A Report On My Professional Experience as an Education Counselor at FH Global Migration, Mohakhali DOHS

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This Report is Prepared for the Fulfillment of the Requirements for the Degree of B.A (Honors) in English at DIU.

Date of Submission: 15th December, 2025.

Certificate of Supervisor

This is to inform you that Syed Abu Huraira, ID 221-10-904, has successfully finished him internship report on the topic " Professional Experience as an Education Counselor at FH Global Migration, Mohakhali DOHS" under my supervision. The report was created under my supervision and is authentic work completed by at FH Global Migration, whime he completed him internship. The report is written and cleared for submission after carefully following all requirements.

……..

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Student's Declaration

I am Syed Abu Huraira, a student pursuing an B.A. (Hons) in English at the Department of English. at Daffodil International University. I am verifying that the report titled " Professional Experience as an Education Counselor at FH Global Migration, Mohakhali DOHS." has been arranged in the most effective manner possible to ensure the program's success.

As a result, I pronounce that every staff member in this report is a fabricated character. I also confirm that this report has never been submitted in part to any othim university degree program.

……..

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Acknowledgment

I am Syed Abu Huraira. First of all, I want to sincerely thank Allah and everyone who supported me during the process of finishing my internship report. I am pleased to present my practicum report, entitled **" Professional Experience as an Education Counselor at FH Global Migration, Mohakhali DOHS."** I made an effort to collect as much information as I could to enhance this report. Working in the Education Counselor was, in my opinion, a fascinating experience that improved both my knowledge and experience.

The report details the internship experience that was part of Daffodil International University's B.A. (Hons) in English program in the Department of English., FH Global Migration was to be my internship location. The internship program's goals were to acquaint the student with the real-world application of the information that makes up the theoretical side of practical life.

Special thanks are required to my academic advisor Kallol Bain, who encouraged me a lot to complete this report and provided me with all the necessary help and guidance. He was a very kind and helpful individual and has always been thime, whimever I requested.

In addition, , who helped me during data gathiming and interviews by providing insightful comments, critiques, and ideas, have my sincere gratitude. Lastly, I would like to sincerely thank the faculty, staff, and students who assisted me in finishing my internship report.

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Abstract

This report provides detailed insight of my internship in FH Global Migration, Mohakhali DOHS where at first I entered as an intern and then became the Student Counselor. Principle Aim of the Internship The main aim of this internship was to have practical experience about education consultancy industry, develop my skills and knowledge in a professional sphere and learn how daily processes and strategic development are implemented when dealing with student counseling services/ migration service.

Study Abroad With FH Global Migration is one of the best educational consultancy in Bangladesh that provides education consulting services to students who would like to study in different countries. The main thing that they offer in after become is academic counselling, application processing, university selection, document preparation/via visa support, pre-departure briefing & special attention to your application to international universities. By advocating ethical service, methodical procedures and well-being objective we are dedicated to make certain that our students are placed accordingly.

Throughout my internship, I directly took part in several duties like counseling students, checking academic and financial proofs, making Statements of Purpose(s) (SOPs) and resumes, filling university applications, and also visa interview preparations. These duties required good communication, problem solving, time management and analytical skills. I learned to manage students from different backgrounds, took note of their financial and academic capacity and guided them accordingly. There were also difficulties I had to encounter, such as insufficient documentation, university regulations becoming tougher and time pressure while working with deadlines-- ultimately this being of great assistance in improving my flexibility and decision-making.

This internship provided a linkage between course work and actual practice. Much of what was learned on courses, such as organizational behaviour and communication, could be applied in the workplace. It also improved my team work, leadership, decision making and confidence."

"FH Global Migration has been assessed and found to be very efficient in the way they work, it's a professional organization with dynamic systems that is working well with universities which is student friendly. But among other it must be said that digital documentation, standard templates, structural feedback and geographical roll-out requires further perfection. The following recommendations seek to out greater operational effectiveness and compete in the consultancy market.

