



# **Kenya National Library Service Internship Policy and Guidelines**

**September, 2016**

## TABLE OF CONTENTS

<b>FOREWORD</b> .....	<b>iv</b>
<b>PREFACE</b> .....	<b>v</b>
<b>ACRONYMS</b> .....	<b>vi</b>
<b>DEFINITION OF TERMS</b> .....	<b>vii</b>
<b>CHAPTER ONE: INTRODUCTION</b> .....	<b>1</b>
<b>1.0 Preamble</b> .....	<b>1</b>
<b>1.1 Rationale</b> .....	<b>1</b>
<b>1.2 Objectives of the Policy</b> .....	<b>2</b>
<b>1.3 Principles of Internship</b> .....	<b>2</b>
<b>1.4 Scope</b> .....	<b>2</b>
<b>1.5 Policy Statement</b> .....	<b>2</b>
<b>1.6 Legal and Policy Framework</b> .....	<b>2</b>
1.6.1 The Constitution of Kenya.....	3
1.6.2 International Labour Organization (ILO) Conventions.....	3
1.6.3 The Employment Act 2007.....	3
1.6.4 Persons with Disabilities Act, 2003.....	3
1.6.5 Work Injury Benefits Act, 2007.....	3
1.6.6 Occupational Safety and Health Act, 2007.....	3
1.6.7 Labour Relations Act, 2007.....	3
1.6.8 Technical and Vocational Education and Training Act, 2013.....	3
1.6.9 The Public Service (Values and Principles) Act 2015.....	3
1.6.10 Kenya National Youth Policy.....	3
1.6.11 knls Human Resource Manual.....	4
<b>CHAPTER TWO: POLICY PROVISIONS AND REQUIREMENTS</b> .....	<b>5</b>
<b>2.0 Internship programme</b> .....	<b>5</b>
<b>2.1 Objectives of the Internship Programme</b> .....	<b>5</b>
<b>2.2 Declaration of Internship Opportunities</b> .....	<b>5</b>
<b>2.3 Eligibility and Duration of Internship</b> .....	<b>5</b>
<b>2.4 Selection Criteria and Placement Procedures</b> .....	<b>6</b>
2.4.1 Selection Criteria.....	6
2.4.2 Selection Procedures.....	6

<b>2.5 Roles and responsibilities of parties in the Internship Programme</b> .....	6
2.5.1 knls Board.....	6
2.5.3 Head of Human Resource Department.....	7
2.5.4 Line Manager.....	8
2.5.5Supervisor.....	8
2.5.6 Mentor .....	<b>Error! Bookmark not defined.</b>
2.5.7 Intern .....	<b>Error! Bookmark not defined.</b>
<b>2.6 Payment of Stipend to Interns</b> .....	9
<b>2.7 Insurance</b> .....	9
<b>2.8 Security/Vetting</b> .....	10
<b>2.9 Intern Entitlements</b> .....	10
<b>2.10 Discontinuation/Termination of Internship</b> .....	10
<b>CHAPTER THREE: INSTITUTIONAL FRAMEWORK</b> .....	<b>12</b>
<b>3.0 Institutions/Agencies for Management and Implementation of the Policy</b> .....	12
<b>3.1 Public Service Commission</b> .....	12
<b>3.2 knls Board</b> .....	12
<b>3.3 Regulatory Bodies</b> .....	13
<b>3.4 The National Treasury</b> .....	13
<b>CHAPTER FOUR: MONITORING AND EVALUATION</b> .....	<b>14</b>
<b>4.0 Monitoring and Evaluation of the Internship Programme</b> .....	14
<b>4.1 Framework for Monitoring and Evaluation of the Internship Programme</b> .....	14
<b>4.2 Review of the Policy</b> .....	14
<b>APPENDICES</b> .....	<b>15</b>
<b>Appendix I: INTERNSHIP GUIDELINES</b> .....	15
<b>Appendix III: APPLICATION OF INTERNSHIP FORM</b> .....	20
<b>Appendix IV: INTERNSHIP AGREEMENT FORM</b> .....	22
<b>Appendix V: LETTER ON COMPLETION OF INTERNSHIP</b> .....	25
<b>APPENDIX VI: INTERNSHIP CLEARANCE FORM</b> .....	27

## **FOREWORD**

The Government of Kenya has put in place measures to ensure that youth gain access to relevant education, training and employment as enshrined in the Constitution of Kenya 2010. This is aimed at increasing job creation and employment opportunities to the youth in order to achieve the country's economic, social and political development.

In addition, the government is focused to enhancing youth employment and entrepreneurship through credit financial assistance and training. However, the uptake of these opportunities has been low among the youth due to lack of vocational and entrepreneurial skills. To mitigate this, the government commits to promote and strengthen internship programmes for the youth graduating from training institutions to enable them acquire practical experience.

To entrench the above agenda and guide the engagement and management of interns, the Public Service Commission has developed guidelines to establish mechanisms for managing an effective and efficient internship programme in the Public Service.

