

# Assessment of the Intern

Dear partner,

thank you very much for providing our student/apprentice with an internship in your company/organization.

We would be very obliged if you could be so kind to check our student's/apprentice's self evaluation and complement it with your estimation of the competences he/she has acquired during the internship

Yours sincerely

## Description of skills and competences acquired during the mobility experience

### First Step

	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

## Professional skills and competences acquired

Department:	S	G	E

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

## 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