



WALLET

Kawallet's Success Internship Program

A Guide for Prospective Interns

www.kawalletug.com

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ABOUT KAWALLET



Kawallet technologies is an ICT and financial services firm that helps clients transform and realize their digital & financial inclusion. With a focus on financial literacy, inclusion, digital connectivity, & inclusion, cloud computing, and user experiences, Kawallet strives to accomplish and surpass stakeholders' goals. Our team is differentiated by an emphasis on excellent design skills that we bring to every project. Kawallet's work environment and culture inspire team members to be innovative and creative, and to provide clients with an exceptional partnership experience. Our first partners are schools and colleges.

CORE VALUES

Every team member is the most important ever in this company. It's part of our culture and part of our focus on the team being our greatest asset.

- ✚ Integrity. Acting with honesty and honors without compromising the truth.
- ✚ Teamwork. Collaboration is essential to success. As a customer service-focused company, we work together to ensure our clients have the best experience.
- ✚ Customer oriented. Adding values to our boss (customer) needs with the basic objective of increasing customer satisfaction and loyalty. "Our most unhappy customers are our greatest source of inspiration."
- ✚ Communication. Open dialogue and transparency are critical across the team.

- ✚ Innovation. We are always pursuing new creative ideas that have the potential to improve on our products/service delivery.
- ✚ Professionalism & ethics. In all actions and interactions, KAWALLET maintains and strives for ethical behaviors, professional etiquette, and honesty.

OBJECTIVES

KAWALLET was created with the following objectives:

- ✚ To carry on the business of creating access to mobile money services to enable smooth transfer of money between students and their parents during the time when the students are at school.
- ✚ To carry on the business of enabling students withdraw, deposit, transfer money using key holders.
- ✚ To strengthen the Kawallet brand and create lasting relationships with the customers.
- ✚ To create a seamless organization that incubates and promotes innovation, excellence and the KAWALLET core values.
- ✚ To digitalize and make payments of services such as transport, insurance, access to health services, much easy and faster.
- ✚ To supply, install, maintain, manage, and update information technology equipment, digital solutions, and any technology of any kind.
- ✚ To carry on all the business of website and Mobile application development, web hosting and Domain name registration.
- ✚ To carry on business of any kind of training in digital, information Technology, computer applications and maintenance, embedded systems, graphic designing, website development, advertising, marketing, and other related solutions.
- ✚ To design, modify, develop, manufacture, assemble, and deal in computers, computer hardware, system development, supply and upgrade software and peripheral equipment and cloud computing.

✚ To act as business consultants, market research consultants, business transfer agents, valuers, and estate agents, and to act as intermediaries in the introduction of sellers, purchasers, partners, and employees and to carry on business as suppliers of trained sales staff for temporary or permanent employment and to establish and maintain an employment agency.

OUR STORY

Learn more about our journey through these links

1. Makerere CEDAT Open Day! Students Innovate ‘Kawallet’, Key holder Used to Withdraw Money. The two-day event came to an end on 29th February when 10 projects were selected to participate in front of a panel of judges and the overall winning project was ‘Kawallet’ which is a key holder used to withdraw money, more like a mobile wallet. Read more → <https://campusbee.ug/innovation/makerere-cedat-open-day-students-innovate-kawallet-keyholder-used-to-withdraw-money/>
2. Solomon Bwire hatched a plan to stop the problem, which had been an issue, over the years, to most students in boarding schools. Read more → https://www.newvision.co.ug/new_vision/news/1505862/entrepreneurs-tipped-customer-care
3. Kawallet enables children in boarding schools to store their money safely, and access more money from parents when in need with the aid of...Read more → <https://www.queensu.ca/gazette/stories/budding-entrepreneurs-make-their-big-pitch>
4. A local ICT and Financial Services Company has introduced a mobile phone application that aims at helping students in boarding schools receive money and carry out financial transactions without the possession of mobile phones. Read more → <https://www.newvision.co.ug/articledetails/133318>
5. Financial Technology for schools, how to withdraw funds with simply a barcode. Learn more → <https://youtu.be/aLNZxIBXoFo>

ABOUT SUCCESS



For the past 12 months, Kawallet has been offering well-rounded internships through Success. The rigorous internship program gives students and recent graduates the chance to acquire an excellent hands-on work portfolio in the context of a dynamic, challenging, and exciting workplace. Working in one of the fastest growing industries in East Africa, they are able to increase their social and business network through integrating with colleagues, co-interns, and the local community – all in the context of a vibrant new culture.

