CTU CITY UNIVERSITY AJMAN

Internship Manual for English Programs February 2023

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1. Introduction

This Student Internship Manual is intended to serve as a guideline to help students complete their internship experience. Students must read this Manual carefully before starting their internship experience to seek clarifications regarding questions or concerns prior to their first day of internship duty.

The aim is to integrate classroom conceptual learning with the practical hands-on work experience, exposure to the work environment, and provide basic skills and understanding. It's also meant to provide the intern with the opportunity to evaluate, improve and enhance his or her skills and techniques in order to gain knowledge through these experiences and enhance student's employability.

Students should note the following due dates:

- 1. The initial registration is done one semester in advance through email mentioning the eligibility, dates of internship and deadlines.
- 2. The internship documents are due minimum a month before students' internship semester classes.
- 3. Training dates must be coordinated with the Student Placement Office.
- 4. Internship hours can be divided throughout the semester, if possible.
- 5. End date of the Internship must be before the final exams in the semester the internship course is registered.
- 6. Internship reports are being coordinated and decided by the internship course teacher.
- 7. Weekly Report Logs, Time Sheet, Host Supervisor's Final Evaluation, and Summative Evaluation Paper are due no later than the last class day of the semester or as determined by the professor of the course

It is the responsibility of the student to remember and adhere to these deadlines as reminders may not be issued, and late submissions will result in a reduction in the final grade for the course.

The student must maintain regular contact with the CUA Internship Coordinator at the Student Affairs Department during the Internship. The philosophy of an internship experience is for a student to experience the real world of work, be self-motivated, and appreciate the professional network in the field. In addition, a fully engaged Internship experience often yields an assessment of students' readiness for a supervised work environment.

2. Eligibility

Internship is a mandatory field-training course offered in all the undergraduate programs and Postgraduate Professional Diploma in Teaching program (PPDT) at CUA. Prior to registering for the Internship course at the City University Ajman student must fulfill the following requirements:

- 1. Must be a fulltime student at CUA.
- 2. Complete at least 90 credit hours of coursework.
- 3. Must have a CGPA of 2.0 or higher.
- 4. PPDT students must complete 9 credit hours of course work before taking the Practical Education course
- 5. Must have received the approval from the Student Placement Office of the Student Affairs Department to register for the course.

3. Initiating Internship at CUA

- 1. Announcements for internship registration are sent through SPO email to students at least one semester before.
 - Summer I & II registration are announced with the same deadline.
 - Deadline for initial registration is 2 weeks after the announcement.
- 2. SPO receives the registrations from students through the UMS which includes student's information and the completed CRHs.
- 3. <u>Initial registrations by semester</u> students are registered per semester upon their request; however, registration must be done a semester ahead to complete the documents in section 5 (Required Documents).
- 4. Registration Steps: Check Appendix 1
- 5. Requesting for letters:
 - **A.** An Internship letter request for the Host organization can be made from SPO. A copy of the internship letter request has to be signed (received + date of receiving) by the student and kept along with the student's file.
 - **B.** Registered course letter (letter for the student's workplace) can be requested from the Registration Department after paying the course fees.
 - **C.** Deadline date for submitting the documents depends on each student's case and ease of getting their papers. However, normally it should take 2 to 3 weeks unless the student has an emergency.
- 6. <u>Approval to Register:</u> Only if the papers meet all the requirements, then an approval can be sent to the Registration Department through the UMS. The student should complete the process before the start of the training date.
- 7. <u>Students</u> must be committed to the training schedule. Students risk being dropped and fail the internship course if they are not committed to the training schedule.
- 8. When the internship period ends SPO receives the completion letter and host organization evaluation sheet from the student and hands over the original evaluation sheet to the course teacher.
- 9. In case the host organization does not sign the MOU, a No Objection Letter will be sufficient as long as it is accompanied by the detailed tasks and the starting date of the training.
- 10. In certain cases when hardcopies are not possible, an email including the documents from the host organization will be accepted. SPO will print the email and attach it to the student's file.
- 11. In case of emergencies (leading to late registration), SPO will handle them on a case by case basis.
- 12. Before the start of the Internship, if the CGPA drops below 2.0, the student will be dropped from the course and cannot continue with the Internship.