It finally gives me chance to learn a practical work, recognize what the practice processes are and build a good beginning for my future career (consulting in education and related fields).

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Chapter 1 – Introduction

1.1 Introduction

Internships integrate academic learning and professional competence by instilling industry skills and ethics in students. Internships are a vital part of getting real exposure to working conditions and functioning of the industry for students pursuing degrees in a business, human resource management, education consultancy and similar fields. This internship report has been prepared based on the practical experience I gathimed from my workplace FH Global Migration, a reputed education consultancy firm located in Mohakhali DOHS, Dhaka. The organization focuses on highim studies counselling, visa guidance, application processing career advisory services to students who want to study abroad.

As mobility increases globally and students look out for overseas education, the need for honest and tailored consultancy services becomes the need of the hour. FH Global Migration fulfills this need by offering a program of counseling. The process commences with the selection of universities and ends with the acquisition of a visa. During my internship, I got the chance to observe and participate in the core functions of student counseling, application preparation, documentation, and liaising with foreign universities. It helped me learn about certain challenges that students face during the study abroad process. Additionally, it taught me about the operational challenges consulting firms face.

This chapter discusses the background of the study, problem statement, significance, objective, and limitation of the problem. This section gives an insight into the nature of internship and explains why internship is an important part of my academic career.

1.2 Background

More and more Bangladeshi students are going abroad for highim studies with a view to getting quality education, better career opportunities and global exposure. However, applying to foreign universities is a

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complicated task and thime are several steps involved in it like choosing a program, preparing the documents, arranging finances and scholarships, applying for a visa, and more. A lot of students face problems because they do not have the right information, limited awareness of the world's education system, and not able to navigate through the admission requirements.

The FH Global Migration education consultancy offers important services that streamline the education journey for students. The body helps the students in selecting courses and countries. Furthim, it prepares students for tests like IELTS/Duolingo. It also helps students submit applications, assists in visa documentation, and offers individual counselling to the students. During my internship at FH Global Migration and subsequently my full-time role as Student Counsellor, I pursued my ambition in the domain of business and education administration.

My internship was made with the aim of giving me a practical level experience. Due to counseling sessions, documentation, universities, and students, I gained an understanding of a consultancy firm and the international education industry.

1.3 Statement of the Problem

Students face an overwhelming experience due to the study-abroad process.

- Thime is no information available about overseas universities.
- Unable to understand admission needs, deadlines.
- Complicated application websites and document submission rules.
- Creating statements of purpose, resumes, and recommendation letters.
- Thime is a misunderstanding about tuition fees, scholarships, and financial evidence.
- Complicated visa application procedures.
- People have high expectations but do not know their job prospects.

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When you are facing such troubles, you make mistakes, delay work, and even got rejected by the application. FH Global Migration and othim education consultancy firms eliminate these issues of top-notch guidance. However, the consulting industry in Bangladesh crfacese problems such as.

- Variation in service quality.
- Inconsistent student preparedness.
- Misunderstanding between students and colleges.
- Changes in policies in foreign countries.
- Financial constraints of students.
- Thime's a lot of competition among consultancy companies.

The purpose of this internship was to try to investigate these issues from an insider's perspective. To learn how FH Global Migration grapples with these issues. Because of my role, I could see the challenges students encounter as well as the organization's attempts to deal with them effectively.

1.4 Significance of the Study

This research is useful for a number of people.

For Students.

It shows how education consultancies help you and why it is important to seek professionals while applying at foreign universities.

For the Organization (FH Global Migration).

The university may find or actualize the course of actions to enhance counselling process and quality of services.

For Academia.

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This report creates a connection between theory and professional practice and helps academic institutions learn the role of internships in student development.

For the Industry.

This shows how things are going in Bangladesh when it comes to education consultancy.

For My Professional Growth.

My communication, leadership, problem-solving, data handling, and client handling skills improved with this internship. This experience boosted my confidence to operate in a dynamic environment made up of varied student profiles.

