

An Internship Report
on
the Experience in an Overseas Studies Consulting Firm at Gateway Group Ltd.

Submitted by:

Marajul Haque Fahim

ID: 192-10-2050

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Department of English, FHSS
Daffodil International University

Supervised by:

Mr. Mohammad Elius Hossain

Assistant Professor

Department of English, FHSS
Daffodil International University



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Statement of Original Authorship

I hereby declare that the entire report is my original work. The content of the report is the result of my qualifications, writing efforts, and experience. The internship report on "The Experience of Working in an Education Consulting Firm at Gateway Group Ltd. was completed under the supervision of Mr. Mohammad Elius Hossain, Assistant Professor of English at Daffodil International University.

I assure you that not a single element of this material has been copied or replicated without due attribution from any other sources. Additionally, this report paper was not submitted to any other university or institution for any type of degree or other reason. This report is based on four months of full-time official work for the Gateway Group official team.

I also declare that this is the genuine version of my report, that it has been approved by my academic supervisor and the university library office, and that it has not been sent to any other university or institution for any reason.

Marajul Haque Fahim
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Marajul Haque Fahim

ID: 192-10-2050

Department of English

Daffodil International University

Certificate of Supervisor

I am glad to declare that Marajul Haque Fahim (ID: 192-10-2050), a student in the Department of English at Daffodil International University, has finished his internship as a requirement of the course ENG: 431 under my supervision. He completed the work during the Spring 2023 semester. As far as I am aware that this present report does not violate any copyright law and is not plagiarized from any other source.

I wish him the very best for his next level of career achievement.



Mr. Mohammad Elius Hossain

Assistant Professor

Department of English, FHSS

Daffodil International University

Acknowledgment

I honestly thank and appreciate everyone who assisted me in completing my internship report paper. This acknowledgment is proof of the assistance, guidance, and inspiration I received throughout my internship.

Mr. Mohammad Elius Hossain sir, my internship supervisor, has provided me with invaluable advice, information, and continued support, and I would like to convey my heartfelt gratitude and appreciation for all of this.

The entire "Gateway Group Ltd." team presented me with a dynamic learning environment, for which I am particularly grateful to the organization's Director, who gave me the opportunity to perform an internship. My internship has benefited significantly from the collaborative environment and the opportunity to interact with specialists from varied backgrounds.

Dedication

I want to dedicate this paper to my family for their never-ending love and support. Keeping faith on my ability and ruthless encouragement have been my pillars of support during this internship. Throughout my internship, my parents provided unwavering support and inspiration.

Abstract

Participation in an internship is one of the necessary requirements for completing a four-year BA degree. This report is an example of real-world work completed for a reliable consulting firm. Gateway Group Ltd. is an established organization in the consulting sector. This paper presents the internship experience, its obstacles, and solutions. It also includes information about the industrial supervisor, the equipment and technologies we used, and the skills I learned during this period. I have described all of my experiences in this section, beginning with the search for an internship and finishing with the completion of this task. My overall observations, findings, and expectations are given briefly throughout the report.

Lists of Abbreviations

PR: Permanent Residency

IDP: International Driving Permit

FSWP: Federal Skill Worker Program

IELTS: International English Language Testing System

GT: General Training

AC: Academic

CELPIP: Canadian English Language Proficiency Index Program

EE: Express Entry

PNP: Provincial Nominee Program

ITA: Invitation to Apply

MOI: Medium of Instruction Certificate

PTE: Pearson Test of English

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Chapter 1: Introduction

1.1 Introduction

“The expert at anything was once a beginner”- (Helen Hayes). And the beginner may start as an intern. An internship is an opportunity to become an expert. My name is Marajul Haque Fahim, and I am a student at Daffodil International University's Department of English. An internship is part of my Hons Degree as a university student. For my Honors Degree, I chose English. English is a worldwide language. As a second language, I prefer to talk. A strong network is necessary for a successful career. A good network is based on effective communication. It is essential to study English to stay current, understand the language of business around the world, and create a good network with people from all over the world.

The English language is critical in all industries. English brings people from all around the world together. The only language that allows individuals to converse with one another is English. The English language is used in the Education Department and the Overseas sector. As an intern, I worked for a study abroad consultancy organization.

