

INTERNSHIP REPORT

ABSTRACT

This internship report was developed in the International Project Group (from the Spanish Grupo de Proyectos Internacionales) in the UAEAC (Unidad Administrativa Especial de Aeronáutica Civil).

At the moment the Internship started, it was totally clear there in the International Project Group, was in need of someone who could give a support in the area, specifically with languages. It was totally needed because of the company image. For this reason there were some proposals in order to make this specific area improve for the development of the UAEAC. Because of this, there are some procedures that were done and of course they brought good results for the Group.

The procedures were divided in different processes like helping with the logistics of international events with embassies, Aeronautical Institutions, and the International Civil Aviation Organization (ICAO). There was a support with the archives in order to find cooperation agreements that were already made between Aeronautical Institutions and, in that way, keep the ideas together and move on with new opportunities.

Translations were a very important part as well, because letters and invitations were been sent in Spanish to institutions that their official language was English and that was not good for the Group, because they were showing an image like if nobody there speak the language. All these facts gave the UAEAC and the International Project Group a very good image and an improvement of the 100%, because now they are demonstrating they have a higher level with international affairs and that they can communicate them much better than before.

INTRODUCTION

With time, knowing English has become in more than just speaking an additional language. Knowing English has become in an opportunity not only to travel or being abroad, but an opportunity to work, to have success in business, an opportunity for life.

According to Bermudez and Fandiño (2012), one of the most important characteristics of the contemporary world is the need of acquiring a second language as guarantee of the competitiveness in a globalized world. Bermudez and Fandiño (2012) say that the objectives in someone's life could be based in a personal development which includes becoming a bilingual person.

Lately, people are looking for new opportunities in countries where the principal language is English. This, in order to get knowledge of the culture, being multicultural, and possibly become a part of those developed countries. People have to communicate with natives and the principal way to do it, is speaking english. That is the reason for people to know another language nowadays.

It is known that bilingual people, have better options for their lives. They have better jobs, better salaries and more options to open doors in other countries, and in that way, succeed much more than others. This has become a pressure of the new world to the cultures, because it could be said that one culture that does not know a second language, is a culture without opportunities to growth.

But this is something that people cannot make in an easy way, this is something that takes time, and it is necessary to have passion and to want to be the best in this area, in order to be competitive in this huge environment with all the people involved and interested in the same subject. That is why lots of companies are making all the possible implementations that make an expansion of their specific areas related with languages and so have better results.

In this case, UAEAC, has its own department specialized in international relationships and that is very important because as a governmental institution they have to, with the purpose of get better results and opportunities to improve in all the things they handle, specifically expanding all the international support, relationships, cooperation agreements in all the aeronautical area. The international affairs team has reached a high level in these aspects. As an established area, they already know what to do in order to be excellent and succeed.

But in order to have and get even more results they need to know how to treat each one of the international departments in aeronautical business, and they need to be aware that they need to show a very good level not only in international affairs but also with the idea of speaking, understanding and handling very good English language, so they could have very good communication with the international representatives and achieve all the goals they have.

The international affairs team need a higher support in this aspect because they have such a big responsibility, showing that they are capable of doing good business with international entities and so, they could demonstrate that they can be even more competitive at the time of making decisions and have the acknowledgement they deserve.

The purpose with this internship was to give a support in all the aspects related to the international affairs, because a person who knew about business was required, good personal relationships, and communication but in the international area. Having the knowledge and the skills with English language and business affairs it is much easier at the moment of doing all these activities.

OBJECTIVES

GENERAL OBJECTIVE:

To provide support in international affairs area at the time of interacting with representatives from external entities, in order to reach a high level with all the possible business interactions and supporting UAEAC in the process of becoming a potentially more competitive institution.

SPECIFIC OBJECTIVES:

- To help with all the organization and logistics at the time of events related to doing international business and international conventions.
- To give support with the archives and its classification in order to find cooperation agreements already done, to move forward with them and keep going with those negotiations.
- To translate from Spanish to English and vice versa different documents in order to get a better communication with international entities.