Working across teams, interns are assigned responsible tasks and deal with actual business events. This allows them to gain both invaluable skills and hands-on project experience. At the same time, SUCCESS interns are given multiple opportunities to explore East Africa through travel and participation in client engagement events.

To settle quickly in the new cultural environment, KAWALLET interns receive a monthly stipend to support their welfare & transportation while on duty. During work, they will further be assigned a mentor and have regular feedback sessions.

SUCCESS Opportunities

Areas of Deployment

SUCCESS offers internship opportunities to students and recent graduates of different professional backgrounds. Apart from the area of specialization, drivers for the area of deployment can also be the selected thesis topic or individual interest. Ongoing, Kawallet offers internships in the following fields:

Software Development

Software development interns participate in various activities throughout the software development life cycle. Besides coding, they are introduced to the latest technologies.

Business Development

Working with the Business development team, interns will deal with customers across different markets. Among other tasks, this includes direct client contact and market research.

Sales & Marketing

Communication with existing and potential clients, partners, and employees is the purpose of Kawallet's marketing department. Marketing interns will support the team in creating collateral, campaigning, and other promotional activities.

Design

Interning in the Experience Studio is about more than just improving technical skills. While designing user interfaces or conceptualizing videos, interns can let their creativity thrive.

QA Position (M & E)

Kawallet's Quality Assurance position is open to those who have strong analytical and problem-solving skills as well as a structured and organized approach to work. Kawallet looks for interns who have the ability to learn on the job, understand customer requirements, have excellent communication skills – written and verbal, to be an effective team player, and have a strong sense of attention to detail.

ICT officer

To Kawallet, ICT management means setting a clear information, communication & technology structure. It goes beyond just developing both internal & external communication material, social media management, speaking on behalf of the company, managing all ICT related affairs of the company. This is our most influential position.

If opportunity doesn't knock, build a door. - Milton Berle

Come build your door with us. It's what we do here. Our success is tied directly to our customers' success, so we do what it takes to make sure they're successful. And we know that we couldn't do it without our awesome employees.

Are you always learning, imagining what's next and seeking ways to drive meaningful change? Do you have a drive to create a new and better experience for customers? The Customer Experience team is looking for an Undergraduate Intern to help accelerate our customer engagement & retention! Our team lives in a fast-paced, high-impact environment where creativity, strategy, technology, and business management intersect. We create experiences that span the digital and physical to ensure that every customer's perfect Kawallet order is one tap, gesture, or simple phrase away.

Finance

At Kawallet, we believe that every person has the right to participate fully in the cashless world. Our mission is to democratize & revolutionize cashless transactions or services to ensure that everyone, regardless of historical background or age, has access to affordable, convenient, and secure products and services to support their smooth transition to a cashless world.

We are looking for a brilliant young person with experience in financial management to come join & grow with our finance team.

Eligibility

To ensure a basis for a successful internship experience, all interns should have excellent communication skills with a functional knowledge of English and be open to new experiences and learnings.

Further requirements for the different internship positions can be found in the respective job profiles at careers on the KAWALLET website.

Application Process

To apply for the SUCCESS internship program, applicants can write to

talent@kawalletug.com

In case an internship other than the continuously offered positions is intended, a contact form is available on our website.

After your application is received, Kawallet's talent team will review the application for the short list and get in touch with the applicant for further information. The final selection process consists of a telephonic or personal interview, conducted by the respective department head.

Ask an Intern Program

The 'ask an intern program' was implemented to give prospective interns a chance to communicate with SUCCESS alumni or current interns firsthand. This implies that all questions are answered accurately and honestly, plus prospective interns get a better idea of the kind of people they'll be interacting with, and the work culture at Kawallet.

Should prospective interns have any queries, please email success@kawalletug.com

Working at Kawallet

First Days

When joining Kawallet, interns will gradually be introduced to their new workplace and responsibilities. As in marriages, the first week is the honeymoon period.

On the first day, interns will be given a tour through the cloud 9 and will be introduced to the management. To promote easy networking and first connections, interns will further be added to their team's WhatsApp group and assigned to a designated supervisor. Finally, a welcome mail sent to everyone introduces them as the latest member of the Kawallet family.

On entering cloud 9, interns will meet their team members and get an overview of recurring tasks and latest projects. Based on that, they will receive their first tasks.

