

iGV Approval
PROCESS
FOR
DUMMIES[®]



Let's **APPROVE** them all!

Why should I read this?

*The answer is very simple. If you're an iGV member, team leader or VP,
You should read this guide to know how to approve your EPs.*

*You might be thinking that you don't need to go through the next pages
because you already know how to approve EPs. But are you really sure
that you approve them following a better process than the one that will be
mentionned below? And do you even have a process for your approvals?*

*If you're still hesitating about your answer, then you should definitely take
the time to read this booklet and also make sure you are sharing it with
iGV peeps.*



First things first !

Why do I need to follow a process?

A process is a serie of actions or steps taken in order to achieve a particular end. Our end is one. Be customer centric and achieve our goals. But sometimes it can be hectic and we can easily lose track of what is going on. If this happens, both our membership and customers will be confused thus they will not receive the best experience. Also, by having a process in place, you make sure that you are having a clear and effective workflow, clear accountability and easy tracking of your customers experience.

Why do I need a process just to approve EPs?

Many iGV members complain that they can't approve a big number of their applicants even though they are having so many.

First question I ask them is:

Do you have a clear process to reach your approvals?

Like mentioned above, things can become very hectic and we tend to lose track of what our customers are going through. When this happens, the one thing you should expect, is to have a low conversion rate. And to put more efforts into achieving less results. This is why you need to follow a clear process, to keep an overview of your EPs experience.

Before you read this!

This is not a rule that everyone should be following. And it's not an exhaustive guide that lists EVERYTHING. You can always make things better and you can always improve the status quo. This is simply a reference that was agreed upon with the iGV Leadership board during the National Operations Summit to be used for Winter Peak'17. Feel free to adjust it to your LC's reality and the way you want to reach your goals.

Also, you have this DRIVE FOLDER in which you can find all the support materials mentioned in the guide.



Meet your new best friend, EXPA. www.experience.aiesec.org is the official platform that enables the AIESEC network to manage both the opportunities and EPs we have.

As someone in charge of the opportunities of your entity, you are expected to check EXPA as many times as you can in a day to make sure you are being updated about the state of your customers and respond to new applications.

If you still don't have access to EXPA, please contact TM responsible in your entity.

The screenshot shows the AIESSEC EXPA dashboard. At the top, there's a navigation bar with links for Opportunities, People, Organizations, Analytics, and Committees. On the right, a user profile for "Meryem Filali" is shown. Below the navigation bar, a banner features a profile picture of a woman and the text "AIESEC in Morocco". A central call-to-action says "Are you ready to get real, Meryem?". To the left, a black box contains the text "ARE YOU READY TO GET REAL?" and "Get to know the AI 1718 Team, Stand, Roll Call and much more. Follow @AIESCIntlTeam on Facebook to learn more!". To the right, a blue box displays the "AIESEC INTERNATIONAL 1718" logo. At the bottom, there are two sections: "MY OPPORTUNITIES" (with "OPEN" and "Starting soon" buttons) and "MY EPs". A "Help" button is located in the bottom right corner.

Whether you are a VP, PM, TL, or a member in the matching team, in order to start the matching process you need to be allocated as Opportunity Manager on the given OP.

The screenshot shows a project page on the Opportunity Platform (OP). At the top left is a purple circular icon with a white letter 'D'. To its right is the project title 'Discover Morocco | Social Media Awareness Project' with a green 'GV' button, and below it 'Organisation: AIESEC' and 'ECUDOR - AIESEC in Tangier'. On the far right is a red button 'View opportunity on OP' with a small arrow icon. Below the title, there are three boxes: 'Views', '77 Applications', and '20 Openings'. Underneath these are three tabs: 'Details' (blue), 'Applications' (white, currently selected), and 'Standards'. To the right, a sidebar shows '7 Opportunity Managers' with a list starting with 'Meryem Filali'. Below this is a search bar 'e.g. Jon Snow' and two buttons: 'Cancel' and 'Add'. A large blue loading or progress bar is centered at the bottom of the main content area.

If you are not allocated, ask your team leader to do so in order to start your approving journey. Unless you are allocated as OPM, you will not have access to applications.

