

Cognizant Internship Program 2022 -

Frequently Asked Questions

General:

1. What is Internship?

Cognizant Internship provides all Campus selects with the opportunity to gain business readiness prior to onboarding with Cognizant. Each intern is required to commit a certain number of training hours across core skills, hands-on experience, and behavioral learning. Additionally, during the project phase, you will also work on business-aligned use cases as part of the project component, with training to become more technologically competent.

2. What are the Internship eligibility requirements, and how can one self-nominate?

All Cognizant campus selects who have accepted our offer are eligible for internships. A letter of intent (LOI) and an internship nomination template will be provided as part of the registration process.

3. Are there any selection criteria to join the Internship program?

There are no selection criteria for internship program. All Cognizant campus selects are eligible for internship, subject to availability of slots and purely based on a first come first serve basis.

4. How to nominate for Internship Program?

Nomination for internship can be done through LOI Acceptance process.

5. How long is the internship nomination open through LOI acceptance process?

The nomination process is open for 2 weeks through LOI acceptance process.

6. What is the alternative, if a campus select is not able to opt for the Internship ?

Internship is mandatory for GenC Next hires.

For GenC Elevate & GenC hires, if you do not want to opt for internship, then you must get enrolled for Continuous Self Development (CSD) learning path. However, the faster you get skilled, the sooner your onboarding.

7. Are Non engineering campus selected candidates from MCA, MSc streams eligible for Internship?

Candidates from MCA, MSc streams are eligible to take up Internship during their final semester of their college curriculum.

8. What are timings of the Internship program and when does it start?

Training will be done from Monday through Friday from 9 am to 7 pm (IST) including 1 hour lunch break. Interns can use Saturdays to catch up the pending learning and assignments provided.

9. What is duration of Internship?

Our internship program is aligned to the curriculum track and duration ranges from 3 to 6 months. The internship duration ranges from 3 to 6 months based on your core skill training.

10. What are the benefits of Cognizant Internship program?

Cognizant internship Program is a great platform to get a head start in your career. This program offers you the one-of-a-kind opportunity to learn business ready skills. Other advantages include working on a business case and receiving a stipend. However, we believe that business-focused learning is the most important component that should motivate you to join our internship program.

Below are the few benefits for your understanding.

- a. Acts as a Launchpad to the Corporate world
- b. Work on business aligned use cases
- c. Learn and Work with Subject Matter Experts
- d. Opportunity to interact with Leaders
- e. Participate in technical (hackathons, code challenges) and fun events
- f. Milestone based stipend

11. When will the internship offer be circulated?

Internship offer will be rolled out with multiple onboarding slots starting from Dec'21 based on completion of 7th Semester and availability inputs by the candidate.

12. How much time will be given to the candidate to accept the internship offer letter?

Candidate will be given maximum 2 weeks to accept the internship offer letter.

13. When does an internship begin for new GenC Next hires?

Internship for GenC Next hires starts from December 2021 onwards.

14. What are the selection criteria for the below GenC Categories?

1. GenC - Minimal programming expertise
2. GenC Elevate - Foundational knowledge in programming + database skills
3. GenC Pro - Expertise in enterprise platforms/products & specific technologies
4. GenC Next - Advanced programming skills with full stack abilities

15. Can the non-IT students opt for Internship or CSD?

Yes, non-IT students can take up Internship or CSD.

16. What are the expectations from an Intern?

We expect you to

1. Complete your learning/assessment's/Hands-on as per the given schedule.
2. Get sufficiently equipped to deliver quality work.
3. Adhere to the organization's policies and complete the given assignment(s) on time.

17. What exactly will an intern undergo in Internship?

An intern will undergo a learning curriculum based on the learning track assigned. The learning path will include in-depth sessions, hands on exercise and project work.

There will also be series of webinars, quizzes, SME interactions, mentor connects, code challenges etc. to accelerate your learning.