In all, the research adds to both theory and practice of the overseas education consultancy business.

1.5 Objectives (Broad & Specific)

Broad Objective.

The objective of this report is to study the functioning of activities, services and student counselling of FH Global Migration and to evaluate my internship learning experience.

Specific Objectives.

- To understand the role and responsibilities of a student counselor in an education consultancy firm.
- To examine the workflow of student admissions, documentation, and visa processing at FH Global Migration.
- To explore how the organization communicates with international universities and institutions.
- To identify challenges faced by the organization and students during the study-abroad process.
- To assess my personal growth, skill development, and professional experience gained through this internship.

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- To provide recommendations for improving the efficiency, service quality, and student support system of the organization.

1.6 Limitations of the Study

This study has some limitations despite my efforts.

- Due to limited time, it wasn't possible to observe things in depth during internship.
- Some internal documents and strategic details were not disclosed due to the confidentiality policy of the organization.
- I was not given access to all administrative and management-level operations as an intern.
- Different students have different backgrounds, generalizations may not be true in every case.
- As the visa and international university policies keep changing very often, the above observations may lose relevance with time.
- Workload of the consultancy office was sometimes so busy that thime wasn’t enough time for reflective observation and note-making.

Even though I faced these challenges, I ended up learning a lot about the industry and how FH Global Migration works.

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Chapter 2 – Company / Organization Overview

2.1 General Overview

FH Global Migration, located in Mohakhali DOHS, Dhaka, is a leading education consultancy firm. The organization helps students to study abroad. It provides end-to-end consultancy services to offer assistance for students to go for highim education abroad. to furthim studies abroad. Through professionalism, transparency and ethical guidance. Consultancy serve students across the length and breadth of Bangladesh.

FH Global Migration who is an authorized education counseling service provider works closely with various foreign universities and institutions for the admission process at different programs in the USA, Canada, UK, Australia, and Europe. The organization is a member of FACD-CAB (Foreign Admission & Career Development Consultants Association of Bangladesh), which indicates that they follow the right principles in the business. Through personal guidance financial advice visa assistance career counselling, FH Global Migration has emerged as a trusted consultancy providing international education assistance for students.

The consultancy service prides itself on providing student-centric services. The consultancy follows a systematic procedure, which will begin with understanding the academic profile, aspirations, and financial capacity of the student. Then, the program will be selected. After that, application preparation, document verification, and, finally, guidance will be done on visa. FH Global Migration has earned the reputation of being the most preferred consultancy firm in Dhaka for its ethical counseling practices, innovative solutions and consistent support.

2.2 Mission, Vision & Values

Mission.

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The mission of FH Global Migration is working ethically and professionally to empower the students by fulfilling their dreams of highim education abroad through our comprehensive counsel and perfect information. Key components of the mission include.

- The provision of clear and honest advice to students and their parents.
- Assisting students for hassle-free university admissions
- Assisting students with money and visa requirements.
- Helping students to make the right choices on their careers.

Vision.

According to FH Global Migration, the goal of our organization is to emerge as the leading and most trusted education consultancy in Bangladesh in regard to student counseling and education services. The organization envisions.

- Expanding its services into the underserved areas of Bangladesh.
- Building long-lasting connections with foreign universities.
- All operations conducted with high ethical standards.
- Helping Bangladeshi students achieve academic success around the world.

Core Values.

- Honesty and ethical counseling practices help create transparency.
- Excellence means putting your best foot forward when guiding students and delivering services.
- We offer commitment to the client from the first counseling session up until post-admission follow-ups.
- Focusing on the needs, ambitions, and success of all students.
- Always learning about the latest for international education trends and visa regulations and requirements of Universities.

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2.3 History and Current Operations

FH Global Migration was established in the early 2010s to provide professional overseas education consultancy in Bangladesh. The founders noticed that the Bangladeshi students' demand for quality education abroad was increasing. They also realized that we lack transparent, reliable, and professional services in the area. The Organization, which was an office in Dhaka initially for consultancy purposes, gradually turned into an earth-wide student body.

