UNLV PGA GOLF MANAGEMENT UNIVERSITY PROGRAM

Internship Handbook

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Introduction

The application of classroom learning to professional practice is a crucial element in the education of students who are preparing for careers in golf management. The PGA Golf Management University Program within the Harrah College of Hospitality at the University of Nevada, Las Vegas (UNLV) is committed to a process which will provide students with practical learning experiences under the direct supervision of well-qualified industry professionals in conjunction with the UNLV PGA Golf Management Internship Coordinator.

PGA Golf Management Internship

The PGA Golf Management internship is considered to be a full-time work experience at an approved PGA recognized facility. Successful completion of 16 months of internship experience is required of each student seeking a Bachelor of Science in Hospitality Management with a concentration in PGA Golf Management. Students will complete a minimum of four (4) internships in order to complete the 16 month requirement. While PGA students are highly encouraged to complete internships at a minimum of three (3) different types of facilities (e.g. daily-fee, private, resort, PGA section office), they are permitted to work at the same facility more than once.

The primary purpose of the internship is to enable each student to meet their educational objectives through participation in well-planned and organized practical experiences. The PGA Golf Management University Program Internship Coordinator, in cooperation with the site professional or supervisor and student, will plan a comprehensive practical experience that meets the educational needs of the student and the requirements of the PGA Golf Management curriculum. Internship sites will offer a variety of professional experiences including, but not limited to, outside operations, inside operations, player development programs, golf instruction, tournament operations, event management, merchandising & retailing, turfgrass management and food and beverage operations. The PGA Golf Management University Program will conduct an evaluation of each internship site prior to placement of students.

This handbook has been prepared to assist students, faculty members, administrators and agency supervisors in understanding the purpose, objectives, principles, policies and requirements for students enrolled in the UNLV PGA Golf Management Program.

Educational Objectives of Internships

Due to the variation in work settings, assignments, course level and academic credit, no single set of objectives can serve all placements; therefore, the educational and course objectives will be personalized for each student once the specific duties and responsibilities have been established for the particular placement.

Progression of Internship Experiences

Internship 1 | PGM 162 | Level 1 | 100% Outside Operations
Internship 2 | PGM 262 | Level 2 | 50% Outside Operations; 50% Inside Operations
Internship 3 | PGM 362 | Level 3 | 25% Outside Operations; 75% Inside Operations
Internship 4 | PGM 462 | Level 3 | 100% Inside Operations

Internship Academic Credit – 5 credit hours

Students are required to register for university internship credit by following the below schedule:
PGM 162 |1 credit | Summer 1
PGM 262 |1 credit | Summer 2
PGM 362 |1 credit | Summer 3
PGM 462 |2 credits| Summer 4

PGA of America Internship Standards and Criteria

- Internships must follow the eligible employment guidelines outlined in the PGA Constitution.
- PGA Golf Management University students may complete internships in any (apprentice) classifications deemed eligible employment with prior authorization from the PGA Golf Management Program in which enrolled.
- Students must complete at least 16 months of internships primarily employed on a full-time basis to be eligible to graduate with the PGA Golf Management designation.
- Prior to finalizing student placement, the PGA Golf Management University must verify each internship position meets eligible employment guidelines.
- Before placement, the university must initiate an agreement stipulating the internship specifics (dates, wages, etc.) and work experiences anticipated for each student. This contract or agreement must be validated in writing by the host professional, the university and the student. A copy of a student's agreement must be on-file in the PGA Golf Management University Program office prior to the beginning of the internship.
- University must conduct a thorough evaluation of each internship site prior to placement of students and this evaluation should be written and on file.
- University must require each host professional to complete a detailed evaluation of each student's performance during the placement. This document must be kept in the student's permanent file.
- University must require that each student complete a detailed evaluation of the Co-op/ Internship site and experience upon return to campus. This document must be kept in the student's permanent file.
- University must conduct a post-internship meeting with student to compare evaluations and take necessary remedial action to resolve any performance problems. The post-internship meeting must be documented separately from the student evaluation form of the host facility and included in the student file.

- Student records must contain (at a minimum) the following documents for each internship experience: a signed three-party agreement, host professional's evaluation of student, student's evaluation of site and post-internship meeting documentation.
- University must input all university internships for each student into the on-line PGA Admin Tool to include the following information: Student Name, PGA ID, Facility Name, Facility Address, Host Professional, Facility Type and Actual Start/End dates for the Internship. This information should be input at the beginning of each student experience as the host professional will receive an on-line mentoring handbook.
- Negative site evaluations by students must be reviewed and addressed prior to future placements.

PGA INTERNSHIP DESCRIPTION

Eligible Internship Agencies

The Internship Coordinator approves agency selection after consultation with the student. Students are strongly encouraged to locate a placement that meets the criteria for internship sites as soon as possible. To qualify as an internship site, the agency should meet the following criteria:

1. The agency must be recognized and endorsed by the PGA of America.
2. The agency should have a sound professional philosophy that is applied in its programs and golf services.
3. The agency should express a willingness and commitment to provide the student with a high-quality internship by:
    a. Assigning the student to a supervisor with appropriate training experience who will supervise the intern for the duration of the internship experience.
    b. Providing the assigned supervisor with the appropriate time to supervise the student.
    c. Approving specific goals and objectives for the individual intern prior to the start of the internship.
    d. Providing a training program to meet the learning objectives of the student, agency, and golf management curriculum.
    e. Supplying the student with agency materials appropriate to the internship including guidelines and a pre-arranged schedule of assignments.
    f. Agreeing to provide an evaluation of the student's performance by completing a mid-term and final evaluation.
4. If an agency uses a contract that has to be agreed upon by the University, the agency is expected to initiate that process at the earliest possible time. Students are unable to confirm or begin an internship until the contract has been completely negotiated.
5. Qualified agencies wishing to participate in the PGA Golf Management Internship program are encouraged to submit an Internship Facility Profile form located on the program's website at www.unlv.edu/pga.