4. Internship Roles and Responsibilities

4.1 Responsibilities of Student Placement Office

The Student Placement Office of the Student Affairs Department is responsible for facilitating the internship process for students, faculty and registration department. The office ensures to:

- 1. Pre-register eligible students in advance
- 2. Receive signed documents from students and their host organization.
- 3. Submit the signed documents to the head of the academic program
- 4. Submit the final list of approved students to the Registration department for enrollment and payment of fees.
- 5. Prepare the internship calendar (Full Academic year).
- 6. Announce internship initial registration dates and deadlines.
- 7. Send internship manual and job tasks as per the program to the pre-registered students.
- 8. Arrange an orientation for students registered for Internship
- 9. Students Placement Office (SPO) provide Internships in different companies for different majors, unless a student has a place for Internship.
- 10. Students are matched with the host organization based on the program of study and the relevant department. Students are only allowed to complete their Internship in a department that matches with their program
- 11. Review of all required documents submitted by each student.
- 12. Act as the liaison between the host organization and the University.
- 13. Complete the agreement papers to confirm the relationship between the university and the host organization supervisor.
- 14. Review all documents received from the student, host organization supervisor, and give copies to the course teacher.
- 15. Hand over the internship file to the Registration department to be filed in the student file after the announcement of the grades.

4.2 Responsibilities of the Student

- 1. Respond to the internship email sent by the Student Placement office and if a student misses the deadline they will be responsible for seeking their own place for the Internship.
- 2. To register for the course, submit all the required documents through UMS and pay all the fees. The selection and approval of the internship site is the responsibility of the university.
- 3. With the help of the course instructor, the students develop specific goals and learning outcomes for their internships.
- 4. For all corporate duties, the intern is punctual, polite, conscientious, friendly, and a team player.
- 5. The Intern maintains confidentiality regarding information about the host company and its products,
- 6. The Intern respects the company's dress code, and adheres to high ethical standards.
- 7. In the case of encountering work-related problems, the Intern notifies their respective course instructor immediately.

- 8. Inform SPO immediately upon accepting an internship position and submit all relevant information about the Host organization.
- 9. Attend internship orientation.
- 10. Submit evidence that the intern is meeting the required working hours.
- 11. Communicate with the course instructor to submit the required reports during or after training as per each program requirement.
- 12. Submit the final report after completing the final week of work (120 hours) and deliver an oral presentation of the final report findings to the course instructor.
- 13. Maintain a portfolio that contains all documents and information related to the Internship tasks.
- 14. Submit and complete all the documents on time to avoid withdrawal of the internship course.
- 15. In case a student acts in an inappropriate manner, he or she is solely responsible for his or her action without the university bearing any responsibility.

4.3 Responsibilities of the Course Instructor

- 1. Arrange an orientation for students registered for Internship
- 2. Sign the submitted documents to approve.
- 3. Hand over the syllabus to the student.
- 4. Communicate regularly with the host organization to identify and resolve potential problems that may arise.
- 5. Monitor the progress of the intern and suggest improvements and potential benefits for the intern, host organization, and the internship program experience.
- 6. Meet with the intern every week for a progress session to monitor the progress.
- 7. Contact the site supervisor to discuss the report and performance of the intern.
- 8. Evaluate all assignments, written reports, and evaluations to assign the final grade. Instructors should not assign a grade unless they have received the Internship Evaluation Form by the host company. Grades must be submitted within the submission deadline as set by the Registrar's Office. In case of any delay in the evaluation report, the course instructor should release an incomplete grade.
- 9. Participate in the assessment of the internship program to recommend modifications and improvements, when necessary.

