



FATIMA AL-FIHRI
Open University



INTERNS' GUIDE

HUMAN RESOURCES DEPARTMENT

2021

CONTENTS



03

MESSAGE FROM
THE CEO

04

ABOUT THE
UNIVERSITY

05

TEAM

07

WORKSPACE

08

MORE ABOUT SLACK

09

OTHER APPS

10

REGULATIONS

11

CONTACTS

A WORD FROM THE CHAIRMAN

Welcome to Fatima Al-Fihri Open University, a non-profit university, which has been active since 2016 with no funds! A University with more than 350 interns from 83 nationalities since its establishment, all of them volunteering with their time and skills to make non-profit and open education a reality!

This university is created by youth and for youth. Our team are working to offer high quality courses from various disciplines, for all people around the world, especially in developing countries. The University courses are offered by leading professors from leading universities and experts from international organizations.

The year of 2020, is a remarkable year in the history of the University, by getting more than 40 Short Courses and start the work on Master Degrees. The fruits of great work are being picked, yet much more work is needed. I hope this experience will help you feel and believe more in the cause of the University, especially when start seeing your positive impact, and believe in the same cause souls who worked hard for this project to be where it is today. I also hope you bring your motivation and your focus into this social cause! The Cause of all of us! To make open education, accessible worldwide, and make 2021 a year of great change!

ZOUBAIR KHOUAJA
CEO





ABOUT THE UNIVERSITY

Fatima Al-Fihri Open University, a non-profit international university, based in Estonia and open to the world! This university believes that education should have no borders, and quality education should be accessible by youth around the world, especially in developing countries. Therefore, FAOU is bringing together professors from well-known universities and experts from leading international organizations to build competitive educational programs that allow students to gain new skills and knowledge.

An international university established in 2016 and actively working since then, and open to all youth from anywhere around the globe.

"We Bring You World Class Education Home!"

This year, 2020, the university decided to extend largely its platform and prepare more than 50 new courses in various specialties. This new agenda was possible to be achievable only after the great reputation that we could create during 2019. Moreover, the university is planning to launch 3 new Master Degrees programs by 2021.



OUR TEAM

The university has 10 departments and offices managed by directors, regulated by the Council of Directors and chaired by the CEO, also we have 4 programs.

- Human Resources Department.
- Pedagogical Affairs Department.
- Social Media Department.
- Public Relations Department.
- Secretariat General Office.
- Scientific Community Office.
- Partnership Office.
- Marketing Office.
- Media Office.
- IT Office.
- Internship Program.
- FAOU International Network.
- Open Education Ambassadors Program.
- Open Science Initiative.

The team are consisted from permanent members and interns. All are equal of rights and duties.

Each department or office is an independent body, has its agenda which is aligned with the general agenda of the university.

All departments and offices, have directors who are part of the Council of Directors where we take the high decisions at the university.

The university agenda, updates and achievements, are periodically presented by the CEO in General Assemblies or by publications in the workspace main channel.

420

Interns joined us since 2016.

98

*Nationalities were presented in
our internship programs.*

WORKSPACE: SLACK!

Free app, can be used at your laptop or from your phone and tablet.