Resources to Identify Eligible Internship Agencies

In order to aid students with identifying and selecting agencies that meet their educational goals, the PGA Golf Management University Program office maintains three methods of assistance: (1) a website (www.unlv.edu/pga) containing an updated lists of internship agencies since the program's inception, (2) an online portal (Canvas) devoted to notifying PGA students of agencies that are accepting applications for internships, and (3) a software platform (Filemaker Pro) that allows students to filter internship

agencies based on specific preferences (e.g. state, type of facility, housing options, etc.).

Internship Agency Search and Selection

Academic Requirements

Students must successfully complete the first two (2) semesters of classes in their first year before they will be eligible to begin internship requirements (transfer students must successfully complete one (1) semester of classes). Students must also maintain a 2.0 GPA to be eligible for internships.

Internship Interest Form

UNLV PGA Students are required to submit an Internship Interest Form which constitutes official notification to the Internship Coordinator of potential internship sites for the student's next internship. The student must submit this form prior to any official contact being made for the purpose of an internship. After contact with the potential internship agency has been initiated by the Internship Coordinator, the student will be notified to carry out the following process:

1. Send a cover letter and resume to the contact person for each potential internship agency after initial contact with each respective agency has been established. The PGA Golf Management Director and/or Internship Coordinator must have approved the cover letter and resume prior to the student sending his/her documents to the agency supervisor.
2. Call to arrange for an interview with each potential internship agency. Although the student is strongly encouraged to visit several agencies, only one interview is required. If an on-site interview is not possible due to financial or logistical considerations, a telephone or Skype interview may be conducted.
3. Select his/her internship agencies, confirm selection by telephone and follow-up written correspondence with the agency supervisor, and notify the Internship Coordinator of this selection using the Internship Designation Form.
4. Notify all other potential agency supervisors (those interviewed for the internship) that he/she has accepted placement with another agency.

Internship Designation Form

Upon acceptance of an internship, the student is required to submit an Internship Designation Form. Submission of the Internship Designation Form to the Internship Coordinator constitutes official notification of the student's intention to do his/her internship at the agency noted in the form. Any changes in the student's internship agency or semester of enrollment must be made in consultation with the Internship Coordinator and Agency Supervisor. Upon receipt of the Internship Designation Form,

the Internship Coordinator will email the appropriate Three-Party Agreement Form to the internship supervisor.

Internship Three-Party Agreement Form

In order for a student to be placed with an agency for an internship, a Three-Party Agreement Form must be on file in the PGA Golf Management Office. This agreement details the student's areas of responsibility while on internship, compensation, benefits, and the expectations of the internship supervisor, the student, and the University. This agreement must be agreed upon and signed by all three parties prior to the start of the internship.

Upon submission of the Internship Designation Form by the student, the Internship Coordinator will:

A. Initiate action to approve the agency for placement by sending the appropriate Three-Party Agreement Form and supporting materials (i.e. class syllabus) to the agency supervisor
B. Notify each respective student of the completed and signed Three-Party Agreement, and ask each student to carefully review and sign the document
C. Review and sign the Three-Party Agreement before filing the form in the student's internship file.

Three-Party Responsibilities

Agency Supervisor

Each internship agency will designate one supervisor to serve as the student's agency supervisor. This individual is responsible for working with the student to develop and implement a systematic program designed to help the student meet his/her internship goals. In addition, the agency supervisor will review and sign all written reports/papers submitted by the student and complete a midterm and final evaluation on the student's performance during the internship.

The agency supervisor is, in effect, the student's "teacher" throughout the internship process, and the quality of his/her supervision is critical to the success of the internship experience. It is expected that weekly conferences will be scheduled between the student and agency supervisor to discuss written reports, evaluate the student's progress and plan future assignments and activities. These conferences should also provide an opportunity to answer the student's questions and to discuss issues and trends related to the golf industry.

Internship Student

The internship is a course of study with both an experiential and academic component. The internship student, therefore, has the responsibility to conduct himself/herself in a professional manner throughout the internship process and to document his/her experience through submission of written reports and assignments to the PGA Golf Management Internship Coordinator. It is expected that the experiential component will involve a full-time work experience under the leadership of a PGA Professional or approved supervisor. In general, preparation of written reports and papers required by the University is not to be included as part of the workweek; however, agency visitations, evaluation conferences, etc., should be included within the full-time workweek.

Faculty Supervisor

The University will designate the PGA Golf Management Internship Coordinator to monitor the internship experience for each student. Generally, the Internship Coordinator will contact the student by telephone and written correspondence to provide feedback on written assignments and receive periodic updates on the Internship process. The agency supervisor is encouraged to contact the faculty supervisor as needs arise (and vice versa).

The PGA Golf Management Internship Coordinator will visit (or make arrangements for a PGA representative to visit) internship agencies located in Southern Nevada and other locations around the country.

