

Self-Assessment of the Intern

Description of skills and competences acquired during the mobility experience

First Step

Before you write down the competences you have acquired make yourself familiar with possible the degrees of independence that may apply to your work.

	Satisfactory (S)	Good (G)	Excellent (E)
General assessment	Intern works under guidance according to instructions	Intern works independently after instruction observing corporate culture	Intern works on his/her own initiative in accordance with the company's corporate culture
specific assessment – applicable in some situations	– in familiar situations	– in ordinary situations	– in changing situations – in an international setting

Second Step:

In what part(s)/department(s) of the company/organization did you work? What tasks did you carry out? Find the list of possibly achieved competences for your department in the annex below and write down the competences you have actually achieved during your internship. Then mark the level you have achieved (S, G or E). If you do not find a competence you have achieved try to phrase it on your own in a similar way.

Professional skills and competences acquired

Department:	S	G	E

Third step:

What kind of additional competences have you acquired during your stay? Have a look at the suggestions and pick the ones you have actually achieved during the internship.

language skills and competences acquired (please remember to write down only the language competences that have been **newly** achieved **during** the internship)

	S	G	E

ICT skills acquired (if not already covered under “professional skills and competences”)

	S	G	E

Organizational skills and competences acquired

	S	G	E

Social skills and competences acquired

	S	G	E

Other skills and competences acquired

	S	G	E
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Annex: List of competences that you could have acquired during your internship

Professional skills and competences acquired

Procurement (Beschaffung)

He/she can ...

- research suppliers within procurement markets (in international settings)
- write inquiries (in international settings)
- analyze information about stored materials, e.g. via using computer-based warehousing systems
- carry out bid comparisons (in international settings)
- order materials, pre-products etc. (in international settings)
- observe performance and implementation of contracts
- calculate transportation costs considering Incoterms
- use instruments for minimizing risks in international trade, such as insurance, D/P, L/C
- participate in ordering transport and forwarding services
- monitor the progress of transport in accordance with the instructions of the company/organization
- in preparing import documents and customs declarations

Goods and Services

He/she can ...

- serve customers according to the company's/institution's concept/instructions
- respond to customer's written enquiries
- take and pass on work-related messages to the correct person
- carry out agreed upon after-care activities according to the institutions of the company
- identify the customer's needs and offer the customer solutions from the company's product range/range of services
- advise the customer on the use of products/services in accordance with the customer's needs and the company's/institution's sales concept
- carry out calculations in sales situations
- inform about payment conditions and terms
- carry out agreed upon after-care in accordance with instructions, e.g. updating customer information for invoicing and delivery
- deal with customer feedback in accordance with instructions
- search for information to develop services or products, e.g. on the basis of customer needs
- use language in speaking and writing with customers, that is appropriate to the context and medium
- use the company's/organization's application software during service situations as well search for information and serve the customer
- use information technology tools to maintain contact with internal or external customers
- update content and information for online services at the workplace
- create interactive elements for online services using databases
- participate in the improvement of the usability and availability of online services

Sales

He/she can ...

- acquire information about the customers and their business operation and buying process
- take care of sales negotiations in accordance with the instructions of the company or organization
- negotiate on payment conditions and terms according to their level of authority
- assess the contents of a request for an offer and calculates the prices required for the offer, taking the company's pricing policies, payment and delivery terms und the impact on profitability into account
- draw up a structured and valid offer
- produce invoices in accordance with the company's/organization's instructions
- monitor and produce statistics on sales
- report results of his/her sales
- interpret sales reports
- draw conclusions with regard to the success and profitability of his/her sales
- participate in drawing up official submissions related to ordering and purchasing processes in international trade
- observe the regulations and recommendations that apply to e-commerce
- observe the company practice when sending material

- observe the instructions given by the company regarding payment transactions
- demonstrate the product or service work in accordance with the company's instructions
- use technology that supports presentations during product demonstrations according to instructions
- approach and acquire new customers
- take care of ordinary sales situations in accordance with the company's instructions

Marketing

He/she can ...