1.2 Purpose of the Internship

An internship can open up numerous doors. An internship provides an opportunity to learn about the real world by working in various settings. We can expand our professional network and improve our talents. We may have the opportunity to interact with a large number of people. We study mentorship. Internships can be compensated or uncompensated. Each internship is unique.

My ambition as a student is to work in an industry. That is why I am completing an internship in a sector to obtain work experience that will aid me in my career. An institution always wants a student to be well-prepared for his future career. My university also wants to help

me prepare for a career and gain work experience. As a student last semester, I was required to complete an internship in any industry or school. It is a course prerequisite for my degree. I will be able to grow professionally and personally through the Internship.

Following that, I will be able to use what I have learned in theory sessions in real life. It will help me strengthen my skills in my work life through practical sessions. The most important thing that has helped me improve my communication abilities is an internship. I can improve my communication skills as a result. I can adjust to the professional setting. The internship will enable me to advance in my career. An internship, in my opinion, is a wonderful opportunity to make the key connections necessary for developing and maintaining a solid professional network in the future.

1.3 Significance and Scope of the Report

The report paper is based on my overall internship. The course requires not just an internship but also a report paper. The report paper focuses on growing my abilities, experience, and purpose, and the following are some highlights. Report writing helps to improve writing skills. It helps us comprehend what should be in the report and how to create the report paper.

Academic significance: First of all, this report writing is my academic requirement. This report will help me to connect academic study and professional life. Because internship helped me to be professional and the report writing helped me in my academic learning by connecting with the internship. This report writing will help me to improve my academic skills.

Course Requirement: Graduation requires an internship, which is a course prerequisite. I have started an internship with an organization to finish my degree. Because an institution always wants a student to be ready for the next stage, it has a prerequisite. Additionally, it will assist students in bridging their personal and professional life.

Developing Skills: An organization looking for a perfect candidate who can work under pressure. It creates an impression and a positive sign about a candidate who can deliver work on time. I am always looking for a company where I can develop my communication skills, leadership skills, speaking, and time-management skills. And my institution allows me to develop my skills through the internship.

1.4 Specific Objects

The primary purpose is to get ourselves prepared to enter the corporate world. While working in the corporate field, many people face some difficulties that will undoubtedly harm their professional standing. Because not everyone is as able to adapt to a new environment as another. A candidate's experience in the workplace setting can be quite important. Newcomers, sometimes work in industries where things move too quickly or are difficult. That has the potential to sap anyone's motivation in their line of work. However, I was pleased that my office had a friendly and welcoming atmosphere. The entire crew and my mentors were welcoming and assisted me to manage the situation positively.

I worked in the education department of Gateway Group Ltd for abroad studies. We help people who desire to study abroad by providing counseling. My job was to assist parents who want their child to attend a Canadian school, as well as students who want to attend universities in the United States and Australia. I gathered all kinds of university admission requirements so that I could assist my clients by learning their perspectives through counseling. And this information will be useful in the future if I decide to pursue further education. Though there are many objectives of this project paper, the specific objectives are –

- Relating theoretical knowledge with practical activities.
- Exploring professionalism by gathering knowledge and experience

- Increase my Communication skill and fluency while speaking.
- Get proper guidelines from mentors.
- Understanding the boundaries and suitable sectors.
- Develop soft and hard skills by practicing fieldwork.

As I am working on a schooling visa and student visa, I also have some findings about this visa process.

- The reasons people want to study at other countries' universities
- The problems students face while they apply for the visa process
- The benefits of studying in other countries
- The requirements for children and their parents in schooling visa

1.5 Summary of the Chapter

This chapter introduces the internship in general, as well as its purpose, significance, and specific goals. Through the internship, I used to assess myself, my educational background, and my work life in this chapter. This chapter discusses how internships may bring light to our professional lives, as well as what I should acquire and how I can benefit from one. In this chapter, I've also discussed some of the principles of my job. I've already recognized how important it is for me to learn about the sector where I work as well as get experience. This chapter primarily serves to direct my next steps.