4.4 Responsibilities of the Host Organization Supervisor

- 1. Submit signed and stamped internship documents of students before the Internship begins.
- 2. Treat the intern as one of its employees and expect the same from them.
- 3. Provide a safe environment for the interns to work.
- 4. Provide the intern with accurate and complete information about duties, responsibilities and benefits, if any.
- 5. Conduct an orientation and any on-the-job training to familiarize the intern with the organization's operations.
- 6. Submit an evaluation of intern performance at the end of the internship period.
- 7. Report excessive absence or misconduct by the intern to the Internship Coordinator.
- 8. Abide by the employment and labour laws of the country including occupational, environmental, health and safety regulations.

5. Required Documents

The following documents must be submitted by the students prior to the beginning of the semester in which the student wishes to do the internship course (All documents are available UMS and in Student Placement Office):

5.1 Documents to be Submitted Before Training

Below documents must be submitted by the student before starting the Internship by the deadline given by the Students Placement Office; otherwise, the initial registration will be canceled:

- 1. A **pledge** Is submitted by students who are yet to submit their internship documents as a formal promise which includes the internship date, student name, signature, and ID. It states that the student received all the documents mentioned below and pledges to return them back.
- 2. **Memorandum of Agreement (MOA)** It's an optional formal business document used to outline an agreement made between the Student Intern, Department chair or the course teacher, and Intern Host Organization Presenter. The purpose of the MOA is to have a written understanding of the agreement between the parties.

(MOA should be <u>signed and stamped</u> from the Host Organization, <u>only stamped</u> from the Student Affairs Department, and <u>only signed</u> from both the student and the Department Chair or course teacher).

3. **No Objection Letter with the tasks (NOC)** - Legal letter along with the detailed tasks to be performed, issued by the Host Organization to assure the acceptance of the Student Intern.

(NOC should be <u>signed and stamped</u> from the Intern Host Presenter, and complete the approved process from the Department chair or course teacher through the university UMS.

4. **Host Organization Supervisor Details** - General details about the Host Organization and the Supervisor

(It should be <u>signed and stamped</u> from the Host Organization and complete the approved process from the Department chair or course teacher through the university UMS).

5.2 Documents to be Submitted After Training

Below documents must be submitted by the student after the completion of Internship before the deadline given by the Students Placement Office otherwise the course will be graded as F:

1. **Completion Letter** - A letter which states that a student has completed the Internship mandatory hours.

(It should be signed and stamped by the Host Organization)

Evaluation Sheet(s) - These serve as a useful feedback to a variety of audiences through a document used to measure the intern's workplace performance and a supplement to the grading process of the instructor.

(It should be signed and stamped from the Host Organization).

6. Internship Requirements per Program

Students at CUA must complete the Internship course in order to complete their program requirements. The training hours vary among the different academic programs as follows:

Program	Specialization	Internsh ip Course Code	Credit Hours	Trainin g Hours
College of Business Administration	Human Resource Management	HRM 495	3	120
	Hospitality & Tourism Management	HTM 495	3	375
	Marketing	MKT 495	3	120
	Management Information Systems	MIS 495	3	120
	Finance and Accounting	FIN 495	3	120

7. Internship Documents

7.1 No Objection Letter

A No Objection Letter is sent by the Host Organization confirming their acceptance of a student as an intern at their organization. The letter also includes the task list and dates of internship.

7.2 Weekly Activity Report

The students of internship submit weekly reports every week to state and identify the work outcome and progress of each week. The Faculty Advisor conducts weekly meetings with the students to discuss their progress and contribution.

At the end of the internship period, students are requested to submit a comprehensive report (Academic Report), which includes:

- Completion letter.
- Nature of the tasks and responsibilities of the trainee
- Evaluation of the student's workplace supervisor
- Any correspondence with employees in the organization, managers, clients, and others
- Student's CV
- Overview of the host organization.

It also includes a SWOT analysis discussing challenges and difficulties, analyzing the work environment, and lessons learned during the internship period.

The students provide photographs of the entire experience, work outcomes and achievements, giving future trainees an opportunity to see what is occurring in the field of their specialization. Field supervisors provide an evaluation for the internship students and points of enhancement. Students conduct a presentation of the full internship experience.

