

INTERNSHIP POLICY



FROM 2025

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Know Our
Internship
Policy!

NEW CRYSTAL HEALTH SERVICES INTERNSHIP POLICY AND PROCEDURE

INTRODUCTION

New Crystal Health Services is a multifaceted health care business with about 450 employees, seven networked primary hospitals and a secondary facility, a pharmacy, a dental care service, a diagnostic and imaging services, and a health care training institute.

Most of New Crystal Health Services patients are working people raising families in dense, urban communities in the Greater Accra, Tema and Ashaiman all rapidly growing metropolis in Ghana. With the public healthcare system overcrowded, and the private sector usually catering to the wealthier middle class, New Crystal is helping meet Ghana's growing health needs and sustaining itself as a business by filling this gap in demand for care.

New Crystal's innovative management style is a big part of its success. The company emphasizes mentoring and training staff to make decisions rapidly, and building strong relationships with patients, including after they leave the hospital. In general, New Crystal's respectful and helpful approach to women's health and childbirth has been a major factor in its growth and success.

In 2019, IFC put together a loan and equity investment package totalling \$5.2 million, its first healthcare deal in Ghana. This enabled New Crystal to refinance some existing loans, to construct new facilities, to renovate and extend its clinical space, and to expand the range of its services. The funds also enabled a renewed commitment for staff training, focused on raising quality and the emotional welfare of patients.

We are open to strategic partnership with organizations that share our values to complement us to deliver high quality healthcare universally.

Vision- To become a diversified healthcare company providing the highest quality of health service and research.

Mission- To provide exceptional, accessible and compassionate care to our clients and their families in a timely, safe, friendly, and cost-effective manner.

Locations- Ashaiman, Tema, Michel Camp, Adjei Kojo, Takoradi

DEFINITION OF INTERNSHIP

Commitment to provide short-term supervised work experience usually related to a student's specific field of study or career aspirations. The programme will combine practical work experience with a structured learning experience through specific briefs aimed at achieving identified objectives of the New Crystal Health Services.

Key Objectives

1. Promote the work of New Crystal Health Services within the youth community and create advocates for the company from a wide cross-section of the membership after they have completed their internships.
2. Attract and develop a future talent pool.
3. Provide Interns with the opportunity to participate in areas of New Crystal Health Services's activities in order to gain work experience.
4. Create an opportunity for professional development for students and recent graduates and to empower young people to gain experience and prepare themselves for the labour market.
5. Create a network of advocates of the New Crystal Health Services.
6. Aspire towards a New Crystal Health Services (NCHS) Internship programme recognised internationally and co-ordinated internally that would serve as a flagship for the organisation.
7. As part of our community social responsibility

Due consideration should be given to ensuring:

- a. Interns are adequately supported to ensure excellence;
- b. Continuous monitoring and evaluation are provided to ensure added value and enhancement of New Crystal Health Services' reputation;
- c. Positive experience for Interns;
- d. Compliance with necessary legal and regulatory requirements.

POLICY PURPOSE

The purpose of the policy is to enhance the existing framework to continue to guide and give direction to the management of all Internship placements within New Crystal Health Services.

Scope of Application

This policy is applicable to all Interns in the New Crystal Health Services. The Internship Programme should not be confused with other forms of short-term attachments to the New Crystal Health Services, e.g., secondments and recruitment to temporary positions.

Policy Statement

Through this policy, the New Crystal Health Services will be committed to providing Interns with a quality experience that involves meaningful activities and the opportunity to learn and gain practical work experience. Through this policy, New Crystal Health Services will be committed to providing Interns with a quality experience that involves meaningful activities and the opportunity to learn and gain practical work experience in their chosen field of study and work. Interns will be provided with a clearly defined framework of participation and learning, and will be supervised by a suitable division staff member, who will monitor progress to ensure effective contribution and resolve any concerns of the Intern. Interns will not be considered as a substitute for staff, and will not normally represent the New Crystal Health Services in any official capacity, but through their work bring value-added to the New Crystal Health Services. Internship recruitment will be conducted through a transparent and competitive application and selection process.

Eligibility criteria

Under the Internship Programme, applicants will be considered based on the criteria below. All Interns must:

1. Be between the ages of 20 and 35 years of age;
2. Be enrolled in a university, or equivalent tertiary institution, or be a university graduate;
3. Be of good character and report
4. Have the right to reside and work in the Ghana for the full duration of the Internship.
5. Students enrolled on first degree programmes should have completed two years of full-time study.
6. Students pursuing post-graduate studies should be in the process of completing their degrees and wish to gain experience at the New Crystal Health Services in the field in which they are enrolled.
7. Priority may be given to Interns who are our communities we operate in and underrepresented segments of the population.

The New Crystal Health Services will not assist in applying for visas or altering the visa status of foreign applications but will provide, where necessary, documentary evidence required for students under Ghana Immigration rules.

APPLICATION PROCEDURE

All New Crystal Health Services Internship Placements will be advertised on the New Crystal Health Services' website by the Human Resources Department.

All enquiries from prospective Interns should be advised to visit the New Crystal Health Services' website where Internship opportunities will be posted. Applicants must complete the online application form and, if required provide a letter from the sponsoring institution (University or College. This letter must be on the institution's official letterhead. Applications will only be considered for advertised Internship programmes.

Unless specified, applicants should not forward copies of their diplomas and other important documents.

Prospective Interns submitting applications must state clearly and precisely on the application the specific internship for which they are applying, the skills and experience they expect to gain or develop during the period of Internship and the contributions they will make to the work of the New Crystal Health Services.