For a long time, knls Board has been engaging interns with the aim of equipping them with requisite skills and experience in preparation to join the job market. This engagement, however, has been without a formal structure. To formalize this engagement the Board has developed knls internship policy and guidelines. This Policy has been aligned to the internship policy and guidelines for the public service as a guide on effective and fair management of internship programmes for those seeking such opportunities in the Public Sector.

**Hon. Noah Katana Ngala, EGH**  
**Chairman**  
**Kenya National Library Service**

## **PREFACE**

This policy provides a framework for engagement and management of internship programmes in Kenya National Library Service. It outlines the various provisions and requirements of the programme, selection procedures and roles and responsibilities of various stakeholders in the internship programme. Further, it takes cognizance of the various legal and policy provisions on which the internship policy is based.

The development of this policy underscores knls Board's commitment to provide a framework to ensure that internship programmes are handled on the basis of standards, values and principles set by Public Service Commission of Kenya.

Implementation of this policy will therefore contribute to effective management of internship programmes and enhance skills transfer to the interns undergoing such programmes in knls.

The policy draws from the relevant provisions of the Constitution, labour laws, international statutes, executive directives and other policy guidelines in the public service. A monitoring and evaluation mechanism has been proposed for purposes of enhancing effective implementation and ensuring that lessons learnt are brought on board.

**Richard M. Atuti ,OGW**  
**Director/CEO**  
**Kenya National Library Service**

## **ACRONYMS**

<b>CEO</b>	Chief Executive Officer
<b>HRD</b>	Human Resource Department
<b>ID</b>	Identity Card
<b>Knls</b>	Kenya National Library Service
<b>M&amp;E</b>	Monitoring and Evaluation
<b>HRMAC</b>	Human Resource Management Advisory Committee
<b>NHIF</b>	National Hospital Insurance Fund
<b>PSC</b>	Public Service Commission

## **DEFINITION OF TERMS**

### **Certificate**

Is a certificate, diploma or degree issued by a recognized examining body/ institution.

### **Internship**

A programme established to provide unemployed graduates with opportunities for hands-on training for skills acquisition to enhance future employability and fulfill the legal requirement for professional registration.

### **Intern**

Unemployed person with relevant qualifications who has entered into a contract with a government organization for a period of between three and twelve months with the intent of acquiring relevant work experience for registration with respective professional bodies and/or to increase chances of employability.

### **Graduate**

An individual who has completed a course of training and acquired a degree or diploma.

### **Line manager**

The head of a technical department/unit/section responsible for identifying internship opportunities and deployment of interns.

### **Agreement/Contract**

A binding agreement between an intern and knls Board to participate in an internship programme.

### **Monitoring and Evaluation**

Mechanisms put in place to ensure adherence to quality, standards, cost effectiveness and relevance of an internship programme.

### **Learnership**

A formal programme which includes both structured work (practical) experience and instructional (theoretical) learning.

### **Mentor**

A competent person who imparts appropriate knowledge, attitudes and practical training to the trainee or mentee.

### **Public Service**

The collectivity of all individuals other than state officers, performing a function within a state organ.

### **Supervisor**

An employee under whom an intern is placed for purposes of allocating work to them and overseeing their work performance.

### **Youth**

The collectivity of all individuals in the republic who have attained the age of 18 years but have not attained the age of 35 years.

## **CHAPTER ONE: INTRODUCTION**

### **1.0 Preamble**

The high rate of unemployment in Kenya has been a source of great concern for policy makers in government and other key sectors. One of the contributing factors to this state of affairs is the lack of practical work-based experience among the graduates.

Every year, thousands of young people graduate from post school institutions and universities with certificates, diplomas and degrees from a wide range of academic and technical disciplines. However, their preparation for afterschool work and life is generally low, leading to a sense of frustration and a great feeling of betrayal of the societal contract i.e. growing up, schooling and raising a family and contributing to the country's growth.

Employment opportunities for the youth marks an important transitional period towards independence, increased responsibility and active participation in national as well as societal development. The converse is also true; left on their own without attendant remedial strategies, they are likely to fall into social ills such as crime, drug and substance abuse, and religious fanaticism.

As a State Agency and in tandem with the National Agenda on strengthening youth employment and entrepreneurship, Kenya National Library Service Board has a role to play in ensuring that the youth, especially those with relevant qualifications, are offered opportunities to enable them gain practical work experience and/or fulfill the legal requirement for registration by professional bodies. It is therefore pertinent that knls establishes an internship programme, which would be a contribution to the government's effort to alleviate youth unemployment by offering them a chance to gain workplace experience, thus enabling them to have a competitive edge in their job search.

### **1.1 Rationale**

Kenya is faced with the challenge of high rate of unemployment particularly amongst the youth. The challenge is exacerbated by the lack of practical work experience that is demanded by the job market. The high unemployment level especially among the youth, has led to increased dependency levels, slow economic growth, increasing poverty levels and rising national security challenges that negatively impacts on the realization of the Kenya Vision 2030.

To achieve economic, social and political development and secure the country's prosperity, the government has prioritized job creation and increased youth employment by promoting internship for those graduating from training institutions. The internship programme aims at enabling them acquire practical workplace experience.