Chapter 2: Literature Review

2.1 Professional Soft Skills

Soft skills relate to how you work. Soft skills include interpersonal skills, communication skills, listening skills, time management, problem-solving, leadership, and empathy, among others. They are among the top skills employers seek in the candidates they hire because soft skills are important for just about every job.

Hiring managers typically look for job candidates with soft skills because they make someone more successful in the workplace. Someone can be excellent with technical, job-specific skills but if they can't manage their time or work within a team, they may not be successful in the workplace.

Soft skills are also important to the success of most employers. After all, nearly every job requires employees to engage with others in some way. Another reason hiring managers and employers look for applicants with soft skills is that soft skills are transferable skills that can be used regardless of the person's job. This makes job candidates with soft skills very adaptable and flexible employees.

2.2 Professional Hard Skills

Hard skills are abilities you gain through education, training, and experience that often relate directly to a specific job or industry. One may also develop these skills through more informal methods, such as pursuing hobbies or interests related to those skills. Hard skills differ from soft skills, also known as interpersonal skills. These are more general traits that apply to a wide range of jobs, such as communication and problem-solving.

Hard skills are important because employers may require them to have themselves for certain positions. When preparing to work in the career path of one's choice, it's beneficial to examine the most common hard skills companies list in job postings so one can develop key skills for his field. Developing these skills can prepare us for more professional opportunities or advancements.

However, hard skills could relate to the profession, challenging work in a wider context. For example, language skills and PowerPoint or Photoshop knowledge are hard skills. That can be learned and mastered with effort. Recruiters and employers usually desire these hard skills when first looking at someone's resume. Any hard skill mentioned should be accompanied by a degree a certificate or another certificate that demonstrates a particular level of performance.

2.3 Role of Internship in Developing Soft Skills and Hard Skills

An organization always looks for a core set of skills and traits when considering applicants for internships. Recruiters are more interested in our skills than in our CGPA. In today's competitive environment, a good academic record alone will not secure you a job. Most firms prefer to hire recent graduates with some job experience as future employees. In addition, the internship provides possibilities for freshmen to obtain experience. Internships provide us with real-world industrial experience that we can use to boost the value of our CVs when looking for jobs.

An internship is a platform that allows us to build both our soft and hard skills. During the internship, we can put our soft skills learned through our qualities to use while also learning new hard skills that will strengthen our personality and professional skills.

2.3.1 Developing Soft Skills

Good communication skills that potential recruiters search for can be improved through internships. During my internship, I communicated with office people, managers, and team members, wrote and respond to emails, articulated ideas, etc. All these tasks helped me to improve various aspects of communication, including our oral and written skills. The internship gave me a chance to work and collaborate in teams. In a team, each person's contribution matters equally. Thus, I learned collaboration and team working. This also taught me diverse ideas, meet deadlines, understanding our strengths and weaknesses, etc.

During the internship, I learned about time management. Because there was a fixed timeline or a target to fill up in time. The working place was to show creativity. In the internship period, this creativity skill is most important to prove own self. Giving ideas, and discussing things with teammates improved my critical thinking. More soft skills can be practiced during an internship such as assertiveness, accountability, adaptability, etc.

2.3.2 Developing Hard Skills

Every organization wants a fresher who knows basic hard skills such as computer skills, MS Word, PowerPoint, Excel, etc. These skills are important for professional life. During the period of internship, I could practice these basic skills and also gained some new skills. I learned about new technology, browsing, printing, scanning, making new folders, marketing skills, different types of software, etc. These hard skills will help me to make a better opportunity to have a better job offer. These skills will make my profile stronger and more skilled candidate for my future career.

During my internship, I also practiced all those skills. As I worked in a consulting firm, I had to talk with different types and ages of people. I communicated with them and convince them to take my service. In this case, I felt my communication skills have improved. I worked in a team and I had to collaborate with my team members. In the monthly meeting, we all used to participate in new thinking. That's why I also had to think broadly and make new ideas and this helped me to adapt my critical thinking.

