



**MINISTRY OF PUBLIC SERVICE, GENDER AND  
AFFIRMATIVE ACTION**

**INTERNSHIP AND VOLUNTEER POLICY AND GUIDELINES  
FOR THE PUBLIC SERVICE**

**JANUARY 2023**

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## **FOREWORD**

The Government aspires to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy under the Vision 2030. The Ministry responsible for Public Service has a mandate to provide strategic leadership and policy direction in the Management of the Human Resource in the Public Service.

The Internship and Volunteerism policy and guidelines will provide effective and well-coordinated approach on the engagement and management of internship and volunteerism in the Public Service through a structured framework of norms and standards.

The Kenyan job market receives thousands of young graduates annually from universities, colleges and other post-secondary school institutions with degrees, diplomas and certificates various academic and technical disciplines ready for employment. However, the transition from school to work requires hands-on skills which universities and other educational institutions are not able to provide.

The Public Service are accords internship opportunities to unemployed degree or diploma holders and professional certificate holders with the appropriate skills in accordance with the Technical and Vocational Education Training Act (2013), who require practical hands-on experience to improve the chances of employment. In addition, the Government offers internship to graduates with professional qualifications who are required to undertake internship as a prerequisite requirement for their registration by their professional bodies.

There are various fragmented internship programmes implemented in the Public Service among them, the Public Service Commission Policy, 2016, the Guidelines on the Public Service Internship Programmes, 2019, the various Health Workers internship programmes, Teaching Service Internship programme and the Pupilage programmes through the Attorney General's office.

To this end, disharmony in management, implementation and coordination of internship programmes is evident in the public service. In this regard, the Ministry of Public Service Gender and Affirmative Action, in consultation with key stakeholders has developed this Internship and Volunteerism Policy to guide implementation of Internship and Volunteerism programmes in the Public Service.

Volunteerism initiatives from individuals, groups, active and retired professionals has also become increasingly significant in the job market. The potential Volunteers seek to offer specialised skills, expertise or resource for free and by choice without expecting any remuneration. There is however no corresponding policy to guide volunteerism within the public service.

The Policy and guidelines on Internship and Volunteerism will apply to all Public Service Institutions at the National and County levels of Government.

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## **PREFACE**

The Policy and Guidelines on Internship and Volunteerism in the Public Service was developed to provide a harmonized framework for the management of Internship and Volunteerism programmes in the Public Service. The Policy and Guidelines underscores the Ministry of Public Service, Gender and Affirmative Action's commitment to provide hands on skills and work related experience to interns and Volunteers for their future employability.

The Policy has been developed in consultation with various key stakeholders including The National Treasury (TNT), Ministry of Health, Ministry of Labour and Ministry of Education; Teachers Service Commission, Office of the Attorney General, Salaries and Remuneration Commission and Council of Governors among others.

Implementation of this Policy and Guidelines in the Public Service will provide a standardized and harmonized approach in the engagement and management of Interns and Volunteers as well as in the administration of various internship and volunteerism programmes in the Public Service. In addition, it will offer a framework for monitoring, evaluation and reporting of all internship and volunteerism programmes in the Public Service.

Public Service institutions are required to implement this policy and guidelines to ensure a harmonized implementation approach in the engagement and management of interns and volunteers for enhanced effectiveness and efficiency in service delivery across the Public Service.

**Amos N. Gathecha, EBS, 'ndc' (K)**  
**PRINCIPAL SECRETARY**

## DEFINITION OF TERMS

- Internship** It is a short-term work experience offered by MDACs and other organizations to gain hands-on training for skills acquisition to enhance future employability and/or fulfill the legal requirement for professional registration and licensing.
- Intern** An unemployed holder of a degree/diploma or certificate who has entered into contract with a public institution or other organization for a specific period with the intent of acquiring work experience to increase chances of employability and/or registration with respective professional bodies.
- Graduate** An individual who has completed a course of training and acquired a degree or diploma or certificate.
- Volunteerism** Is the offering of an individual's, group's or organization's time, skills or resources to provide services by free choice for the benefit of other individuals, organizations, communities or nations, without the expectation of financial gain other than reimbursement of reasonable expenses.
- Volunteer(s)** An individual or group that offer their time, skills or resources to provide services by free choice for the benefit of other individuals, organizations, communities or nations, without the expectation of financial gain other than reimbursement of reasonable expenses.
- Mentor** A person with knowledge and experience in a job who supports and advises an Intern/Volunteer on a regular basis for the purposes of imparting appropriate attitude, knowledge and practical skills.
- Supervisor** A person who directs and oversees the work of an Intern/Volunteer.
- Pupillage** Training and mentorship offered under the Advocates Training Programme (ATP) with the intent to prepare lawyers for admission to the roll of advocates of High Court of Kenya.
- Post Pupillage** A continued professional training programme, which includes both structured work, experience and instructional learning for persons who have completed the pupillage programme in line with the ATP.
- Advocates Training Programme** Practical training course offered by the Kenya School of Law to prepare Lawyers for admission to the roll of Advocates of the High Court of Kenya.

<b>Coordinator</b>	A senior member of staff responsible for organizing Internship/Volunteerism Programme and ensuring proper management of interns/volunteers.
<b>Host Organization</b>	Public institution and other organizations that have been designated to offer internship/volunteerism.
<b>Knowledge Management</b>	Range of strategies and mechanisms used in organizations to identify, capture, store, process, disseminate data and information on internship and volunteerism.
<b>Experience</b>	Competencies/practical knowledge or skills in a particular field.
<b>Monitoring &amp; Evaluation</b>	Mechanisms put in place to ensure adherence to quality, standards, cost effectiveness and relevance of internship/volunteer programme.
<b>Work Environment</b>	Conditions in which an Intern/Volunteer operates including both physical and work processes.
<b>Mentorship &amp; coaching</b>	Development of professional relationship in which a more experienced and knowledgeable person provides support, advice and constructive role to an intern/volunteer.
<b>Stipend</b>	Monetary compensation paid to interns at regular intervals during the internship period.
<b>Contract</b>	Binding agreement between an intern/volunteer with the host organization to participate in the internship/volunteerism program.