Knls has been running internship programmes, however there has been no policy to guide the engagement and management of the interns. This Internship Policy seeks to establish a mechanism for managing an effective and efficient internship programme that aims to bridge the gap between academic and the world of work. The policy is therefore part of the government strategy for promoting youth inclusion in the workplace experience development programme.

## **1.2 Objectives of the Policy**

The objectives of knls Internship Policy are to:

- i) ensure a well-structured and coordinated internship programme;
- ii) provide a framework and standards applicable to all interns;
- iii) ensure effectiveness and efficiency in implementation and management of internship programme; and
- iv) provide a framework for monitoring, evaluating and reporting for improvement and sustainability of internship programmes.

## **1.3 Principles of Internship**

The following principles shall govern internship management in knls:

1. Promotion of equity and fairness by ensuring inclusivity and accessibility of opportunities to interns from diverse backgrounds at any one time to represent the country's demographics through transparent recruitment and selection procedures.
2. Professionalism in ensuring that the interns are provided with and acquire the practical experience required for their professional and career development. Professionalism can also be encouraged by assisting interns to develop human relations skills, decision-making abilities and management of office activities.
3. Capacity of knls to accommodate interns in terms of resources such as office space, facilitative and mentorship capabilities.
4. Efficiency of the internship programme on the basis of cost-effectiveness.
5. Relevance, fit to purpose and quality supervision through ensuring provision of appropriate and relevant work experience that is commensurate with the intern's qualifications.
6. Adherence to knls programmes and activities.

## **1.4 Scope**

This Policy shall apply to knls Board.

## **1.5 Policy Statement**

Knls Board is committed to providing opportunities to the youth who have completed their courses to acquire workplace experience to enhance their employability. Further, graduates with professional qualifications will continue to be granted internship opportunities to enhance their professional development for registration with respective bodies.

## **1.6 Legal and Policy Framework**

This policy is in compliance with the Constitution of Kenya 2010, International Conventions, legal, statutory and policy requirements. Some of these include:

### **1.6.1 The Constitution of Kenya**

- a) Article 10 - national values and principles of governance.
- b) Article 232(1)(i)- values and principles of public service.
- c) Article 55 requiring the state to take measures to ensure the youth have access to education, training and employment opportunities.

### **1.6.2 International Labour Organization (ILO) Conventions**

The labour laws in Kenya draw their provisions for the safety and protection of workers from the ILO conventions.

### **1.6.3 The Employment Act 2007**

The Act provides for non-discrimination in the process of recruitment and appointment/contract of service and protection of workers at the work place.

### **1.6.4 Persons with Disabilities Act, 2003**

The Act provides that persons with disabilities shall be eligible for engagement as apprentices or learners where their disability is not such as to impede their performance in a particular occupation.

### **1.6.5 Work Injury Benefits Act, 2007**

The Act requires persons employed to have insurance and to be compensated when injured during work-related assignments.

### **1.6.6 Occupational Safety and Health Act, 2007**

The Act provides for security, safety, health and welfare of persons at work.

### **1.6.7 Labour Relations Act, 2007**

The Act provides for protection of workers' rights.

### **1.6.8 Technical and Vocational Education and Training Act, 2013**

The Act provides foundation for productive and satisfying careers by offering special preparation for initial employment i.e. linkage between technical skills, entrepreneurial skills, labour market needs and employable skills.

### **1.6.9 The Public Service (Values and Principles) Act 2015**

The Act provides that a public institution or an authorized officer shall ensure that public officers are appointed and promoted on the basis of fair competition and merit. This shall apply when selecting interns in knls.

### **1.6.10 Kenya National Youth Policy**

The policy envisions a society where youth have equal opportunity to realize their fullest potential and identifies the most important youth issues as unemployment and underemployment; health; school and

college drop-outs; crime and deviant behaviour; limited sports and recreational facilities; abuse and exploitation; limited participation and lack of opportunities, among others.

#### **1.6.11 knls Human Resource Manual**

The Manual provides that knls shall be an equal opportunity employer and shall not in its recruitment discriminate on the basis of gender, age, race and ethnicity or entertain any other form of discrimination. Knls shall comply with the provisions of article 232 (h) and (i) of COK, 2010. This shall apply when selecting interns in knls.

## **CHAPTER TWO: POLICY PROVISIONS AND REQUIREMENTS**

### **2.0 Internship programme**

Internship in knls is a planned and structured programme that provides work experience for a specific period of time. It is directed at young people who have completed their college/university studies and are unemployed. It is a practical programme meant to develop and prepare the interns for registration with their respective professional bodies and future appointment in the labour market.

The programme allows young people the opportunity to consolidate and translate the skills learned from their training into a meaningful, relevant and practical on-the- job experience. It is also an avenue to connect with the world outside of studies and to gain insights for further growth and development either in education or work force. By being at the worksite, the interns get a first-hand perspective of the skills and attributes required for employment.

### **2.1 Objectives of the Internship Programme**

The overall objective of the internship programme is to provide the youth with opportunity to gain experience in the world of work. Specifically, the programme aims to:

- (i) enhance youth development and employability by creating clear linkages between education, training and work;
- (ii) provide hands-on experience to build upon skills learned in the classroom;
- (iii) fulfill the legal requirement for registration by professional bodies;
- (iv) develop a culture of high quality life-long learning, positive work habits and attitudes; and
- (v) establish a supply pipeline of skills to the labour market.