General Internship Policies

Internship Completion – 16 Months

Students enrolled in the PGA Golf Management University Program are required to complete 16 months of documented work experience at an approved PGA recognized facility. Please note, students that meet all degree and concentration requirements prior to the end of their graduation semester will become eligible for PGA Membership at the end of the semester, but not before.

Length of the Internship

According to the 4.5-year Plan of Study, the first three internships (i.e. PGM 162, PGM 262, PGM 362) are 3.0 month experiences, while the final internship (i.e. PGM 462) is a 7.0 month work experience. If a student works less than full-time hours in a given reporting period, the student will be required to make-up full-time hours until 16-months has been completed.

Paid Employment During the Internship

Interns must work full-time hours and receive at least Federal Minimum Wage during their internship.

Holiday and Sickness Policy

Students are given credit for official agency holidays (or closings due to inclement weather), providing this does not result in missing more than one workday in a given week. If more than one workday is missed in a week due to holidays, the student is expected to make up the additional days/hours prior to the completion of Internship.

In case of illness or need for personal leave, students are expected to notify their agency supervisors according to established agency procedures. Students are entitled to one sick day (or personal leave day) during their internship without the necessity to make up the working time that is missed. Additional work days/hours missed due to illness, observance of religious holidays or other matters of personal necessity are expected to be made up prior to completion of internship.

Early Start or Late Completion Policy

Except in unusual circumstances, internship is to be completed during a given semester (or combined summer sessions, including intercession). Specifically, all work-related hours credited to the internship experience are to be completed between the first and last day of classes (or last day of exams during summer only). If the student selects an internship agency that requires an early start or late completion, all work-related hours that are not during the semester (or summer sessions) will not be part of the internship experience. Early start and/or late completions are considered to be voluntary arrangements between the student and the agency.

Insurance Policy

UNLV does not provide insurance coverage for students on the internship; however, students are encouraged to have medical and personal liability insurance during their internship experiences.

If the internship agency requires a student to have medical, liability or other insurance coverage, the agency is expected to communicate this requirement in writing to the student. The student is expected to submit proof of the required coverage to the agency prior to the start of the internship experience. The University considers all such arrangements to be between the student and the internship agency.

International Students

Being admitted in the PGA Golf Management University Program at UNLV presents special issues for students in F-1 status. The 16 month full-time internship is a requirement of the program. However, international students must be in F-1 status (two semesters - summer does not count) for one academic year before they are eligible to apply for internship.

Because the internship is paid, international students will need to register for the internship course, have the internship form completed by their advisor, bring the I-20 and internship form to the OISS and request an off-campus work permit. International students must have an employer before applying for the work permit.

Since international students will complete 16 months of full-time internship, they will not be eligible for the 12 months of full-time OPT (for students after they graduate).

Each international student is required to sign the following:

I, the undersigned, have read and understand the contents of the PGA Golf Management University Program Internship Handbook.

Print Name	Sign Name
Internship Coordinator	Date

INTERNSHIP ASSIGNMENTS

UNLV's PGA Golf Management University Program students are required to submit a number of written assignments and forms during the Internship experience. These include
Monthly Reports: Throughout the entire length of the internship, the student is required to submit monthly reports to the Internship Coordinator. Each student is responsible for submitting monthly reports in accordance with the due dates noted in this syllabus. For reporting purposes, internships will be based on a Monday - Sunday reporting period.

Mid-Internship and Final Evaluations

The agency supervisor is expected to conduct constructive evaluations of the student's performance at least twice during the internship. The mid-internship evaluation conference is especially important because (1) it provides structured feedback for the student on his/her performance to date, and (2) it offers an opportunity for the student and supervisor to reestablish goals before the second half of the internship. The final evaluation allows the student to assess his/her progress during the internship and should assist the agency supervisor in determining his/her grade recommendation for the student.

The agency supervisor may use the evaluation form supplied by the University or an agency personnel evaluation form may be substituted, if desired. Regardless of what form is selected, it is important that the mid-internship and final evaluations be conducted using identical forms.

Reaction Paper

At the completion of the internship experience, the student is required to submit a reaction paper via Canvas (emailed reaction papers will not be accepted). The paper should provide a brief history of the club/facility, goals that were set during the initial goal-setting meeting, an analysis/discussion of how the various internship experiences helped the student to achieve the established goals, and finally, what the student learned the most by completing an internship at the facility. At a minimum, the paper should include a cover page and be two (2) double spaced pages in length.

Post Internship Resume

After completion of the internship, each student will update his/her resume for submission to the Internship Coordinator on the due date assigned in this syllabus. Each student will upload and submit his/her resume via Canvas (emailed cover letters and resumes will not be accepted).

Exit Evaluation / Post-Internship Conference

After completion of the internship, each student will complete and submit the Exit Evaluation Form via Canvas. After submitting the form, the Internship Coordinator will meet with each student and discuss the internship experience and review the required evaluations.

Playing Ability Test

It is required to attempt at least one (1) playing ability test (PAT) during the internship if the PAT has not been successfully completed. The internship final grade will be reduced if this requirement has not been met. Failure to meet the PAT requirement will result in the student's final internship grade being lowered by one (1) letter grade.

Work Experience Activities

Work experience activities are required for level 1, 2, and 3 of the PGA PGM Curriculum. Before a student is able to progress to the next level of the PGA PGM curriculum, PGA exams, seminars, and work experience activities are to be completed. Work experience activities submitted late will result in a 10% grade reduction per day. All PGA work experience activities must be completed and submitted online by the assigned due dates noted in the class syllabus.