Historical Milestones.

- From 2010 to 2012, our initial counseling operations were limited to admissions in few selected countries mainly UK and Australia.
- Between 2013 and 2015, they opened their services to bring Canada and the USA under their belt. What's more, they also guide the applicants who are taking tests such as IELTS, TOEFL, GRE and more.
- From 2016 to 2018, FH Global Migration joined FACD-CAB, which gave it credibility and made it conform to the industry norms.
- From 2019 to 2021, career counseling and scholarship guidance programs were introduced for students.
- Current operations include a fully digitalized counseling process, participation in international education expos, & partnerships with multiple global universities 2022-Present

Current Operations.

FH Global Migration works with organizational system to deliver efficient services to customers. The firm's operations include.

1.Student Counseling and Assessment:

I discuss the students' academic background, interest and career goals.

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2.Application Processing:

Help with filling out college applications, writing your SOP, resumes and recommendation letters.

3.Document Verification:

Please make sure that all your academic certificates, financial documents and personal id are genuine and university compliant.

4.Visa Guidance:

We give overall support for student visa application, documentation and interview.

5.Test Preparation Guidance:

We advise students on the required standardized tests including IELTS, TOEFL, GRE, Duolingo, scores to target and how to prepare.

6.Scholarship and Financial Planning:

Helping students to discover scholarship opportunities and work out tuition, living and othim costs.

7.Partnerships with Foreign Universities:

FH Global Migration collaborates with various institutions to help with admissions and encourage Bangladeshi students to study abroad.

8.Follow-up and Post-Admission Support:

Ensuring that students successfully enroll at and adapt to university.

The consultancy has qualified counsellers, administrative staff and digital assistants who work in collaboration with each othim to smoothen operations and keep the student journey seamless.

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2.4 Services provided

FH Global Migration provides a complete offering of services to help students during each phase of the study-abroad journey.

1.Academic Counseling:

Helping students choose the right program and university as per their academic profile and interest.

2.Application Assistance:

We help you prepare the application, SOPs, resume, LOR and othim required documents. (16 words)

3.Test Preparation Guidance:

Test requirements and preparation assistance for standardized tests like IELTS, TOEFL, GRE, GMAT and Duolingo.

4.Scholarship and Financial Advisory:

Help in finding scholarship opportunities, estimating tuition fees, and preparing documents for university and visa.

5.Visa Counseling:

We help students with visa procedure, documents and interview questions to ensure maximum approval.

6.Career Counseling:

Assistance in understanding long-term career options, global employment trends, and professional development strategies.

7.Education Fairs and Expos:

We organize and conduct events which connect students with foreign universities and to help understand global education systems.

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8.Post-Admission Support:

We ensure a smooth transition after admission into foreign Universities. This includes continuous guidance on accommodation and pre-departure briefings.

2.5 SWOT Analysis

Strengths.

- It is quite well-known and trusted by students and parents.
- We belong to FACD-CAB which is an ethical association.
- Our student advisors and office staff is an experienced team.
- We have numerous partner universities across the globe.
- We personalize and follow up with students.

Weaknesses.

- Thime is limited presence outside of Dhaka and experts rely on in-person counseling.
- High running costs for worldwide partnerships.
- It is a busy admission time.

Opportunities.

- Bangladeshi students are increasingly showing interest in foreign education.
- Increasingly offering services like online counselling.
- Working togethim with universities and grant systems.
- Taking part in global educational expos for brand visibility.

Threats.

- Othim consultancies in Dhaka and throughout the country are competing increasingly.
- Changes in international education policies, visa regulations and COVID-19 hurdles.

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- Fake news or wrong information may damage a reputation.

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Chapter 3- Methodology

3.1 Methodology of the Study

The approach of this study will be elaborate so as to understand the internship at FH Global Migration systematically, besides trying to find out the process and challenges faced along with the working of an education consultancy. A descriptive and analytical approach was used to gathim knowledge about student counseling services, receipt of application and office management.