However, I had to use the webmail, website, and software for the office, all of which relied on my technical abilities. I had no prior experience with scanning or printing before coming here. I'm capable of doing these things now. Additionally, I continue to gain new computer abilities every day. In conclusion, the greatest method to acquire both hard and soft skills is through an internship. The optimum time to develop the skills needed to advance and remain employed is now. Soft talents are just as vital as hard skills in today's competitive society. These abilities will equip me to advance and build a successful profession.

2.4 Overall Importance of Internship

Internships help students get experience for their future careers. During this time, students can gain new soft and hard skills that will benefit them not only in their professional lives but also in their personal lives. Students do not experience actual work life during their academic careers. However, internships provide students with the opportunity to gain real-world experience and become more comfortable in the workplace. Soft and hard talents are both necessary for a successful profession. We cannot deduct one to prepare for this industry.

Chapter 3: Methodology

3.1 Placement Process Followed for the Internship

This is the time for choosing an organization as a career opportunity through an internship. As a last-semester student, it is a part of my education to join an organization as an intern, and also a requirement of my university.

I was looking for an opportunity and in the main time, I got to know about Gateway Group through my department senior. One of my seniors is working as a consultant in this organization. I got the circular and drop my cv on their website. It is a Consulting firm. After a few days of dropping my cv, the organization calls me for an interview. They send me their address through the mail. The office is located in the Dhanmondi area. This is quite near to my home. I went there on time along with my CV. I set for a written exam. They give me only 20 minutes to write answers to 6 questions. The questions are, why they should hire me, what are the skills I have, and many more questions.

After the exam, I had a viva with the HR madam of the company. She asked about my qualification and my family, and she also asked me why I want to join their company. Though I was a little bit nervous at that moment. But I was able to manage the situation and try to give my best in the interview. HR madam came up with friendly behavior. She advised me about what I should do in my career and how can I manage tough situations at any office. Not only me there were a huge number of candidates who came for the interview. But I was lucky to get a chance in the short-listed session of the interview.

Two days later, they called me for the second viva session which was held with the company's Director. While I was talking with Director sir, I was quite confident about myself. He asked me some basic questions about my hobbies and my passions. I was trying to give a positive impact on the session. After that, he motivated me for my career and wished me good luck. After some moments the HR madam announced that they were choosing me for their company. She asked me to collect the appointment letter and join as soon as I could.

On 1st January 2023, I joined Gateway as an Intern. I studied about their company through their website and gather some important information. I got a chance to develop my communication skills strongly because this is a consulting firm. Every day, I communicated with a huge number of clients and answered their questions. Moreover, the environment of the office was so good and the seniors and other colleagues were friendly. They gave me proper space so that I could work without any hesitation.

3.2 Conduction of the Project Work

There are two departments in this company, Education and Migration. And I joined the Education department. Mainly, this department deals with students who want to study abroad. The education department has two wings. Student visa and schooling visa. These two wings are different from each other. But the processing style is quite similar. These two sectors have been working for about 13 years. The student visa is the process where people apply to study abroad. Through our organization, students apply for admission to the university for their higher education. They apply for undergraduate, postgraduate, and Ph.D. In this organization, student visa works with universities in 3 countries- USA, Canada, and Australia. There is a good relationship with many universities in these three countries and every year a huge number of

Students go there to study in those countries through us. Each university has different requirements for its programs. The duration of these programs is 2-4 years.

One requirement is common for all universities and that is IELTS. The IELTS test is mandatory for students to apply at any university. Besides IELTS tests MOI, Duolingo, PTE, and GRE-GMAT are acceptable. The Education team provides IELTS and Duolingo classes. Also provides free mock tests to students at the end of the 3 months course. As per university requirements, we had to match the student profile before applying. From applying to universities to getting a visa everything is handled by us. There is a limited fee for students for the process.

After starting the file processing, the first work is to submit the student's application on the university portal. And stay up to date with their application every day so that we can collect information on time. After submitting all documents on the portal, universities take 2-3 weeks for reviewing their document. And after that university sends an offer letter to the students to take admission to the session to which they apply for. Along with studies, students get the opportunity to work there. The organization is also IDP, British Council, CELPIP training and registration partner.