## **ABBREVIATIONS**

ATP	Advocates Training Programme
CEC	County Executive Committee
CIIC	County Internship Implementation Committee
CPSB	County Public Service Board
GDP	Gross Domestic Product
ICT	Information and Communication Technology
KPHOA	Kenya Professions Health Oversight Authority
KRA	Kenya Revenue Authority
MDACs	Ministries Departments, Agencies, and County Governments.
MDAs	Ministries, Departments and Agencies
MHRMAC	Ministerial Human Resource Management Advisory Committee
MoH	Ministry of Health
MTEF	Medium Term Expenditure Framework
NCBS	National Capacity Building Secretariat
NISC	National Internship Steering Committee
OSHA	Occupational Safety and Health Administration
PDTIP	Presidential Digital Talent Internship Programme
PSC	Public Service Commission
SRC	Salaries and Remuneration Commission
TSC	Teachers Service Commission
TVET	Technical Vocational Education and Training

## **CHAPTER ONE: INTRODUCTION**

### **1.1 Background**

The Government aspires to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy as envisaged by Vision 2030. It is also a constitutional requirement for the government to put in place measures that enable the youth gain access to relevant education, training and employment. Effective and well-coordinated internship and volunteerism policy will significantly contribute towards the achievement of this goal.

Annually, thousands of young graduates join the Kenyan job market from universities, colleges and other post-secondary school institutions with degrees and diplomas in various academic and technical disciplines ready for employment. The transition from school to work is however not automatic since among other hurdles, the labour market requires hands-on skills and experience which universities and other educational institutions do not provide.

The Government being cognisant of the gap has mandated the Ministry for Public Service, Gender and Affirmative Action to develop the Internship and Volunteer Policy to guide the Public Service. This Ministry is committed to facilitate the provision of hands on skills and work related experience to Interns and Volunteers for their future employability.

The Government recognises two forms of Internship, which are the mandatory professional internship programs necessary for registration and licensure to practice for specific professional cadres among them, doctors, nurses, clinical officers, veterinary doctors and pupillage program for law graduates. The other type is the government initiative of voluntary internship meant to improve skills for employability of the youth. In addition, it enables young graduates gain practical work related experience and improve their competitiveness.

The emergence of pandemics, disease outbreaks, disasters and wars around the world has brought new trends involving volunteers' initiatives. Active and retired professionals in both formal and informal groups and even organizations have in the recent past shown willingness to participate in volunteering initiatives. It is however worth noting that currently there is no policy to guide on volunteerism in the Public Service.

### **1.2 Rationale**

The development of this policy and guidelines has been informed by the need to have a uniform approach to deal with internship and volunteerism in the Public Service. Currently the situation in the Public Service is as follows:

- i. There exists different fragmented policies for the engagement and management of interns, such as the Public Service Commission Internship Policy (2016), Ministry of Health Internship policy for Health workers (2020), other Health workers internship policies managed by individual regulatory

bodies for the different professions and the Teachers Service Internship policy (2019) among others;

- ii. The Public Service does not have a volunteerism policy yet the demand for volunteerism initiatives is gaining popularity especially with emergence needs to respond to disease and disaster management;
- iii. The lack of a harmonized internship and volunteerism policy has resulted in disparities leading to application of different terms and conditions of engagement for the interns and volunteers in the Public Service;
- iv. Lack of uniformity in the management of interns who have successfully completed internship program in various MDACs; and
- v. Inadequate Integration of knowledge/data management to inform decision-making.

### **1.3 Objectives of the Policy**

The general objective of this policy is to provide a framework and guidelines for harmonization of internship and volunteerism in the Public Service. The specific objectives are to:

- i. Provide guidelines and standards for management of all interns and volunteers across the Public Service;
- ii. Ensure implementation of well-structured and coordinated internship and volunteerism programmes in the Public Service;
- iii. Ensure effectiveness and efficiency in the implementation and management of internship and volunteerism programmes;
- iv. Harmonize the Internship and Volunteerism policies and programmes across the entire Public Service including providing specific recommendations on what needs to be done after successful completion of internship for sustainability; and
- v. Provide a framework for developing and maintaining a database for all interns and volunteers to facilitate management decision making.

### **1.4 Guiding principles**

The following principles will guide internship and volunteerism management in the Public Service:

- i. Equity and fairness that includes non-discrimination, inclusivity, access to opportunities and equity in the management of interns and volunteers from diverse backgrounds;
- ii. Transparency in the recruitment and selection process as provided in this policy and guidelines;
- iii. Relevance and fit for purpose work experience that is commensurate with the qualifications of the intern/volunteer;

iv. Quality coordination and supervision of interns/volunteers; and

## **1.5 Scope**

The internship and volunteerism policy and guidelines will be applicable to the public service institutions in the National Government. However, County Governments are free to customize the policy for their use.

## **1.6 Structure of the Policy and guidelines**

This policy and guidelines has been organized in five chapters as follows:

**Chapter One:** Introduces the policy; provides the rationale for developing the policy and summary of the various internship policies currently in use in the Public Service.

**Chapter Two:** Situational Analysis:-Describes the current obtaining situation in respect to internship and volunteerism and provides a summary of the implementation challenges.

**Chapter Three:** This chapter presents the guidelines for implementation of the internship and volunteerism programmes in the Public Service.

**Chapter Four:** Presents the Institutional Framework responsible for implementation of the policy.

**Chapter Five:** Covers monitoring, evaluation and reporting.

## **CHAPTER TWO: SITUATIONAL ANALYSIS**

### **2.1 Overview**

This chapter summarizes the various internship and volunteerism policies currently in use in the Public Service.

The Kenyan Government has endeavored to provide practical skills to graduates to enable them gain work related experience as a way of increasing their employability thus reducing the rate of unemployment in Kenya. This has been done through various internship programs offered by Ministries, Departments, Agencies and County Governments (MDACs).

Currently, the Public Service Internship Policy and Guidelines for the Public Service (PSC, 2016) is being implemented across the Public Service. Other existing Internship policies and guidelines include the Health Workers Internship Programme; Teaching Service Internship Programme; Pupilage and Post Pupilage Programmes under the Kenya School of Law among others.

Over time, these internship programmes have been undertaken independently without reference to any other existing policy/guidelines. Therefore, there is lack of harmony in management, implementation and coordination of these policies in the Public Service. Further, there is no policy and guidelines on volunteerism.

There is therefore, need to harmonize the various policies and provide uniform guidelines on management of internship and develop a policy and guidelines on volunteerism in the Public Service.

### **2.2 Legal, Regulatory and Policy Framework**

The existing legal, regulatory and policy frameworks that guide internship and volunteerism in the public service include:

#### **2.2.1 The Constitution of Kenya (2010)**

Article 55 of the Constitution provides that the State shall take measures, including affirmative action programmes, to ensure that the youth access relevant education and training; and access to employment among others.