All reports are submitted to cover the CLOs of the course, as per the weekly plan.

7.3 Final Internship Report

At the end of the Internship, every student will submit a written report. final internship report should have the following:

- 1. Summary of the Internship
- 2. Introduction, including a description of the property, organization, organization vision and mission, organizational structure and hierarchy of departments.
- 3. Comprehensive Description of overall internship experience
- 4. Duties performed, issues encountered (if any), experience gained, training received in each respective department)
- 5. Special Reference to workplace relations, problems encountered,
- 6. Feedback, and recommendations
- 7. Assessment of academics-workplace preparation

- 8. Feedback about the internship program
- 9. Conclusion summarizing the main findings
- 10. Annexures (Time sheets, brochures and sample documents or formats)

The Host Organization submits an evaluation form that measures students' performance during their internship. This evaluation is sent to the Faculty Advisor to include in their evaluation of the student.

7.4 Evaluation Forms

7.4.1 Field Initial Evaluation

Initial evaluation will be done on the basis of below mentioned points:

- 1. The initial internship report
- 2. Time sheets

The initial internship report should cover the following points:

- · Summary of the first ____ weeks (early days) of Internship
 - · Introduction to the organization
 - · Description of the individual's departments covered in the first week
 - · Conclusion
 - · Annexures: Time sheets

7.4.2 Field Midterm Evaluation

Midterm evaluation will be done on the following parameters:

- 1. Mid-internship report
- 2. Weekly time sheets

At the mid of the Internship, every student will submit a mid-internship report that should cover the following points.

- Summary of the first ____ weeks of Internship
- Description of the individual's departments (Where internship has been completed)
- Duties performed, issues encountered (if any), experience gained, training received in each respective department)
- Any special incident, findings, issues encountered etc.
- Special achievements if any.
- Conclusion

7.4.3 Field Final Evaluation

The final evaluation will include a report (see 7.3) and a presentation

the required reports and evaluations may vary based on the nature of the program. The course teacher is the one responsible to determine all what is required.

8. Student File (SPO)

The student's file contains the below documents:

- 1. Code of conduct.
- 2. Pledge (If Applicable)
- 3. No Objection Letter with tasks.
- 4. Memorandum of Agreement (If Applicable).
- 5. Supervisor details form.
- 6. Completion letter.
- 7. Supervisor evaluation.
- 8. Exceptions and approvals (If Applicable).

Student Placement Office Provision

<u>SPO provides Internship in different companies with different majors, unless students have a place for an Internship</u>. An internship can be divided into two sections which are as follows:

- [Placement Seekers: students that require SPO to provide them with placement at an organization.
 - o SPO search and find suitable intern host organizations, while trying to consider the intern's circumstances.
 - SPO contacts and informs the companies regarding the number of students attaching the internship letter request for each student followed with their CV,if requested.
 - o SPO must complete the papers in 7 working days only in exceptional cases.
- Non-placement seekers: students already with placement for their Internship.
 - Upload on the UMS "before training" documents (NOC or MOU, Tasks and Supervisor details).

<u>Cancelation</u> due to non-completion of Internship Requirement: In the event that a student does not commit to the training schedule set up by the host organization for no legitimate reason, the organization has the right to cancel the student's internship by sending an email to the Student Placement Office. The student will have failed in the course for that semester and will not get a refund.

If the student has a legitimate reason such as health or accident that affects the student's completion of the training, the Student Placement Office will communicate this to the host organization and request a postponement to a later date till the student is able.

If the organization is unable to continue with the training after acceptance due to a valid, legitimate reason, the Student Placement Office(SPO) will remove the student from the organization and seek placement elsewhere. If SPO is unable to find an accepting organization on time, then the internship course will be moved to the next semester at no additional fees.

9. Internship Tasks and Job Description by Program

The below tables show the internship program level tasks by program however, the tasks can be changed or replaced according to the approval of the faculty.