On the other hand, the Schooling visa is the easy way because there is an opportunity to live in Canada with family. Mainly, the team works with Canadian schools. Through the processing, parents can apply for their children to get admission in classes 3-12. Through the schooling visa, parents can also go with their children. Children are the main applicant and parents can go on a visit visa with them. The requirement of this schooling visa is very less in the case of other visas. Children need their passports and birth certificates to apply to schools and photocopies of the last two classes' result cards are required to apply.

Additional persons like parents must submit photocopies of their NID card and passport. In this case, they do not have to give IELTS test. Strong bank statements of parents are needed as required for schooling visas. One year's tuition fee and living expenses have to be shown to the bank. Each school has a different tuition fee. Our work was to select the school for clients to which they want to apply. After applying to the school, the school sent a conditional offer letter and asked for a deposit of half of the tuition fee. Then the client sends money to the school through their bank account. Within 2-3 weeks, the school sent another offer letter. Through this offer letter, clients apply for visas. Moreover, there is a chance for parents to live in Canada permanently through the Schooling visa. Parents can stay with their children and get work permits from the Canadian government. They can apply for PR within 1-2 years.

3.2.1 My Responsibilities

In my department, we processed only student visas and schooling visas. In the early stage, I studied two programs- the student visa, and the schooling visa. First of all, my responsibility was to gather a proper idea about the whole process. I studied about the university and the school's requirements. There were different requirements in different universities. So, I had to search for those requirements daily. Every day, I checked the mail if there was any message from any school or university for students who had already applied. I used to observe my seniors to see how they were doing the process.

My other important work was observing Facebook ads. Where clients show their interest in studying abroad. I used to provide them with basic information and asked them to share their number. Then I started to call clients, who were interested in student visas and schooling visas. I used to talk to them and try to share information about the process. When clients already had shared their profiles, I started to search for universities/schools and their program requirements.

So that we could match the student's profile with those requirements. If they were eligible to apply then I encouraged them to come to our office and start the process with us. I used to book an appointment for them with our senior consultants. My main motive was to communicate with clients through our Facebook page and Email. And build good relations with them and help them by providing better service.

3.3 Limitations of the Study

Every work has some limitations. There are some terms and conditions while we work under an organization. We have to follow some rules while we work under limitations. For an intern, it is necessary to be able to adapt to work routines.

Time Limitation: While completing this internship, the first and most important limitation was the time limitation. Generally, an internship takes 3-4 months to complete. In my opinion, four months is very short to gain proper knowledge about an organization. It is not enough time for adapting all the information in this short period. As an Intern, it was quite tough for me to get a proper idea about my organization in a short period. I only got the opportunity to know basic information but could not learn the whole process till visa processing. As I worked in the education department this sector is fully knowledge-based. Every day new requirements are updated on the student portal. I always kept checking and giving reports to my seniors. Besides these tasks, I also checked emails and took appointments from clients. Due to lack of time, I could not learn other things in the office and wasn't able to concentrate on my project paper.

Academic Limitations: Well, every organization grows when their senior employers give their best and maintain everything. The employers become more senior the more they become busy with their work. In my department, seniors were very supportive and cooperative.

But as well as they were very busy with their work that sometimes they could not even focus on other work like guiding me. As it is a consulting firm my seniors are always busy with rush schedules and they have to handle clients, submit files and attend meetings. For that reason, they could not give me enough time. I still do not even know how to apply to a university or a school for a client. There is still some lacking in my learning. Which made me nervous. Maintaining a file is not an easy task, there are some tricks to handle it. As every work has its strategy, opening a file is a very tricky task. My seniors always talked with clients with tricks to convince them and the information was very confidential. So, they didn't want to discuss it with me and always disclosed it.

Confidential Limitation: As an intern, I was new in this field. I did not have proper knowledge about overseas studies, which made me suffer from difficulties. Because, whenever I counsel clients they asked me typical question study abroad which was quite unknown to me. Consultancy was not an easy task for me. It is knowledge-based work. Without knowledge, it's impossible to deal with clients. As I said I had some academic lacking, and that created my confidential limitations. Sometimes, it happened that, if the client did not get the right information, they got angry and started misbehaving which made me feel less confident. When I failed to convince a client to open a file with us it affects not only me but also our monthly target. Again, some clients were very rude from the beginning and made me unprepared with their tough questions. As a newcomer in this field, I was not able to handle them properly.