### **2.2 Declaration of Internship Opportunities**

All internship opportunities in knls shall be declared to the Public Service Commission and knls Website.

### **2.3 Eligibility and Duration of Internship**

The internship programme is open to:

- (i) unemployed Kenyan graduates from training institutions who have completed their degree and diploma courses and have not been exposed to work experience related to their area of study.
- (ii) graduates of degree and diploma programmes, for whom internship is a requirement for registration by their respective professional bodies.

Eligibility will be based on the following criteria:

- (i) The internship programme shall be for persons who have completed their training and graduated; and
- (ii) The internship shall be undertaken only once after graduating from a course.

The internship period shall be up to a maximum period of three (3) months; or the duration prescribed by the institution/professional body which regulates the profession in which the intern seeks registration.

## **2.4 Selection Criteria and Placement Procedures**

### **2.4.1 Selection Criteria**

Selection for interns shall be guided by the following:

- (i) Merit and discipline;
- (ii) Age (18-35 years)
- (iii) Gender consideration;
- (iv) Ethnic and geographical representation;
- (v) Disability status; and
- (vi) Minority and marginalized

### **2.4.2 Selection Procedures**

Selection of interns shall be done through a competitive process and the following procedures shall apply:

- (i) knls will advertise vacancies for interns either in daily newspapers, its website or through notices;
- (ii) the advertisement for internship vacancies shall include areas of specialization, number of interns required, location of engagement, duration of internship and deadline for application;
- (iii) the Human Resource Management Advisory Committee (HRMAC) will coordinate the interview and placement of interns; and
- (iv) the Head of Human Resource Department (HRD) will provide guidance on job posting and competency standards/requirements.

## **2.5 Roles and responsibilities of parties in the Internship Programme**

The roles and responsibilities of various parties in the internship programme shall be as follows:

### **2.5.1 knls Board**

Knls Board shall:

- (i) adhere to statutory guidelines with regard to engagement of interns;
- (ii) plan and budget for internship programmes;

- (iii) identify and communicate available internship opportunities through advertising in newspapers with wide national circulation;
- (iv) conduct regular induction programmes for supervisors, mentors and line managers involved with internship programmes;
- (v) provide the necessary facilities to enable interns to acquire the required skills and knowledge;
- (vi) pay the prescribed stipend to interns in accordance with the guidelines;
- (vii) appoint supervisors and trainers/mentors for the interns;
- (viii) ensure that interns are properly engaged in relevant work assignments;
- (ix) monitor and evaluate the progress of internship programmes
- (x) report to the Public Service Commission, on a quarterly and annual basis, on internship programmes undertaken and any challenges experienced; and
- (xi) issue a letter of completion of internship to interns upon successful completion of the programme.

**NOTE:**

- (i) knls Board shall not be under any obligation to employ the interns on completion of the internship programme. Interns, alongside other applicants, will compete for vacancies declared for filling by knls.
- (ii) knls shall engage a reasonable number of interns at any particular time.

**2.5.2 Human Resource Management Advisory Committee**

The HRMAC shall:

- (i) Recommend internship opportunities declared to the office of the Director for approval and submission to the Public Service Commission
- (ii) Coordinate interview of interns and recommend the successful candidates to the office of the Director for approval and placement

**2.5.3 Head of Human Resource Department**

The Head of Human Resource Department shall:

- (i) facilitate and coordinate internship programmes across the organization;
- (ii) prepare, plan and budget for internship programmes;
- (iii) coordinate selection and engagement of interns based on set criteria;
- (iv) administer performance management systems that involve the intern, mentor and manager;
- (v) provide advice to HRMAC on internship programmes and activities;
- (vi) liaise with other departmental/branch heads in setting criteria for selection of interns, mentors and supervisors;
- (vii) develop capacity for mentoring and supervision of interns, and management programmes for internship activities;

- (viii) Coordinate induction programmes for interns;
- (ix) align internship programmes with HRD plans and knls strategic plans;
- (x) facilitate payment of the prescribed stipend to interns in accordance with the guidelines;
- (xi) coordinate the monitoring, assessment and evaluation of the performance of interns; and
- (xii) compile and disseminate quarterly and annual reports on progress and challenges of internship programmes.

**NOTE:**

All internship placements shall be presented by the Head of Human Resource Department to HRMAC for deliberation and recommendation for approval before engagement.

**2.5.4 Line Manager**

The line manager shall be responsible for:

- (i) identifying available internship opportunities/ vacancies in the department/unit and forwarding them to the head of HRD for processing;
- (ii) receipt and placement/deployment of interns within the department/unit;
- (iii) developing a structured training programme for interns;
- (iv) ensuring that interns are provided with the necessary facilities and work space for effective performance of assigned tasks;
- (v) nominating mentors within the department/unit in accordance with set criteria;
- (vi) supervising internship and mentorship programmes; and
- (vii) reporting on implementation of internship and mentorship activities.