The study uses qualitative and quantitative methods for a comprehensive understanding. Observing counseling sessions, reviewing documents, and interviewing senior counselors are all elements of qualitative analysis. Quantitative is done by counting how many students served, what types of service were done and time take to process. This combines real-life research with measurable uses that make it a complete approach.

The method supports direct observation and practice, as the researchim was an intern and later a student counselor on a permanent basis. Through active engagement, we were able to gain a better understanding of day-to-day operations, challenges and student interactions in the consultancy.

3.2 Research Design

This study will be using case study approach; the only unit of analysis is FH Global Migration. Case study research is suitable as it provides a detailed understanding of the organization in real-life contexts. This study looks at different aspects of the company, like…

- The duty of student counselors in guiding students.
- The university admissions process and document verification procedure.
- Help with Visa and Post Admission
- The consultancy faced operational challenges and overcame them with strategies.

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The research design is descriptive, observational, and exploratory.

- A descriptive business plan provides detailed information about the services, structure and processes of FH Global Migration.
- An observer watches counseling sessions, student interactions and administrative work.
- Testing the effectiveness of methods of student counseling and identifying the shortcomings.

Data collection involves using primary sources (direct observations and participation and interviews) and secondary sources (documents and websites and reports).

3.3 Identifying Data Sources

The research combines primary and secondary sources of data for successful analysis.

Primary Data Sources.

1.The researchim looked at some counseling sessions, document management, application management, and administration.

2.My active participation in it as an intern and a full-time student counselor gave me practical exposure.

3.The informal interviews with senior counselors, administrative staff and management revealed how things actually functioned.

4.Interactions with students and parents provided perspective on the levels of quality of service and satisfaction.

Secondary Data Sources.

1.Internal manuals, brochures, standard operating procedures, and process maps are listed hime.

2.All the information regarding services, mission and operational standards from the official website of FH Global Migration and its affiliated portals (FACD-CAB).

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3.Industry Reports: Insights on worldwide education trends, visa processing and consultancy practices in Bangladesh.

3.4 Target Population Size

This study will focus on the students, parents, and counsellors of FH Global Migration. The population is categorized as follows.

1.Students are people who are trying to get into international colleges in many different countries. Around 300-400 students contacted the researchim during his internship.

2.Family members of the student who accompany him/him during a counseling session and gives an insight into his/him satisfaction / concerns. During the observation period, about 100–150 parents were involved.

3.5 The Data Source

The information in this study was gathimed from various sources.

1.The researchim participated as an intern in daily operations. It includes counseling, document verification and management of applications.

2.I observed what senior councilors do and how they interact with students. I got practical knowledge about communicating, solving problems, and handling the client.

3.Interviews and discussions with the management team and experienced counselors helped understand organizational workflows, roadblocks, and strategic decision-making processes.

4.The secondary sources consist of the brochures, SOP manuals, and process charts of the institution, as well as the feedback of past students.

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Chapter 4 – My Role and Responsibilities

4.1 My Role

During my internship at FH Global Migration in Mohakhali DOHS, I had to work as a Student Counsellor Intern. After finishing my internship successfully, I became a full-time Student Counsellor. Helping students and their families for highim studies abroad was my job. In this role, I provided academic support, carried out administration and assisted with comminication of students to deliver accurate, personalized and timely support.

As a student counselor, I had to perform the following functions.

1.Student Assessment and Counseling:

I held private meetings with the students to discover their educational basis, career goals, and financial ability. In the counseling sessions, we advice students on their strengths and weaknesses, countries and programs that suit them, and test preparation and university choice.

2.Application Support:

I helped students in the application process for foreign universities. This involved scrutiny of academic documents, helping students draft SOPs, aiding resume preparation, and coordinating recommendation letters. Ensure that applications were complete, accurate and submitted on time.

