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| **njala university njala campus**  **DEPARTMENT OF physics and computer science** |
| INTERNSHIP REPORT |
| **BY ZIDIDA DAMEKHALY TURAY** |
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| **SUPERVISVED BY MR VINCENT CECIL** |

**REPORT ON THE TIME I TOOK AS AN INTERN AT THE INTEGRATED TRADE SERVICES (ITS)**

1. **TITLE PAGE**

* **NAME OF ORGANISATION: INTEGRATED TRADE SERVICES**
* **DATE OF INTERNSHIP: 03 MAY 2022**
* **CLASS BELONGED: BSC COMPUTER SCIENCE (FINAL YEAR)**

**PHASE ONE**

1. **ORGANISATION’S INFORMATION**

**ABOUT INTEGRATED TRADE SERVICES (ITS)**

The Integrated Trade Services (SL) Limited (ITS) is a Sierra Leonean owned and managed business engaged in various trade services. They provide independent verification and facilitation services and solutions for cross border trade.

They support businesses in Sierra Leone with all their customs and trade related issues. Their passion to deliver excellent results makes us a reliable partner for all trade services.

They are currently the sole providers of Destination inspection and exports verification in Sierra Leone and their services ensure the government realizes the required revenues from duties and taxes for all goods imported to and exported from the country. The destination inspection scheme involves the examination of goods and processing of declarations covering the said goods at the various destination points whether by sea, land or air. The ITS in the provision of these services helps to ensure legitimate trade is facilitated through compliance in the presentation of correct declarations and the resultant speedy clearance of goods to help the Government of Sierra Leone (GoSL) realize the necessary revenues.

With more than100 employees nation-wide, ITS operates from its Head Office at 6 Walpole Street, Freetown and four branch offices as follows:

* Queen Elizabeth II Quay
* Lungi International Airport
* Gbalamuya Border (Sierra Leone/Guinea border)
* Gendema Border (Sierra Leone/Liberia border)

**MISSION STATEMENT**

To deliver an efficient and reliable trade services platform.  
To help with the growth and development of the Country’s economy.  
To create jobs and revenue.

**VISSION STATEMENT**

ITS strives to be recognized as the most reliable and customer focused provider of trade services in Sierra Leone through excellent service delivery and innovative solutions.

**VALUES**

We are passionate in helping our customers do their business better. We look after our people and we pride ourselves on accountability, transparency and being results oriented.

**REASON FOR CHOOSING ORGANISATION**

* The organizational set up is unique.
* Work relationship among colleges and bosses is environmental friendly.
* It work related to my area of study.
* It has been my dream to work under such organization.
* As the lead trading platform in Sierra Leone, the work experience will take me a long way in securing a job here or in any other organization.

**IMPACT OF THE ORGANIZATION**

* PUNTUALITY: The organization has influenced me in such a way that am aware or mindful about time. Eg making me come to work early, going to bed on time and limiting my activities which are not work related.
* It has helped me to work under stress and manage it.
* It has boosted my confidence in my people-relation skills and environment.

**STRUCTURE OF THE ORGANISATION (HIERACHY)**

1. **ROLES/RESPONSIBILITIES GIVEN TO ME**
   * + Posting of Destination Inspection Fees in the Quickbooks online software application
     + Posting of scanning fees
     + Generate scanning receipts

* To always make sure at the end of the all files are sorted and stored properly as to avoid mistakes

1. **GEOGRAPHICAL LOCATION OF THE ORGANIZATION**

Integrated Trade Services operates from its Head Office at **no.6 Walpole Street** in the central part of Freetown and four (4) other branches which are located as follows**;**

* **Queen Elizabeth II Quay**: which is also called Water Quay is located at the Eastern Part of Freetown, Savage Square to be precise. They mainly operate with the import/export of goods and services. This branch is the most important branch since majority of the goods and services import/export pass through this branch.

This branch also involves the scanning department. All import/export goods have to be scanned for security reasons and to determine it price tag.

* **Lungi International Airport**: is geographically located at the Northern part of Sierra Leone.
* **Gbalamuya Border (Sierra Leone/Guinea border):** this branch is the second most important branch. It can be pinpointed at the North-West region in Sierra Leone.
* **Gendema Border (Sierra Leone/Liberia border):** it can be found at the South-East end of Sierra Leone.

**PHASE TWO**

**INTERNSHIP DESCRIPTION:** My role at the Integrated Trade Services as an intern is to assist in whatever responsibility given to me by my supervisor as relating to the Finance department mainly and sometimes other departments.

I work with the finance department under the supervision of Mr. Samuels (my supervisor) who is the Financial Supervisor.

**WEEKLY ACTIVITIES**

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| **WEEKS** | **ACTIVITIES** |
| WEEK 1 | * Learn the documents and the various departments they pass through. * Get to know the chain of command and familiarize with the workers * Sorting of files |
| WEEK 2 | * Sorting of all financial receipts * Generating receipts * Scanning of receipts |
| ­­WEEK 3 | * Generate scanning receipts * Learning of the Quickbooks online application * Went to the operations department to learn |
| WEEK 4 | * Signing and stamping of receipts * Stamping of documents and sorting * Posting of Destination Inspection Fees in the Quickbooks online software application * Posting of scanning fees |
| WEEK 5 |  |
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**OVERVIEW OF INTERSHIP EXPERIENCES**

1. **SKILLS DEVELOPED**
2. Computer skills developed
3. My work ethics has developed and inter-personal relationship skills also developed
4. Skills in how to work in a financial institution also developed
5. Customer and Worker relationship skills have also be developed
6. **EXPERIENCED GAIN WHEN DEVELOPING SKILLS**

In developing these skills I found out that not everything is learnt at the university and my people relation skill was very poor in terms of working in an institution.  
The eagerness to learn more was overwhelming and I was always open to new things especially in my working area.

1. **CHALLENGES AND ISSUES** 
   * High cost of transportation due to the distance that varies between my resident and place of work.
   * As a woman it was difficult especially when I was trying to get everything done properly and on time, every day I will climb 3 floors set of stairs more than 20 times per day since there is no elevator.
   * I had challenges with food as there is no canteen in the office and I couldn’t go out to eat due to the work load.
   * I had no knowledge on how to use a computer aside playing games and watching movies so it was difficult at first to use the Quickbooks online software application.
2. **ONGOING CONSIDERATION:**

* People relation skill as I have to endure everything thrown at me.
* Computer skill but since I don’t have a computer it was difficult because I couldn’t practice.

1. **POSITION AND RESPONSIBILITY**

* Posting of Destination Inspection Fees in the QuickBooks online software application
  + - Posting of scanning fees
    - Generate scanning receipts
    - To always make sure at the end of the all files are sorted and stored properly as to avoid mistakes.