

Wenzao Ursuline University of languages

Department of English Graduation Project



My Internship in Border Affairs Crops of Immigrant Agency

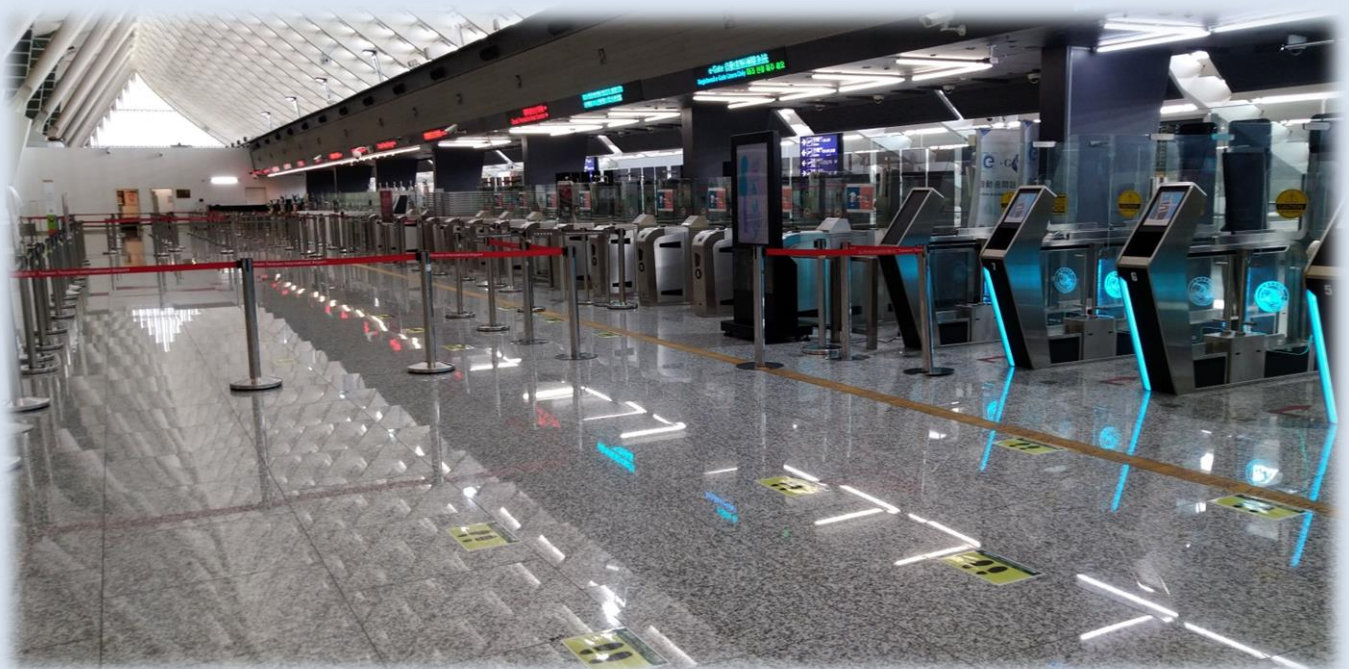


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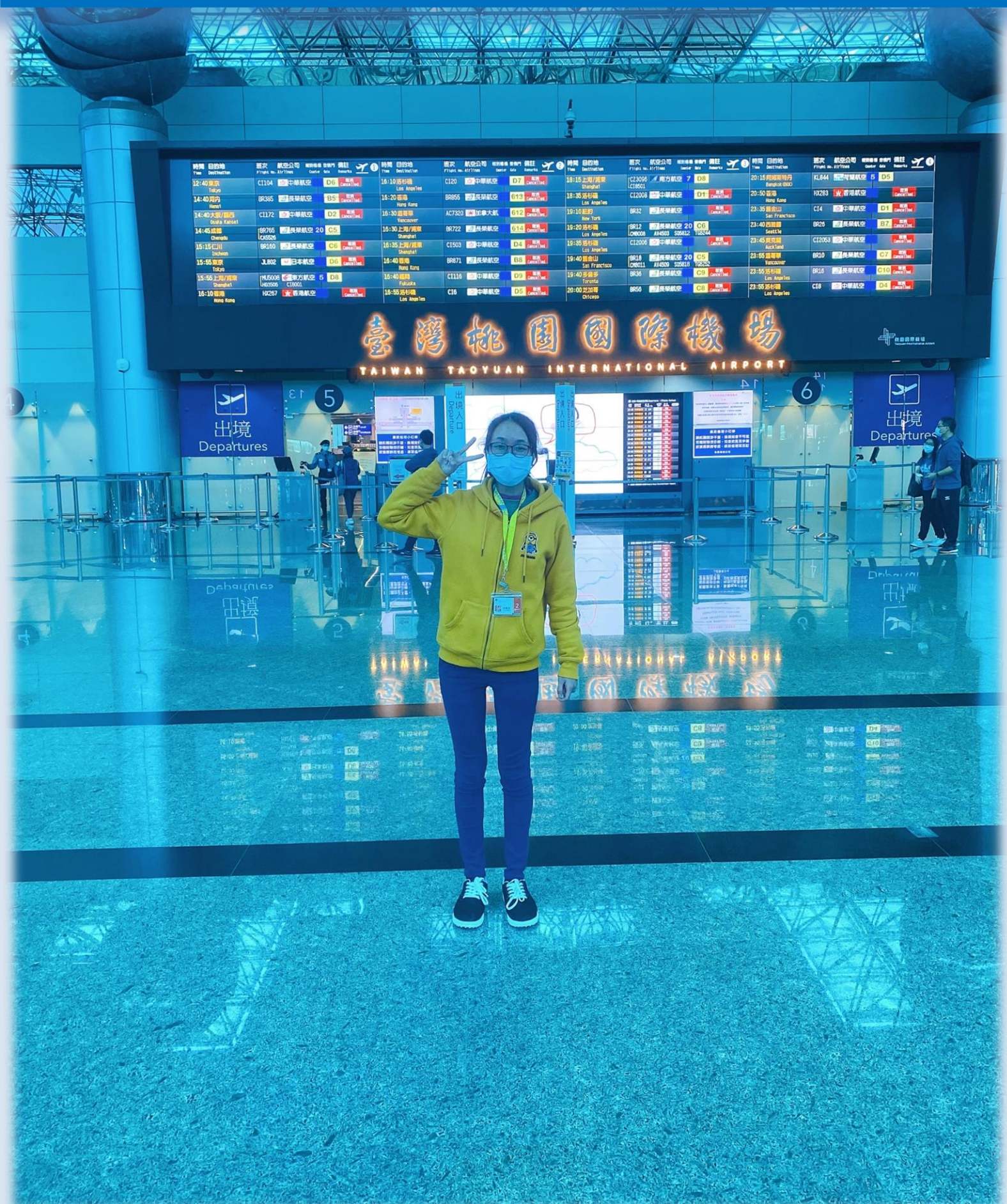
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Table of Contents

Before the Internship	3
Introduction of the Agency & Motivation.....	4
Preparation.....	4-5
During the Internship	6
Work Environment.....	7-8
Daily Routine.....	9
Work Accouterment.....	9
Job Description.....	9-10
On-site Training.....	10
Colleagues.....	10-11
Self-Study.....	11-12
Influence of COVID-19.....	12-13
After the Internship	14
Major Learning.....	15
Future Career.....	15
Feedback.....	15-16



Before the Internship



Border Affairs Crops of National Immigrant Agency

Border Affairs Crops of National Immigrant Agency focuses on the cases of going through immigration, including enforcing passport control, and protecting the wrong-doers from illegal immigration, etc. The purpose is to maintain the safety of the border. In the meantime, travelers can feel the high quality of immigration services.

Motivation