Grading Rubric

1. Monthly reports 30%
2. Work experience activities 30%
3. Mid-term evaluation… 5%
4. Final evaluation… 10%
5. Reaction paper. 10%
6. Post internship resume… 10%
7. Exit Evaluation and post internship conference 5%

Total… 100%

Grading Scale

A = 100.00 – 92.50
A- = 92.49 – 89.50
B+= 89.49 – 86.50
B = 86.49 – 82.50
B- = 82.49 – 79.50
C+= 79.49 – 76.50
C = 76.49 – 72.50
C- = 72.49 – 69.50
D+= 69.49 – 66.50
D = 66.49 – 62.50
D-= 62.49 – 59.50
F = 59.49 & below

APPENDIX

Appendix A PGA Internship Interest Form

Appendix B Internship Agency Designation Form

Appendix C PGM 162 Three-Party Agreement

Appendix C1 PGM 262 Three-Party Agreement

Appendix C2 PGM 362 Three-Party Agreement

Appendix C3 PGM 462 Three-Party Agreement

Appendix D Mid-term Evaluation

Appendix E Final Evaluation

Appendix F Internship Exit Evaluation & Post Internship Interview

APPENDIX A
Internship Interest Form

Submission of this form constitutes official notification to the Internship Coordinator of potential internship sites for the student's next internship. The PGA Golf Management student must submit this form to the Internship Coordinator prior to any official contact being made for the purpose of an internship. Each student is required to provide all contact information for at least one facility.

Your Name (First Name, Last Name):

Facility # 1 Name:

Physical Mailing Address:

City:

State:

Zip:

Highest Ranked PGA Professional Name:

PGA Classification of Supervisor:
__ A-1 (Head Golf Professional)
__ A-4 (Director of Golf)
__ A-13 (General Manager)
__ A-14 (Director of Instruction)
__ Other

Supervisor Phone Number:

Supervisor Email:

Facility # 2 Name:

Physical Mailing Address:

City:

State:

Zip:

Highest Ranked PGA Professional Name:

PGA Classification of Supervisor:
__ A-1 (Head Golf Professional)
__ A-4 (Director of Golf)
__ A-13 (General Manager)
__ A-14 (Director of Instruction)
__ Other

Supervisor Phone Number:

Supervisor Email:

Facility # 3 Name:

Physical Mailing Address:

City:

State:

Zip:

Highest Ranked PGA Professional Name:

PGA Classification of Supervisor:
__ A-1 (Head Golf Professional)
__ A-4 (Director of Golf)
__ A-13 (General Manager)
__ A-14 (Director of Instruction)
__ Other

Supervisor Phone Number:

Supervisor Email:

APPENDIX B

Internship Agency Designation Form

Submission of this form to the Internship Coordinator constitutes official notification of the student's intention to do his/her internship at the agency specified below. Any changes in the student's internship agency or semester of enrollment must be made in consultation with the Internship Coordinator and the Agency Supervisor.

Today's Date:

Student Name:

Internship Agency:

Address:

City, State, Zip:

Agency Supervisor:

Supervisor PGA Classification:
__ A-1 (Head Golf Professional)
__ A-4 (Director of Golf)
__ A-13 (General Manager)
__ A-14 (Director of Instruction)
__ Other

Supervisor's Phone Number:

Supervisor's Work Email Address:

Internship Enrollment Semester:
__ Spring 2022
__ Spring/Summer 2022
__ Summer 2022
__ Summer/Fall 2022

Primary Department:
__ Guest/Member Services
__ Golf Shop
__ Instruction Only
__ Other

Tentative Internship Start Date (mm/dd/yyyy):

Tentative Internship End Date (mm/dd/yyyy):

Submission of this form certifies that I have completed an interview with the appropriate personnel from the above agency, and they have accepted me for placement during the semester specified above.

APPENDIX C1
PGM 162 Three-Party Agreement

Name of Student Hired:

Facility Information
Facility Name:
Facility Address:
City:
State:
Zip:
Phone:

Internship Details
Supervisor:
Are you a PGA Member?: __ Yes __ No
Your Preferred Phone Number:
Your Preferred Email Address:
Start Date for Student (MM/DD/YYYY):
End Date for Student (MM/DD/YYYY):
Anticipated Work Hours Per Week:
Pay Rate Per Hour:

Other Benefits Provided To Student (Select All That Apply):
__ Breakfast
__ Lunch
__ Dinner
__ Merchandise discounts
__ Playing privileges
__ Practice privileges
__ Housing
__ Other (Please Specify Below)
__ Restrictions on the above?

Student's Primary Areas of Responsibility (Select all that apply):
__ Outside Operations
__ Golf Shop
__ Instruction
__ Junior Golf Camps/Clinics
__ Merchandising
__ Tournament Operations
__ Other (Please Specify)

This section is to help the facility supervisor, PGA student, and university internship coordinator understand the expectations of the internship, and is for informational purposes only.