18. Will the Internship be conducted in Cognizant campus?

For all interns onboarded in December 2021, the program will begin as a virtual internship. From Q1 2022, based on Cognizant's discretion, the internship program is likely to be brought in on Cognizant premises.

19. How will updates on the Internship program be communicated and what will be the mode of communication?

All correspondence regarding the internship program will be sent to the intern's personal email address.

20. Do Interns have option to choose the preferred location?

Yes. Preferred locations from candidates are collected as part of internship nominations however, your deployment location will be finalized based on business demand and feasibility

21. is it mandatory to attend the induction session during internship onboarding?

Yes, it is mandatory to attend the sessions, and being attentive is especially important; the sessions will give you an overview of the GenC program and internship.

22. Will interns be required to attend virtual sessions between 9 a.m. and 7 p.m. or will it be flexible during the internship?

Yes, once our 'Return to Office' (RTO) policy is in place, it is mandatory to attend the sessions either virtually or on-premises.

23. What is the consequence if an intern drops out of the Internship mid-way?

It will have an impact, and Cognizant onboarding will be prioritized as a result of its successful completion. If the Internship is not completed, Cognizant may, in its sole discretion, revoke this offer of employment or give you more time to complete it.

24. Will Cognizant provide Infra (Hardware / Software) to pursue internship?

In case of virtual Internship, you may use your own device based on our 'Bring your Own Device (BYOD) policy and in case of on-premises Internship, Cognizant will provision the required IT infra.

25. What are the infra requirements for joining the internship virtually?

An intern needs to have standard laptop/Desktop with 4 GB RAM, 250 GB Hard disk, Processor Dual core, Webcam, Microphone and good internet connection (more than 5 Mbps) to avoid any disruption in learning.

26. Will Cognizant provide internet allowance while pursuing internship?

No, Internet allowance will not be provided by Cognizant.

27. What if there is no appropriate software in laptop / Computer to continue the internship?

All learnings are through the platform which would not require any specific software, in case software is required, intern can raise the request with the respective coach who guide you as appropriate.

28. Can Internship delivery be changed to 'On-premises' from virtual mode during Internship?

Change to On premises internship will be based on Cognizant's discretion due to the pandemic situation.

29. What is considered as successful completion of the internship?

The candidates must complete their milestones and their performance score should be above the prescribed threshold at the end of the program.

Onboarding Interns:

30. How to log in to a Cognizant portal?

Interns will receive an email on their personal email account regarding the creation of password and the procedure relating to the log in, all related queries can be clarified during the induction session.

31. Is PAN Card is required for onboarding?

Yes, PAN card and Aadhaar card are mandatory for onboarding formalities.

32. What is the deadline to submit application if an Intern does not have a PAN card?

PAN card is a mandatory document which an intern needs to submit within two weeks prior to joining.

33. What are the documents required to be submitted/uploaded in the portal at the time of joining Internship?

PAN Card and Aadhaar Card are mandatory along with other documents mentioned in the offer letter.

34. How much time will be allotted to the candidate for rectifying and submitting the correct documents?

Documents should be kept available for submission; in case of delay, it is expected to be submitted within 5 days.

Onboarding FTE:

35. When will an intern be joining as full-time employee?

Based on your performance during Internship and the business demand, your onboarding as full-time employee will be prioritized.

36. How much time is required to join as Full Time Employee after the completion of the internship?

Joining as Full Time Employee is solely based on business demand which can be anytime within 2 months from internship completion.

37. How will the candidate get to know the joining details post completion of internship?

Through the Internship completion mailer, the candidate will be notified of the joining date.

38. Can the Base location be changed? Will the same location be considered post joining as FTE?

Preferred locations are collected from candidates and joining location will be finalized based on business demand and feasibility. Candidates joining location as FTE will be purely based on the Cognizant's business needs.