CHAPTER 1

DESCRIPTION AND BRIEF HISTORY OF THE COMPANY

1.1 Registered name and principal activities the UAEAC does.

¹The Civil Aviation Authority of Colombia is registered under the name of Unidad Administrativa Especial de Aeronáutica Civil (UAEAC), and its principal activities are:

- To coordinate with the Ministry of Transport the definition of politics and general plans of civil aviation and air transport, in the global plan of this industry, tending to the airport and aeronautical development in Colombia.
- To guarantee the compliance of the International Civil Aviation Agreement and its appendix.
- To coordinate the determinations made by the International Civil Aviation Organization (ICAO) with the Aeronautical Regulations of Colombia.
- To manage, to organize, to coordinate and to regulate technically the Air Transport.
- To control, to supervise and to assist the air operation and navigation made in the air space under the national sovereignty.
- To promote and to implement marketing and commercialization strategies which tend to the development, growth and strengthening of the services given in the air and airport area.
- To develop and to apply in all aspects the regulations about civil aviation and air transport and to look after their compliance.

¹This functions were taken from:

http://www.aerocivil.gov.co/Aerocivil/_layouts/mobile/mblwiki.aspx?Url=%2FAerocivil%2FSitePages%2FFuncionesAerocivil%2Easpx

- To guide in coordination with the Ministry of International Affairs the relationships with Civil Aviation Authorities from other countries and with International Civil Aviation Organizations.
- To facilitate technical assistance to public international entities or those from other countries required under bilateral or multilateral memorandums of understanding.

1.2 Brief history of the company

²During the decade of 1890, the increasing of the Civil Aviation and the commercial airlines in Colombia have created the need of the regulation and supervision. In 1919, with the creation of the Colombian Airline called SCADTA, the need of regulation made the government to take the first action about that. On December the 31st of 1919, the president Marco Fidel Suarez rejected the law 126 of 1919, which became in the primary way of legislation in the country that is in charge of the aviation and for that reason the aviation companies and everything related to this area are based on the governmental regulations.

On November the 2nd 1933, during the administration of the president Enrique Olaya Herrera, the decree 1080 of 1933 was approved. This gives all the Civil Aviation affairs to the Ministry of Agriculture and Trade. On the next Year, nevertheless, the decree 1682 of 1934, made by the new president Alfonso López Pumarejo, assigned to the Ministry of War, which was already controlling all the aspects of the aviation in the country, the Army Force, the civil society for the Civil Aviation Department.

As the aviation became popular and the new national and international flight routes were created, the government saw the need of creating a more organized and

²Information

taken

from:

http://es.wikipedia.org/wiki/Departamento_Administrativo_de_la_Aeron%C3%A1utica_Civil

independent agency in order to supervise the civil aviation. It was in that moment when the Congress, approved the law 80 of 1938 that created the General Direction of Civil Aviation, the centralization of managing of the civil aviation in one entity. The entity was still part of the Ministry of War, but it had won a major independence in finances and managing and now was in charge of the aerodromes, aviation, and aeronautical communications by radio, meteorology and supervision.

On October 18th of 1951, a change of name and the command were carried out during the administration of the president Laureano Gómez, who, by the decree 1566 of 1951, created the National Department of Civil Aviation, which was assigned with specific technical labors and administrative as well in order to define aeronautical politics. In 1992, the Administrative Civil Aviation Department was mixed with the Fondo Nacional de Aeronáutica and with this, the responsibility and the extension of its services.

On December the 30th of 1993, the Congress approved the law 105 of 1991, which created the Administrative Department of Civil Aviation, replacing the Unidad Administrativa Especial Aeronáutica Civil, being now under the administration of the Ministry of Transport.