When it comes to my motivation, the first thinking is because the working environment is in the Taoyuan International Airport. Since my hometown is Taoyuan, it is convenient for me to commute. Although it takes about one hour to arrive at my working space, there is no need to rent a house. The other reason why I choose Border Affairs Crops of National Immigrant Agency is for my career plan. At first, I would like to be a ground staff or fly attendant after graduation. However, since the COVID-19 pandemic has broken out, a lot of airlines staff have been laid off. Nowadays, not many airlines dare to recruit new staff. I was afraid I would not find my job after graduation. Therefore, I chose Border Affairs Crops of the National Immigrant Agency as my internship. The purpose is to know whether I would be suitable for this job or not.

Preparation

Before starting my internship, I had enhanced some skills that may be used in the workspace: English listening and speaking skill, Second language skill that I had learned in Wenzao, and typing skill. Since I seldom visited Taoyuan International Airport, I had to be familiar with the route in advance. I spent 30 minutes finding the office room that I needed to check-in. Taoyuan International Airport is too big to find the right route. Fortunately, I found the right way to my office so that I would not

make the mistake on the first day of my internship. When it comes to commute, I rode my scooter to the Taoyuan High Speed Rail, and then took the MRT to Taoyuan International Airport. The total commute time was about 1.5 hours.

