

**LEARNING AGREEMENT FOR TRAINEESHIPS****The Trainee**

Last name (s)		First name (s)	
Date of birth	28/01/1988	Nationality <sup>1</sup>	
Sex [M/F]	Male	Academic year	2014/2015
Study cycle <sup>2</sup>	<b>Masters'</b>	Subject area, Code <sup>3</sup>	<b>0412</b>
Phone		E-mail	

**The Sending Institution**

Name	Anadolu University	Faculty	<b>Economics and Management Sciences</b>
Erasmus code (if applicable)	TR ESKISEH 01	Department	<b>Business Administration</b>
Address	Anadolu Üniversitesi, Yunus Emre Kampusü, 26470 Eskişehir, Türkiye	Country, Country code <sup>4</sup>	TR
Contact person name ( <i>Departm. Coord.</i> )	Emrullah Tören	Contact person E-mail / phone	<b>etoren@ anadolu.edu.tr</b>

**The Receiving Organisation/Enterprise**

Name Sector <sup>5</sup>		Department	<b>Administration</b>
Address, website		Country	<b>United Kingdom</b>
Size of enterprise <sup>6</sup>	400 employees		
Contact person <sup>7</sup> name / position		Contact person e-mail / phone	
Mentor <sup>8</sup> name/ position		Mentor e-mail/ phone	

For guidelines, please look at Annex 1, for end notes please look at Annex 2.

**Section to be completed BEFORE THE MOBILITY****I. PROPOSED MOBILITY PROGRAMME****Planned period of the mobility:** from **06/07/2015** till **06/01/2016****Number of working hours per week:** **37.5****Traineeship title:** **Business Administration Intern****Detailed programme of the traineeship period**

*The trainee will provide administrative support working in Operations, Finance and HR. The main goal of the placement was to gain a valuable work experience by being given the opportunity to have an insight into the operation of different departments.*

**Tasks of the trainee:**

- **Operations:** As part of our Rapid Deployment Service the intern will work in a highly dynamic environment where the intern will be required to respond immediately to sudden changes. The purpose of the job is to arrange security officers to cover all the most important client sites across the United Kingdom. The daily tasks will be:
  - Taking on client requests
  - Use of database and company portal in order to fulfil client requests
  - Manpower scheduling of 300-400 employees across the country
  - Dealing with subcontractors on a daily basis
  - Client communication, emergency response and problem solving
- **HR:**
  - **Recruitment:** As part of the capacity planning and mobilisation project the trainee will play a key role in getting the necessary manpower in place. The daily tasks will be:
    - Advert posting for vacancies
    - CV screening of applicants
    - Organisation of interviews by keeping in touch with our interviewers, the Job Centre Plus and the applicants
    - Follow up on requirements completion
  - **Induction:** As a main role within the HR department the trainee will participate in the induction process of new employees joining the business making sure their adaptation to the company's policies and standards goes as smoothly as possible. The daily tasks will be:
    - Vetting process of new joiners
    - Administration of new joiners in the company system
    - Providing information of the company policies
    - Issuing contracts
    - Gathering information of the joiners
    - Placing uniform orders
    - Processing employee references
  - **Employee Concierge:** As the operational arm of the HR function employee concierge is responsible for providing information to SSG security officers in regards to a broad variety of topics. The employee concierge is a vital part of the company, which helps and supports our employees in solving their work-related issues. The intern will be getting familiar and deal with the following:
    - Payroll preparation
    - Holiday policies
    - Paternity and maternity leave
    - Absence
    - Sickness
    - Pay queries
    - Pensions
    - The intern will be responsible for monitoring a voice mail and an email inbox
- **Finance:**
  - **Data Production and Analysis:** The intern will be responsible for collecting data from a variety of sources, which enables our weekly financial analysis. Data Production and analysis plays a crucial role within the business as most other functions rely on these data, therefore a high level of accuracy is required. The daily tasks will be:
    - Time sheet collection
    - Data entry
    - Business revenue reporting
    - Revenue issue solving
  - **Financial Management Accounting:** The main purpose of the job is to bill our clients for the service we provide. It is a vital position, which guarantees a healthy cash flow for the company enabling the