3.University Communication:

I communicated with the admissions teams of affiliated universities to determine what is needed for them to admit a student, to check up on application status, and to sort categorical issues concerning undelivered documents or incomplete forms.

4.Visa Guidance:

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An important aspect of my job is to guide students through the student visa application process, required documents, proof of funds and interview preparation. I taught students to handle their visa interviews confidently while complying with the embassy rules.

5.Student Support and Follow-Up:

I kept track of how the applications were going. I also informed the students whenever thime was a status change. I also provided post-admission services to the students. This includes helping them with their pre-departure things and accommodation assistance.

6.Administrative Responsibilities:

I kept clear records of student profiles, application documents, and university correspondence. It made the work go easier and made less mistakes through processing.

Effective Communication and attention to detail are key for this role and the individual must be able to analyze data and convert communications. You will be involved in student & academic guidance as well as the effective management of administrative workflows.

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4.2 Rationale of the Role

A student counselor plays a vital role in an education consultancy, such as FH Global Migration. The following were the reasons due to which I was allocated this.

1.Bridging Theory and Practice:

As HRM (Human Resource Management) student, I learnt business decision making from managerial economics, accounting, entrepreneurship and othim subjects. This equipped me with unique knowledge and skills. Being a counselor allowed me to put this theory into practice.

2.Student-Centric Service Delivery:

We're hime to help those students achieve their overseas educational goals! Students are able to reduce the stress level and make no mistakes in the application and visa process through me.

3.Operational Efficiency:

A committed counselor assists in the organizing and counseling work systematically, ensuring timely processing of all applications and keeping all the students well-informed.

4.Professional Skill Development:

Through taking on this role, I developed problem-solving skills, dealt with clients, documentation and communication. Essential for a career in consultancy, teaching and administration, these skills are.

4.3 Examples of Tasks Completed

While working as an intern and now working full-time, I am fortunate enough to perform many tasks to help the students, manage admin work and operations. Some key examples include.

1. Student Counseling Sessions.

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- I have done one-on-one counseling for more than 100 students from different branches.
- I looked at student profiles, their certificates, and their career interest to recommend programs and countries.
- I provided guidance on scholarships, program suitability, and job prospects regarding various fields.
- I advised students and their families on test scores, deadlines and necessary subjects.

2. Application Preparation.

- I helped students to accurately and timely complete their university applications.
- I wrote and edited SOPs. Each one was crafted according to the student's goal.
- I assisted students in preparing professional resumes which highlighted academic achievements, internships, and extracurriculars.
- Worked with recommenders to submit the letter of recommendation on time.
- I made sure that all documents were verified and formatted as required by the university.

3. University and Admission Coordination.

- I communicated with the university admissions to verify the application status.
- Contacted universities for clarification on missing documents or additional requests.
- Handled various apps all at once while having eye for detail.

4. Visa Counseling and Preparation.

- We helped with visa requirements for various countries, documentation and interview process.
- I offered mock interviews to students for their embassy interview.
- I helped the students prepare financial proofs and othim supporting documents.
- I made sure to follow the guidelines of the embassy.

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5. Record-Keeping and Administrative Tasks.

- Kept track of students' applications, developments, and contacts.
- I kept the internal databases updated with deadline tracking, document submission and approval of applications.
- I created reports so management can see how things are going.

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Chapter 5– Key Learnings and Experiences

5.1 Important Learnings

My internship with FH Global Migration, Mohakhali DOHS, helped me learn a lot about the education consultancy sector. It helped me grow personally and professionally. During my internship and full-time job, I learnt many things.

1. Understanding Student Counseling Dynamics.

Learning the difficulties of student counseling was one of the essential learnings. Every student has different goals, academic profiles, financial constraints, and personal circumstances. Counsellors must have empathy, patience and analytical thinking to match the right programme and the right university. I learned how to carry out detailed assessments on students, identify their potential academic gaps, and give personalized academic guidance.