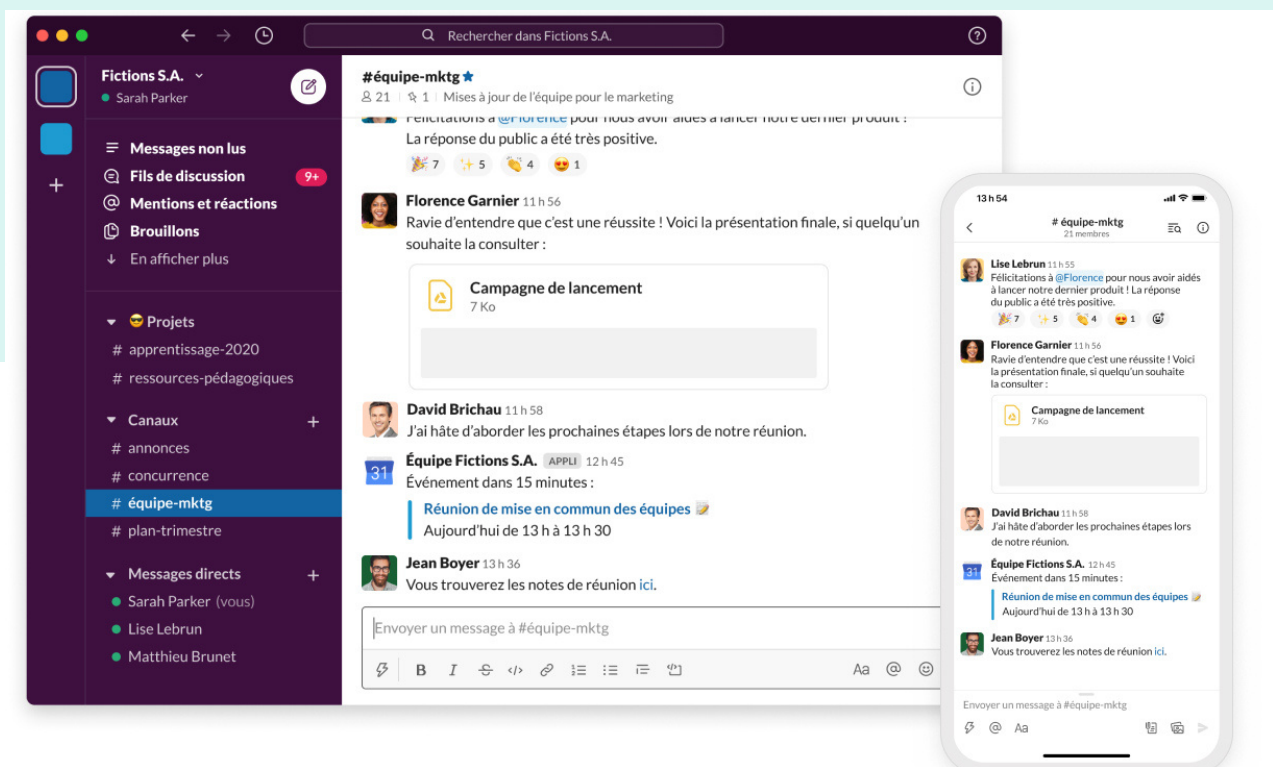
One of the top used workplaces worldwide, used by the most enterprises and projects everywhere. An application that will surprise you with its multiple tools.

Basically, Slack brings team communication and collaboration into one place to get more work done, whether you are very comfortable to use computer or not, Slack is not complicated to send messages or files, with time you will be able to discover more fantastic tools!

For work, Slack reduces the friction to working together as a team. It keeps everything in a central place and has a few nifty tricks to help you work a little smarter together.

Generally we use Slack to:

- **Communicate with team members and organize conversations by topics, such: projects, task, etc. Or anything else that matters to work.**
- **Message or call any person or group within your team.**
- **Share and edit documents and collaborate with the right people all in Slack.**
- **Integrate into workflow, the tools and services we already use including Google Drive, Salesforce, Dropbox, Asana, Twitter, Zendesk, and more.**
- **Easily search a central knowledge base that automatically indexes and archives of team's past conversations and files.**
- **Customize notifications so we stay focused on what matters and what news.**



MORE ABOUT SLACK!

- At the General Channel, you will see all news about the project and you can join the discussions about it, share your opinions, suggestions and comment together with all members of the project.
- At the Channel of your department (Will be in the name of your department), you will be there only with your team members. Please join actively the work there and don't hesitate to ask help or support of your supervisor at any time you need it.
- All the channels will be on the left side, but you will see only the General channel and your department channel, and other channels if you have granted access. Each department channel are private for its members.
- Finally, make sure to go to "Settings" and active notifications from Slack are allowed in the application, but if you prefer to keep it off, don't forget to log into the application at least once a day , to see if there are any news from the project in general and from your department.



