

# knowledge\_base.

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## GENERAL PLATFORM

**1. What is the Skill-First Industry Internship Matching Platform?**

It is a web platform that connects students and companies using skills instead of college names.

**2. How is this platform different from other internship portals?**

It uses skill-based matching and blind hiring instead of college-based filtering.

**3. Who can use this platform?**

Students, companies, and evaluators can use this platform.

**4. Is this platform free for students?**

Yes, students can register and apply for internships for free.

**5. What problem does this platform solve?**

It reduces hiring bias and improves access to internships for Tier-2 and Tier-3 students.

**6. How does skill-based hiring work here?**

Internships are matched based on skills, projects, and assessments.

**7. Why is college name hidden during hiring?**

To ensure fair evaluation based only on skills and performance.

**8. How does this platform help Tier-2 and Tier-3 students?**

It gives equal visibility to skilled students regardless of location or college.

**9. Can students from any branch apply?**

Yes, students from all branches can apply if they have relevant skills.

**10. Is this platform suitable for freshers?**

Yes, freshers can apply based on skills and projects.

**11. What types of internships are available?**

Remote, hybrid, and on-site internships are available.

**12. Are internships remote or on-site?**

Both remote and on-site internships are supported.

**13. Is registration mandatory to use the platform?**

Yes, registration is required to apply for internships.

**14. How secure is my data on this platform?**

Data is secured using Firebase Authentication and access rules.

**15. How often are new internships posted?**

Internships are posted whenever companies add new opportunities.

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## ACCOUNT & LOGIN

**16.How do I create an account?**

You can sign up using your email and password.

**17.How do I log in to my account?**

Use your registered email and password to log in.

**18.What roles can I select during signup?**

Student, Company, or Evaluator.

**19.Can I change my role after registration?**

No, roles are fixed after signup.

**20.What should I do if I forget my password?**

Use the password reset option on the login page.

**21.Is email verification required?**

Email verification may be required for security.

**22.Can I have multiple roles with one email?**

No, one email can have only one role.

**23.How do I log out safely?**

Use the logout button from your dashboard.

**24.Can I delete my account?**

Account deletion depends on platform policy.

**25.How is role-based access handled?**

Access is controlled using role data stored in Firebase.

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## STUDENT PROFILE & SKILLS

**26.How do I create a student profile?**

Complete your profile after signup by adding skills and details.

**27.What skills should I add to my profile?**

Add skills relevant to the internships you want to apply for.

**28.How many skills can I add?**

You can add multiple skills based on your expertise.

**29.How is skill readiness score calculated?**

It is calculated based on skills, projects, and assessments.

**30.What is profile completeness?**

It shows how much of your profile information is filled.

**31.How do I improve my profile completeness score?**

Add skills, projects, certifications, and resume.

**32.Can I upload my resume?**

Yes, you can upload your resume.

**33.How does resume parsing work?**

The system extracts skills and information from your resume.

**34.Can I edit my skills later?**

Yes, you can update your skills anytime.

**35.Are certifications mandatory?**

No, but they improve your profile strength.

**36.How do projects help my profile?**

Projects demonstrate practical skills to recruiters.

**37.Can I upload GitHub or portfolio links?**

Yes, portfolio links can be added.

**38.What is blind hiring mode?**

It hides college details from recruiters.

**39.Can recruiters see my college name?**

No, college name is hidden by default.

**40.How does my profile become visible to companies?**

Your profile is shown when it matches internship requirements.

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## **INTERNSHIP SEARCH & APPLICATION**

**41.How do I search for internships?**

Use filters like skills, role, and type.

**42.How are internships recommended to me?**

Recommendations are based on your skills and profile.

**43.What is skill-match percentage?**

It shows how closely your skills match an internship.

**44.Can I apply to multiple internships?**

Yes, you can apply to multiple internships.

**45.How do I apply for an internship?**

Click the apply button on the internship listing.

**46.What happens after I apply?**

Your application enters the review pipeline.

**47.How can I track my application status?**

Check the application tracker in your dashboard.

**48.What does “Applied” status mean?**

Your application has been submitted.

**49.What does “Selected” status mean?**

You have been shortlisted for the internship.