Lately, the UAEAC, has grown much more than before and because of that they need more people with different knowledge in all the areas. That means that as an international organization is needed support in managing all the principal affairs with the other international entities, of course if the support includes the good managing of the languages, is quite better for the Aerocivil because the image of the company would improve out of our country.

1.3 Mission, vision and values.

1.3.1 ³Mission:

In the UAEAC they work for the organized development of the Civil Aviation, Air Industry and the safe usage of the Colombian air space making easier the transport, contributing to the improvement of the competitiveness of our Country.

1.3.2 ⁴Vision:

In 2019 the UAEAC will be a top Institution in International Affairs with high standards of operational security, airport infrastructure and a modern and environmental Aeronautical responsibility.

1.3.3 ⁵Values:

- Adaptation to change: Encourage the innovation and implementation on new technologies and the ability to institutional modernization.
- Austerity: To manage within the rationality and moderation principles, to compliance the good usage of the resources from the State.
- Commitment: To know and accomplish professionally and sense of belonging the obligations and duties. To make proper the institutional values and perform with permanent disposition and give the best for each one.

³Information taken from:

http://www.aerocivil.gov.co/Aerocivil/_layouts/mobile/mblwiki.aspx?Url=%2FAerocivil%2FSitePages%2FMision%2Easpx

⁴Información taken from

http://www.aerocivil.gov.co/Aerocivil/_layouts/mobile/mblwiki.aspx?Url=%2FAerocivil%2FSitePages%2FVision%2Easpx