BBA Programs:

Finance and Accounting

Job tasks:

- 1. To develop a good understanding of the organization of the accounting/finance functions within the respective department.
- 2. To undertake tasks related to accounting/finance functions like journal entries, posting to ledgers and reporting financial statements.
- 3. To support the accounting/finance team or department members in specific tasks like payment processing, collections, ageing of receivables, operating budgets, capital budgeting process, investments, asset management etc.
- 4. To assist department members in handling inventory systems, cash management and credit management, insurance etc.
- 5. To assist the department in the financial statement analysis, stock analysis and financial reporting.

After completion of the internship course, the students will be able to:

Finance & Accounting: 120 Training hours		
1	Demonstrate the application of academic knowledge and skill sets to a real-	
	world work environment.	
2	Apply professional skill sets, and evaluative skills by addressing underlying	
	issues to challenges faced in the work environment.	
3	Demonstrate a right work attitude, interpersonal skills, team-work in diverse	
	groups of professionals by engaging harmoniously in a real organizational	
	setting.	
4	Construct a well-written report supported by a presentation of the tasks	
	undertaken during the work period.	

Human Resource Management

These are some of the tasks that students are required to perform during their internship programs at BBA-HRM, but they are not limited to them depending upon the organization.

Job Tasks:

- 1. Monitoring the daily attendance of the company's employees.
- 2. Issuing attendance, leave and delay reports.
- 3. Issuing daily absence reports.
- 4. Registering employees' vacations and issuing reports.
- 5. Auditing the monthly salaries.
- 6. Follow up the movements of workers and follow up the end of service.

- 7. Issuing experience certificates to employees.
- 8. Follow-up of applications for new jobs
- 9. Contribute to scheduling and confirming interviews with job candidates.
- 10. Contribute to the preparation of reports related to the training process, such as contributing to the preparation of the training budget for each department.
- 11. Contribute to the preparation of job descriptions.

After completion of the internship course, the students will be able to:

Human	Human Resource Management: 120 Training hours		
1	Translate general academic knowledge into specific workplace skills.		
2	Develop professional skills and intellectual abilities.		
3	Survey the work environment and examine the roles of employees within the organization.		
4	Explain the duties and responsibilities of the job in an oral presentation and written report.		

Marketing

Though the tasks described below stipulate each student to achieve them, which are aligned with the CLOs of internship, yet the outcomes of the tasks would be impacted by the organizational circumstances and the environmental settings in which students carry out their internship.

Job Tasks:

- 1. Understand the company's process and its marketing strategy.
- 2. Analyzing the market trends.
- 3. Help in organizing marketing events.
- 4. Assist in marketing and advertising promotional activities.
- 5. Visit potential customers and offer the company's products and services.
- 6. Participate in different marketing events and activities.

Marketi	Marketing: 120 Training hours		
1	Apply general academic knowledge into specific workplace skills.		
2	Analyze the work environment and examine the role of employees within the		
	organization.		
3	Develop professional skills and intellectual abilities.		
4	Evaluate the duties and responsibilities of the job in an oral presentation and		
	written report.		

Management Information Systems

MIS internship opportunities are temporary positions that allow students to gain experience using management information systems (MIS) technology. During the internship, students may help process paperwork, manage a database, evaluate and prioritize requests from users,

collect information, test hardware, and software, ensure compliance with software licensing regulations, develop training materials, or perform other tasks as needed to help manage information systems. Some details of the internship depending on the employer. Different businesses use different MIS setups, so the nature of students' responsibilities may vary.

Job Tasks:

- 1. Understand the company's IT needs.
- 2. Provide accurate information on IT products or services.
- 3. Walk the customer through the problem-solving process.
- 4. Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- 5. Suggest different strategies for improvement of the system.
- 6. Issue reports about the system.

Management Information Systems 120 Training hours		
1	Apply MIS skills and knowledge acquired in the classroom to overcome MIS environment issues.	
2	Develop professional skills and intellectual abilities in the workplace to solve real-world scenario.	
3	Examine the role of employees within the organization in MIS environment.	
4	Assess duties and responsibilities of the job in an oral presentation and written report to address real world MIS issues.	

