

Dean's Outstanding Internship Award – Certificate of Merit
院長優秀實習生獎表揚狀 (2025/26)

Ms Ninam RAI

Bachelor of Arts (Honours) in English Studies and Digital Communication

Year 3 in 2024/25

英語研究及數碼傳訊榮譽文學士

2024/25 學年三年級生

Internship Reflection

Reflection on the Internship Experience

During my two-month internship at the Education Bureau (EDB) of Hong Kong in the English Department, I immersed myself in the dynamic field of educational administration, focusing on initiatives to promote English language proficiency and literacy among students. As a university student majoring in English Language, this opportunity allowed me to apply my academic knowledge practically while tackling diverse tasks such as designing educational materials, data entry, recordkeeping, proofreading official documents, video editing, and assisting at events like the Learning and Teaching Expo and the Speak to Peak speech festival. My work primarily supported programs like the "Speak Out – Act Up! Improvised Drama Competition" (SOW), Animal Photopoetry Creative Challenge, and the RTHK Radio programme "Open Space." This reflection evaluates my experience based on my job performance, work ethics, development of professional knowledge and workplace skills, and personal and professional growth, demonstrating how this internship transformed my career trajectory.

Student Excellence and Outstanding Job Performance During the Internship

I approached each task with a commitment to excellence, often exceeding expectations to deliver high-quality outcomes aligned with the department's objectives. One of my initial responsibilities was designing certificates for the Speak to Peak speech festival under the SOW initiative.

Recognizing their role in motivating young speakers, I incorporated thematic elements like inspirational icons and elegant typography, ensuring alignment with EDB's branding guidelines.

My supervisor commended the designs for their creativity and professionalism, noting their enhancement of the festival's prestige. Another key task involved summarizing adjudication results for SOW, inputting awardees' information into official documents with precision to ensure accurate recordkeeping. I cross-verified data from multiple sources, producing error-free compilations used for official communications. Similarly,

I handled data entry for name badges for the Learning and Teaching Expo, maintaining confidentiality while filling documents with personal details.

Concurrently, I provided feedback on SOW entries, carefully reviewing submissions to select the best based on originality and language proficiency, which were later featured in promotional materials, showcasing my ability to make discerning judgments under tight deadlines. I also created 20 quotes for the SOW Readathon event, drawing from literary classics and contemporary wisdom to craft inspirational yet accessible phrases integrated into event resources. This task highlighted my linguistic expertise and creativity. Proofreading official documents for leaflets and posters ensured clarity and accuracy, preventing potential miscommunications upon public release.

Additionally, I managed invitation letters for the Animal Photopoetry Creative Challenge, emailing schools and preparing hardcopies for mailing while compiling awardees' data for the Book Gifting Competition, demonstrating multitasking prowess. Designing 15 stickers based on Sayings of Wisdom further showcased my graphic design skills, using tools like Adobe Illustrator to produce engaging materials distributed at events. I tackled technical challenges, such as editing videos for volume adjustment, ensuring seamless playback for educational purposes. At the Learning and Teaching Expo, I assisted by distributing materials and engaging with attendees, earning positive feedback for my enthusiasm. At the Speak to Peak festival, I served as a timer and score checker, maintaining accuracy in a time-sensitive environment.

I designed layouts for displaying students' work, revising iterations based on feedback and inputting content. Proofreading certificates ensured error-free awards, while converting PDFs to Excel streamlined data management. I organized leaflets for future use, checked and filed applications for the RTHK "Open Space" program for both primary and secondary divisions, and emailed invitations to Student MCs. I recommended materials for showcase, applying analytical skills, and brainstormed for National Security Education (NSE), selecting videos to address key themes. Ongoing tasks included proofreading YouTube video clips, folding leaflets, scanning books into PDFs, inserting links and QR codes, inputting data for SOW 5.0, proofreading addresses, and designing bookmark worksheets. In each, I delivered enhancements, such as interactive design elements, underscoring my outstanding performance and commitment to excellence.

Strong Work Ethics, Dedication, Commitment, and Diligence in Carrying Out Responsibilities

My internship was defined by strong work ethics, evident in my punctuality, reliability, and proactive attitude. I arrived early and stayed late when needed, particularly during multi-day tasks like managing invitation letters and data compilation. This dedication ensured timely delivery, even when juggling overlapping responsibilities such as proofreading and designing concurrently. Diligence was critical in repetitive tasks like data entry for awardees' information and winning entries, where I double-checked for

accuracy to prevent errors impacting events or records. My commitment extended to organizational duties, such as arranging office materials and folding leaflets, approaching these with the same vigor as creative tasks, recognizing their role in operational efficiency.

I upheld ethical standards by handling sensitive information, like awardees' details in emails, with strict confidentiality per EDB protocols. At events like the Expo and festival, I went beyond assigned duties, engaging energetically with attendees and facilitating smooth operations, which earned colleagues' trust. Ongoing projects, such as organizing RTHK applications until deadlines, required sustained diligence. I checked, printed, and filed applications methodically without supervision. Scanning extensive books for digital archiving demonstrated perseverance, as did providing insightful feedback on SOW entries and researching for NSE, contributing meaningfully to curriculum development.

My work ethics stemmed from a passion for education, driving me to commit fully and diligently, fostering trust and collaboration with colleagues and supervisors.

The Extent to Which the Internship Experience Has Contributed to My Development of Professional Knowledge and Workplace Skills

The internship significantly expanded my professional knowledge of educational administration and language promotion. I gained insights into EDB's operations, learning about programs like SOW and RTHK collaborations, which deepened my understanding of curriculum design and student engagement strategies. My workplace skills, particularly interpersonal and communication abilities, advanced notably. Engaging with educators at the Expo honed my confidence in articulating ideas and building rapport. Emailing stakeholders refined my written communication, ensuring a professional tone and clarity.

Technical skills grew through video editing tasks, where I mastered software like Adobe Premiere for audio adjustments and error-checking. Design tasks, including certificates, stickers, and layouts, enhanced my proficiency in graphic tools and taught me iterative design processes. Data management skills strengthened through Excel-based entries and conversions, while organizational skills improved via filing applications and leaflets systematically. Proofreading official documents, certificates, and video clips sharpened my attention to detail and linguistic accuracy, vital for professional writing. Providing feedback and recommending materials developed my critical analysis skills, bridging academic theory with practical application.

These experiences equipped me with versatile skills, preparing me for future roles in education or related fields.

Evidence of How the Internship Experience Has Facilitated My Personal and Professional Growth

Personally, the internship fostered resilience and adaptability. Handling diverse tasks, from creative design to administrative duties, taught me to embrace variety, overcoming initial apprehensions about multifaceted roles. Engaging at events transformed me from introverted to proactive, boosting my confidence in social settings.

Professionally, the experience clarified my aspirations in educational content creation. Exposure to projects like NSE brainstorming inspired me to pursue curriculum development roles. Supervisor feedback validated my strengths in creativity and detail-orientation while highlighting time management as an area for growth.

My ethical awareness grew, prioritizing integrity in data handling. Personally, the internship instilled a sense of purpose, reinforcing my passion for literacy promotion and its societal impact. This holistic growth prepared me for lifelong learning and professional excellence.

Conclusion

In conclusion, my internship at EDB was a transformative experience marked by excellence, dedication, skill development, and profound growth. It contributed significantly to departmental goals while shaping me into a confident professional ready to impact education positively.

a. Speak To Peak Contest Set Up



b. Speak To Peak Contest Start