⁵Información

taken

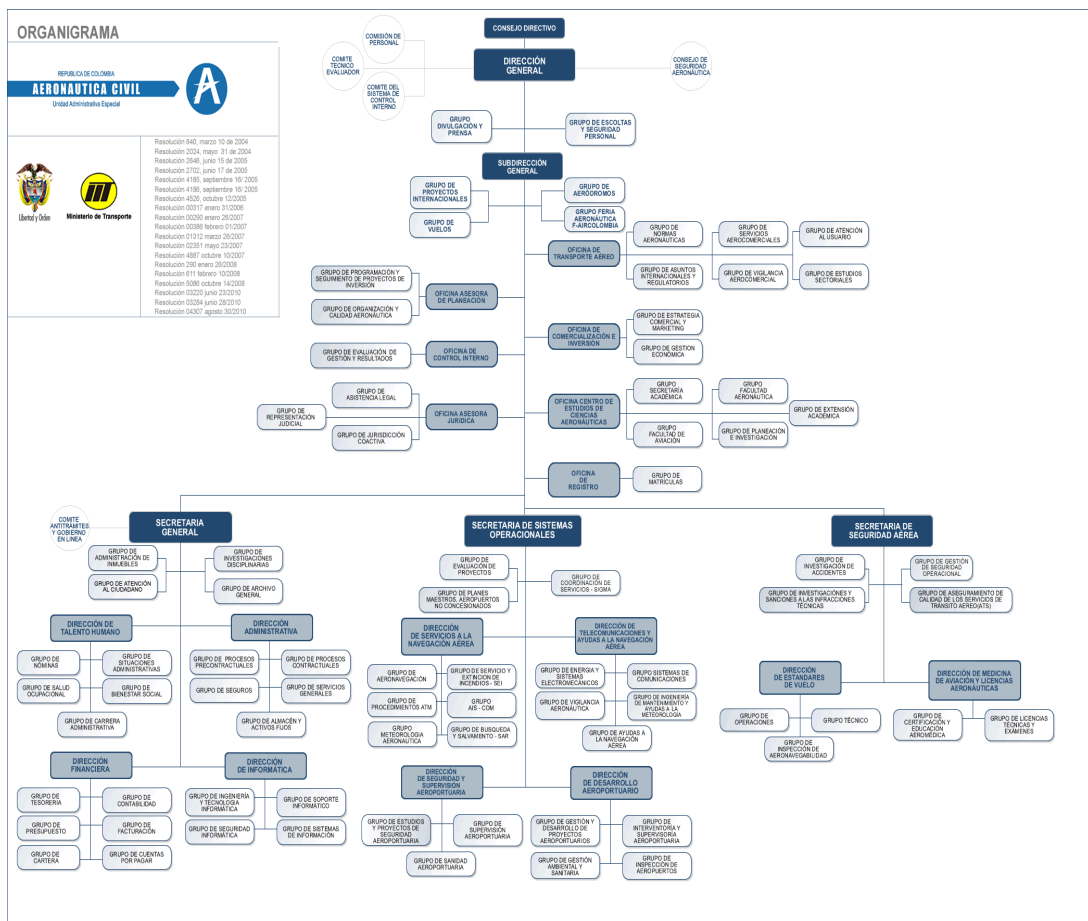
from

http://www.aerocivil.gov.co/Aerocivil/_layouts/mobile/mblwiki.aspx?Url=%2FAerocivil%2FSitePages%2FValores%20Institucionales%2Easpx

- **Equity:** To recognize the rights and to promote the balance between regulation and administration of the Air Transport area.
- **Honesty:** To promote the integrity of the employees on their labors.
- **Service:** To satisfy the needs of the customers and the society with quality, accomplishing with the regulation that controls the entity.

1.4 Organization Chart

Civil Aviation Authority of Colombia has different areas which are in charge of making all the procedures as internal and external possible for all operational services go well. Those are divided in:



CHAPTER 2

DESCRIPTION OF THE DEPARTMENT WHERE THE INTERNSHIP WAS DEVELOPED AND DESCRIPTION OF THE ACTIVITIES DONE DURING THE INTERNSHIP

2. The International Project Group is a group managed by Officer Ms. Ana Isabel Mosquera Dupont; she is in charge of doing all the purposes and objectives in the group come true. There are four employees apart from Ms. Mosquera in the group that have different labors to do. They are in charge of making all the steps for the processes in international cooperation program are possible.

This group has a specific objective, which is to coordinate all the international cooperation programs related to aeronautical affairs, in order to optimize the experiences that other countries have made with their Civil Aviation Authority, so the UAEAC can take advantage from those experiences and can do something to improve the processes in this entity.

2.1 Functions of the international group

The functions of the International Project Group are:

2.1.1 To coordinate all the international cooperation affairs related to aeronautical industry and match them all with the corresponding area in the company, to elaborate programs and plans to develop.

2.1.2 To advise all the areas with the implementation, formulation and monitoring of the international cooperation plans and projects, technical and financial plans related with international companies.

2.1.3 To promote the participation in recommending international cooperation plans, programs and projects in the company related to aviation security.

2.1.4 To evaluate with all the areas, their possible needs in international cooperation in order to identify financial sources to make the possible.

2.1.5 To establish the prior areas, methodologies and selection and evaluation criteria to define the international technical cooperation terms.

2.1.6 To define the methodology and procedures for the identification, formulation and evaluation of the international programs and projects cooperation.

2.1.7 To coordinate with the Presidency of the Republic of Colombia and the Ministry of International Affairs the international cooperation aspects related with Aeronautical Industry.

2.1.8 To present to the General Director Periodical reports about the achievements and developments in the international cooperation programs and plans coordinated by this group.

2.1.9 To design the monitoring system and evaluation programs, plans, and developed projects related to international cooperation controlled by the group.

2.2 Activities developed by the intern

2.2.1 Logistics of International Events:

As group in charge of international affairs, there were lots of events made by the UAEAC, where the principal department that had to do all the logistics was International Project Group. This means that someone had to write the invitations in English, send them, and call all the invited entities to confirm their attendance.

2.2.2 To provide support finding international agreements:

As Ms. Mosquera is brand new in the group, she has been leading it by a year and a half, before she took control of the group, there were some international agreements made with other entities which she doesn't know or she is not too sure about them. The *task* with the archive was to find out all the agreements the group had already made to keep them going and to move forward with new agreements. All the agreements found, were put in a data base and that way it could be easier to find them next time.