- business to satisfy its employees and suppliers with prompt payments. The daily tasks will be:
- Raising invoices for the services provided for each client on a weekly, monthly or pay period basis
  - Making sure that all invoices are accurately audited
  - Validating completed shifts by subcontractors
  - Solving invoicing issues
- **Purchase Ledger Administration:** The main purpose of this role is to ensure the smooth facilitation of the supplier ledger whilst maintaining cordial relationship with the suppliers. The daily tasks will be:
    - Processing of supplier invoices
    - Reconciliation of supplier statements
    - Daily telephone contact with suppliers in regards to payments and invoicing issues
  - **Credit Control:** The main purpose of the job is to ensure payments are collected in timely manner whilst, maintaining cordial relationships with customer at all times. The daily tasks will be:
    - Daily phone and e-mail contact with clients
    - Investigation of discrepancies and solving invoicing issues
    - Updating credit control spreadsheets
    - Updating senior finance personnel in regards to the daily progress of debt collection

**Knowledge, skills and competences to be acquired by the trainee at the end of the traineeship**

- Organizational skills
- Teamwork
- Good verbal communication skills
- Good written communication skills
- Autonomy
- Ability to analyse and solve problems
- Ability to make decisions
- Negotiating skills
- Computer skills
- Numeric skills
- Understanding of business

**Monitoring plan**

- 3 weeks of probation period
- Tasks evaluation in form of scores and verbal feedback after completing each department

**Evaluation plan**

As the result of the monitoring plan and overall evaluation will be given to the intern along with a written reference which reflects the intern's abilities, attitude and performance during the internship.

**Language competence of the trainee**

The level of language competence<sup>9</sup> in English that the trainee already has or agrees to acquire by the start of the mobility period is:

A1  A2  B1  B2  **C1**  C2

**The sending institution**

The institution undertakes to respect all the principles of the Erasmus Charter for Higher Education relating to traineeships.

[Please fill in only one of the following boxes depending on whether the traineeship is embedded in the curriculum or is a voluntary traineeship.]

The traineeship is embedded in the curriculum and upon satisfactory completion of the traineeship, the institution undertakes to:

- Award - ECTS credits.
- Give a grade based on: Traineeship certificate  Final report  Interview



- Record the traineeship in the trainee's Transcript of Records.
- Record the traineeship in the trainee's Diploma Supplement (or equivalent). **Yes**
- Record the traineeship in the trainee's Europass Mobility Document **No**

The traineeship is voluntary and upon satisfactory completion of the traineeship, the institution undertakes to:

- Award ECTS credits: **No**  
If yes, please indicate the number of ECTS credits: ....
- Give a grade: **No**  
If yes, please indicate if this will be based on:  
Traineeship certificate  Final report  Interview
- Record the traineeship in the trainee's Transcript of Records **No**
- Record the traineeship in the trainee's Diploma Supplement (or equivalent), except if the trainee is a recent graduate. **Yes**
- Record the traineeship in the trainee's Europass Mobility Document **No**

*This is recommended if the trainee will be a recent graduate.*

### The receiving organisation/enterprise

The trainee will receive a financial support for his/her traineeship: Yes  **No**

If yes, amount in EUR/month: ....

The trainee will receive a contribution in kind for his/her traineeship: **Yes**  No

If yes, please specify:

- Accommodation
- Bike
- Gym membership

Is the trainee covered by the accident insurance? **Yes**  No

If not, please specify whether the trainee is covered by an accident insurance provided by the sending institution: Yes  **No**

The accident insurance covers:

- accidents during travels made for work purposes: Yes  **No**
- accidents on the way to work and back from work: Yes  **No**

Is the trainee covered by a liability insurance? **Yes**  No

The receiving organisation/enterprise undertakes to ensure that appropriate equipment and support is available to the trainee.

Upon completion of the traineeship, the organisation/enterprise undertakes to issue a Traineeship Certificate by **31/01/2016** [*maximum 5 weeks after the traineeship*].

## II. RESPONSIBLE PERSONS

### Responsible person<sup>10</sup> in the sending institution:

Departmental Coordinator

Name: Emrullah Tören

Phone number:

Function: Departmental Coordinator

E-mail: etoren@anadolu.edu.tr