Facility Supervisor Expectations

- Mentor student through weekly discussions about performance
- Provide a variety of learning opportunities to help student gain knowledge and skills towards PGA Membership
- Complete and submit mid-internship and final-internship evaluation forms to the Internship Coordinator
- Call University Internship Coordinator if the performance or behavior of the student is unsatisfactory to the facility or PGA Program
- Permit the student to participate in one Playing Ability Test (PAT) while on internship, if applicable to the student

Student Expectations

- Report to the golf facility on the dates specified by the facility supervisor
- Meet with facility supervisor upon arrival to discuss goals for the internship
- Meet with the facility supervisor regularly to gain feedback on performance, and to discuss improvement opportunities
- Submit all required paperwork/reports on time with supervisor's signature
- Complete and submit required PGM 2.0 Work Experience Activities on assigned due dates
- Attempt one (1) Playing Ability Test if not already passed
- Complete a post-internship interview on campus with the PGA Golf Management Director or Internship Coordinator

University Internship Coordinator Expectations

- The University Internship Coordinator will provide each facility supervisor the appropriate documents to allow the PGA student the opportunity to complete his/her internship at the facility (i.e. Three-Party Agreement)
- The University Internship Coordinator will phone/email the student periodically to monitor internship progress
- The University Internship Coordinator will provide each internship site supervisor a syllabus for the specific internship level and experience
- The University Internship Coordinator will contact the facility supervisor periodically to make certain the student is meeting all expectations
- The University Internship Coordinator will record and organize each student's submitted assignments in compliance with PGA of America requirements

Student's Required PGA PGM Level 3.0 Assignments (For Informational Purposes Only)

Career Enhancement (B):
Activity 1: Interview a Supervising Professional

Customer Relations (A):

- Activity 1: The Business Value of Effective Customer Relations
- Activity 2: Moments of Truth at Facility

Golf Car Fleet Management (A):

- Activity 1: Evaluate Customer Satisfaction
- Part 1: Fulfilling Customer and Facility Needs
- Part 2: Pricing and Financial Information
- Activity 2: Analyze Fleet Policies and Procedures

Tournament Operations (A)

- Activity 1: Plan and Prepare for a Tournament
- Activity 2: Run the Tournament
- Activity 3: Document Conditions of Play and Rules Decisions
- Activity 4: Review and Evaluate the Tournament

Learning A, Teaching A, and Game A Lesson Series:

- Activities 2, 3, and 4 Video and Lesson Requirements
- Technical Considerations
- Acceptable and Unacceptable Lesson Practices
- Lesson Worksheets
- Activity 2: Observe Two Swing Lessons
- Activity 2, Observation 1: Lesson Worksheet
- Activity 2, Observation 2: Lesson Worksheet
- Summary Questions
- Activity 3: Take a Lesson
- Activity 3, Lesson Worksheet: Take a Lesson
- Summary Questions
- Activity 4: Conduct a Lesson
- Activity 4, Lesson Worksheet: Conduct a lesson
- Summary Questions

Student Insurance (For Informational Purposes Only)

UNLV does not provide insurance coverage for students on internship; however, students are encouraged to have medical and personal liability insurance during their internship experiences. If the internship agency requires a student to have medical, liability, or other insurance coverage, the agency is expected to communicate this requirement in writing to the student. The student is expected to submit proof of the required coverage to the agency prior to the start of the internship experience. The University considers all such arrangements to be between the student and the internship agency.

Three-Party Signatures

Facility Supervisor Signature

__ By clicking this box and typing your name in the field below, you acknowledge that you are the facility supervisor that will supervise the educational development of the student noted and his/her PGA Golf Management requirements.

_____

Student Signature

__ By clicking this box and typing/signing your name below, you acknowledge that you have read the PGA Golf Management Internship Handbook, Joint Agreement, PGA Policy and Procedures manual and agree to fulfill the stipulated requirements.

_____

University Internship Coordinator Signature

__ By clicking this box and typing/signing your name below, you acknowledge that you will provide a copy of the PGA Internship Syllabus to the facility supervisor and student, and will assist in the internship process by making periodic consultation with the facility to monitor progress/performance.

_____

APPENDIX C2
PGM 262 Three-Party Agreement

Name of Student Hired:

Facility Information
Facility Name:
Facility Address:
City:
State:
Zip:
Phone:

Internship Details
Supervisor:
Are you a PGA Member?: __ Yes __ No
Your Preferred Phone Number:
Your Preferred Email Address:
Start Date for Student (MM/DD/YYYY):
End Date for Student (MM/DD/YYYY):
Anticipated Work Hours Per Week:
Pay Rate Per Hour:

Other Benefits Provided To Student (Select All That Apply):
__ Breakfast
__ Lunch
__ Dinner
__ Merchandise discounts
__ Playing privileges
__ Practice privileges
__ Housing
__ Other (Please Specify Below)
__ Restrictions on the above?

Student's Primary Areas of Responsibility (Select all that apply):
__ Outside Operations
__ Golf Shop
__ Instruction
__ Junior Golf Camps/Clinics
__ Merchandising
__ Tournament Operations
__ Other (Please Specify)

This section is to help the facility supervisor, PGA student, and university internship coordinator understand the expectations of the internship, and is for informational purposes only.