During Internship



Work Environment

There are lots of companies and official agencies in Taoyuan International Airport. Think about while you are going to travel aboard, apart from check-in at the airline company counter, you have to go through four main security steps, CIQS, so that you can get on the airplane and have a nice trip. CIQS means Customs, Immigration, Quarantine, and Security checkpoint. Among these four steps, the job of Immigration is passport check. Checking the passport is an important part of each country. In Taiwan, Border Affairs Crops of the National Immigrant Agency are responsible for this crucial mission. Hence, my work environment is at the workplace of checking the passport. There are three kinds of counters in passport control: official counter, normal pass control counters, and E-Gate pass control machines. The official counter is for cabin crew and the staff ; Normal pass control and E-Gate pass control machines are for travelers. Usually, my main working zone is near E-Gate control machines. There are three types of machines in Taoyuan International Airport: E-Gate First Generation, E-Gate second Generation, and E-Gate Third Generation. E-Gate First Generation machine is mainly for travelers who hold the ROC's passports and the resident certifications which have applied the E-Gate pass control qualification. E-Gate Second Generation is designed for foreigners. All the foreigners whose passports are belonged to the biometric passport can use this machine. Finally, E-Gate Third Generation is the newest machine in the last 5 years. No matter you hold the ROC's passport or other countries' biometric passports; you can try this kind of machine to pass. What's more, the big advantage for travelers who hold the ROC's passport is that there is no need to use fingerprints to pass, and just use face identification is enough. According to my seniors, the Third Generation is the fastest and convenient machine in these three generations. However, the worst generation is Second Generation. Since the progress is so complicated that the Second Generation

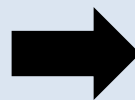
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E-Gate First Generation



E-Gate Second Generation



E-Gate Third Generation

Daily Routine

After I arrived at Taoyuan International Airport, I had to go to the Official Pass Application Section to get my temporary staff card every weekday. Because I was not an official staff in Taoyuan International Airport and my workplace was in the controlling area, I had to get the temporary staff card or I could not start my work. To be frank, it is inconvenient for interns. Before I entered my office, I spent 15 to 20 minutes getting the temporary staff card since there were also so many informal workers come to Airport for work. Therefore, I usually took the MRT a little bit early so that I would not be late for work.

Work Accouterment

Due to the spread of the COVID-19 Pandemic, all the staff must wear masks and gloves on duty. Apart from basic equipment, I usually took the interphone and the E-Gate magnetic button. The two special accouterments were to keep in touch with the official counter, the main control counter. If something happened, the official counter would inform us by interphone. Sometimes, the travelers could not pass the E-Gate machine successfully; in this case, the E-Gate magnetic button played an important role to save them out so that they would not be stuck in the E-Gate machine for a long time.

Job Description

While doing my internship, my main job was assisting travelers to find the right route to pass the passport check. There were two ways that travelers can choose: Normal Pass control and E-Gate Pass Control. Normal Pass Control meant your passport was checked by the immigration officers. However, E-Gate Pass Control meant the passport was checked by the E-Gate machine. Therefore, helping travelers use the E-Gate machine is also my main job. Since the interns never had professional training, we were not allowed to check the passports in person.

Firstly, as soon as travelers passed the Security Checkpoint, I had to ask them whether they had applied for the E-Gate pass control qualification or not. If the travelers were foreigners, I would check whether their passports belong to Biometric passports. If yes, I would let them go to try the E-Gate Pass control. Without the above qualifications, other travelers had to go to Normal pass control.

On-site training

Checking the passports was a vital process for border safety. Hence, all the new immigration officers must have to take every professional course about the passport. Although I was just an intern, I still could take several courses: Passport Identification and the production of the ROC's second-generation passport. Through these courses, I realized that a passport has so many false proof recognitions and understand why applying for a passport was expensive. What's more, I also learned the basic skills of face identification. That makes me feel challenging and exciting. Overall, I was interested in passport cases and curious about them extremely.