#### **2.2.2 The Employment Act (2007)**

The Act declares and defines the fundamental rights of the employees and provides the basic conditions of employment and prohibits discrimination in employment and promotes equality of opportunity.

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

The Act provides for consideration of principles of fair selection and appointment for all regardless of gender and physical status among others.

#### **2.2.4 Kenya Vision 2030**

The vision outlines Kenya's aspirations of creating a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy.

### **2.2.5 The National Employment Authority Act (2016)**

The Act has provisions for placement of interns at tertiary Institutions in positions of internship during and after completion of their study.

### **2.2.6 Persons with Disabilities Act (2003)**

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

### **2.2.7 Technical and Vocational Education and Training Act (2013)**

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

### **2.2.8 Kenya National Youth Policy (2018)**

The policy envisions a society where youth have equal opportunity to realize their full potential and identifies the most important youth issues as unemployment and underemployment, abuse and exploitation; limited participation and lack of opportunities among others.

## **2.3 Internship Policies in the Public Service**

### **2.3.1 Internship Policy and Guidelines for the Public Service (2016)**

The Internship Policy and Guidelines for the Public Service (2016) provides a framework for engagement and management of internship programmes in the Public Service. The policy creates a framework for the management of internship programme in the Public Service.

### **2.3.2 Ministry of Health Internship Policy**

Internship Programmes for a number of Health Professionals in the country is a mandatory requirement for registration and licensure. Over the years, the Ministry of Health has implemented the Internship programme through cadre specific internship policies guidelines without a harmonized framework. The interns are deployed to gazetted public health care facilities, faith-based and privately owned health care facilities. The programme is implemented through the National Internship Steering Committee (NISC) which oversees the overall coordination in line with the provisions of the Health Act (2017).

Where applicable Health Care Professionals internship is considered part of the pre-service training with the interns entitled to a monthly stipend for the entire period of internship.

### **2.3.3 Veterinary Internship Policy**

The Veterinary Surgeons and Veterinary Paraprofessionals Act no. 29 of 2011 makes it mandatory for all Veterinary and Veterinary Paraprofessionals to undergo a 12 (twelve) month internship training before they are registered by the Kenya Veterinary Board. This programme started in 2017 when the Act came into operation and covers Certificate, Diploma, Degree and Bachelor of Veterinary Medicine graduates. The interns are deployed to the Kenya Veterinary Board approved internship centres across the country.

### **2.3.4 Presidential Digital Talent Internship Programme**

The Presidential Digital Talent Internship Programme (PDTIP) is an initiative by the Ministry of Information, Communication and Technology (MoICT) through the ICT Authority (ICTA). It is a partnership between the Government and a number of stakeholders in private and public sector. The initiative aims at building capacity in ICT technical and ICT management skills within the government.

The programme is open to Kenyan graduates of not more than 3 years by the time of the internship recruitment in ICT and selected engineering courses from recognized institutions. The internship programme lasts for twelve months where an intern is deployed for nine months in various MDACs and three months in a private sector institution. The top three innovators in every cohort of the internship program are given a 12-month incubation support at ICT Authority to grow their innovation.

### **2.3.5 Pupillage and Post Pupillage Policies**

Pupillage is similar to internship and is compulsory for Bachelor of Law (LLB) graduates who are required to undertake pupillage for at least six (6) months to be admitted as advocates. Public Institutions and other organizations accredited by the Kenya School of Law recruits pupils for six months as part of the Advocate training Programme.

Additionally, the State Law Office has a post-pupillage policy that informs the retention of pupils with the objective of offering them additional work experience as they await admission to the bar. The post pupillage programme duration is six (6) months but can be renewed once for another six months. The Office of Attorney General through the Solicitor General coordinates the placement of pupils.

### **2.3.6 Parliamentary Service Commission Internship Policy**

The Parliamentary Service Commission offers internship opportunities to recent graduates in accordance to its Internship Policy (2012). The main aim of the internship programme is to accord interns with a learning opportunity, in order to gain practical skills useful for their placement in the labour market upon completion of their training.

The Parliamentary Service Commission interns are paid a stipend for a period not exceeding twelve (12) months. Internship recruitment is done through the training committees.

### **2.3.7 Teachers Service Commission Internship Policy**

The Teachers Service Commission (TSC) Internship Policy aims at enhancing graduate teachers' pedagogical skills, promoting a positive work culture and integrating them into a school set up. The program equips intern teachers with practical teaching knowledge, skills, and attitudes required in the teaching service.

To qualify for the program, one must have completed training and graduated from a tertiary institution recognized in Kenya, and be duly registered as a teacher. Further, one should not have been previously employed by the Commission.

The Commission provides the relevant technical support to ensure smooth running of the internship program. Intern teachers are entitled to a stipend as may be prescribed by the Commission from time to time. Interns are also entitled to paid annual leave.

### **2.3.8 Kenya Revenue Authority Attachment & Internship Policy**

Kenya Revenue Authority (KRA) provides opportunities for the youth to acquire practical work skills through the internship programme. Internship positions are reserved for recent graduates who have completed their education and would like to acquire the necessary skills, knowledge and attitudes required in the job market.

The KRA advertises its internship opportunities and recruits all interns competitively. Interns are paid a monthly stipend in accordance with the Authority's regulations.

The Youth Internship Committee at KRA is responsible for ensuring that all interns are accorded the necessary technical support during the period of their internship.

## **2.4 Salient implementation Issues in various Internship Programmes**

A review of existing internship programmes in various public institutions has shown major differences in the management, implementation and governance of the internship. These among others include:

- i. **Recruitment:** Different organizations have varied selection requirements for interns and volunteers. This has resulted in haphazard and unstructured engagement processes;
- ii. **Remuneration/Benefits/Entitlements:** Disparities in remuneration for interns in the same profession by different organizations results in unequal treatment of interns in the Service;
- iii. **Duration/Period of Internship:** There is no standardized period of engagement for interns. This allows public institutions to arbitrarily determine period of engagement for non-mandatory internships leading to different internship exposure and experience;
- iv. **Scope:** Different public institutions have different internship opportunities open to citizens and non-citizens while others are limited to Kenya nationals.