Moreover, many of them used to judge me for my age. According to them, I am too young and wanted to talk with the senior one. There was not only the clients' pressure but also, I had to face seniors' pressure for some reason. There was a limited time for counseling but if any client took more time my seniors used to talk rudely with me. In the end, there was a target for me every month. I had the pressure of filling up the target because I was not as smooth as others in my team. So, all those reasons made me feel mental pressure and that affected my confidence.

Other Limitation: It was not easy to directly jump into a professional life from a student's life in a short time. Because there were a lot of things that were new for me but I had to adapt on time. For example, my office hours was 10 am-6 pm every single day of the week. This was a new experience for me. It forced me to come out of my comfort zone. I didn't have enough time for myself. Even I didn't get proper time to write my project paper. Sudden 8 hours of work made my daily routine and life very tough. Every day the same work made me feel exhausted. Not only the 8 hours of work, every day I had a meeting with Director Sir after office time. Sometimes, I felt I had to do overwork. Works maybe I was not supposed to do, they made to do those works. Even I had to do work on holidays. At some moments, I felt there was no personal life of my own. There was no entertainment in my life as in my student life and that made me feel less interested in my work too. I was missing myself and my personal life during the whole internship.

Chapter 4: Organizational Overview

4.1 Introduction

I selected my internship sector by thinking about my future. My priority was to enter the corporate site and that's why I choose the organization where I could enlarge my learning. I started my internship at Gateway Group Ltd. This organization helped me to learn how to work in a different environment. It has given me a path to develop my skills and build experience in my career. Now, I know how the corporate sectors are and how efforts I have to give in my workplace. Also, I got to know about my responsibilities.

4.2 Organizational Overview

I have joined as an intern in the Education department at Gateway Group Ltd. This organization is located at Dhanmondi 4/A, Dhaka. This organization has been running successfully for the last 15 years. In this organization, there are other departments too, such as the Migration department and Tourist Visa and IT department. There are 14 employers in this organization, who have been working for the last couple of years. They all come from well-reputed educational backgrounds. As it is a consulting firm, these organizations always assign skillful employers who have brilliant communication skill. Because consultancy is all about communication with people. This organization has an authorized website and Facebook page for each department.

This organization has also provided IELTS classes both Academic and General training. Academic is for those who want to go abroad for higher study. And general training for those who want permanent residency in other countries. As an employee of the education department, I had responsibilities in the overall educational sector. It has a digital classroom for academic

students with a learning environment which is taken by IELTS teachers. For general training, the classes taken by IELTS teachers through google meet. It also provides mock tests. Every organization has its own rules, terms, and conditions. The working day is Saturday to Thursday from 10 am to 6 pm. As it is a corporate office, everyone has to maintain formal dress. The entire organization has been fully monitored by CCTV cameras. The environment of the office is friendly for employers.

Chapter 5: Internship Activities

5.1 Introduction

As an intern, I had weekly tasks during my whole internship. In the first week, I got a chance to know basic information about the organization. I got a joining letter from HR madam. She introduced me to the whole team of the education department and other departments. My supervisor gave me instructions about my work. In the second week, I learned about the difference between student visa and schooling visa. Got introduced to the technological regularly used office activities. Also, I got to know about the official website and online activities. As it is a consulting firm, I had to gain the knowledge.

During these 1-2 weeks I observed every single detail about studying abroad. The 3rd-4th weeks became very challenging for me. Because it came up with lots of responsibilities. I used to send emails to universities and schools. I checked the client's mail every day to check their updates. Sometimes, I used to sit at the front desk for making my communication skill better. This was for making me confident to communicate with different types of clients. Every week my responsibilities increased day by day. I got an official phone number to communicate with clients. I started to communicate with old clients. I started to keep following up with clients for appointments.