EP Status: Open

Second case scenario: You only have the CV and the email of the EP. In this case you email the EP and you contact him/her on WhatsApp using the phone number in the CV. You can watch the VIDEO linked at the end of the document to learn how to get the contact of EPMs if they are not allocated to the EP yet.
You can also push the EP to contact AIESEC in his/her university to help them fasten up the process.

ies ► RabaTeach | Language Teaching ► Applications

9 applications EXPORT CSV FILTER ▾

Avatar of Humberto Giacomo	Humberto Giacomo Brambilla Filho	APPROVED	X
A	Ayat Thalji	OPEN	X
	Zaid Taibi	OPEN	X
A	Aiswarya Kishor	OPEN	X
	Hesham Elsheshtawy	OPEN	X
S	Sannum Habibullah Kabooro	OPEN	X
M	Mayar Mohamed Elmassah	OPEN	X

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 Ayat Thalji
DUESSELDORF Germany
ayat.thalji@gmail.com
CV: AyatThaljiResume.pdf

Qualities

Skills: Team Management, Self-Confidence, Professional Skills, Problem Solving, Organisational Management, Handling Pressure, Driver's licence, Controlling, Collaboration, Facilitation, Leadership, Computer, Adaptability, Language Teaching

Backgrounds: Arts, Education, Languages, Literature

Reject ★

EP Status: Open

*Third case scenario:
You only have the
email of the applic-
ant.*

*In this case, you need
to email them and try
to find the contact of
the EPMS.*

The screenshot shows a software interface for managing applications. At the top, a red header bar displays the navigation path: Opportunities > Raise Awareness about Autism > Applications. Below this, a white list area shows 8 applications:

- 1. nouili marwa [IN PROGRESS]
- 2. Wala'a Hussam [OPEN]
- 3. Eralda Rushiti [OPEN]
- 4. Rana Mohammed AlShishani [OPEN]
- 5. yoyo A.Kamel [OPEN]
- 6. Nahla KHAIREDDINE [OPEN]
- 7. Ziad Khalil [OPEN]

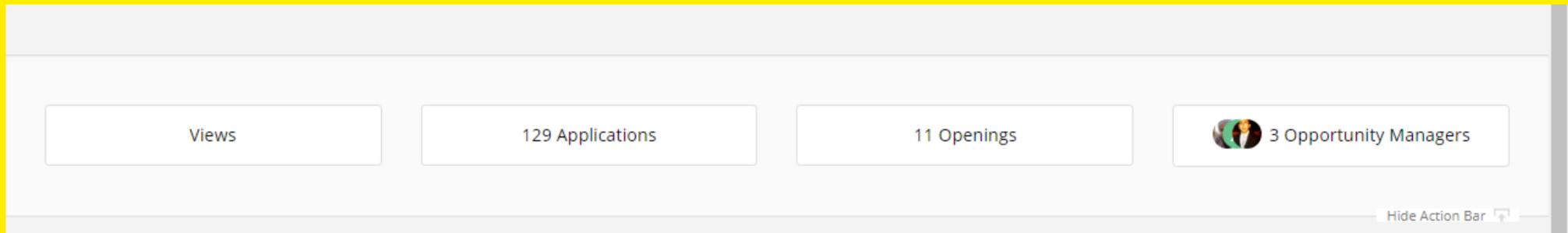
Below the list is a search bar labeled "Search for person". To the right, a detailed view of the fourth application is shown:

Rana Mohammed AlShishani
IRBID Jordan
rana.alshishani94@gmail.com

Qualities

Skills: Personal skills and knowledge, Language Teaching, Empowerment of others, Collaboration, Critical Thinking, Information S..., Data Ana..., Client servicing, Image editing

But when you are having many applications, things can get tricky and you will probably lose track of your customers, this why it is mandatory to have a tracker for your applicants. You can find the Matching Dashboard example in the folder linked at the end of the document.



EXTRA TIP: Make sure the email template is customized to match the image you want to send about your entity. Emails are meant to be concise and straight to the point. Also, they are meant to be professional.

Put yourself in your EP's shoes. Does the email reflect a good image for the entity you are applying for and is it enough for you to leave your country and volunteer in their projects?

For the Matching Dashboard it is highly recommended to have one person in charge of filling it per opportunity. Most preferably the OPM or the TL matching. The way you track your EPs can be different from one LC structure to another. But just make sure that the opportunity and the tracker are being checked/filled at least once every 12 hours.

Matching Dashboard (approvals trackers)

File Edit View Insert Format Data Tools Add-ons Help Last edit was 7 days ago

Comments Share

D E F G H I J K L M N O

Total Spots MEA (#) AP (#) EUROPE (#) AMERICAS (#)

Applicants

Link Dates

Country LC Email Phone number Facebook link EP manager Contact Preselection email Email Reminder Interviewed Comment Response email sent

Also, in case that email was sent without reply. Try to send 24h reminders, remind EPMs to check on the situation of the EP, if he/she still interested and if they have the support they need. WhatsApp can be a good channel of communication with EPMs. As for EPs, you can also use WhatsApp for reminders, but make sure you are not disturbing them.