**50.What does “Rejected” status mean?**

You were not selected for this internship.

**51.Can I withdraw an application?**

Withdrawal depends on platform rules.

**52.How long does shortlisting take?**

It depends on the company’s review process.

**53.Will I get notified about application updates?**

Yes, updates are sent via email.

**54.Can I reapply for the same internship?**

Reapplication depends on company policy.

**55.How many internships can I apply to at once?**

There is no fixed limit.

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## **MATCHING SYSTEM**

**56.How does the matching system work?**

It compares skills, projects, and evaluations.

**57.What factors affect my match score?**

Skills, experience, assessments, and feedback.

**58.Why is my match score low?**

Your skills may not fully match the role.

**59.Can I see why I was matched?**

Yes, match explanations are shown.

**60.Is the match score based on AI?**

It uses rule-based and data-driven logic.

**61.Is the matching process fair?**

Yes, it is skill-based and bias-free.

**62.Can companies see my match score?**

Yes, companies can view match scores.

**63.Can evaluators influence match scores?**

Yes, evaluator feedback impacts scores.

**64.How can I improve my match score?**

Improve skills, projects, and assessments.

**65.Does engagement affect matching?**

Yes, active engagement can improve visibility.

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## **COMPANY / RECRUITER**

**66.How can companies register on the platform?**

Companies sign up using email and role selection.

**67.How do recruiters post internships?**

Use the company dashboard to post roles.

**68.Can recruiters filter candidates by skills?**

Yes, filtering is skill-based.

**69.What is blind hiring for recruiters?**

It hides college and location details.

**70.Can recruiters see college names?**

No, college names are hidden by default.

**71.How are candidates shortlisted?**

Based on match score and evaluator feedback.

**72.What is the verified recruiter badge?**

It indicates trusted companies.

**73.Can recruiters reject or select candidates?**

Yes, recruiters can update application status.

**74.How do recruiters communicate decisions?**

Through automatic email notifications.

**75.Are recruiters charged for posting internships?**

Charging depends on platform policy.

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## **EVALUATOR & MENTOR**

**76.Who are evaluators on the platform?**

Evaluators are skill reviewers and mentors.

**77.How does evaluator onboarding work?**

Evaluators register and verify expertise.

**78.What can evaluators assess?**

Skills, projects, and portfolios.

**79.Do evaluators see college details?**

No, college information is hidden.

**80.How does evaluator feedback impact students?**

It affects match scores and ranking.

**81.Can evaluators reject applications?**

Yes, they can recommend rejection.

**82.How is evaluator rating calculated?**

Based on feedback quality and consistency.

**83.Are evaluators industry professionals?**

Evaluators may be industry experts or mentors.

**84.How does mentorship work?**

Mentors guide students on skills and careers.

**85.Can students interact with evaluators?**

Interaction depends on platform rules.

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## **CHATBOT & SUPPORT**

**86.What can the chatbot help me with?**

Resume guidance, interview prep, and platform help.

**87.Is the chatbot powered by AI?**

Yes, it uses document-based AI retrieval.

**88.Does the chatbot give accurate answers?**

Yes, answers are based on trained documents.

**89.What data is the chatbot trained on?**

PDFs provided by the platform.

**90.Can the chatbot hallucinate answers?**

No, it answers only from available data.

**91.What happens if the chatbot doesn't know an answer?**

It says the information is not available.

**92.Can I use the chatbot for resume help?**

Yes, resume guidance is supported.

**93.Can the chatbot help with interview preparation?**

Yes, interview tips are provided.

**94.Is the chatbot available offline?**

Cached answers may be available offline.

**95.Does the chatbot support multiple languages?**

Language support depends on configuration.

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## **OFFLINE, EMAIL & SECURITY**

**96.Can I use the platform without internet?**

Limited features work offline.

**97.What features work offline?**

Viewing internships and cached chatbot content.

**98. When will offline data sync?**

Data syncs automatically when online.

**99. Will I receive emails after registration?**

Yes, welcome and application emails are sent.

**100. How does the platform ensure fairness and trust?**

By using blind hiring, skill-based matching, and verification.

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