Then I started to get new clients. Like others, I also got the responsibility to observe the Facebook ads, collect numbers, call them to give some information, and finally convince them to visit our office. I also participated in the meeting with those universities and school's meeting. I also learned the technical works and used to do the technical work for the education department. When my seniors used to consult with clients, I always tried to hear them and observe them with

importance. I also noted down the questions which are from clients and the answers from my seniors. And that was to make my conception clear about this section. I also observed the IELTS classes and students, and for the mock test, I made the question paper. I got an opportunity to learn about CELPIP, which is mainly based on the Canadian language. I did an online training on CELPIP as an instructor and got a certificate.

5.2 Work Condition

During my internship, I worked with the Education team. In the education department, there were 3 members along with me. There are two wings, overseas studies and the Schooling visa. My supervisor was Afroja Begum. She is the HR and admin of the organization as well as the leader of my department. She has been in the organization for the last 13 years. She is well experienced in this field. She had a huge responsibility to maintain everything in the office. She has a lot of work experience and she does everything perfectly. She counsels clients and files work. She gives proper guidelines to everyone in the office. She is helpful and kind to everyone. She manages the management and every employee's needs. And after her, there is another senior consultant in my department who is well-experienced in this field. Her name is Mrs. Adiba Kamal. She is quite good at visa and university application processing work. She is very good at counseling. She taught me how to handle clients in any situation. She also handles the schooling visa sector. She observes the IELTS class of the academic section. We are a registered partner of the British Council and IDP. She helps clients to register for the IELTS exam. As every team had a monthly target, our team also had and we distributed all the work between us to fill up the target. My department was very organized and well-maintained.

Migration Department: There is another department in this organization which is Migration Department. This is mainly about Canada's High Skill Migration. This department works for skilled people who want to migrate with their family. According to the Canadian Govt, there are some basic requirements for this migration process. The basic requirements are age, education, work and experience, and IELTS(GT) score. Anyone should be eligible for 60 out of 100 Federal Skill Worker Program (FSWP) points. In this migration, department they run 2 pathways, one is Express Entry and another is PNP.

There are 4 members in this department. The team leader is Mrs. Zannat. Her position is Senior Consultant. She is here in the organization for the last eight years. She is very responsible about her work and leads the team so perfectly. Mrs. Rotna, the second senior consultant who is also been in this organization for the last 8 years. Then Ms. Atiya is a consultant and she has the responsibility for IELTS(GT). In this department, there is also an intern, Ms. Sumaiya. The main work of this department is the same as ours. Such as Facebook ads reply, mail replies, counseling, file opening, file processing work, etc.

With the migration team, I have learned a lot of strategies and techniques. The techniques made my work easier. Through their consultancy and work, I got to know about the process of migration in other countries.

5.3 Details of the Skills Developed

An internship is an area where I learned new skills. The internship assisted me in developing both hard and soft abilities. Skills are critical for the advancement of my career. I learned technology, time management, teamwork, and computer abilities such as MS Word,

Excel, and others through hard and soft skills. These abilities are now essential for me to advance as an employer. Those things will help me acquire a better opportunity for employment in the future.

5.4 Learning as an Intern in the Organization

During my internship, I learned about professional life. Which I'd never had before. I learned a lot. I was able to improve my talents through the internship. I met so many people and improved my communication abilities. I learned about adaptability, which will help me adjust to any situation at work. I also learned about professional demeanor.

I learned about studying abroad through my internship. I've learned about how people migrate to different countries.

Chapter 6: Conclusion

Finally, my internship with Gateway Group was completed with transforming experiences that prepared me with valuable skills. It also improved my professional abilities and expertise. The lessons I learned and the knowledge I obtained throughout this internship will provide a solid basis for my future career. Through the internship, I was able to engage with a variety of specialists.

Furthermore, this internship allowed me to hone my talents in the fields in which I work. I was allowed to put my academic knowledge to use in the real world. The entire internship is focused on learning and networking. Now I am confident enough to work under pressure and deal with any difficult situation.

Overall, this internship provided me with the opportunity to show my knowledge and make a useful contribution to the area. I am grateful to my supervisor and all of my mentors for their advice and assistance along the way. And the entire project paper is about my experience as an intern.

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Appendices

Appendix-1: Letter of Approval from the Industrial Supervisor



Appendix-2: Internship Offer Letter

Appendix-3: Certificate of Appreciation

Appendix-4: Working Time