Facility Supervisor Expectations

- Mentor student through weekly discussions about performance
- Provide a variety of learning opportunities to help student gain knowledge and skills towards PGA Membership
- Complete and submit mid-internship and final-internship evaluation forms to the Internship Coordinator
- Call University Internship Coordinator if the performance or behavior of the student is unsatisfactory to the facility or PGA Program
- Permit the student to participate in one Playing Ability Test (PAT) while on internship, if applicable to the student

Student Expectations

- Report to the golf facility on the dates specified by the facility supervisor
- Meet with facility supervisor upon arrival to discuss goals for the internship
- Meet with the facility supervisor regularly to gain feedback on performance, and to discuss improvement opportunities
- Submit all required paperwork/reports on time with supervisor's signature
- Complete and submit required PGM 2.0 Work Experience Activities on assigned due dates
- Attempt one (1) Playing Ability Test if not already passed
- Complete a post-internship interview on campus with the PGA Golf Management Director or Internship Coordinator

University Internship Coordinator Expectations

- The University Internship Coordinator will provide each facility supervisor the appropriate documents to allow the PGA student the opportunity to complete his/her internship at the facility (i.e. Three-Party Agreement)
- The University Internship Coordinator will phone/email the student periodically to monitor internship progress
- The University Internship Coordinator will provide each internship site supervisor a syllabus for the specific internship level and experience
- The University Internship Coordinator will contact the facility supervisor periodically to make certain the student is meeting all expectations
- The University Internship Coordinator will record and organize each student's submitted assignments in compliance with PGA of America requirements

Student's Required PGA PGM Level 3.0 Assignments (For Informational Purposes Only)

- BP Activity 1- Business Planning Phase 1: Define the Business
- CR Activity 1 - Moments of Truth at a Facility
- CR Activity 2 - Strategies and Skills at a Facility

- GOPS Activity 1- Create a Promotional Strategy for Your Case Study Facility
- GOPS Activity 2 - Assess a Promotional Strategy at a Facility
- GOPS Activity 3 - Build Pace-of-Play Solutions
- GOPS Activity 4 - Coordination and Collaboration
- GOPS Activity 4a - Coordination and Collaboration Example

- MERCH Activity 1 - Develop a Merchandise Buying Plan
- MERCH Activity 1a - Merchandise Spreadsheet

- TOPS Activity 1 - Define and Assess Tournament Business at a Facility

- TC Activity 1: Part 1 - Technology
- TC Activity 1: Part 2 - Lesson Series
- Lesson 1 "Before" Video - Down-the-Line
- Lesson 1 "Before" Video - Face-On
- Lesson 1 "After" Video - Down-the-Line
- Lesson 1 "After" Video - Face-On
- Lesson 1 - Lesson Opening Video
- Lesson 1 - Lesson Closing Video
- Lesson 2 "Before" Video - Down-the-Line
- Lesson 2 "Before" Video - Face-On
- Lesson 2 "After" Video - Down-the-Line
- Lesson 2 "After" Video - Face-On
- Lesson 2 - Lesson Opening Video
- Lesson 2 - Lesson Closing Video
- Lesson 3 "Before" Video - Down-the-Line
- Lesson 3 "Before" Video - Face-On
- Lesson 3 "After" Video - Down-the-Line
- Lesson 3 "After" Video - Face-On
- Lesson 3 - Lesson Opening Video
- Lesson 3 - Lesson Closing Video
- TC Activity 1: Part 3 - Practice

- TC Activity 1: Part 3a - Practice Recommendations Video
- TC Activity 1: Part 3b - Learning Aids and Drills Video

- PD Activity 1 - Design and Implement a Player Development Program at Your Facility PD Activity 2 - Analysis of the Program
- PD Activity 3 - Value Proposition

Student Insurance (For Informational Purposes Only)

UNLV does not provide insurance coverage for students on internship; however, students are encouraged to have medical and personal liability insurance during their internship experiences. If the internship agency requires a student to have medical, liability, or other insurance coverage, the agency is expected to communicate this requirement in writing to the student. The student is expected to submit proof of the required coverage to the agency prior to the start of the internship experience. The University considers all such arrangements to be between the student and the internship agency.

Three-Party Signatures

Facility Supervisor Signature
__ By clicking this box and typing your name in the field below, you acknowledge that you are the facility supervisor that will supervise the educational development of the student noted and his/her PGA Golf Management requirements.

_____

Student Signature
__ By clicking this box and typing/signing your name below, you acknowledge that you have read the PGA Golf Management Internship Handbook, Joint Agreement, PGA Policy and Procedures manual and agree to fulfill the stipulated requirements.

_____

University Internship Coordinator Signature
__ By clicking this box and typing/signing your name below, you acknowledge that you will provide a copy of the PGA Internship Syllabus to the facility supervisor and student, and will assist in the internship process by making periodic consultation with the facility to monitor progress/performance.

_____

APPENDIX C3
PGM 362 Three-Party Agreement

Name of Student Hired:

Facility Information
Facility Name:
Facility Address:
City:
State:
Zip:
Phone:

Internship Details
Supervisor:
Are you a PGA Member?: __ Yes __ No
Your Preferred Phone Number:
Your Preferred Email Address:
Start Date for Student (MM/DD/YYYY):
End Date for Student (MM/DD/YYYY):
Anticipated Work Hours Per Week:
Pay Rate Per Hour:

Other Benefits Provided To Student (Select All That Apply):
__ Breakfast
__ Lunch
__ Dinner
__ Merchandise discounts
__ Playing privileges
__ Practice privileges
__ Housing
__ Other (Please Specify Below)
__ Restrictions on the above?

Student's Primary Areas of Responsibility (Select all that apply):
__ Outside Operations
__ Golf Shop
__ Instruction
__ Junior Golf Camps/Clinics
__ Merchandising
__ Tournament Operations
__ Other (Please Specify)

This section is to help the facility supervisor, PGA student, and university internship coordinator understand the expectations of the internship, and is for informational purposes only.

