DOLE. <i>(10 working days)</i>	HRMA	<ul style="list-style-type: none"> • Evaluation Form • Certification of Completion • Time Record
12	File Records	<ul style="list-style-type: none"> • Retain all records of the intern for at least two (2) years upon completion of the JIP of the intern. 	HRMA	<ul style="list-style-type: none"> • 201 Files
END				

⁷ Annex G – Orientation Checklist⁸ Annex H – Certification of Completion

V. RIGHTS AND OBLIGATIONS OF THE PARTIES

1. Higher Education Institution (HEI) for Student Interns

- a. The HEI shall issue a certification that the student intern is physically, psychologically, and mentally fit to undergo the Job Internship Program in the TPB.
- b. The HEI shall designate an Internship Coordinator who shall coordinate with TPB the procedure and pre-requisites of the JIP for the benefit of the student.
- c. The Internship Coordinator shall conduct Pre-JIP Orientation/Training to the student intern as a prerequisite to their deployment to the TPB, on work environment issues, including, but not limited to, proper work ethics and laws against sexual harassment.
- d. The Internship Coordinator shall develop, in collaboration with the TPB, an JIP Plan for the student intern specifying goals and objectives, knowledge, skills, and competencies that the student intern should acquire in each training area, assignments, and schedule of activities, among others;
- e. The HEI shall defend, indemnify, and hold harmless the TPB with respect to any suit, claim, demand, cause of action, or liability, including reasonable attorney's fees by the student intern, arising from rights and obligations created between the school and student.
- f. The HEI and the student intern shall renounce and waive any claim against the TPB for any injury or loss that the student intern may sustain or suffer, personal or pecuniary, in the performance of their duties and functions while under training not attributable to the negligence or willful act or omission of any of the TPB personnel and officials, and/or the condition of the facilities and working environment.
- g. The HEI shall agree and binds itself to indemnify the TPB for whatever injuries or damages caused to the latter's personnel whether it be due to its recklessness, failure, negligence, or deliberate conduct in the performance of its obligations created herein.
- h. The HEI shall exert reasonable efforts that the student intern settles all their responsibilities before the end of the training period. However, nothing

herein shall be construed as to make the HEI primarily or subsidiarity liable for the financial accountabilities of the student intern to the TPB.

- i. The HEI shall take appropriate action on any concerns or complaints against the student intern in accordance with the TPB's policies.

2. Department of Labor and Employment (DOLE) for GIP Beneficiaries

- a. Provide a number of beneficiaries available to handle the required tasks and duties as requested by the GIP Partner Agency;
- b. Assign an Internship Coordinator to process all requirements of deployed beneficiaries in coordination with PHRDD
- c. Process and pay the stipend/allowance of the beneficiaries equivalent to the highest prevailing Regional minimum wages for the services rendered;
- d. Process and pay the enrolment of the Group Personal Accident Insurance (GPAI) of the beneficiaries to the GSIS;
- e. Adopt a scheme/method in processing the payment of the beneficiaries' stipend/allowance using any mode/form most efficient and/or expeditious for the beneficiaries' benefit;
- f. Issue and transmit the standard identification card/ID as beneficiaries of the DOLE-GIP to be used in claiming their stipend/allowance; and;
- g. Include in their initial orientation with deployed beneficiaries, all stipulations required by the TPB as indicated in the signed Memorandum of Understanding (MOU).

3. Tourism Promotions Board (TPB)

- a. Upon admission, the TPB shall orient the interns on the programs, services, policies, and procedures of the TPB.
- b. The TPB shall provide relevant instruction and training to the interns, consistent with its policies, rules, and regulations. It shall professionally treat the interns, and shall not subject said interns to tasks and work assignments that are risky, dangerous, or unrelated to the purpose of the program.
- c. The TPB shall make its facilities and equipment available for the training of the interns during reasonable hours.
- d. The TPB shall endeavor to provide a safe and conducive working environment for the interns and has instituted measures to protect the interns from any

form of harassment, abuse, exploitation, or any incident which shall put under peril their life, health, honor, and property.

- e. The TPB shall immediately undertake remedial measures in case of any untoward incident committed by, for, or against the interns and notify the HEI/DOLE of the incident for appropriate intervention.
- f. As part of its advocacy for gender equality, the TPB shall require the interns to attend a Gender Sensitivity Training to be conducted by the TPB and shall form part of the training.
- g. The TPB shall acquire a waiver from the HEI/DOLE in case that the interns will be assigned outside TPB premises but limited within the Metro Manila area.
- h. The TPB shall evaluate the interns and a certification shall be issued only after the completion of the interns JIP.
- i. The TPB reserves the right to terminate and discontinue the interns' training at TPB for any violation of the training agreement, improper behavior, violation of TPB rules, regulations, and policies, and other similar causes in the course of their stay at the TPB.

3. Interns (Student Interns and GIP Beneficiaries)

- a. It shall be the primary responsibility of the interns to complete the requirement of the JIP as well as other requirements made known to them at the start of the deployment period.
- b. The interns shall complete the agreed duration of their JIP. In case the interns will be unable to finish their JIP within the designated period, they shall inform the TPB Internship Coordinator in writing of their intent and reasons to prematurely end their internship, at least three (3) working days before the last day of their JIP. Failure to complete the JIP without valid cause disqualifies the interns from retaking the program with the TPB but will be issued the equivalent number of hours rendered.
- c. The interns shall submit a Student Intern Weekly Accomplishment Report duly noted and signed by the Internship Supervisor where the student intern will be assigned, to the TPB Personnel and Human Resources Development Division (PHRDD) outlining observations, learning, and reflection relative to the actual work the student is exposed to. The GIP beneficiaries, on the other hand, will be asked to submit monthly work plans together with their daily time records.