Once you finally agree with your applicant on the time and channel of communication for the interview, you make sure you are on time for the interview. Show professionalism and commitment during the interview. Make sure to check the interview guide, another sequel for this serie of iGV for Dummies.



After you have the interview, you need to make a decision based on the EP's application and your selection criteria. Regardless of what the result is, you need to inform your applicant about it in no more than 24 hours. Make sure not to forget to put in CC the EPMs. You will also have to either accept or reject the EP on EXPA.

The screenshot shows a user interface for managing applications. On the left, a list of 129 applications is displayed, each with a star icon, a profile picture, the applicant's name, and their status (e.g., ACCEPTED, IN PROGRESS, OPEN). The right side shows a detailed view for the 11th applicant, Hagar Ibrahem. The details include her profile picture (a blue circle with a white 'H'), her name, location (Zagazig, Egypt), and email (hajar.ibrahem@outlook.com). Below this, there is a CV section with a link, a bio section with a quote, and sections for Qualities and Skills. At the top right of the detailed view, there are 'Accept' and 'Reject' buttons.

129 applications

EXPORT CSV FILTER

Anastasiia Burdiuzha
ACCEPTED

Esra Bektaş
ACCEPTED

Jonathan Bii
IN PROGRESS

Deepannita Datta
IN PROGRESS

Hagar Ibrahem
OPEN

Oussama Founes
OPEN

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Accept Reject

Hagar Ibrahem

Zagazig Egypt

hajar.ibrahem@outlook.com

CV:

"Because I `m Ambitious, Hard worker, Successful, Active team player, Goal-oriented, Optimistic , eager to visit Morocco , interested in meeting new people , making new friends and helping others ."

Qualities

Skills:

PS: Regardless of the result, make sure you are updating your approval tracker!

When EP is Approved.

It's great to have approved Eps, but it doesn't mean anything unless their experience is completed. To make sure that will happen, you must provide follow up on how prepared they are and if they need any support.

You can start by sending an email for follow up with checklist of things an EP should prepare. Find a sample of the email in the FOLDER linked at the end of the document.

The screenshot shows a software interface for managing applications. On the left, there is a list of 9 applications, each with a checkbox, a star icon, and a profile picture. The first application is highlighted with a green 'APPROVED' button. A search bar labeled 'Search for person' is located above the list. On the right, a detailed view of the first application is shown. It includes a large blue 'H' icon, the name 'Humberto Giacomo Brambilla Filho', the location 'CURITIBA Brazil', and the email 'betobrambilla.aiesec@gmail.com'. Below this, the word 'Qualities' is visible. At the top of this view, it says 'EP has been approved.' with buttons for 'Realize', 'Reject', and 'Unaccept'. To the right, there is a section titled 'EP Managers' with two entries: 'Marina Capoani' with the email 'marina.capoani@aiesec.net' and 'Janaina Patrícia Malacarne' with the email 'janainamalacarne@aiesec.net'.

Applications	EP Manager
Humberto Giacomo Brambilla Filho APPROVED	Marina Capoani marina.capoani@aiesec.net
Ayat Thalji OPEN	Janaina Patrícia Malacarne janainamalacarne@aiesec.net
Zaid Taibi OPEN	
Aiswarya Kishor	

You can also have a tracker to follow up with your approved EPs, to ensure they are not missing anything for their experience and to prevent any unnecessary troubles after they are realized.

You can also find an example of a CXP tracker in the folder linked at the end of the document.

CXP sheet														
Fichier Édition Affichage Insertion Format Données Outils Modules complémentaires Aide Dernière modification il y a 1 jour par Inasse Bennani														
Commentaires Partager														
fx														
1	EP information		Checklist											
2	LC	Email	EPM email	EP Buddy	Invitation letter	Indemnity form	Passport scan	Visa	Insurance	Arrival date and time	Airport	Departure date		
3					▼	▼	▼	▼	▼					
4					▼	▼	▼	▼	▼					
5					▼	▼	▼	▼	▼					
6					▼	▼	▼	▼	▼					
7					▼	▼	▼	▼	▼					
8					▼	▼	▼	▼	▼					
9					▼	▼	▼	▼	▼					
10					▼	▼	▼	▼	▼					



Link to the Video

Link to the Folder