An induction to the company and the program completes the overview.

Attendance

At Kawallet, office hours are Monday to Saturday, from 10am to 6pm. During working hours, interns are expected to be available for assignment at cloud 9, in meetings, or in the form of trainings or other work-related sessions.

This work period includes a flexible one-hour break during lunchtime. Lunch break can be spent inside cloud 9 or cluster 5, as well as outside. The company does not provide lunch & expects that you pack your meal or can find it outside during the break.

For travelling and other reasons, interns can take a certain amount of leave days per month. However, taking further unpaid leaves is possible, if discussed with and approved by the respective manager and talent team.

Work Culture

Kawallet has an open-minded and warm work culture. All employees – including the management – address each other informally, while pursuing an open-door policy.

Concomitant with this culture, interns are asked to express their opinion, communicate criticism and suggestions for improvements. At the same time, opinions of others and criticism should not just be accepted but appreciated.

Trainings, Presentations, and Other Sessions

To enable a well-balanced combination of theory and practice, SUCCESS interns will be given the chance to join every training or seminar relevant to them – whether it is about technological knowledge or soft skill improvement.

Soft skills can also be trained by giving a presentation, as every SUCCESS intern is asked to do. The topic can be chosen freely, as relevance is the only selection criteria.

Further, Kawallet organizes and participates in a variety of internal or public talks or other events. For the ‘Talent Talk’ series, external guests are invited to speak on a particular topic. Other events include presentations on recent business activities, client networking sessions, and panel discussions.

Costs and Financing

To support interns in financing their sojourn during working days, Kawallet provides them with a monthly stipend.

The amount of the stipend is designed to comfortably cover basic expenses, like lunch and transportation.

In the course of the internship, SUCCESS interns will receive feedback of their work in form of an appraisal. Depending on the rating the intern receives, a monthly bonus will be issued in addition to the stipend.

Checklist: What should I do before arriving for Internship?

Interviews

Please carry with you, original hardcopies of support documents to support your application to the preferred internship position.

It is advisable to bring a valid identification & proof that you don't hold a criminal record. A recommendation from your previous employer or college will be an added advantage.

Health Insurance during Internship

Accidents happen. Hence, it is recommended to arrange for insurance before joining our internship program. Even in less dramatic situations health insurance can be beneficial if it covers medical expenses for doctor visits and medications.

When taking up insurance, the duration of the internship should be considered. Insurance companies usually provide different offers and rates according to the duration of cover.

Checklist: What should I wear?

Clothing

What clothing should be packed is dependent on the weather and assignment of the day. Decent clothing especially during client visits is strongly recommended.

At Kawallet, the dress code is very casual – however don't come to office with a pair of shorts and vest with basketball boots or sandals, legging, or swimming costume. Therefore, is not necessary to have too much formal wear but of course you will be credited for going above and beyond. Only long dresses or skirts and tops which don't display any private part of your body are allowed for ladies during field work or client visits.

AGAIN: For safety reasons, women are advised not to wear clothes which are too revealing. Pants and skirts should be at ankle length. If tops with spaghetti straps are preferred, so should be some light cardigans or jackets to wear above. However, these recommendations do not necessarily apply for party outfits – Kampala being a capital city with many internationals, many women wear short skirts or dresses, or tight tops when going to clubs and bars. This only addresses external parties or dinners away from cloud 9 or cluster 5.

Other Things to Bring

To be connected at work, it makes sense to bring a mobile phone. Further, possession of a laptop is useful for official duty.

A laptop or PC will only be provided to the development team interns.

It is advised to pack a bottle of drinking water and lunch.

Passport pictures

In the first few week of your internship, passport pictures will be required for the personal record at Kawallet and even for the mail which welcomes new interns. For that reason it is beneficial to bring a set of 4 to 8 passport pictures when coming for internship in the first week.

Official passport pictures have a size of 3.5 x 3.5 cm, a white background, and the model facing straight forward.

Language

The official language of communication is English, but Swahili is also welcome. However during client engagements, local languages that favor our clients will be encouraged.

In general, it is not necessary to learn at least two extra local languages in addition to Swahili & English, as not all our clients speak English.

Stipend payment

In Uganda, the currency is the shilling. Your stipend will be paid on the 30th day of each month. SUCCESS interns will receive their monthly stipend in cash or by bank or Kawallet.

Internet

Internet access is available 24/7 in the office.