Facility Supervisor Expectations

- Mentor student through weekly discussions about performance
- Provide a variety of learning opportunities to help student gain knowledge and skills towards PGA Membership
- Complete and submit mid-internship and final-internship evaluation forms to the Internship Coordinator
- Call University Internship Coordinator if the performance or behavior of the student is unsatisfactory to the facility or PGA Program
- Permit the student to participate in one Playing Ability Test (PAT) while on internship, if applicable to the student

Student Expectations

- Report to the golf facility on the dates specified by the facility supervisor
- Meet with facility supervisor upon arrival to discuss goals for the internship
- Meet with the facility supervisor regularly to gain feedback on performance, and to discuss improvement opportunities
- Submit all required paperwork/reports on time with supervisor's signature
- Complete and submit required PGM 2.0 Work Experience Activities on assigned due dates
- Attempt one (1) Playing Ability Test if not already passed
- Complete a post-internship interview on campus with the PGA Golf Management Director or Internship Coordinator

University Internship Coordinator Expectations

- The University Internship Coordinator will provide each facility supervisor the appropriate documents to allow the PGA student the opportunity to complete his/her internship at the facility (i.e. Three-Party Agreement)
- The University Internship Coordinator will phone/email the student periodically to monitor internship progress
- The University Internship Coordinator will provide each internship site supervisor a syllabus for the specific internship level and experience
- The University Internship Coordinator will contact the facility supervisor periodically to make certain the student is meeting all expectations
- The University Internship Coordinator will record and organize each student's submitted assignments in compliance with PGA of America requirements

Student's Required PGA PGM Level 3.0 Assignments (For Informational Purposes Only)

Food and Beverage Control A

- FB Activity 1 - Food and Beverage at a Facility

Golf Car Fleet Management B

- GCF Activity 1 - Analyze Fleet Maintenance Procedures
- GCF Activity 2 - Analyze Fleet Planning and Finances

Golf Operations B

- GOPS Activity 4 - Yield Management and Strategic Solutions (Your Facility)
- GOPS Activity 4a - Yield Management Spreadsheet (Your Facility)
- GOPS Activity 5 - Monitor Golf Operations Performance

Merchandising and Inventory Management C

- MERCH Activity 1 - Develop a Merchandise Assortment Plan
- MERCH Activity 1a - Merchandise Assortment Plan Spreadsheet
- MERCH Activity 2 - Describe How Merchandise is Promoted
- MERCH Activity 3 - Evaluate the Effectiveness of Selling

Supervising and Delegating A

- SD Activity 1 - Diagnose a Performance Problem
- SD Activity 2 - Conduct a Joint Problem-Solving Discussion
- SD Activity 3 - Design a Motivating Assignment
- SD Activity 4 - Delegate an Assignment

Turfgrass Management B

- TURF Activity 1 - Sustainable Practices and Functional Design

Student Insurance (For Informational Purposes Only)

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Three-Party Signatures

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Student Signature

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_____

University Internship Coordinator Signature

__ By clicking this box and typing/signing your name below, you acknowledge that you will provide a copy of the PGA Internship Syllabus to the facility supervisor and student, and will assist in the internship process by making periodic consultation with the facility to monitor progress/performance.

_____

APPENDIX C4
PGM 462 Three-Party Agreement

Name of Student Hired:

Facility Information
Facility Name:
Facility Address:
City:
State:
Zip:
Phone:

Internship Details
Supervisor:
Are you a PGA Member?: __ Yes __ No
Your Preferred Phone Number:
Your Preferred Email Address:
Start Date for Student (MM/DD/YYYY):
End Date for Student (MM/DD/YYYY):
Anticipated Work Hours Per Week:
Pay Rate Per Hour:

Other Benefits Provided To Student (Select All That Apply):
__ Breakfast
__ Lunch
__ Dinner
__ Merchandise discounts
__ Playing privileges
__ Practice privileges
__ Housing
__ Other (Please Specify Below)
__ Restrictions on the above?

Student's Primary Areas of Responsibility (Select all that apply):
__ Outside Operations
__ Golf Shop
__ Instruction
__ Junior Golf Camps/Clinics
__ Merchandising
__ Tournament Operations
__ Other (Please Specify)

This section is to help the facility supervisor, PGA student, and university internship coordinator understand the expectations of the internship, and is for informational purposes only.

Facility Supervisor Expectations

- Mentor student through weekly discussions about performance
- Provide a variety of learning opportunities to help student gain knowledge and skills towards PGA Membership
- Complete and submit mid-internship and final-internship evaluation forms to the Internship Coordinator
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Student Expectations

- Report to the golf facility on the dates specified by the facility supervisor
- Meet with facility supervisor upon arrival to discuss goals for the internship
- Meet with the facility supervisor regularly to gain feedback on performance, and to discuss improvement opportunities
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University Internship Coordinator Expectations

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- The University Internship Coordinator will phone/email the student periodically to monitor internship progress
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- The University Internship Coordinator will contact the facility supervisor periodically to make certain the student is meeting all expectations
- The University Internship Coordinator will record and organize each student's submitted assignments in compliance with PGA of America requirements

Student's Required PGA PGM Level 3.0 Assignments (For Informational Purposes Only)