- observe the sales and marketing concepts of the company, including their own appearance and behaviour
- acquire new customers
- utilize and continually update information about products, services, competitive situation, campaigns and customer groups
- participate in carrying out the calculations needed for pricing in accordance with the company's/ organization's instructions
- help in the organization of the company's/organization's customer events e.g. sending invitations, looking after premises and catering, acquiring materials and tools
- update information for customers and make them available for customers
- participate in the production and communication of information intended for customers according to the company's/organization's practice
- create parts of promotion material (e.g. flyer, brochures, websites, social media)
- participate in planning product/customer responsibility activities/a campaign plan
- acquire information as the basis for the company's/organization's marketing plan/planning work
- prepare and implement a project that is part of the marketing plan and cooperate with partners according to the activities
- look after communications associated with ordinary activities, also in writing, using language that is stylistically appropriate for the context and medium
- proofread drafts
- observe the regulations and agreements that affect marketing communications
- carry out work related to the project implementation in accordance with the company's/organization's instructions
- participate in monitoring the results of activities/a campaign
- participate in reporting on activities/a campaign in accordance with the company's/organization's instructions
- observe the e-commerce service concept in accordance with the company's business idea
- enter and update product information in accordance with the company's/organization's instructions
- monitor product and price information from competing e-commerce organizations
- monitor discussions e.g. in social media relating to the company and its products
- participate in implementing e-commerce marketing communications

Human Resources and Organization

He/she can ...

- compare an applicant's profile with a job description
- participate in the process of selecting staff
- follow the company's/organization's instructions in handling payroll vouchers
- observe up-to-date regulations, orders and instructions about employment relationships, salary calculations and taxations
- prepare material for payroll calculations in accordance with the company's/organization's instructions
- calculate the ordinary total pay with benefits in kind and normal deductions and the amount to be paid for monthly salaried or hourly paid staff for the pay period
- print out the payroll results in accordance with the company's/organization's instructions
- help with payroll period calculations in special circumstances (e.g. unpaid leave, overtime payments, sick leave payments and the necessary deductions)
- calculate social security payments for the payroll period
- produce the monthly payroll report

Office work

He/she can ...

- produce documents according to the institutions of the company/organization
- carry out calculations in serve situations
- process, save and delete documents in accordance with the instructions of the company/organization
- check if these actions have been performed correctly
- maintain work-related registers in accordance with the company/organization
- observe the company's instructions related to data security in producing, processing and archiving documents and in maintaining registers
- produce work-related reports, statistics and accounts in accordance with the instructions of the company/organization

- retrieve, send and transfer files in the office
- produce documents on the company's/organization's software according to standards in ordinary situations in the office
- organize material for archiving in ordinary office situations
- archive documents and vouchers in ordinary situations while observing retention times
- retrieve documents from archives in accordance with the company's/organization's instructions
- mark archived material in accordance with the company's/organization's instructions
- destroy separately identified, archived documents or vouchers in accordance with the company's/organization's instructions
- manage electronic archiving
- manage the handling of post and email in ordinary situation in accordance with the company's/organization's instructions
- look after the telephone service in ordinary office situations and take into account friendliness and a speaking style suitable for the situation and medium as well as the company's/organization's service principles and communications systems
- organize the company's/organization's meetings, conferences or negotiations e.g. photocopying, sending invitations, organizing premises, catering, materials and equipment
- look after the office's arrangements for ordinary travel e.g. means of transport, accommodation, documents needed for travel

Accounting, Investment and Financing

He/she can ...

- follow the company's/organization's instructions in processing documents and vouchers
- follow up-to-date rules, regulations and instructions
- prepare documents or vouchers for processing (checking, approval, and recording) in accordance with the organizations instructions
- check that information is correct
- calculate and record ordinary transactions
- interpret the information in the income statement and balance sheet as required for ordinary business transactions using information sources
- organize vouchers for recording in ordinary office situations in accordance with the company's/organizations instructions
- record ordinary revenues, expenses and financial transactions as well as adjusting entries
- help in reconciling the month-end cash and bank accounts, accounts payable and accounts receivable
- calculate VAT or check that the VAT calculation is correct
- print bookkeeping records in accordance with the company's/organization's instructions
- calculate and record changes in the inventories in accordance with the organization's valuation and averaging principles
- calculate and record depreciation for buildings and equipment in fixed assets in accordance with the company's/organization's valuation and matching principles
- calculate product costs in ordinary situations
- participate in the budgeting process e.g. drawing up the operational budgets or the master budgets
- compare actual figures against the budget and calculate budget variances
- calculate and interpret the company's profitability and financing on the basis of the financial statement
- calculate the company's taxable profit
- participate in producing the income statement and balance sheet and – under instruction – check their accuracy
- participate in producing the notes to the financial and – under instruction – check their accuracy
- participate in keeping ledgers, charges, sending and recording payments, taking notes of credits, part payments and bank charges
- compare alternative investment options
- compare alternative financing options

language skills and competences acquired (please remember to write down only the language competences that have been **newly** achieved **during** the internship)

Listening:

He/she can understand...

- familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type
- sentences and frequently used expressions related to everyday life (e.g. personal and family information, shopping)
- the main points of clear standard input on familiar matters regularly encountered in work, school, leisure etc.
- the main content of complex texts on both concrete and abstract topics, including technical discussions with my his/her own field of specialization
- a wide range of demanding, longer texts in a foreign language and recognize implicit meaning
- with ease virtually everything heard or read

language skills and competences acquired (please remember to write down only the language competences that have been **newly** achieved **during** the internship)

Speaking:

He/she can

- introduce himself/herself and ask and answer questions about personal details, such as where he/she lives, people he/she knows etc.
- describe in simple terms aspects of his/her own background and education, immediate private and professional environment
- produce simple connected text on topics that are familiar or of personal interest, carry out tasks in cooperation with colleagues, name problems and describe possible solutions
- produce clear detailed texts on a wide range of subjects, talk with a degree of fluency and spontaneity that makes interaction with native speakers quite possible without strain for either party
- express ideas fluently and spontaneously without much obvious searching for expressions as well as produce clear, well-structured and detailed texts on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices
- express him-/herself spontaneously, very fluently and precisely, summarize information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation

Interaction:

He/she can ...

- interact in a simple way provided the other person talks slowly and clearly and is prepared to help
- communicate in simple and routine tasks of everyday and work life in the host country, requiring simple and direct exchange of information on familiar and routine matters
- describe experiences and events, dreams, hopes and ambitions and explanations for opinions and plans
- use language flexibly and effectively for social, academic and professional purposes
- differentiate finer shades of meaning even in the most complex situations

Writing:

He/she can ...

- write short and simple greetings as well as fill in forms
- write short and simple notes and messages
- write connected texts on familiar topics as well as personal experiences and impressions
- write clear and detailed text, reproduce information as well as argue in written language
- display complex subjects in a clear and well-structured manner in different forms of stylistic text
- express himself/herself clearly, fluently and appropriately as well as summarize complex specialized and literary text

ICT skills and competences acquired (if not already covered under “professional skills and competences”)

He/she can ...

- use appropriate instruments of the company’s software after instruction
- obtain required information via the Internet
- present business related issues by using a presentation program and design the presentation in accordance with the company’s/organization’s instructions and corporate culture
- use spreadsheet programs for calculation and demonstration of business related issues
- observe the company’s/organization’s rules for data protection and data saving after instruction

Organizational skills and competences acquired (if not already covered under “professional skills and competences”)

He/she can ...

- identify time resources and demands
- select strategies for planning and using time in order to observe time resources and demands
- apply different instruments for time management
- identify problems and problematic situations
- generate problem solving strategies
- evaluate different alternative of problem solving strategies
- implement an appropriate problem solving strategy

Social skills and competences acquired

He/she can ...

- identify conflicts and situations that may lead to conflicts
- select and apply appropriate strategies when dealing with conflicts
- understand different points of view and look for solutions beyond individual interests
- communicate within the team
- collaborate in order to accomplish common tasks
- act according to his/her role within a team

Other skills and competences acquired (especially intercultural skills and competences)

He/she

- is aware that his/her actions are culturally bound
- can estimate his/her own strengths and weaknesses in other social and cultural surroundings in a realistic way
- has ideas how to cope with cross-cultural conflicts (e.g. dealing with different understandings of friendship or different customs regarding male-female relationships)

He/she can ...

- derive consequences for working/living in an intercultural setting
- execute awareness and respect in intercultural settings e.g. reflect on implicit rules of doing business or act according to local roles and hierarchies
- adapt his/her own behaviour in an intercultural working environment
- contribute to intercultural working groups
- act flexibly following different forms of work organization
- apply different communication styles
- effectively cope with everyday life in an international setting