- Similarly, some programmes are open to degree holders and diploma holders. Lack of clear criteria on the target group results to discrimination based on qualification and nationality;
- v. **Placement:** Some internship programmes deploy interns to both National and County levels, whereas others deploy interns to National level only. This practice denies County Governments the services and expertise of the interns;
  - vi. **Monitoring, Evaluation and Reporting:** Lack of a unified approach in monitoring, evaluation and reporting of the various Internship programmes leads to uncoordinated reporting by different organizations. As a result proper planning and budgeting for these programmes becomes a challenge;
  - vii. **Professional Bodies Requirements:** Some professional bodies have internship as a mandatory requirement for registration and licensing. For this category there is a structure in place for management and implementation. Other professions undertake internship to gain work experience and practical skills for employability. This latter group risk missing internship opportunities and experience due to lack of planning, budgeting and prioritization;
  - viii. **Information/knowledge database:** Internship programmes provide an opportunity to generate knowledge, innovation and best practices. However, these are not properly harnessed. The absence of a centralized body charged with the responsibility of coordinating data collection, collation and dissemination has led to uncoordinated decision making and loss of opportunities;
  - ix. **Exit/Separation of Interns:** During internship, the Interns access privileged government information and systems. Currently there is no harmonized mechanism to safeguard classified information accessed by interns. This poses potential risk of unauthorized access and use of classified information upon exit;
  - x. **Post Internship Arrangements:** Some internship programmes offer employment after successful completion, while others do not. There is need of a harmonized approach to address the post internship for parity of treatment;
  - xi. **Supervision, Mentorship, Coaching and Coordination:** Supervision, mentoring, coaching and coordination are important ingredients to the successful completion of internship programmes. However, most organizations have no clear supervisory, mentorship, coaching and coordination mechanisms thus negating the overall objective of internship; and
  - xii. **Work Conditions:** Some of the internship programmes have no clear guidelines on work environment, conditions and entitlements for interns. This

exposes interns to long working hours and inadequate facilitation while undertaking assignments outside their duty stations. This may compromise their personal safety, affect morale and performance which contravenes the provisions of the Labour Laws.

## **2.5 Regional Comparative Analysis**

In order to develop a robust policy and guidelines, a regional desktop comparative analysis was undertaken to gain insight on the management of Internship/Volunteerism Programmes. The countries studied included; Rwanda, Uganda, Tanzania, South Africa and Nigeria.

### **2.5.1 Rwanda**

In Rwanda, Internship/Volunteerism Programmes are managed by the National Capacity Building Secretariat (NCBS) and is termed as service to the Country. The Interns are placed in Government Ministries and public or private institutions.

The Rwanda Medical Council regulates medical internship. Duration of internship is one year for East African Community graduates and two (2) years for those who graduated from Universities in Europe/Asia and America. Interns are accorded internship opportunities in accredited Health facilities within the Country.

### **2.5.2 Uganda**

In Uganda, the National Planning Authority coordinates internship/volunteerism. The Ministry of Health is however, mandated to deploy medical interns to available training centers according to the capacity of the training centers and the availability of the trainers. All professional councils/boards are required to compile the names and submit registered candidates to the internship committee to ensure quality and smooth management of the program.

### **2.5.3 Tanzania**

In Tanzania, internship is coordinated by the National Internship Secretariat and is overseen by the National Internship Steering Committee. An intern is placed in a public or private registered establishment by law that provides opportunities for graduates to undertake internship. An Intern has to be a Tanzanian citizen and should have a university degree or equivalent from a recognized institution. One should be a registered job seeker and should submit a degree certificate/academic transcript and sign a commitment or desire of internship to follow a career/ specific occupation that has been identified.

### **2.5.4 South Africa**

In South Africa, Interns are given employment contracts and are paid although they do not enjoy similar benefits like the regular employees. The unpaid interns are not considered interns for purposes of job experience, they are considered as being on attachment which is a requirement for their training. The duration of internship varies

from 6 (six) months to one year and the interns can be placed in any organization where opportunities exist.

The internship programme for health professionals' is managed by the Health Professionals' Council of South Africa (HPCSA). The programme is based on an apprenticeship model in which the interns 'learn by doing' under supervision. The internship lasts two (2) years and is paid a stipend.

### **2.5.5 Nigeria**

Internship in Nigeria is not coordinated centrally. Most of the Interns are paid a stipend while the internship duration is not uniform.

Medical Health professionals' in Nigeria take a compulsory one (1) year paid internship. The body responsible for the National Salaries and Wages determines the stipend/allowance.

## **2.6 Lessons Learnt**

From the above five (5) benchmarked countries, the following salient features emerged:

- i. There exists internship programmes in all the five (5) countries ;
- ii. In most of the countries, there is a national internship coordinating body;
- iii. The medical internship has elaborate structures in place;
- iv. A stipend is paid for internship;
- v. In Nigeria the stipend paid is determined by the body responsible for the National Salaries and Wages; and
- vi. In both Uganda and Rwanda, coordination of internship and volunteerism is by a central coordinating body.

## **CHAPTER THREE: GUIDELINES ON INTERNSHIP AND VOLUNTEERISM**

### **3.1 Overview**

This chapter presents the guidelines for the engagement and management interns and volunteers in the public service.

### **3.2 Internship Guidelines**

The internship guidelines will be as follows:

#### **3.2.1 Authorized Establishment**

MDAs will be required to prepare a proposed establishment for interns through their respective Human Resource Management Advisory Committees (HRMAC) and forward their recommendations to Public Service Commission for approval. Counties will do the same through the respective County Executive Committee Member (CECM) and submit the proposal to the County Public Service Board (CPSB) for approval before recruitment of interns.

#### **3.2.2 Budgetary Allocation**

Each MDAC will request for budgetary allocation from the National Treasury to fund the payment of monthly stipends and other related expenses that will be due to the interns within the budgetary cycle.

#### **3.2.3 Declaration of Internship Positions**

MDAs will declare their internship opportunities to the Ministry responsible for Public Service attaching all the requisite supporting documents including the approved authorized establishment for interns and National Treasury's concurrence for advertisement. Departments in County Governments will declare vacancies to CPSB for approval.

#### **3.2.4 Eligibility for internship**

The following will be eligible for recruitment as interns:-

- i. All unemployed graduate degree and diploma holders who have not previously undertaken internship;
- ii. Degree and diploma graduates for whom internship is considered a mandatory requirement for registration and licensure by their respective professional bodies;
- iii. The Public Service Commission may consider non-Kenyan citizens for internship opportunities subject to availability of vacancies and approval.

#### **3.2.5 Recruitment of Interns**

a) The process of recruitment shall start with advertisement based the need it will be done by the respective MDAs in liaison with the Ministry responsible of Public Service and/or respective CPSBs in the case of the County Governments.