LEARNING C, TEACHING C AND GAME C

- Activity 1: Observe or Take Lessons
    - Part 1: Observe or Take a Short Game Lesson
    - Part 2: Take an On-Course Lesson
- Activity 2: Advanced Player Lesson Series
- Activity 2 - Part 1: Technology
- Activity 2 - Part 2: Golf Club Fitting
- Activity 2 - Part 3A: Short Game Lesson
- Activity 2 - Part 3B: Full Swing Lesson
- Activity 2 - Part 3C: On-Course Lesson
- Activity 3: Two-Session Group Lesson
    - Group Lesson – Session 1
    - Group Lesson – Session 2

PLAYER DEVELOPMENT C

- Activity 1: Develop a Business Plan to Improve the Player Development and Instruction Programs at your Chosen Case Study Facility
    - Part 1: Assess the Current State of Business for the Player Development and Instruction Programs at Your Chosen Case Study Facility
    - Part 2: Develop a Revised Forecast for the Player Development and Instruction Programs For Your Chosen Case Study Facility
    - Part 3: Devise a Comprehensive Player Development Program with Instructional Components that Promotes the Game at your Chosen Case Study Facility

Student Insurance (For Informational Purposes Only)

UNLV does not provide insurance coverage for students on internship; however, students are encouraged to have medical and personal liability insurance during their internship experiences. If the internship agency requires a student to have medical, liability, or other insurance coverage, the agency is expected to communicate this requirement in writing to the student. The student is expected to submit proof of the required coverage to the agency prior to the start of the internship experience. The University considers all such arrangements to be between the student and the internship agency.

Three-Party Signatures

Facility Supervisor Signature

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Student Signature

__ By clicking this box and typing/signing your name below, you acknowledge that you have read the PGA Golf Management Internship Handbook, Joint Agreement, PGA Policy and Procedures manual and agree to fulfill the stipulated requirements.

_____

University Internship Coordinator Signature

__ By clicking this box and typing/signing your name below, you acknowledge that you will provide a copy of the PGA Internship Syllabus to the facility supervisor and student, and will assist in the internship process by making periodic consultation with the facility to monitor progress/performance.

_____

Appendix D
Midterm Evaluation

Name of UNLV Intern:

Supervisor Name:

I am satisfied with the student's:

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
Professional appearance					
Verbal communication skills					
Non-verbal communication skills (body language)					
Ability to work well with other employees					
Ability to accept tasks					
Ability to accept criticism					
Ability to adjust to changing priorities					
Ability to make decisions					
Ability to maintain positive attitude					
Ability to complete work in a timely manner					
Attention to detail					
Ability to work under pressure					

What does the UNLV PGA student need to do to improve his/her performance?

Is the student working full-time under your leadership?
__ Yes
__ No

Appendix E
Final Evaluation

Name of UNLV Intern:

Supervisor Name:

I am satisfied with the student's:

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
Professional appearance					
Verbal communication skills					
Non-verbal communication skills (body language)					
Ability to work well with other employees					
Ability to accept tasks					
Ability to accept criticism					
Ability to adjust to changing priorities					
Ability to make decisions					
Ability to maintain positive attitude					
Ability to complete work in a timely manner					
Attention to detail					
Ability to work under pressure					

If you were to assign a grade for the student's internship performance, what grade would you give?
__ A
__ B
__ C
__ D
__ F

What does the UNLV PGA student need to do to improve his/her performance in future positions?

Did the student work full-time under your leadership?
__ Yes
__ No

Are you interested in hiring another UNLV PGA student for future internships?
__ Yes
__ No
__ Undecided

Appendix F

Internship Exit Evaluation & Post Internship Interview

Your Name:

Name of Facility:

City:

State:

Facility Type
__ Private
__ Semi-Private
__ Daily Fee (Public)
__ Resort
__ Municipal
__ Corporate (Section Office, PGA Headquarters, Manufacturer)
__ Other (Note facility type in the text box below)

What level internship did you complete?
__ Level 1
__ Level 2
__ Level 3

In your opinion, what level internship did you work?
__ Level 1
__ Level 2
__ Level 3

What percentage of time did you spend in each of the following areas:
____ Golf Shop
____ Outside Operations (bag room, golf car facility, driving range, club repair, starter, course advisor)
____ Tournament Activities (Set-up, Scoring, etc.)
____ Player Development Programs (e.g. junior golf clinics, adult golf clinics, etc.)
____ Other (please note other areas in the text box provided)

Select or describe your average work hours for a week:
__ Eight (8) hour days with regular days off
__ Six (6) day work week with one (1) day off per week
__ Other (please explain): _____

What was your hourly rate of pay (or equivalent if salaried)?

Did you receive any other form of compensation from the facility above and beyond your base rate of pay? (If yes, please indicate the average dollar amount received per week above and beyond your base pay)
__ Yes _____
__ No

Name of Internship Supervisor:

Describe your working relationship with your Internship Supervisor:

Was your Internship Supervisor available to assist you with PGA Work Experience activities?
__ Yes
__ No

Was housing provided?
__ Yes
__ No

When were you allowed to play and practice?

Was your Internship Supervisor willing to call surrounding area golf courses for you to play? (Please note any limitations)
__ Yes
__ No _____

Would you recommend this internship for future PGA students? (Please write any comments in the provided text box)
__ Yes
__ No
__ Uncertain

How would you rate your overall internship experience?
__ Excellent
__ Good
__ Average
__ Fair
__ Poor

FOR OFFICE USE ONLY:

POST INTERNSHIP INTERVIEW DATE:

EVALUATION READ BY:

ACTION TAKEN IF REQUIRED