- d. The interns shall not divulge and/or use any information that they may have access to in the performance of their work assignments, without the written consent of TPB.
- e. The interns shall not use the resources and logistics of TPB for personal use and academic purposes.
- f. The interns shall observe proper decorum and strictly adhere to TPB policy, rules and regulations.
- g. The interns respect and confirms the right of TPB to terminate and discontinue their JIP at TPB for any violation of the training agreement, improper behavior, violation of TPB rules, regulations, and policies, and other similar causes in the course of their stay at the TPB.
- h. The interns shall be personally responsible for claims and liabilities for personal injury or damages or losses of TPB property, equipment, and supplies they may cause in the course of their JIP which, when required by the circumstances, shall be determined by a fact-finding body created for the purpose.

VI. IMPLEMENTING GUIDELINES

1. In no case shall the TPB collect or receive any internship fee/charge from the interns.
2. In the case of a working student, the student intern shall be allowed to earn credits for JIP upon evaluation and assessment of their particular assignment/tasks during the JIP period, by the TPB.
3. There is no employer-employee relationship between the TPB and the interns. Student interns shall not be entitled to the compensation/benefits/incentives accorded to an employee but the beneficiaries under the GIP are entitled to stipend as fully subsidized by DOLE.
4. To ensure a transparent and accountable Job Internship Program, the TPB Grievance Committee⁹ is empowered to handle and review any complaints or grievances from HEI, TPB, student intern, GIP beneficiary, and other stakeholders. The Grievance Committee shall have the initial responsibility of settling differences in any cases of violation of the MOA/MOU or upon the filing of a complaint by an aggrieved party.

⁹ Annex I – TPB Grievance Machinery

5. Should there be a breach of agreement or misconduct in the TPB premises, the TPB shall notify and provide at least ten (10) working days written notice to the HEI/DOLE or before the TPB decides to suspend or terminate the MOA/MOU without prejudice to other remedial action that will be warranted under the circumstances pending the issuances of the written notice.
6. The interns shall undergo training evaluation upon completion of the program and shall likewise evaluate the Job Internship Program by way of the PHRDD.
7. The interns who have completed their training hours and given outstanding ratings by the Department for which they were deployed shall be:
 - a. Given the opportunity to be considered for hiring in TPB job vacancies upon completion of all civil service requirements and subject to the screening process;
 - b. Endorsed to or recommended for further extension in job internship programs as program beneficiaries.

VIII. MONITORING AND EVALUATION

To ensure the effectiveness of the actual work exposure during the duration of the internship, the interns, as well as the Job Internship Program of the TPB, shall be timely deployed, regularly monitored, and evaluated accordingly.

1. DEPLOYMENT

The qualification process used to substantiate each interns' deployment to a particular department shall be based on relevance on the scope of work per field of study as well as job interest.

Although the primary focus of JIP is training in job-specific skills, it is sometimes necessary to incorporate activities that simultaneously address needed basic and/or work readiness and similar skill deficiencies as part of the overall Internship Plan.

2. ACCOMPLISHMENT AND ATTENDANCE REPORT

The student interns shall be required to prepare and submit to the TPB PHRDD a Student Intern Weekly Accomplishment Report¹⁰ and Student Intern Weekly Attendance Report¹¹ duly noted and signed by the TPB Internship Supervisor outlining their observations, learning, and reflection relative to the actual work they were exposed to, and to monitor and ensure punctuality and attendance. On the other hand, GIP beneficiaries shall be required Monthly Work Plans and Daily Time Record forms duly noted and signed by the TPB Internship Supervisor.

These reports will help ensure that the HEI/DOLE and the TPB are updated on the work assignments of the interns and assess whether it is congruent with the agreed-upon JIP Plan and learning objectives.

The complete submission of these Accomplishments and Attendance Reports shall be monitored and shall be a consideration on the issuance of the Certification of Completion/Deployment.

3. EVALUATION OF THE INTERNSHIP SUPERVISOR

Aside from the complete submission of Accomplishments and Attendance Reports, the interns will also be evaluated at the end of the Job Internship Program by their TPB Internship Supervisor using the Student Internship Evaluation Form issued by the HEI.

The accomplished Evaluation Form shall be endorsed to the TPB PHRDD who shall, in turn, compute the actual training hours rendered and prepare the Certification of Completion to be validated and signed by the PHRDD Head and the Administrative Manager.

The TPB PHRDD shall retain a file copy of the Evaluation Form, Daily Time Record, and Certification of Completion/Deployment of the interns and endorse the original copies in a sealed envelope to the HEI/GIP Coordinator upon receipt of the Post-Program Report.

¹⁰ Annex J – Student Intern Weekly Accomplishment Report

¹¹ Annex K – Student Intern Weekly Attendance Report

4. POST-PROGRAM REPORT

To ensure the effectiveness of the TPB Job Internship Program, the interns shall submit a post-program narrative report to the TPB PHRDD indicating among other things, the strengths and areas of improvement of the program and shall be a basis for the release of the Certification of Completion/Deployment. This report shall be used as the basis of the TPB in improving its Job Internship Program and guidelines.

IX. SANCTIONS

The Tourism Promotions Board (TPB), the Higher Education Institution (HEI), Department of Labor and Employment (DOLE), or the interns who shall be found guilty of violating any of the provisions of this Job Internship Program Manual and Memorandum of Agreement (MOA)/Memorandum of Understanding (MOU) may be subject to sanctions in accordance with the concerned party's rules and regulations.

X. EFFECTIVITY

These guidelines shall take effect immediately upon approval.

DONE, in the City of Manila, this ____ day of _____, in the year of Our Lord, Two Thousand, and Twenty-Two.


MARIA ANTHONETTE C. VELASCO-ALLONES
 Chief Operating Officer

3/7/22
 Date