- b) In the advert, the required qualifications, skill sets and available vacant positions of interns should be indicated.
- c) The selection process will be guided by the values and principles of Public Service and it will be based on merit, fairness, non-discrimination and inclusivity.
- d) All successful interns should be properly orientated to the work environment before placement.
- e) The following documents will be required at the time of engagement:
  - i. Original Academic and professional certificates;
  - ii. Identity Card or passport;
  - iii. A valid certificate of good conduct;
  - iv. Personal identification number (PIN); and
  - v. Two (2) coloured passport size photographs.

### **3.2.6 Duration of internship**

The internship period shall be for a period not exceeding twelve (12) months or as prescribed by the respective professional bodies.

### **3.2.7 Placement**

MDACs through the Head of Human Resource Management and Development will be responsible for the appropriate placement of interns in specific areas in accordance with the interns' professional qualifications.

### **3.2.8 Working Hours**

Interns will adhere to the normal government working hours as prescribed in the Public Service Human Resource Policies and Procedures Manual or as prescribed by the relevant regulatory professional bodies.

### **3.2.9 Payment of stipend**

The Interns will be entitled to the following as determined by the Government from time to time:

- i. A monthly stipend; and
- ii. Subsistence allowance when serving out of the duty station.

### **3.2.10 Insurance cover**

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

### **3.2.11 Medical insurance cover**

Interns will be required to have a valid personal medical insurance cover for the duration of the internship.

### **3.2.12 Health screening**

- i. In cases where the interns will be expected to work in an environment which ordinarily require medical clearance, a health screening procedure will be required prior to the intern's engagement.
- ii. In addition, if there are physical test requirements necessary for a performance of an intern task, a screening or testing will be required to ascertain the ability of the intern to safely undertake the task.

### **3.2.13 Security Vetting**

Interns shall be vetted and sign a vetting/security declaration upon entry and exit. In addition, foreign interns will be required to have a certificate of Good Conduct from the Directorate of Criminal Investigation (DCI).

### **3.2.14 Safe Guard of Information**

In order to safeguard and avoid potential risk of unauthorized access and use of classified information, interns shall be bound by the Official Secrets Act and shall therefore sign the government official secrets declaration form at the start of the internship and on exit (sample-appendix 1)

### **3.2.15 Protective Clothing, Equipment and Working Tools**

- i. MDACs will provide interns with the necessary working equipment/ tools, protective gear and appropriate uniforms where it is mandatory.
- ii. The interns will be expected to account for the tools and equipment issued during/after internship.

### **3.2.16 Induction, Training and Mentorship**

- i. MDACs will organize induction programmes for newly engaged interns.
- ii. Line managers and internship coordinators will be expected to develop structured induction, training and rotation schedules in order to accord the interns adequate exposure to the different functional areas and on the applicable rules of conduct.
- iii. All interns should be attached to mentors during internship period; and
- iv. Provide them with experiential learning by involving them in field activities, seminars and workshops.

### **3.2.17 Leave**

An intern will be entitled to leave as follows:-

- i. Thirty days (30) annual leave which excludes Saturdays, Sundays and public holidays, as provided for by the relevant professional bodies;
- ii. Be eligible to benefit from accrued leave days after three (3) months of continuous internship;
- iii. Interns will be paid stipend while on leave;

- iv. Paid sick leave of up to thirty (30) days. Any period of sick leave beyond thirty (30) days shall not be considered for the payment of stipend; and
- v. Compassionate leave of up to five (5) working days upon exhaustion of annual leave days.

### **3.2.18 Supervision**

- i. MDACs will assign supervisors to all interns to assign working tools/equipment, set targets and oversee daily work performance.
- iii. The supervisor will appraise the interns in accordance with the existing performance management guidelines and/ or the guidelines issued by the professional regulatory bodies where applicable.

### **3.2.19 Conduct**

Interns shall conduct themselves in accordance with the Code of Conduct, rules and regulations of the Public Service as well as the rules of conduct of the regulatory professional body.

### **3.2.20 Discipline**

Interns shall conform to the relevant instruments governing discipline such as the Public Service Commission Act, rules and regulations as well as the other relevant regulatory professional body's rules and regulations. The following shall constitute disciplinary measures among others:

- i. In cases where an intern may be involved in gross misconduct, the services of the intern shall be terminated without notice;
- ii. Upon termination, an intern shall not be entitled to the monthly stipend; and
- iii. In cases of an intern's involvement in a criminal offence, the intern shall be discontinued from the internship programme.

### **3.3.21 Termination of Internship by Notice**

The internship programme will be terminated as follows:

- i. At one (1) months' notice by either party; or
- ii. At two (2) weeks' notice in case an intern secures an offer of employment before the expiry of the agreed internship period.

### **3.2.22 Completion of internship**

Upon completion, of an intern shall be required to:

- i. Present a report to the supervisor;
- ii. Be provided with a letter of completion by the respective MDACs, signed by the Head of Human Resource Management/Internship Supervisor/Coordinator and copied to the Ministry responsible to the public service; and
- iii. Be registered by the relevant professional body.

### **3.2.23 Interns Liability and Loss of Property**

- i. Any unjustified loss occasioned by an intern shall be reported promptly to the internship supervisor/coordinator.
- ii. The Head of Human Resource will withheld the intern's stipend will as well as the internship completion letter until conclusion of the matter.
- iii. At the end of the internship programme, or upon termination of the internship, records of the interns shall be checked for any debts or loss of returnable supplies of the host organization.

### **3.2.24 Coordination**

The Internship programmes will be coordinated by the Head of the Human Resource Management /Internship Coordinator and should have a well-documented management and reporting structure.

### **3.2.25 Data Maintenance and Management**

MDACs shall maintain proper data on all interns and submit the same quarterly to the Ministry responsible for Public Service.

### **3.2.26 Responsibilities of Interns**

An intern will be required to:

- i. Abide by rules, regulations and protocols of the unit and the organization;
- 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. Participate in induction, orientation and vetting of interns by the MDACs;
- v. Make effort to acquire relevant skills/ experience;
- vi. Complete all assignments given by the mentor and/or supervisor;
- vii. Complete the internship programme as per guidelines provided by the regulatory body;
- viii. Provide regular feedback to the line manager through the Internship Coordinator/Supervisor on the progress he/she is making and any challenges thereto with regard to the internship programme;
- ix. Observe confidentiality of information and security of tools/equipment that are placed in their possession in the course of the internship period;
- x. Hand over all materials and equipment/tools belonging to the organization at the end of the internship period;



- xi. Submit a copy of the report on internship experience to the line manager; and
- xii. Clear with relevant authorities and obtain clearance certificate before leaving the internship station.