39. Can an intern skip internship offer and join Cognizant later? Will it affect the joining date?

Cognizant Internship predominantly is a pre joining skill and capability development program, it would form a critical part of your employment with Cognizant. Prior to joining Cognizant, you must successfully complete the prescribed Internship program. In event of non-completion of the Internship, Cognizant may at its sole discretion revoke this offer of employment. Those who do not opt for any internship must proceed with the Continuous Self Development (CSD) learning path. However, the faster you get skilled, it may help to expedite your onboarding.

40. Are the interns expected to join back after completion of internship?

Yes. The candidate is expected to join cognizant after completion of internship. Candidate will be notified formally on the joining date.

41. Will the onboarding be initiated as soon as the internship completes?

Based on performance during Internship and the business demand, the onboarding as full-time employee will be prioritized.

42. How critical is internship completion for onboarding to Cognizant?

The onboarding with Cognizant would be prioritized based on the successful completion of Internship.

In event of non-completion of the Internship, Cognizant may at its sole discretion revoke this offer of employment.

43. Can an Intern take a break for a month or two after the internship is over and before joining cognizant as a full-time employee?

No, Since Cognizant's offer is based on business demand, an intern must join on the requested date.

44. What are causes for postponing the internship onboarding and the reason for the failure of documentation stage?

Main reasons are –

- Failure to submit all the required documents
- Mismatch between the names given for registration and how they appear in the documents
- Any error in the documents shared with us (e.g., spelling mistakes, date of birth...)

45. Is it possible to request a postponement of the onboarding date?

We prefer interns to join us on the scheduled date only; however, if an emergency arises, candidates should notify the onboarding team and can be accommodated for an alternate onboarding date based on slot availability and business demand.

46. What should be done if the onboarding pass is not generated for Internship onboarding even after completion of the pre joining formalities?

Candidate can raise the issue at <https://campus2cognizant.cognizant.com>. The candidate will be reverted with the appropriate resolution once they have raised the query.

47. Will the onboarding dates get delayed if the document verification is not completed?

Yes, the on-boarding dates will be rescheduled provided all documents are submitted and the document verification process is duly completed

48. Who should I contact if there is any error in the Internship offer letter?

For any questions or clarifications, candidates can log into <https://campus2cognizant.cognizant.com> and raise queries.

CSD and Digital Nurture program:

49. How CSD is different from internship?

CSD is a self-pace, virtual & blended and self-guided learning Program. This program includes virtual learning through online platform and webinars and mandatory skill certification.

50. When will CSD commence if a campus select has not opted for internship?

For Priority joining, we recommend the selects to opt for internship. However, if they have opted for CSD it is expected to commence in Q2 2022.

51. Will there be a difference in Internship program for candidates from Digital Nurture as compared with direct campus hires who have opted for internship?

No. There will not be any difference in the learning curriculum for candidates from Digital nurture program as compared with direct campus hires.

During Internship:

52. What will be the mode of communication after joining Cognizant Internship program?

Once the intern is onboarded to Cognizant internship program all communications will be sent to your Cognizant email address.

53. Will Cognizant evaluate an intern's performance during Internship?

Yes, performance will be reviewed, evaluated and communicated on regular basis.

54. How will the Intern get to know the curriculum / domain for their Internship Program?

The details will be communicated to Intern's Cognizant mail address. No communication will be sent to their personal mail ID's.

55. Does Internship program provide the practical exposure of working in live projects?

No, This training program is designed to provide in-depth knowledge that will enable you to work seamlessly on real projects.

56. Can Interns choose the course or technology for training in accordance with their preference?

No, Technology mapping is based on business requirement and the skill profiling of the Intern.

57. Will the Intern be provided with the syllabus and the content about the training that they will undergo?

Yes, Cognizant coach will share the curriculum and the track details prior to the training start date. We will also have a track walkthrough as part of our induction process.

58. Can the domain be changed after joining the internship in accordance with their preference?

Domain change may not be recommended as mapping will be done based on business requirement and skill profiling.

