



**LYCEE BARTHOLDI**

**ENSEIGNEMENT GENERAL ET TECHNOLOGIQUE**

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Vu la délibération du conseil d'administration du lycée en date du 01 Décembre 2009 approuvant la convention-type ;

Vu la délibération du conseil d'administration du lycée en date du 01 Décembre 2009 autorisant le chef d'établissement à conclure au nom de l'établissement toute convention conforme à la convention-type.

## **HND MANAGER'S ASSISTANT (120 ECTS: European Credits Transfer System) The stakes of Internships**

### **1. Goals**

Internships are meant to enable students to get and/or improve their professional skills in a real business environment and to gain a better knowledge of the professional world.

**On the one hand, trainees should carry out professional tasks** such as:

#### **Supportive activities in various fields:**

- Communication: welcoming clients, writing business letters and e-mails, reporting and managing a meeting, ...
- Information: collecting, selecting and spreading information, ...
- Helping the manager to make the right operational decisions: identifying a problem or a need, offering solutions, following-up decisions, ...
- Organisation of the manager's tasks: keeping his/her diary, organising his/her trips, coordinating team-work, ...

Through these assignments trainees will contribute to the manager's efficiency.

#### **Delegated activities:**

- Taking part in:
- the administrative management of human resources,
  - the management of equipment,
  - the organisation of events,
  - the taking over of specific files.

These activities will enable trainees to contribute to the efficiency of the office.

**Besides, the trainees should experience or attend professional situations which are representative of the duties of a manager's assistant** such as:

- reception and information,
- conflicts,
- communication in a multicultural environment,
- negotiation.

These goals and expectations will help trainees to deal with professional simulations they will have to play at the end of their two-year course and which will be part of their final examination.

### **2. The students' professional skills when they start their internships are assessed as follows:**

- They are usually able to carry out basic office duties such as managing a diary, a schedule, dealing with communication, screening phone calls, selecting mails, organising meetings or trips, visiting clients, welcoming visitors, typing, ...
- They are also capable of providing administrative assistance and dealing with expense claims, using software, ordering equipments, taking over files, ...

### **3. Language skills**

Level B2 or B1 according to the assessment grid of the European Portfolio.