2.2.3 Translations:

Translations were an important part, because all the letters regarding requests to international institutions were sent in Spanish. That means UAEAC, and especially International Project Group, were given a very bad image about what the group was. It was started to implement sending letters in English to those institutions whose official language is English, and a communication was correctly established with them. (See appendix 1)

2.2.4 Creation of new data bases:

It was necessary to have information about national and international institutions like, International Civil Aviation Organization (ICAO), Latin-American Civil Aviation Commission (LACAC), Embassies, Civil Aviation Authorities, Ministries in order to know who were in charge of the International affairs in those entities, so that, Ms. Mosquera could have and know the specific information and talk to them to do agreements.

[BASE DE DATOS TARJETAS CORPORATIVAS.xlsx](#)

2.2.5 Congratulation letters:

During the internship there were lot of changes of General Directors in the different Civil Aviation Authorities and it was needed to congratulate the new Directors from UAEAC. Meant, General Director of the UAEAC, Mr. Santiago Castro Gómez had to send the congratulations letters. The idea was to create and write the letters in order for him to sign them and we could send them by e-mail. (See appendix 2)

2.2.6 Welcom international delegations and meetings with them:

We received a couple of International delegations from U.K. and from Argentina, the main objective was to welcome them, and take them to the meeting with Ms. Mosquera and Mr. Castro. That was with the delegation from U.K.

The welcoming and the guidance to the meeting room were in English as the people were native, they did not speak Spanish.

While with the delegation from Argentina, the objective was to receive them, and stay in the meeting where they could offer new products to the UAEAC, in order to make processes in the company improve.

2.2.7 To support with international commissions:

In all the agreements the UAEAC has made with other Civil Aviation Institutions, there were some specifically which Aerocivil had opportunities to train employees in different areas related to Navigation Security, Operational Security and many other technical areas which made UAEAC improve in its processes. Those commissions came with specific instructions in English, and as nobody there in the group knew that language apart from Ms. Mosquera, *it was needed someone* who could tell which requirements were asked in order to participate on those trainings.

As it is shown, there were lots of activities, and labors to develop in this important area, related with the English language that were improved with the presence of a student of modern languages which helped with the growth of that group.

CHAPTER 3

CONTRIBUTION FROM THE ASISTANT

3.1 Contribution from the intern to the UAEAC

It was totally clear from the beginning that the International Project Group needed some help with English language as well as they needed help with other facts related to communication with International entities. So the main contribution was to reinforce the good personal relationships and demonstrate that the International Projects Group is totally available to answer letters, e-mails and requirements from external companies whose official language is English and that there is no need to use Spanish to get in contact with them.

It was important to find all the agreements already made with other international institutions because now it is much more clear the position of the UAEAC in front of the International Assemblies, International Executive Committee, and the Civil Aviation Authorities. Nowadays, Colombia has improved in this aspect, and it has been taken into account to make important decisions in the industry which could change the future of the Aviation Worldwide, some of those decisions are related with operational security, where Civil Aviation Authority of Colombia is getting agreements with countries like United Kingdom, Brasil, Perú, Argentina, United States of America and some other countries which are committed with this important subject.

Mean while this processes of getting agreements with those countries, was provided all the necessary support with all the minimum details as the translation of speeches, the organization and logistics of the meetings where those agreements were going to be signed, and the organization of the documents in order to have a specific plaser to jeep them and find them when it is necessary.

Helping in the International project group leave an open door to someone with the necessary skills with the language and management, because it is need a right hand with lots of the International projects that are making this group grow each day. (See appendix 3)

3.2 Contribution from the intern to the ECCI.

This Internship, more than helping improve processes in the University, has helped in my personal growth, because much of the subjects we learn during the career, are related to the developed internship. This was the moment where all the knowledge could be evaluated in the real life.