59. Will the internship domain be determined by the intern's specialization?

Domains are assigned primarily based on business needs, as well as specialization.

60. How will the intern learn about the program's daily schedule and activities?

An intern will get mails to Cognizant email ID on the daily WebEx connects, quizzes, self-based learnings assigned, and other instructor led sessions.

61. What is the importance of projects in our curriculum?

Projects in curriculum act as simulators for working on live projects. Projects gives an exposure to work on business cases from mapped business unit.

62. What Constitutes a milestone in an Internship Program Curriculum?

Milestone will be based on learning track assigned to you with components like

1. Continuous learning with hands on exercises
2. Assess type 1 with code challenges
3. Assess type 2 with knowledge and skill-based assessments
4. Business Aligned Project
5. Business/ SME feedback

Candidates are required to spend Monday to Friday 9 am to 7 pm (IST) for a period of 3 to 6 months which has dependency on the track assigned.

63. Can milestone dates for assignment and project work be modified and flexible?

No, an intern would be required to ensure timely completion and submission of assignments, project work and preparation required prior to the sessions.

64. What if the Intern is unable to complete the learning scheduled for a given day/week?

Intern will reflect as behind schedule in the report and will not be eligible for the CC/Assess type 1 and will have to take the CC/Assess type 1 in the catch-up calendar.

65. Can an intern get the solution sheet for each evaluation so that they can understand their errors?

No, scores will be shared with the interns, but solution sheet will not be shared as per Cognizant's compliance policy.

66. Are the interns allowed to attend college sessions periodically?

Yes, interns can attend college sessions provided you should be available for all training and connect sessions planned for internship. They can also plan college activities during weekend. In case of college exams/projects, they must inform in-advance with at least one-month notice for us to plan accordingly.

67. Are the interns entitled to take leave?

No, interns are not entitled for leaves during the internship. We strongly recommend that you avoid leaves during Internship. However, in case of exigencies or college exams they can always do so by intimating coach / mentor, well in advance.

68. Will the interns get any holidays during Internship?

Yes, Holidays will be available on a national and regional level, depending on the location. You may refer to Cognizant holiday calendar for specifics.

69. What should an intern do in case they have college exams during internship?

Interns are allowed to appear for their final exams, however you are required to inform at least one month in advance about the final exam dates and if the leaves are more than two weeks interns, then, you may have to join the next batch. It is the responsibility of the intern to catch up on all the pending learnings and assignments missed during the final exams.

70. Are the interns expected to follow dress code while in training?

Yes, trainees will need to adhere to Cognizant Dress Code policy. Any violation to this policy will call for actions. The dress code policy will be shared while taking up internship during orientation.

71. How are the interns mapped to various Technology track?

Interns are mapped to various technology tracks based on their skill profiling data provided, business demand, performance in test and interview conducted by Cognizant.

72. What are the different projects to which the interns are assigned during the internship program?

The projects assigned during internship based on curriculum will vary from development, to enhancements, research, scripting across technologies like Java, Dot net, AWS, Cloud, FSD, DW, Selenium, SFDC, SAP. Project in Application Development space requires good programming skills. Some of them would require Digital skills as well. These projects are a combination of business aligned business case that we deliver to our clients or internal projects to address Cognizant's business needs.

73. As a part of internship, what will be learning curriculum assigned to an Intern?

An intern will undergo a learning curriculum as per the learning path assigned. The learning path will include in-depth sessions, hands on exercise and project work. There will also be series of webinars, quizzes, SME interactions, mentor connects, code challenges, assessments etc. to accelerate learning. The performance during Internship would be monitored through learning progress and continuous evaluations.

74. Will Cognizant provide final semester project?

No, as per Cognizant's corporate security policy we will not provide final semester project.

Cognizant does not allow the project material to be used beyond the said guidelines, hence the student needs to be aware and appropriately create the project report without violating any compliance.

75. Is it possible to get source code for final project submission as it is required by the college?

No, as per our compliance policy, nothing will be provided as any source code from Cognizant.