**2.5.5 Supervisor**

The supervisor shall be responsible for:

- (i) assigning work to the intern;
- (ii) overseeing the day to day work performance;
- (iii) setting performance targets with the intern;
- (iv) providing experiential learning activities to the intern;
- (v) assigning tools/equipment to the intern; and
- (vi) appraising the intern.

**2.5.6 Mentor**

Each intern shall be assigned a mentor who shall:

- (i) ensure work programme for intern is in place;
- (ii) ensure that internship programme is implemented as stipulated;
- (iii) enter into performance agreement with intern;
- (iv) provide experiential learning activities to intern;
- (v) provide supportive environment for the intern to facilitate the intern's development; and
- (vi) conduct ongoing monitoring and assessment of intern and provide regular feedback on performance.

### 2.5.7 Intern

The intern shall be required to:

- (i) abide by rules, regulations and protocols of knls and the department/unit
- (ii) demonstrate commitment and willingness to fully and actively participate in the learning experiences of the internship programme;
- (iii) be ready to be deployed to any relevant office/work station where there may be an internship vacancy;
- (iv) make effort to acquire relevant skills in the area of specialization;
- (v) complete assignments given by the mentor and/or supervisor;
- (vi) complete the internship programme as per guidelines provided by the regulatory body;
- (vii) provide regular feedback to the line manager through the supervisor on the progress he/she is making and any challenges thereto with regard to the internship programme;
- (viii) observe confidentiality of information and security of tools/equipment that are placed in their possession in the course of the programme;
- (ix) hand over all materials and equipment/tools belonging to the organization at the end of the internship period;
- (x) submit a copy of the report on internship experience to the line manager; and
- (xi) clear with relevant authorities before leaving the internship station.

### 2.6 Payment of Stipend to Interns

Internship shall be non-remunerative. However, interns will be paid a stipend as may be determined by knls Board from time to time. Knls Board will be expected to make budgetary allocation for the stipend on annual basis. The stipends and Daily Subsistence Allowance shall be paid as follows:

a) Holders of at least Bachelor's Degree-		
i) Stipend	-	Kshs 25,000
ii) Daily Subsistence Allowance	-	Kshs 4,000
b) Holders of Diploma		
i) Stipend	-	Kshs 15,000
ii) Daily Subsistence Allowance	-	Kshs 4,000

### 2.7 Insurance

All interns in knls shall be required to have a personal accident insurance to cover for personal risks during the internship period. They will also be required to have medical insurance cover by the National Hospital Insurance Fund (NHIF) or any other reputable medical insurance firm.

## **2.8 Security/Vetting**

To ensure confidentiality of knls information and safety of equipment, the intern will be subjected to government vetting and sign a prescribed security declaration form. In this regard, the intern shall be required to:

- (i) acquire a valid certificate of good conduct;
- (ii) provide general personal information;
- (iii) submit a copy of National Identity Card (ID) or copy of Passport and a copy of PIN certificate;
- (iv) two (2) colored passport size photographs; and
- (v) sign for tools/equipment issued to them.

## **2.9 Intern Entitlements**

An intern will be entitled to the following as applicable in the prevailing internship guidelines;

- (i) sick leave
- (ii) annual leave;
- (iii) compassionate leave;
- (iv) stipend; and
- (v) Daily subsistence allowance when out of station at a rate to be determined by the knls Board from time to time.

## **2.10 Discontinuation/Termination of Internship**

(a) An intern may be discontinued from a programme on any of the following grounds:

- (i) absence from knls without permission or reasonable cause for a period exceeding 24 hours;
- (ii) reports to knls under the influence of alcohol and substance abuse;
- (iii) performance is not satisfactory and not in line with knls ethos;
- (iv) involvement in fighting within knls premises;
- (v) charged in a court of law with a criminal offence;
- (vi) willfully destroys the property of knls;
- (vii) if at any time knls sustains a loss that is attributable to the neglect or fault of the intern; and
- (viii) refuses to obey lawful instructions.
- (ix) Violation of any other provisions that contravenes knls terms and conditions of service

(b) An intern may terminate the contract by:

- (i) submitting a written letter of resignation/termination of the contract to the Director through the supervisor by giving a one month's notice.

- (ii) giving a two weeks' notice before taking up employment offered to him/her before the expiry of the agreed internship period.
- (c) knls Board reserves the right to terminate a contract with an intern at any point during the specified period. Notice for the termination of the contract will be as per the requirements set out in the contract.

## **CHAPTER THREE: INSTITUTIONAL FRAMEWORK**

### **3.0 Institutions/Agencies for Management and Implementation of the Policy**

For proper management and effective implementation of the programme, the following institutions/agencies will be involved:

- (i) Public Service Commission
- (ii) Ministries/Departments/Agencies
- (iii) Regulatory bodies
- (iv) The National Treasury

#### **3.1 Public Service Commission**

The Public Service Commission will oversee the management and implementation of the internship programme. The Commission will undertake the following:

- (i) Issue policies and guidelines;
- (ii) Collect, collate and put in the public domain information on internship opportunities in the public service;
- (iii) Establish an appeals mechanism to hear appeals that may arise;
- (iv) Receive reports and maintain a database on internship;
- (v) Monitor and evaluate the implementation of the internship programme in the public service; and
- (vi) Undertake annual reviews and analyze performance of internship programmes in the service.