This has contributed for UAEAC to require more assistants from ECCI, because this profile we have been studying on, results very interesting for many people, because it is something that not all Universities provide. This *degreels* been very good accepted for all the aspects and subjects that compose it. The mixture between languages and administration results very competitive in the marketing nowadays considering that most of the careers related with languages are for students to be teachers.

ECCI has won with this internship to be more recognized because of the labormade during the internship, now, if the UAEAC, specifically, the International projects group needs an intern they probably are going to think in a student from this University because of the profile of the program and because of the good image leaved with the internship.

CHAPTER 4

CONCLUSIONS

There are lots of aspects that were useful on the processes developed during the internship, those are

4.1 UAEAC now knows about its current position in front of the others Civil Aviation Authorities, thanks to the process made with the organization of the archive, looking for international agreements.

4.2 Communication with international entities it is much better than before, because it was demonstrated that e-mails, letters and requirements for the trainings can be answered in English.

4.3 Now, in the International Projects Team, they have different models of letters written in English for next occasions they could need them.

4.4 Logistics were more efficient; because it was a specific time and specific person to do this labor meanwhile others were doing something else to prepare the events.

4.5 The International Project Group nowadays has growth with international affairs mostly with communication with the entities and with the growth as International Team as well.

4.6 There was lot of new vocabulary learnt, as it was technical, it was something very new for the Intern.

4.7 It was known the real life in job, because it was the opportunity to apply all the knowledge under someone's supervision –Boss- , and it is not that easy as someone can think. Being under someone else leadership makes you realize how the job in a work can be.

CHAPTER 5

RECOMMENDATIONS

5.1 Recommendation for the UAEAC

It would be recommended for International Projects Team to hire a person with the knowledge in English, because it is completely necessary for them to have more than one person who can communicate things in this language.

There are lots of processes that have to be made in English, and they do not have the human resources to be in charge of this. So the International Project Group is taking apart much of those opportunities and leaving them pass as they were not important for the company.

5.2 Recommendation for the ECCI

It is necessary to improve the subjects where we learn about international affairs, but not in the different processes about exportations or importation, but in things as how to get good international relationships, how to congratulate someone for his/her new positions as a new Executive Director or other positions of a company, or any other subject, because most of the time, we are not going to be the owners of a company, but we are going to be a support for one, and in order to provide a very good support, we need to know more about those little processes in the real life.

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APPENDIX

- Appendix 1:



INTERN PERFORMANCE REPORT

The intern MARIANA CATALINA QUINTÍN CASTIBLANCO identified with ID 1.030.595.814 from Bogotá, have made the Internship in International Projects Group, from March 18th to December 16th 2013.

During this period of time the intern made the following activities:

- Organization of the archive, in order to find international cooperation agreements already made with external Civil Aviation Authorities.
- Translation of some documents from Spanish into English and vice versa.
- Creation of model of letters in English with different subjects with the idea of keep them for future occasions.
- To give a support with the logistics of different international events in made Colombia and in other countries.
- Creation of data bases with information of different Civil Aviation Authorities.

During the time of the internship, the intern showed a high commitment with her functions, she was creative, responsible, efficient, and punctual and she demonstrated very good qualities to team work.

All the developed activities were useful for the established purposes and helped with the needs of the area.

We appreciate your collaboration and support.


ANA ISABEL MOSQUERA DUPONT
International Project Group Officer

2003.106 - 2013016948
Bogotá, 24 de abril de 2013

Mayor Oficial
MARTIN J. ELEY
Director General de Aviación Civil
Transporte de Canadá
330 Sparks Street
Tower C, Place de Ville
Ottawa, Ontario K1A 0N8
Canadá

Asunto: Feria Aeronáutica 2013

La Unidad Administrativa Especial Aeronáutica Civil se encuentra en la organización de la sexta versión de la **FERIA AERONÁUTICA INTERNACIONAL**, la cual se llevará a cabo del 11 al 14 de julio del presente año, en el Aeropuerto Internacional José María Córdova de Rionegro-Antioquia.