76. If there is specific request from my University to do academy projects related to specialization in Engineering (Non-CS students – Circuit & Non-Circuit), how can participation be initiated in Internship?

No, as per Cognizant's corporate security policy we will not provide final semester/academy projects.

77. Will a trainer be available for training Interns?

Most of the learning takes place in self-paced mode. There is also conceptual learning and guided practice which is covered by a trainer

78. Can an intern have trainer support in case they have to complete some pending activities over the weekend?

Yes, you will have to let your coach know at least 2 days in advance to plan for the connect.

79. What is the importance of mentor/SME session?

Mentor/SME come from the business and will give inferences and examples from live projects.

80. What will be the criteria for mentor evaluation?

Mentors share specific cases studies to interns and technical performance in that case study is evaluated based on following parameters -

1. Depth of Knowledge
2. Ability to correlate topics learnt, come up with logical solution involving single or multiple skills Communication.

81. Will the interns get additional time for the scheduled tasks during the program?

No, candidates are expected to complete the tasks as per the time frames and if candidates are behind schedule, they will have to catch up along with the current weeks schedule.

82. Is Behavioral session mandatory and what is its importance?

Yes, apart from technical learning, we groom the candidates in behavioral aspects like Business communication, client interfacing, telephone etiquette etc, which will help them in handling calls and other activities in projects.

83. What will be the criteria for Behavioral evaluation?

Behavioral evaluation is based on the following parameters

1. Email etiquette
2. Problem solving and critical thinking
3. Open to learn and open to change
4. Public speaking
5. Interview skills.

84. When will the completion certificate be handed over & what is the procedure for applying for the certificate and who is the POC?

Internship completion mailing process is an automated process and the mailer will be sent 1 week prior to joining as Full time Employee.

During Internship – platform/Assessment:

85. What are the tools & platforms for Intern's training?

- Through World class learning platform, self-directed Learning will be covered with support from external trainers/ BU SMEs
- Hands-on and assessments will have to be taken through GenC Learn platform

86. When will Interns get access to Cognizant Learning Platform and Content?

Access to learning content will be provided immediately after their joining as intern and GenC Learn platform access will be provided once the track is assigned and training start date is fixed.

87. Will the Learning Content access be available even after the internship?

Yes, learning content access is provided to the Cognizant email ID which will be terminated temporarily after internship and reactivated after candidate joins as FTE.

88. Can Interns learn from other learning content outside the content provided by Cognizant?

Interns are free to learn outside of content provided by Cognizant, however learning completion % is based on the schedule assigned to them.

89. What are the several types of assessments?

There are 2 major types of assessments.

Assess type 1 which has only 1 attempt (Code Challenges)

Assess type 2 which has 2 attempts (KBA/SBA)

Assessment for some of the customized tracks will be different.

90. Where will the Interns take assessments and are the assessments proctored?

Interns take assessments in the GenC Learn platform/ Moodle and all assessments are remote proctored.

91. What is the pre-requisite for attending ICT/Assess type 2?

Intern should complete all hands-on which is the pre-requisite for attending ICT/Assess type 2.

92. Will the Intern be given additional chance to take up assessment to meet the prescribed criteria?

Yes, as a final attempt, Interns will be given second attempt for Assess type 2(KBA/SBA).

93. Are the Interns are eligible to receive some additional time for their assignment if necessary?

Curriculum is designed to complete all the assignments as per the time frame and in case of any pending assignments required candidates can complete over the weekend.

94. Who should I contact if there are any technical issues during the assessment?

Candidate can reach the helpline chat in the platform for support and parallelly keep the Coach informed.

95. Can there be any flexibility on the assessment dates? – can an intern reschedule the assessments owing to a leave which has been availed due to certain exigency?

There is no flexibility on the assessment dates, in case the intern is lagging schedule due to certain exigency, he/she can take up the assessment in the catch-up calendar.