#### **3.2 knls Board**

Knls Board will be responsible for the management and implementation of the internship programme within the organization. It will:

- (i) Develop and regularly review knls internship policy and guidelines;
- (ii) Implement the internship policy and guidelines;
- (iii) Develop internship plans and budget for the programme;
- (iv) Liaise with The National Treasury on funding the internship programme;
- (v) Generate and forward information on internship opportunities to the Public Service Commission;
- (vi) Select and place interns;
- (vii) Develop an internal database and submit quarterly reports on internship to the Public Service Commission; and
- (viii) Monitor, evaluate and report on the internship programme.

### **3.3 Regulatory Bodies**

Regulatory bodies will:

- (i) develop programmes consistent with the fulfillment of the learning objectives of the internship programme;
- (ii) set and review the duration of internship programme;
- (iii) develop norms, standards and evaluation criteria for the internship programme;
- (iv) accredit internship institutions;
- (v) register and license professionals after successful completion of internship; and
- (vi) disseminate code of professional conduct

### **3.4 The National Treasury**

Provide budgetary allocation for internship programmes.

## **CHAPTER FOUR: MONITORING AND EVALUATION**

### **4.0 Monitoring and Evaluation of the Internship Programme**

Knls internship programme shall be monitored and evaluated to ascertain the extent to which its objectives have been met, and for purposes of instituting remedial measures.

Monitoring and evaluation will ensure control and provide information needed for improvement and sustainability of the programme. Evaluation will further establish the extent to which the interns and knls have benefited from the programme.

The internship programme in knls, therefore, will be carefully managed and coordinated for sustainability, consensus and shared ownership by all stakeholders in order to realize the internship programme goals and targets.

Monitoring and evaluation of the programme shall be undertaken through the following mechanisms:

- (i) monitoring of internship uptake trends and patterns for forecasting and planning purposes;
- (ii) determining the total number of interns who successfully complete the programme, obtain a letter of completion of internship and secure employment after the completion of the programme;
- (iii) ascertaining the degree to which knls management is satisfied with the value of and contribution made by the interns;
- (iv) preparing annual reports on the internship programme; and
- (v) reviewing the overall programme for purposes of improvements and alignment with knls strategic objectives.

### **4.1 Framework for Monitoring and Evaluation of the Internship Programme**

M&E framework will be designed to ensure adoption of a participatory approach in the implementation of the internship programme in knls. Focus shall be on the following:

- (i) definition of the main objectives and targets;
- (ii) selection of indicators to measure the efficiency and effectiveness of the internship activities;
- (iii) identification of lessons learnt and the reapplication of best practices; and
- (iv) involvement of knls and stakeholders in the monitoring and evaluation of the internship programme.

### **4.2 Review of the Policy**

The policy will be reviewed every three years or as need arises in order to address emerging issues.

**Richard M. Atuti, OGW**  
**Director**  
**Kenya National Library Service**

## APPENDICES

### Appendix I: INTERNSHIP GUIDELINES



#### Scope

The internship guidelines shall apply to knls Board.

#### Declaration and Application for Internship Opportunities

All internship opportunities in knls shall be declared to the Public Service Commission (PSC) within two weeks of the commencement of the financial year as per the prescribed format attached as Appendix II. The declared internship vacancies in knls shall be guided by the available opportunities and the budgetary allocation.

The Commission shall put in the public domain and its website information on the opportunities and this will act as a one-stop-shop for the public to access information. knls will upload the same information in its website indicating when the positions will be advertised.

Once internship opportunities have been advertised, prospective interns shall apply for the positions using the prescribed form attached as Appendix III.

#### Eligibility

The persons eligible for this programme shall:

- i) Be unemployed Kenyan graduates from training institutions who have completed their degree and diploma courses and have not been exposed to work experience related to their area of study.
- ii) Be graduates of degree and diploma programmes, for whom internship is a requirement for registration by their respective professional bodies.
- iii) not have retired or exited from formal employment; and
- iv) not have benefited from a similar programme.

## **Duration**

The internship period shall be between a minimum of three (3) and a maximum of twelve (12) months or the duration prescribed by the institution or professional body that regulates the profession in which the intern is seeking registration.

### **1. Selection**

Selection of interns shall be undertaken by HRMAC who shall be guided by the principles of merit, fairness and inclusivity. Once selected the intern shall sign an internship agreement with the knls Board using the prescribed format at Appendix IV.

### **2. Placement**

- (i) Head of Human Resource Department and the line managers shall be responsible for posting of interns to specific departments and units.
- (ii) Placement shall be done in accordance with the academic/professional qualifications of the intern.

### **3. Public Private Partnership**

Private sector institutions are encouraged to partner with knls with a view to providing internship opportunities to unemployed graduates or offer any other form of support.

### **4. Working Hours**

Interns shall adhere to the normal knls working hours as prescribed in the knls Human Resource Manual or as prescribed by the relevant regulatory body.

### **5. Stipend and Subsistence Allowance**

Each intern will be entitled to:

- (i) a monthly stipend; and
- (ii) subsistence allowance when out of station

The rates shall be determined and communicated through circulars to be issued by the knls Board from time to time.

knls shall make budgetary provisions for the stipends and subsistence allowance every financial year.