Hospitality and Tourism Management

In the Hospitality and Tourism sector because of the heterogeneity element of the discipline, the learning opportunities are diverse for the Internship course. To provide interns a comprehensive exposure to all the departments of the internship organization, a 375 hours' internship course is in place. The duties, learning and responsibilities of a hospitality and tourism intern differ with regard to the task assigned compared to the other industries; as tourism and hospitality are more services focused.

The tasks assigned to the students will differ from one student to another in the internship. As the organization supervisor places students according to the organizational requirements and her/his assessment of skills. The task assigned to the student heavily depends on the sector of the industry where the student is undertaking the internship. In the case of a hotel, the departments may vary from Hotel to Hotel and the Organizational Supervisor ensures that the Intern gets the maximum exposure during his/her internship. An intern has to work in close

association with different departments in a hotel and assist them in their daily routine operations. The intern is required to understand the overall operations of the hotel. In sectors like travel agencies, event management companies' travel and transport companies, airport/airlines, the internship tasks are different. The major learning enhancements to be achieved post Internship are:

Hospitali	Hospitality and Tourism Management 375 Training Hours		
1	Document application of theory into specific workplace skills by observing the		
	operations in the hospitality organization		
2	Appraise professional skills and intellectual abilities in hospitality and tourism		
	operations to become an efficient hospitality professional.		
3	Interpret the role of employees within a hospitality and tourism organization		
4	Apply selected functions of various departments in the hospitality and tourism industry.		
5	Evaluate elements of professional service operations		
6	Sketch the functional areas of lodging properties effectively and efficiently.		

Internship Tasks (Hospitality and Tourism Management)

A) Hotels

- 1- Familiarize with Front Office operations.
- 2- Documentation & Daily reports.
- 3- Promote Packages and offers, room rates, and facilities.
- 4- Guest Check-in and Check-out procedures.
- 5- Handling of the operations of Concierge/Bellboy
- 6- Handling the operations of Telephone Department.
- 7- Coordination with Sales & Marketing, Food & Beverage & Housekeeping Department.
- 8- Operations Department Market research for new/potential business opportunities.
- 9- Vendor research Understanding costs of the hotel and working with P&L Statement.

B) Other Hospitality Organizations (Apartments/Hospitality Facility Management Companies)

- 1. Familiarize with Front Office operations.
- 2. Documentation & Daily reports
- 3. Meet the various needs of a diverse customers
- 4. Coordination with Sales & Marketing and Housekeeping Department

- 5. Operations Department Market research for new/potential business opportunities.
- 6. Deliver packages to the intended recipients
- 7. Check for any inadequacies on the facilities and amenities

C) Tourism Office/Travel Agencies

- 1. Familiarize with travel agency and tour operations
- 2. Acquainted with e-platform of company to reach wider audiences
- 3. Documentation & Daily reports
- 4. Meet the various needs of a diverse customers
- 5. Deliver packages to the intended recipients
- 6. Operations Department Market research for new/potential business opportunities.
- 7. Promote tourism by producing promotional tourist information and promotion material

D) Event Management Company

- 1. Familiarize with event operations and Assist full time staff with day to day operations and planning
- 2. Documentation & Daily reports
- 3. Meet the various needs of a diverse customers
- 4. Deliver packages to the intended recipients
- 5. Check for any inadequacies on the facilities and amenities
- 6. Assist with projects in areas of event planning, marketing, event development and sponsorship
- 7. Coordinate events and festivals
- 8. Assist and coordinate with vendor outreach
- 9. Conduct calls to potential partners and audiences

E) Travel and Transport Companies

- 1. Familiarize with travel and transport operations
- 2. Handling the administrative tasks related to the role
- 3. Coordinating all transportation services with suppliers in relations to customer needs
- 4. Assist in conducting risk assessments on all travel and transport suppliers
- 5. Promote organization by producing promotional material
- 6. Meet the various needs of a diverse customers
- 7. Check for any inadequacies on the facilities