### **3.2.27 Role of Coordinator/Head of Department/Head of HR**

- i. Ensure all interns undertake orientation and induction at the beginning of their internship period;
- ii. Ensure that the interns are provided with the necessary educational support and a conducive work environment during their entire training period;
- iii. Validate the internship programmes at regular intervals and ensure documentation of the competencies are completed as required;
- iv. Ensure the overall welfare of interns in the internship centres and ensure they are supervised at all time; and
- v. Present to the coordinator a report on the internship programme periodically.

### **3.2.28 Role of Supervisor**

- i. Induct and orient the interns within the department;
- ii. Aid the intern in acquiring soft skills, communication and documentation in addition to competencies in their respective fields; and
- iii. Address intern's work related reported challenges.

### **3.2.29 Role of Mentor**

- i. Interact with interns on a day to day basis for purposes of imparting appropriate attitude, knowledge and practical skills;
- ii. Monitor interns adherence to the set rules and regulations;
- iii. Aid the intern in acquiring soft skills, communication and documentation in addition to competencies in their respective fields;
- iv. Guide the interns in the realization of their learning objectives. The mentor must give each intern individual attention; and
- v. Contribute to the appraisal of the interns by the Supervisor.

### **3.2.30 Post Internship Employment**

Successful completion of the internship programme does not guarantee employment of the intern. Employment agencies may however consider the experience gained during Internship as an added advantage during recruitment.

## **3.3 Volunteerism Guidelines**

### **3.3.1 Overview**

The Volunteerism guidelines will be as follows:

### **3.3.2 Declaration, Recruitment and Selection**

a) MDACs may recruit volunteers on need basis. Volunteers recruitment of volunteers will be based on the existing recruitment regulations giving cognizance to the required qualifications and skills mix based on the need of the organization.

b) The recruitment procedure for Volunteers will be as follows:-

- i. MDAs shall declare their volunteer needs indicating the specific positions to the Public Service Commission for advertisement. County Governments shall declare the need for volunteers through the respective County Executive Committee Member (CECM) responsible for Public Service and submit the same to the County Public Service Board (CPSB) for approval;
- ii. The advertisement shall specify areas of specifications where volunteers are required; qualifications, skills set and any other necessary requirements;
- iii. Number of volunteers, deadline for applications and duration of volunteerism; and
- iv. The relevant Human Resource Management Advisory Committees will undertake the recruitment for Volunteers.

### **3.3.3 Scope of Volunteer Involvement**

- i. Volunteers will be utilized in the performance of some specified government services projects and programmes that have an established need for them such as health care provision, disaster management and rescue missions, records management among others.
- ii. Volunteers will serve at both technical and operation levels. Volunteers should not however, be utilized to displace any paid employees from their positions.

### **3.3.4 Induction and Training**

- i. All volunteers will receive orientation and induction on the mandate, structure, rules of conduct and functions of the MDACs.
- ii. Volunteers will thereafter receive specific on the job training from identified mentors and coaches to provide them with the skills necessary to perform their duties during the volunteering period.

### **3.3.5 Volunteer rights**

Volunteers are a valuable resource to the government and will be allowed the right to undertake meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to safe working conditions, the right to full involvement and participation and the right to recognition of work well done.

### **3.3.6 Acceptance of Volunteer Position**

- i. Services as a volunteer with any MDACs will begin with a notice of acceptance of the volunteer position.

- ii. No volunteer will begin offering services until they have been officially accepted for the position, have completed all the necessary screening, and submitted all the relevant documents.

### **3.3.7 Placement**

- i. Placement will be done based on the Volunteers capabilities and the requirements of the volunteer position.
- ii. Volunteers will be provided with concise job description of the position they are expected to fill. Volunteers will be provided with a concise job description that will be utilized in subsequent management and evaluation efforts.

### **3.3.8 Vetting**

- i. All volunteers will be vetted/due diligence undertaken and will sign a vetting/security declaration upon entry and exit.
- ii. Foreign volunteers will be required to get clearance from relevant security agencies.
- iii. It will be criminal for a volunteer to divulge classified information accessed during their tenure.

### **3.3.9 Health screening**

- i. In cases where the volunteers will be expected to work in an environment which ordinarily require medical clearance, a health screening procedure may be required prior to the volunteer engagement.
- ii. In addition, if there are physical test requirements necessary for a performance of a volunteer task, a screening or testing maybe required ascertaining the ability of the volunteer to safely undertake the task.

### **3.3.10 Conduct of Volunteers**

- i. Volunteers will be expected to follow the laid down government procedures, rules, regulations and protocols.
- ii. Volunteers are therefore required to seek prior approval from their immediate supervisor before taking any unprecedented action or making any statement that might significantly affect or obligate any Government agency.
- iii. These actions may include but are not limited to, giving public statements to the press, lobbying effort or communication with other organizations, entering into any agreement involving any contractual or financial obligations.

### **3.3.11 Probation**

All volunteers will undergo thirty (30) days probationary period. At the end of this period, the volunteer and his supervisor will have a meeting to agree on whether the volunteer will continue and serve for the agreed duration or otherwise.

### **3.3.12 Confidentiality**

- i. Volunteers will be responsible for maintaining the confidentiality of the Government's information in the MDAC to which they are exposed to while serving as a volunteer.
- ii. Failure to maintain confidentiality will result in termination of the volunteers' relationship with the MDAC.

### **3.3.13 Protective Clothing, Equipment and Working Tools**

- i. MDACs will provide volunteers with the necessary working equipment/ tools, protective gear and appropriate uniforms where it is mandatory.
- ii. On exit, the volunteers will be expected to account for the tools and equipment issued during/after volunteerism.

### **3.3.14 Professional Services**

Volunteers shall not perform professional services for which certification or licensing is required unless they have a valid certificate or license to do so.

### **3.3.15 Duration**

All volunteerism engagements will be for a period not exceeding twelve (12) months.

### **3.3.16 Working Hours**

The work- hours will be 8.00 a.m. to 5.00 p.m. on a daily basis; lunch break will be 1.00 p.m. to 2.00 p.m. or as per the work schedule agreed between the volunteers and the supervisor. Working hours will be eight (8) hours per day for five days per week. Volunteers will be required to observe punctuality.

### **3.3.17 Absenteeism**

- i. Volunteers will perform their duties as per work schedule provided by their supervisors and in a timely manner.
- ii. In case of a planned absence with reasonable cause the volunteer is expected to inform their supervisors at least two (2) weeks in advance so that alternative arrangements maybe made.
- iii. In the event of unexpected absence, the volunteer should notify the supervisor within the shortest time possible, at least, twenty-four (24) hours upon such occurrence.
- iv. Continued absenteeism will result in review of the engagement terms.