### **6. Post Internship Gains**

The experience gained during internship may be considered as an added advantage while seeking formal employment in the public service.

### **7. Insurance**

Interns shall be required to have a valid personal accident insurance cover at the time of engagement to cover the period of internship.

### **8. Medical Cover**

Interns shall be required to have a valid personal medical insurance cover by NHIF or other reputable medical insurance firm for the duration of the internship.

## **9. Protective Clothing/Working Tools**

knls shall provide interns with relevant working tools/equipment and protective gear where applicable. Interns shall account for tools and equipment issued to them at the end of internship period.

## **10. Security/Vetting**

Interns shall be vetted and sign a security declaration form during engagement. They shall provide a valid certificate of good conduct, bio-data and copies of National Identity card or Passport, PIN and 2 coloured passport size photographs at the time of engagement. Interns shall not divulge any information acquired in the course of duty to unauthorized persons.

## **11. Training**

knls shall organize an induction programme for all newly engaged interns. In addition, line managers shall develop a structured training programme to ensure exposure to different functional areas of the department/unit.

Every endeavor shall be made to ensure that the internship programme offers experiential learning activities and hands-on learning experience for the interns, including participation in seminars and workshops.

## **12. Leave**

An intern shall:

- (i) earn 1.25 days per month, translating to 15 working days per annum;
- (ii) be eligible to benefit from accrued leave days after 3 months of continuous internship;
- (iii) be granted upto 30 days' paid sick leave. Any period of sick leave beyond 30 days shall not be considered for the stipend; and
- (iv) be granted a compassionate leave of up to 5 working days.

## **13. Supervision**

knls shall monitor the performance of interns. Each intern shall be assigned a supervisor and or a mentor to set targets, assign working tools, oversee the day to day work performance, and appraise him/her within the existing performance management framework and/or assessment guidelines as issued by the relevant regulatory body.

## **14. Conduct**

Interns shall conduct themselves in line with established codes of conduct, rules and regulations of the public service, knls and regulatory bodies.

## **15. Discipline**

Disciplinary proceedings shall conform to relevant instruments such as the Employment Act, Public Service Commission regulations and knls policies and procedures.

- (i) In case of gross misconduct, the services of an intern shall be terminated without notice.
- (ii) Upon termination, an intern shall not be entitled to the stipend.
- (iii) In case of a charge for a criminal offence, an intern shall be discontinued from the internship programme.

## **16. Termination of Internship Contract**

The internship contract may be terminated:

- (i) at one month's notice by either party; or
- (ii) at two weeks' notice in case an intern secures an offer of employment before expiry of the agreed internship period.

## **17. Completion of Internship Programme**

Upon completion of internship an intern shall be:

- (i) required to present a report/paper to the line manager/supervisor;
- (ii) provided with a letter of completion of internship by knls, signed by the Head of Human Resource Department and copied to the Public Service Commission. (Sample format of a letter of completion is attached as Appendix V); and
- (iii) registered by the relevant professional body where applicable.

## **18. Intern's Liability and Loss of Property**

- i) Any loss occasioned by an intern shall be promptly reported to the Head of Human Resource Department with recommendations to withhold the intern's stipend and letter of completion of internship.
- ii) At the end of the programme, or upon termination of internship, records of the intern shall be checked for any debts or loss of returnable supplies of knls.

## **19. Programme Co-ordination**

Knls will have a well-documented structure/plan for managing the programme, which should be coordinated by the Head of Human Resource Department.

**Appendix II: DECLARATION OF INTERNSHIP OPPORTUNITIES**



**DECLARATION OF INTERNSHIP OPPORTUNITIES FORM**

Number of Internship Opportunities .....

Areas of Specialization and Qualifications

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....
- 6.....

Duration of Internship .....

Commencement Date .....

Approved by:

Name .....

Designation .....

Signature .....

Date .....

**Appendix III: APPLICATION OF INTERNSHIP FORM**



**APPLICATION FOR INTERNSHIP PROGRAMME FORM**

Please complete this form in BLOCK LETTERS and submit to the Director, Kenya National Library Service

1. Full name .....
2. Date of Birth .....
3. Identity Card Number .....
4. Gender Female  Male
5. Personal Identification Number (PIN) .....
6. Certificate of Good Conduct Number .....
7. Postal Address ..... Postal Code ..... Town .....
8. E-mail Address .....
9. Mobile Number .....
10. Home County ..... Sub-county .....
11. Ethnicity .....
12. Disability Status .....

**13. Educational/Professional Qualifications**

S/No	Examination	University/ Institution	Year of Graduation	Class/Grade

14. Area of Interest .....

I certify that the above information is true to the best of my knowledge.

Name: .....

Signature: .....

Date: .....

**Appendix IV: INTERNSHIP AGREEMENT FORM**



**TERMS AND CONDITIONS OF INTERNSHIP AGREEMENT**

1. Bio-Data

- a. Name of Intern .....
- b. Date of Birth .....
- c. Identity No ..... SexM  F
- d. PIN No. ....
- e. County of birth .....
- f. Ethnicity .....
- g. Address ..... Post code ..... Town ..... Tel .....
- h. Next of kin ..... Relationship ..... Tel .....
- i. Qualifications .....
- j. Are you a person living with disability? Yes  No
- k. Section .....
- l. Directorate .....
- m. Station .....