Check this video to learn more about Slack, there are a lot to find in Youtube. Also our IT Team will be offering several sessions to teach you some tricks and to support you if needed.

(If you can't open the video, Click here).

We advice you to install Slack at laptop, to be able to read and submit files easy. Also, you can install it in your phone, because you will be able to keep update with your team, and at many times you will just need to text them or to talk to them.

MORE APPS!

DON'T WORRY OUR TEAM WILL TEACH YOU HOW TO USE IT!



ClickUp is a project management application, we use this app to allow directors list all task of their team and make the follow up easier, it's also free and available in both laptops and phones.



This app is only available at laptop. It's our HR management system where we have data of all our interns. The HR will open accounts for each intern, and you will be asked to fill up your info (Just basic info). Also you should check-in and check-out at any time you are working on your tasks, so we can evaluate your performance by us. It's also free.



Google Drive apps are free and can be used by phone or laptop, we use these apps to work in files simultaneously. Also, all our files are stored in the same Google Drive, the Drive of the university. Any file is created should be in the department/office folder. To be able to use this apps you will need to have a Gmail account (obligatory).



Zoom is the official app that we use for departments/offices meetings. For General Assembly and FAOU's events. It's free and can be used from laptop or phone.

REGULATIONS

A. Basic Rules

- All team members have equal rights and responsibilities, regardless of their nationality, race, religion.
- Racism, religious bias and arrogance, are not welcome and discussions on such topics must not be open in our meetings or activities.
- Members should have their work contract as soon as possible and to get support from the Board for any application they want to make for other programs or activities.
- Members can have a maximum holiday of 2 weeks within each 6 months. For approval, members can submit their request to the Human Resources Department, at least one week earlier.
- Interns of the project should be granted permanent membership at FAOU after they finish 6 months of internship contract.

B. Organizational Rules

- Slack groups are created for coordination work. Messages out of subject are not allowed, except on our social group in Facebook.
- Google drive files that are open for editing and individual contributions, must neither be partially nor completely deleted without permission from the board.
- Members are always welcome to politely introduce their opinions, suggestions, without demotivating others, via the boxes (See below in contact information section).

- Interns who miss work deadlines twice will be warned by the HR team. The third time is followed by a dismissal from the University.

C. Promotion and Disciplinary Rules

- Promotional / motivational guideline are adopted to rate members who are either active or efficient in their services.
- In the same light, disciplinary guidelines are adopted to temporarily or permanently block access to all members who violate laid down principles, rules and regulations (decision to be made and executed by management team).

D. Rights and Benefits as an Intern

- Certificate of internship provided by the end of the program.
- No program fees.
- Flexible work timing (8 hours a week) can be done any day or any time a week, as soon as the deadline is respected.
- IT support during the program.
- Support to apply for scholarships or to participate in other programs and events.
- A Multicultural work environment with various social programs and activities
- Guidance from Managers and Directors during the internship period.
- Space to grow professionally.

CONTACTS



For general inquiries, please contact us at:
contact@alfihri.org



For information about your contract, work paper, reference letters or any similar request please contact: Ms. Euridia (Direct message at Slack).



For information about internship activities such as training, events, and social games, you can contact: Ms. Rachidi (Direct message at Slack).



For Feedback and suggestions, use this link:
<http://freesuggestionbox.com/pub/igpntrw>



For complaints, please register it here:
<http://freesuggestionbox.com/pub/jzrdndk>

**Don't forget to follow our Social Media accounts,
Facebook, Instagram, Twitter, LinkedIn and Youtube!**





Fatima Al-Fihri Open University
All Copyrights Reserved © 2021