### **3.3.18 Discipline**

- i. Volunteers will be required to adhere to the existing service rules and regulations. Those who do not perform their duties satisfactorily will be disciplined in accordance with the existing service rules and regulations. The following shall be some of the disciplinary measures among others:
- ii. In cases where a volunteer may be involved in gross misconduct, the services of the volunteer shall be terminated without notice; and

- iii. In cases of a volunteer involvement in a criminal offence, the volunteer shall be discontinued.

### **3.3.19 Termination**

Either party giving reasonable notice period as follows may terminate the volunteer engagement:

- i. At one (1) months' notice by either party in case of twelve month's volunteerism; and
- ii. At two (2) weeks' notice in case a volunteer secures an offer of employment before the expiry of the agreed volunteerism period.

### **3.3.20 Responsibilities of the Volunteer**

- i. Volunteers have a responsibility to be reliable;
- ii. Respect confidentiality;
- iii. Carry out the tasks assigned to them diligently;
- iv. Be accountable;
- v. Be committed to the organization;
- vi. Undertake training as requested;
- vii. Ask for support when they need it; and
- viii. Give notice before they leave/exit.

### **3.3.21 Data maintenance and management for volunteers**

- i. MDACs shall maintain proper data on all volunteers and volunteering activities and submit quarterly reports to the Ministry responsible for Public Service and County Public Service Boards in the case of County Governments.
- ii. Establish a data management system to track all volunteer activities, volunteer organizations, beneficiaries and impact of the programme.

### **3.3.22 Medical and insurance cover**

- i. All volunteers in the Public Service shall be required to have a personal accident insurance cover for personal risks during the volunteerism period.
- ii. They will also be required to have a medical insurance cover from a valid medical insurance service provider.

### **3.3.23 Volunteer Liability and Loss of Property**

- i. Any unjustified loss occasioned by a volunteer will be promptly reported to the volunteer's supervisor and the volunteer held liable.
- ii. Before any clearance is done at the end of the volunteerism programme or upon termination, the records of the volunteer shall be checked for any debts or loss of returnable supplies of the host organization.

## **CHAPTER FOUR: INSTITUTIONAL FRAMEWORK FOR INTERNSHIP AND VOLUNTEERISM**

### **4.1 Preamble**

This Chapter outlines the roles of the various stakeholders whose concerted actions are required to ensure effective implementation of the Internship and Volunteerism Policy and guidelines for the Public Service.

### **4.2 Ministry Responsible for Public Service**

- i. Providing Technical Support to Ministries/Departments/Agencies and County Governments on the implementation of the Internship and Volunteerism Policy for the Public Service;
- ii. Sensitize public service institutions on the provisions of the policy;
- iii. Coordinating the implementation of the Internship and Volunteerism Policy for the Public Service in MDACs;
- iv. Receiving quarterly reports from the MDACs on implementation of the Internship and Volunteerism Policy for the Public Service;
- v. Maintaining and managing a database on the interns and volunteers who have completed their programmes successfully for future reference and decision making;
- vi. Linking graduates who have successfully completed the internship and volunteerism programme to relevant employers in the public institutions;
- vii. Undertake biennial periodic surveys to assess the implementation of the internship and volunteerism policy in the Public Service;
- viii. Monitoring, evaluating and reporting on the implementation of the Internship and Volunteerism Policy for the Public Service in MDACs; and
- ix. Establish data management system to keep track of all internship and volunteer activities.
- x. Establish a Secretariat to coordinate the engagement and management of internship and Volunteerism.

### **4.3 Ministries/Departments, Agencies and Counties**

- i. Planning, budgeting, implementing, and promoting the Internship and Volunteerism Policy for the Public Service in the MDACs;
- ii. Undertaking advertisement, recruitment, selection and placement of the interns and volunteers in the appropriate offices;
- iii. Vetting, inducting and offering on the job training and providing appropriate supervision to the Interns and Volunteers for in in MDACs; and
- iv. Preparing and submitting bi-annual reports on the implementation of the Internship and Volunteerism Policy for the Public Service.

### **4.4 Public Service Commission**

- i. Provide oversight responsibility on the implementation of the Internship and Volunteerism Policy for the Public Service;

- ii. Monitoring, evaluating and reporting on the implementation and management of the policy in the Public Service; and
- iii. Consider interested interns and volunteers who have completed the internship and volunteer for job vacancies.

#### **4.5 Ministry responsible for Labour**

- i. Responsible for linking graduate interns to the private sector;
- ii. Issue regulation on working conditions and ensure compliance in accordance with OSHA guidelines; and
- iii. Provide updates on minimum wage guidelines.

#### **4.6 The National Treasury**

The National Treasury will provide budgetary support to MDACs to support implementation of the internship programmes.

#### **4.7 Salaries and Remuneration Commission**

The Commission will provide advisory on the stipend payable to interns in the public service.

#### **4.8 Professional Bodies**

- i. Regulating internship activities in respective professional areas;
- ii. Accrediting public institution that offer internship;
- iii. Licensing and registration of interns upon successful completion of internship; and
- iv. Assist in designing evaluation criteria for internship programme.

#### **4.9 Internship/Volunteerism Secretariat**

In order to enhance efficiency and effectiveness of the internship and volunteerism programmes in the Public Service, a Secretariat domiciled in the Ministry responsible for Public Service will be established to undertake the following:

- i. Coordinate the recruitment of interns/volunteers in the Public Service;
- ii. Coordinate implementation of Internship/Volunteerism policy;
- iii. Receive annual returns from the MDAs;
- iv. Receive feedback and updates on the implementation of the policy; and
- v. Monitor and evaluate the implementation of the policy.

## **CHAPTER FIVE: MONITORING, EVALUATION AND REPORTING**

This chapter provides the monitoring, evaluation and reporting mechanism for the Public Service.

### **5.1 Monitoring**

In order to ensure that the objectives of the internship and volunteerism policy and guidelines have been met the Ministry responsible for Public Service at the National and County level will undertake monitoring and evaluation.

### **5.2 Evaluation**

- i. MDACs will carry out evaluation of the outcomes of implementation of this policy and guidelines.
- ii. The MDACs will also undertake periodic surveys to assess the extent of compliance with the internship and volunteerism policy and guidelines for the Public Service.

### **5.3 Reporting**

- i. MDACs will submit annual reports on implementation of the internship and volunteerism policy and guidelines to the Ministry responsible for Public Service at the National and County level who will maintain and manage a database on interns and volunteers.
- ii. An annual monitoring, evaluation and reporting tool is as shown in **appendix III**.