2. The internship shall commence on .....and terminate on .....

3. You shall be paid a monthly stipend of Ksh.....

4. Your hours of work shall be between 8.00 a.m. and 5.00 p.m. from Monday to Friday excluding public holidays. You are entitled to one hour lunch break between 1.00 p.m. and 2.00 p.m. You are expected to observe punctuality.

5. You shall undergo an induction programme and shall be furnished with the relevant equipment necessary to perform your duties.

6. You shall be assigned a supervisor or a mentor to supervise and assess your performance on regular basis in accordance with the job description which forms an integral part of this agreement.
7. knls undertakes to make every effort to ensure that the work assigned to you is, insofar as practically possible, intellectually challenging and shall seek to draw out your educational, technical and vocational skills to the full.
8. Should you be required to travel and subsist overnight in the course of your duties, you will be entitled to subsistence allowance as stated in the knls Board's guidelines
9. You shall be required to comply with all relevant workplace policies and procedures of knls Board.
10. You shall faithfully and diligently devote your time to the services of knls Board as agreed upon, and shall undertake your duties in accordance with the job description provided by knls Board or any person duly authorized thereto in this respect.
11. No amendments to this agreement or any of the provisions or terms thereof and no extension of time or waiver or relaxation or suspension of any of the provisions or terms thereof shall be of any force or effect unless written and signed by both parties.
12. You shall not, without authorization, during your training or at any time thereafter, disclose or use any record or information obtained as a result of your employment, to the detriment of knls Board except if it is used in the exercise or protection of any right or legitimate expectation, conferred by law.
13. This agreement may be terminated at one month's notice, by either party.
14. In case of serious indiscipline or non-performance on your part, knls Board shall terminate your services without notice.
15. Nothing contained in this agreement shall entitle you to a permanent position in knls on expiry of this agreement.

I hereby declare that I have read and understood the terms and conditions spelt out in this contract and hereby agree to accept.

I declare that I have not been engaged as an intern in knls prior to this engagement.

**SIGNED BY:**

**INTERN**

**SIGNATURE .....** **DATE.....**

**WITNESS**

**NAME AND ADDRESS**.....

**ID NUMBER** .....

**SIGNATURE** ..... **DATE**.....

**AUTHORIZED knls REPRESENTATIVE**

**NAME**..... **SIGNATURE**..... **DATE** .....

**Appendix V: LETTER ON COMPLETION OF INTERNSHIP**



To whom it may concern:

**REF: RECORD OF COMPLETION OF INTERNSHIP PROGRAMME**

This serves to confirm that Mr./Ms .....  
ID Number..... was on a.....months internship in Kenya National Library  
Service.....from.....to.....  
During this period, the above named was placed in.....department/branch  
in the following capacity/position.....

In the course of his/her work, he/she undertook the following tasks/functions

1. ....
2. ....
3. ....
4. ....
5. ....

As part of the internship experience, he/she developed an end of internship report to document his/her work environment experiences.

Should you wish to discuss the intern's performance in the Department you are welcome to contact the head of department/branch where the intern was placed.

Mr./Mrs/Ms: .....

Designation: .....

Office Telephone No: .....

Mobile Telephone No: .....

Email Address: .....

Any necessary assistance to him/her will be highly appreciated.

**Head of Human Resource Department**

**cc: Secretary/CEO  
Public Service Commission**

## APPENDIX VI: INTERNSHIP CLEARANCE FORM



### INTERNSHIP CLEARANCE FORM

This form to be submitted to the office of Director by the Head of Department/Branch for clearance

Name of intern.....ID/NO.....

Designation.....Station.....

Date of discontinuation/termination of internship.....

This is to certify that the liabilities of the intern named above is as follows:-

	<b>Clearance Officer</b>	<b>Subject/Details</b>	<b>Remarks</b>	<b>Signature</b>	<b>Date</b>
<b>1</b>	<b>Supervisor/ Mentor</b>	Submission of Report			
		Any other liability			
<b>2</b>	<b>Head of Department/ Head of Branch Library</b>	Loss of cash			
		Loss of Equipment			
		Loss of stores			
		Loss of books and other information materials			
		Intern ID Card			
		Any other liability			
<b>3</b>	<b>ICT Department</b>	Computers/Laptops			
		E-mail account-delink			
		Any other liability			
<b>4</b>	<b>Finance Department</b>	Unsurrendered Imprest			
		Any other liabilities			
<b>5</b>	<b>Human Resource Department</b>	Stipend advance			
		Intern ID Card			
		Any other liabilities			

6. Current contact address Box No.....

Telephone No..... Mobile No.....

Email Address.....

7. Head of Human Resource Department:

Clearance recommended/Not Recommended

.....

Issuance of Completion Certificate recommended/Not Recommended

.....

Signature.....Date.....

8. Director: Cleared/Not Cleared

Signature..... Date.....