Only shortlisted candidates will be contacted. An internship selection panel modelled on the competency-based interview selection panel will be formed to shortlist and select suitable Interns. The panel would consist of the line manager and an HRD representative. On exceptional basis, the CEO may approve Internships that are not in accordance with this policy or procedures.

Internship Conditions

Each Department will be restricted to a maximum of two Interns per year to enable efficient and effective management of the programme.

Internships will be for a period of not less than one month but not more than six months. The working hours would be as advertised although it is anticipated that Interns would be available for a minimum period of 21 hours per week or three days per week. Interns may work for more or less than this minimum period, subject to the agreement of the line manager. Interns will be insured under the terms and conditions of the New Crystal Health Services Employee Liability scheme. Interns may begin their internships only after they have agreed to the terms of reference and terms and conditions of the Internship Programme. An internship agreement will be issued by Human Resources Department on or before their commencement date. An Intern can apply for a temporary or permanent position at the New Crystal Health Services during the internship and following the end of their internship. Line managers would be able to recruit a replacement for the remainder of the unserved internship period. An Intern is not eligible to enter into a consultancy with the New Crystal Health Services during the period of Internship, or for 6 months after that. An Intern is not considered to be a member of staff of the New Crystal Health Services and therefore any privileges agreed between the New Crystal Health Services and its staff do not apply to Interns. No reports or papers may be published on the basis of information obtained by the Intern during the internship period without the prior written consent of the New Crystal Health Services.

MODALITIES FOR IMPLEMENTATION

Period of internship:

- Internships shall be allowed during the long vacation of Tertiary training institutions, i.e. Training colleges, Technical Universities, Universities, etc.
- Long vacation spans from July to October each year.

Duration:

- Start month for internships shall be July (1st July) of every year.
- The internship period will be for a period of not more than two (2) months to ensure effective supervision, mentoring and coaching.
- All interns admitted into the student's internship program are expected to leave or go back to school after their period of internship.
- Last month of internship period shall be October (31st October) of every year.

Regulating numbers:

- The internship shall be for not more than two (2) interns at a given time in the department or Unit to ensure effective supervision, mentoring and coaching.

Eligibility:

- Interns to be admitted must have completed at least one year of academic studies at a recognized Tertiary institution.
- NCHS reserves the right of admission of interns and the right to terminate an internship program of any intern.

Sourcing:

- NCHS will solicit applications for interns from recognized Universities from the month of May to July (Second Semester period).
- Deadline for applications shall be 31st July of every year after which no internship requests shall be considered.

Benefits

Interns will be offered an honorarium of GH500 monthly, which is subject to periodic review. During the period of internship, full-time Interns will be allowed rest periods of one day a month (in addition to Saturdays, Sundays, Public holidays and Privilege days) which can be accrued but must be utilised before the end of the Internship period. Any unused accrued rest days will not be compensated financially.

Obligations of the Intern

1. The Intern will demonstrate willingness to participate fully and actively in the learning experience by planning their programme of work with their manager.
2. The Intern will participate in the introduction and orientation programme of the New Crystal Health Services.
3. An Intern is required to conduct themselves at all times in a manner that will not be detrimental to the image and standing of the New Crystal Health Services.
4. The New Crystal Health Services reserves the right to terminate an internship without notice if the required standards of behaviour and code of conduct are not met.
5. An Intern is required to keep confidential all information including unpublished information made known to him/her during the period of Internship and must sign a confidentiality agreement prior to commencing work.
6. At the end of the internship programme, with the assistance of his/her line manager, the Intern will complete an evaluation and a report on his/her assignment which would feed into the final Internship evaluation report.
7. An Intern will complete an end of Internship Leaver Form. The form must be signed off his/her line manager and will cover the settlement of all outstanding financial obligations (if applicable), the surrender of the New Crystal Health Services security and access pass, and any New Crystal Health Services properties in his/her custody. The Intern's line manager will forward the completed form to the Human Resources Adviser responsible for the Unit. An Intern is required to discuss his/her progress regularly with his/her line manager
8. The Intern is required to work within the regulations and rules as applicable to them in the Staff Handbook.

Obligations of New Crystal Health Services

1. New Crystal Health Services will provide the Intern with a conducive working environment and working space.
2. New Crystal Health Services will provide requisite equipment for the term of the Internship.
3. New Crystal Health Services will pay the Intern monthly for the duration of the Internship.
4. The Unit will review progress on performance and learning regularly, record such meeting and feed findings into the final Internship evaluation report. The Intern's line manager will forward the completed form to the Human Resources Manager responsible for the Unit.
5. Some specific learning outcomes that are to be achieved by the Interns and criteria to evaluate whether or not these outcomes were achieved will be discussed with the intern at the beginning of the internship. The assessment will be undertaken periodically by the line manager during the placement.



Vision

To become a diversified healthcare company providing the highest quality of health service and research.

Mission

To provide exceptional, accessible and compassionate care to our clients and their families in a timely, safe, friendly, and cost effective manner.

Specialist Services

- Urology
- Surgeon
- Pediatrics
- Obstetrics
- Endoscopy
- Paediatrics
- Dermatology
- Gynaecologist
- Ear, Nose & Throat
- Physician Specialist

Branches

- Tema - Community. 1 & 8.
- Takoradi - Anaji & Mall.
- Adjei Kojo - Near Block Factory.
- Ashaiman - Main Station & Kuffuor Lorry Station.
- Michel Camp - 100 Meters from the Millitary Camp.

Contact Us

MTN Toll-Free:
0800180260

Hotlines: 0544347239
or 0537959121.