Colleagues

Because of the pandemic of COVID-19, I had lots of rest time doing my own things. Meanwhile, some seniors were taking a rest, too. Therefore, I had much time meeting the seniors and chatting. There were lots of seniors who were willing to share their career experiences. Each senior had different situations. As a wenzaorian, I found that there are so many seniors who come from Wenzao. They made up their mind to be an immigrant officer after graduation. Overall, I got along with those seniors very much. What's more, they were really helpful and careful. One day, I was on duty with one of the seniors, she majored in Korean and she shared the experience of being a Korean exchanged student with me. This talk was so interesting that I also shared my experience of learning Korean. Because I loved to watch Korean drama, I had decided to learn the Korean language. However, I gave up many times

since no one could teach me how to pronounce the alphabet correctly. Upon hearing my situation, the senior said she could teach Korean in her free time. In my viewpoint, I was afraid of interrupting my senior's job, but my senior said she was happy to teach me. Therefore, I started learning Korean again. Through my senior's teaching, I am able to read and speak every alphabet. I really appreciate my senior's assistance now. That was a memorable experience in my internship.



My favorite colleagues

Self-Study

When I was not on duty, I usually learned the language in my free time. It had been a long time since I stopped learning academics at school. Hence, I did several self-language enhancements. Apart from preparing for the TOEIC test, I also read

novels and YouTuber's books: Charletes's Web and youtuber JR and Raydu's books. It not only enhances my reading skills but also identifies lots of vocabulary. For listening and speaking skills I usually listen to the BBC Learning English podcast, voicetube, and some talk shows. It helps me learn more authentic English and native accent.

Influences of COVID-19

Palau Travel Bubble

At the beginning of April, the government started promoting the plan of Palau Travel Bubble when the situation of the COVID-19 Pandemic was in good condition. This travel bubble emphasized traveling with their tour groups throughout their entire stay in Palau. On April 1st, lots of presses came to the airport to report the first tour group of the travel bubble. I was shocked because I had never seen so many people at the airport since I started my internship. However, after a few weeks, the tour groups gradually decreased because of the bad condition of the COVID-19 pandemic. Thus, on May 12, China Airlines decided to cancel the stationary flight to Palau.

Level 3 COVID-19 Alert

In the middle of May, the domestic cases of the COVID-19 increased rapidly. The government decided to start the Level 3 COVID-19 alert. Unfortunately, my internship was suddenly paused. In the beginning, I thought the alert would not last for long, and I could finish the internship before the end of the due date. Nevertheless, the Level 3 COVID-19 alert extended for three months. Therefore, I stayed at home for a long time. In order to make up for our intern hours, the Immigrant Agency decided to let interns have online learning. What is a situation I have never met! Although it was a pity that the interns could not go to the airport for the internship, we had a chance to take the professional courses that interns did not have qualified to take before. We had taken three-day courses on passport identification. These courses are extremely professional and interesting for me. Through these courses, I realized that

being a professional immigrant officer is not an easy task.

After Internship



Major Learning

During the six months internship, I have learned some skills while I was on duty. Communication skill is absolutely important while conveying the message with travelers. Sometimes, the travelers did not know what I said so they went in the wrong direction. After I was off duty, I realized maybe I did not convey it clearly because of the mask. The next time I tried to convey my message clearly and loudly. Fortunately, it went smoothly. The other thing I have learned from the internship is identifying the nationality through travelers' special symbol of face or accent. In the beginning of my internship, my senior taught me how to identify the travelers' nationality through the accent. For example, a traveler who spoke loudly in Chinese with a sharp accent was definitely from China. As for face identification, for instance, a traveler who had a white face, blond hair, and middle eyes is possibly from Northern European country. Although sometimes it may make mistakes, it was useful ways to know which routes should travelers do passport check when the airport was crowded.

Future Career

After the internship in Border Affairs Crops of National Immigrant Agency for a long time, I think this industry may not be my career job. Though the salary and the welfare are good, it is still a government agency that the salary and welfare are fixed. I like this job description but I may want to stay in the private industry first.

Feedback

Through this internship, I realize that I have to enhance the following skills and knowledge: communication skills, fluent English speaking skills, foreign language ability, and coping ability. Upon ending up my internship, I make up my mind to compensate for my cons in the last-year student life. Thanks to this internship, I can have the chance to find my pros and cons and understand the workplace culture before I start my career. Under the circumstance of the pandemic of COVID-19, the economy

of the airport has been influenced for two years. I hope the normal passenger capacities will regain as soon as possible to let the airport industries recovered from the upset condition.



Interns & the captain of Forensics & Investigation Brigade