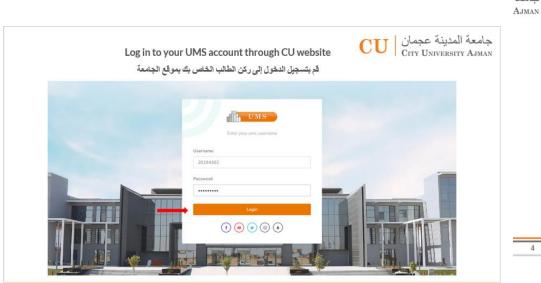
F) Airlines/Airport/Aviation

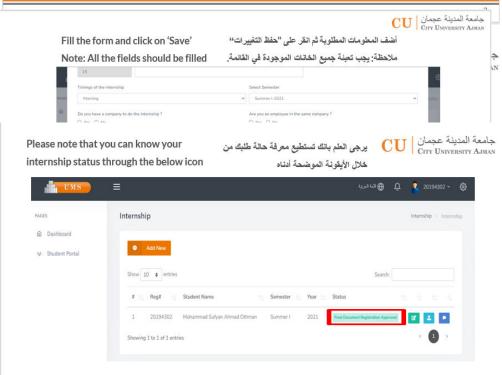
- 1. Familiarize with airlines and airport operations and Assist full time staff with day to day operations
- 2. Documentation & Daily reports

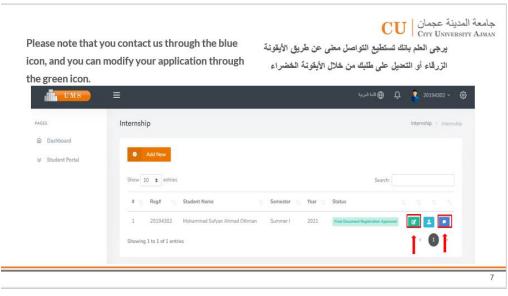
- **3**. Handling the administrative tasks related to the role
- 4. Monitor ground transportation activities
- 5. Meet the various needs of a diverse customers
- 6. Promote airlines packages and offers
- 7. Provide support for operations in regards to inspection of the airfield, terminal
- 8. Coordinate with airport security administration

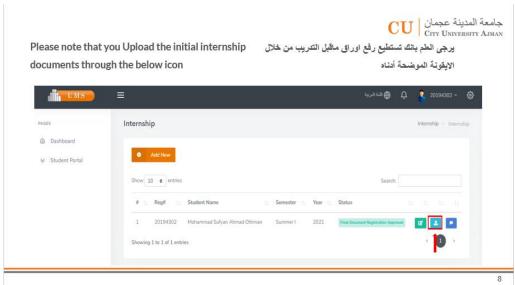
How to Enroll for Internship (Appendix 1)

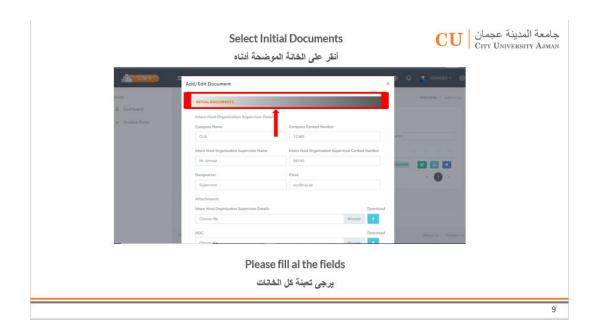








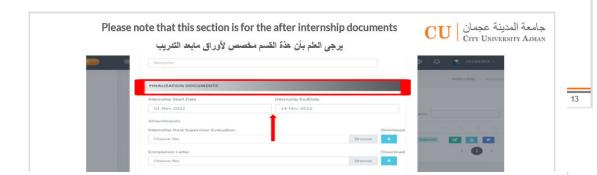














Thank You شکرا