### **5.4 Review of the Policy**

The Ministry of Public Service shall be the custodian of this policy and guidelines. The internship and volunteerism policy and guidelines for the Public Service will be reviewed every three (3) years or as and when need arises to address changes in legislations, laws, policies, regulations and other emerging issues.



# APPENDIX I: INTERNSHIP AGREEMENT FORM

## TERMS AND CONDITIONS OF INTERNSHIP AGREEMENT

### NAME OF MINISTRY/DEPARTMENT/COUNTY/AGENCY

#### 1. Intern Bio-Data

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

2. **Duration:** The Internship shall commence on ..... and terminate on .....

3. **Stipend:** The employer will pay a monthly stipend to the intern of Kshs.....

4. **Reporting Time:** The Interns' report on duty time will be 8.00 a.m. to 5.00 p.m. on a daily basis; lunch break will be 1.00 p.m. to 2.00 p.m. or as per the work schedule agreed between the intern and the supervisor. Work hours will be eight (8) hours per day for five days. Interns will be required to observe punctuality.

5. **Orientation/Induction:** The MDACs will ensure that immediately upon commencement of the internship, the intern is accorded an appropriate orientation and a scheduled well-structured induction programme. He/she will be furnished with all relevant and available information and appropriate access rights to the office/relevant equipment necessary to enable performance of duties.

6. **Supervision:** A supervisor or coach/mentor will be assigned to the intern to:

- i. Enable him /her acquire hands on work- related experience and desired skills set;
- ii. Provide supervision and/or coaching/mentorship; and
- iii. Assess the performance of the intern on a regular basis in accordance with prior agreed internship work- schedules.

7. **Facilitation:** When an intern is required to travel and stay overnight in the course of his/her assigned duties, he/she will be entitled to subsistence allowance as stated in the internship guidelines.
8. **Conduct:** An intern will be required to comply and abide with all relevant workplace policies rules and regulations of the respective MDAC.
9. **Work Schedule:** The intern will work diligently in the service of the respective MDAC in accordance with work schedules agreed with the supervisor.
10. **Confidentiality:** The intern shall not:
  - i. Give any official information to any unauthorized persons without prior authorization by the authorized officer, during his/her training or at any time thereafter or upon exit; and
  - ii. He/ she shall not use any information obtained as a result of his or her engagement without authorization from the Authorized Officer of respective MDAC.
11. **Termination notice:** Either party may terminate this agreement at one month's notice.
12. **Termination on discipline:** In cases of serious indiscipline especially of a criminal nature or non-performance on the part of the intern the MDA shall terminate of the services of the intern without notice.
13. **Post internship appointment:**
  - i. Successful completion of the internship programme does not guarantee employment of the intern; and
  - ii. This agreement shall not provide for the retention of the intern in the MDAC after successful completion of the internship programme.

I declare that I have read and understood the contents of this agreement.

**INTERN'S SIGNATURE .....Date .....**

**WITNESS .....Date .....**

**DIRECTOR, HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT.**

**SIGNATURE.....Date.....**

**APPENDIX II: VOLUNTEER AGREEMENT FORM  
TERMS AND CONDITIONS OF VOLUNTEERISM AGREEMENT**

**NAME OF MINISTRY/DEPARTMENT/COUNTY/AGENCY**

**1. Volunteer Bio-Data**

- a. Name of Volunteer .....
- b. Date of Birth .....
- c. Identity No. ....
- d. Gender .....
- e. PIN No. ....
- f. County of birth .....
- g. Ethnicity .....
- h. Address ..... Post code ..... Town ..... Tel .....
- i. Next of Kin ..... Relationship ..... Tel .....
- j. Qualifications .....
- k. Are you a person living with disability? Please (tick one) (Yes) (No).
- l. Directorate .....
- m. Station .....

2. **Duration of Volunteerism:** The Volunteerism shall commence on ..... and terminate on .....

3. **Reporting Time:** The volunteers report on duty time will be 8.00 a.m. to 5.00 p.m. on a daily basis; lunch break will be 1.00 p.m. to 2.00 p.m. or as per the work schedule agreed between the volunteers and the supervisor. Work hours will be eight (8) hours per day for five days per week. Volunteers will be required to observe punctuality.

4. **Orientation/Induction:** The MDACs will ensure that immediately upon commencement of the volunteers, the volunteers is accorded an appropriate orientation and a scheduled well-structured induction programme. He/she will be furnished with all relevant and available information and appropriate access rights to the office/relevant equipment necessary to enable performance of duties.

5. **Supervision:** A supervisor or coach/mentor will be assigned to the volunteers to:

- i. Enable him /her acquire hands on work- related experience and desired skills set;
- ii. Provide supervision and/or coaching/mentorship; and
- iii. Assess the performance of the intern on a regular basis in accordance with prior agreed internship work- schedules.

6. **Facilitation:** When a volunteer is required to travel and stay overnight in the course of his/her assigned duties, he/she will be entitled to subsistence allowance as stated in the volunteerism guidelines.
7. **Conduct:** An intern will be required to comply and abide with all relevant workplace policies volunteers rules and regulations of the respective MDAC.
8. **Work Schedule:** The volunteers will work diligently in the service of the respective MDAC in accordance with work schedules agreed with the supervisor.
9. **Confidentiality:** The volunteers shall not:
  - i. Give official information to any unauthorized persons without prior authorization by the authorized officer, during his/her training or at any time thereafter or upon exit; and
  - ii. He/ she shall not use any information obtained as a result of his or her engagement without prior authorization from the Authorized Officer of respective MDAC.
10. **Termination notice:** Either party may terminate this agreement at one month's notice.
11. **Termination on discipline:** In cases of serious indiscipline especially of a criminal nature or non-performance on the part of the volunteerism, the MDA shall terminate of the services of the volunteers without notice.
12. **Post Volunteerism appointment:**
  - i. Successful completion of the volunteerism programme does not guarantee employment of the volunteers; and
  - ii. This agreement shall not provide for the retention of the volunteers in the MDAC after successful completion of the volunteerism programme.

I declare that I have read and understood the contents of this agreement.

**INTERN'S SIGNATURE** ..... **Date** .....

**WITNESS** ..... **Date** .....

**DIRECTOR, HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT.**

**SIGNATURE**.....**Date**.....

**APPENDIX III: MONITORING, EVALUATION AND REPORTING TEMPLATE**

S/No	Name of MDAC	Number of Interns/Volunteers attach names	Area of specialization	No. completed	No. not completed	challenges	Remarks