Este evento **F-AIR COLOMBIA 2013** ha sido centro de desarrollo aeronáutico de nuestro país permitiendo a destacados empresarios extranjeros y nacionales exponer y dar a conocer los más recientes adelantos tecnológicos de la industria aeronáutica, mediante el intercambio de bienes y servicios en áreas de aviación civil, comercial, entre otros, generando oportunidades de estrechar relaciones entre Estados. En este sentido, deseo hacerlos partícipes de esta edición de nuestra feria y contar con su presencia y apoyo en el desarrollo de la misma.

Agradecemos confirmar su asistencia al correo electrónico ana.mosquera@aerocivil.gov.co No dude en contactarnos en caso de presentar alguna inquietud.

Cordialmente,



SANTIAGO CASTRO GÓMEZ
Director General

Proyectó: Ana Isabel Mosquera Dupont, Jefe Grupo Proyectos Internacionales
Revisó: Coronel Alfonso Lozano Ariza, Subdirector General
Ruta electrónica: \bog7\ADI\Externo\2013016948

Clave: GDIR-3.0-12-08
Versión: 01
Fecha: 20/09/2011
Página: 1 de 1



2003.106 - 2013023881
Bogotá, June 7th 2013

Mr.
YAP ONG HENG
General Director of Civil Aviation
National Civil Aviation Administration
Singapore Changi Airport
P.O. Box 1
Singapore 918141

On a very kind way I write to you in order to monitoring my communication 2003.106.2013017344 on April 26th 2013, in which I drew up invitation to the F-AIR COLOMBIA 2013 that is going to take place from July 10th until July 14th.


In this way and taking into account the importance of your attendance and the excellent relationship we have established for the development of the Aeronautical Industry, that way The Civil Aviation Authority of Colombia is going to cover the costs for feeding and accommodation within the days the F-AIR is going to be developed in order to give you all the best from our hospitality during this event.

I appreciate Mr. Yap Onh Heng the confirmation of your attendance to the e-mail ana.mosquera@aerocivil.gov.co as the Schedule and arrival of your flight to Rionegro in order to make all the logistics in an appropriate way for the moment of your arrival to the city where the F-AIR is going to take place.

Sincerely,



SANTIAGO CASTRO GÓMEZ
Director General

Proyectó: Ana Isabel Mosquera Dupont, Jefe Grupo Proyectos Internacionales 
Revisó: Ana Isabel Mosquera Dupont, Jefe Grupo Proyectos Internacionales
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Versión: 01
Fecha: 20/09/2011
Página: 1 de 1

- Appendix 2:



2003.106 - 2013050329
Bogotá, 08 de noviembre de 2013

Señor:
LEROY LINDSAY
Director General de la Autoridad de Aviación Civil de Jamaica
4 Winchester Road Po BOX 8998 C.S.O.
Kingston 10
Jamaica

Asunto: Cambio de titular de la Autoridad de Aeronáutica Civil de Jamaica
(ADI 2013085172)

Respetado señor Lindsay:


En nombre de la Unidad Administrativa Especial de Aeronáutica Civil de Colombia, me permito extenderle mi más sincera felicitación por su designación como **Director General de la Autoridad de Aviación Civil de Jamaica**.

Así mismo, reitero a usted mi deseo de seguir trabajando estrechamente para profundizar las relaciones de amistad y cooperación entre nuestros países.

Cordialmente,



SANTIAGO CASTRO GÓMEZ
Director General

Proyecto: Mariana Catalina Quintin Castiblanco-Grupo Proyectos Internacionales
Revisó: Isabel Guerrero Castañeda- Jefe Grupo Proyectos Internacionales (A) 
Ruta electrónica: \bog7\AD\Externo\2013050329

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- Appendix 3:



INTERN PERFORMANCE REPORT

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ANA ISABEL MOSQUERA DUPONT
International Project Group Officer