96. Is physical presence in office needed for assessments during virtual internship?

Depending on Cognizant's Return to Office Program, if the Internship is virtual, an intern will be taking the assessments online through virtual mode. All actions will be monitored and recorded during assessments and all assessments are proctored online.

97. What is the consequence of plagiarism and misconduct during the internship?

Cognizant may at its sole discretion revoke this offer of employment as there would be zero tolerance to plagiarisms and misconduct during the internship.

98. What will be the consequence if prescribed completion criteria are not met at the end of internship program?

Interns will not be onboarded as FTE if they do not meet the completion criteria.

During Internship - Stipend:

99. Are the interns entitled to receive stipend during the Internship?

Yes. Stipend will be INR 12K per month for the duration of assigned Internship curriculum and will be paid based on successful completion of milestones defined in the curriculums and internship performance criteria being met. More details on the stipend payment process shall be provided to the Interns as part of the Intern onboarding process.

100. How will be the stipend paid?

Intern must have personal bank account under intern's name, and account should be created in Cognizant preferred banks. It will be credited on successful completion of intern's milestone to their active individual personal bank account as per the details provided by the intern. It cannot be a joint account with any of the family members. Preferred bankers are listed below.

<u>Bank Name</u>	<u>IFSC Code</u>
HDFC Bank	HDFC
ICICI Bank	ICIC
CITI Bank	CITI
Standard Chartered Bank	SCBL
Axis Bank	UTIB

Kotak Mahindra Bank	KKBK
HSBC Bank	HSBC
SBI Bank	SBIN
IDFC FIRST BANK	IDFB

101. If milestone is for more than a month, when will an intern receive stipend?

Stipend will be processed in the next month based on milestone completion.

102. If an intern completes the learning as per the milestone without joining the daily sessions, will an intern be eligible for stipend?

No, intern also need to attend daily sessions and complete the milestone as required.

103. Is tax deduction applicable for stipend?

Yes, stipend will be paid after 10% tax deduction. Form 16 will be sent to personal mail ID post internship completion to claim at the time of IT return.

104. What is the Process to claim the tax deducted amount?

Form 16 will be sent to interns after internship completion and interns can claim the deduction from the income tax department.

105. Can Interns provide tax saving investment proof to get stipend without tax deduction?

No. Taxes will be deducted at source on the stipend amount as interns will not be able to submit tax saving investment proofs in the system. Refund of tax can be claimed using Form 16 by submitting IT returns.

106. Will there be any deduction in stipend if leaves are availed?

Yes, stipend will be deducted for the leaves availed.

107. Is there any allowance other than stipend?

No, there are no other allowances apart from the stipend during the internship period.

During Internship – TruTime / Leaves:

108. In case an Intern faces any medical exigency like covid, which might be more than 2 weeks, will an intern be terminated or will be given one more chance?

Candidate may not be able to catch up with the pending learning and we may have to map them to upcoming batches.

109. If the candidate is unable to connect due to electricity shut down or network outage will the candidate be given any additional time for completion?

The intern can catch up once the network connectivity is resolved, and ownership will be on the intern to get in track with the schedule.

110. Whom to reach out for the clarity regarding TruTime and Timesheet?

Coach is the primary POC to clarify any questions on TruTime and Timesheet.

111. Will the candidate submit the TruTime after the internship and before joining as an FTE?

No, candidates are not required to submit Tru time and timesheet after completing internship and before joining as FTE.

112. Whether the stipend is based on TruTime and timesheet or any other factor?

Stipend is based on successful milestone completion and the daily attendance.

113. What is the cause of prerelease?

Due to certain project/business requirements the candidate may be required to join early.

114. Who should I contact in case of resignation from the internship?

An intern should reach out to the respective coach who will guide with the process.

115. For any queries or clarifications on internship where to reach out to?

For any queries or clarifications mail can be sent to GenCInternsCSDSupp@cognizant.com to get it addressed.