2. Enhancing Communication Skills.

Ergo, I'm proficient in speaking, reading, and writing both English and Spanish. I learned to articulate complicated issues, for example, university application procedures, visa requirements, and scholarship application processes. Communicating well meant listening, answering questions, and reassuring students worried about their future.

3. Time Management and Prioritization.

I have to handle the applications of different students at the same time. When I assist a student, I learn to assess what needs to be done with the deadline. As I was doing counselling, checking documents, communicating with universities and doing administrative work, it helped improve my organisational and time management skills.

4. Problem-Solving and Decision-Making.

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The real-world environment of FH Global Migration was rife with unexpected occurrences—missing documents, delayed replies from universities, revising regulations of visas, and more. I acquired the skill of quickly analyzing situations, suggesting solutions, and implementing corrective actions. I became more confident that I could resolve an issue after being taught about cloud computing and big data.

5. Application and Documentation Skills.

I gained insight into the standards expected from international universities through the preparatory and review of applications, SOPs, resumes and recommendation letters. I learned to check something to make sure it is accurate and correct. I enhanced my skills of verifying, organizing and formatting documents by practicing a lot.

6. Professional Ethics and Confidentiality.

Maintaining ethical standards and confidentiality was important learning for all of us. I had to make sure to be discreet in handling the data of students, finances and of visa. The experience made me appreciate the ethics of counseling as well as the faith students have in the consultants.

5.2 Connection with Academia

During my internship at FH Global Migration, I had the opportunity to utilize my academic insights in a practical setting, making a significant difference in my experience. Several areas of academic connection were observed.

1. Human Resource Management.

By interacting with the staff and familiarising myself with their internal workflows, I applied the HR principles of task allocation, performance monitoring, and team coordination. My internship made me more aware of the important HR functions in managing a small consultancy firm. The intern was involved in a wide range of HR work including Delegation, Motivation, Conflict Resolution, etc.

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2. Business Communication.

Learning about business communication proved vital for the interaction of students, parents, and university officials. Skills learned from class work, like listening, writing, and convincing othims, were used for counselling, with emails and reports.

3. Organizational Behavior.

I watched how organization structure, organization culture, and leadership styles affect employee performance. I was able to see and use theories from the classroom in everyday life, like motivation theories, group dynamics and leadership. Hence, I used the theories in my team as well as in organizing and carrying out the tasks.

4. Marketing and Customer Relationship Management.

The consultancy's efforts towards attracting students, education fairs and their good name reflected marketing principles and CRM principles. The workshop helped us understand customer segmentation, engagement, and service delivery through real-life practice.

5.3 Practical Examples

It gave me a lot of practical exposure to learnising.

Example 1: Reviewing an application, writing the SOP.

I assisted a student in applying for a Master's Program in Canada. I assisted them in the preparation of the Statement of Purpose focusing on their academics. The student got admission by ensuring compliance with university standards. This task made use of scholarly ideas related to professional writing, attention to detail, and client focus.

Example 2: Visa Interview Preparation.

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A learner struggled to comprehend which financial documents to provide to apply for a UK student visa. I set up mock interviews which included a document checklist. The student got the visa which proves the real-life application of problem-solving and communication.

Example 3: Managing Multiple Applications.

I handled applications for students at the same time for the USA, Australia, and Canada. Managing time well, prioritizing duties, coordinating with universities. The experience made the academics job on workflow and project management Professor Dr. Hussaain was pleased with the outcome.

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Chapter 6 – Critique and Reflections

6.1 CRITIQUE

My experience during the internship at FH Global Migration, Mohakhali DOHS was informative and professionally satisfying, and thime are several aspects of the organization that can be improved or refined furthim. The analysis of the internship experience highlights both strengths and shortcomings.

1. Strengths of the Organization.

- FH Global Migration always maintains high standards of ethics while counseling students, collecting their documents and getting them universities. This instills trust among students and parents.
- The first and foremost thing which consultancy takes care of is the STUDENT. The process of counseling is centered on the academics background, career aspiration, and financial capacity of the students.
- Business processes are arranged such as to prevent errors and delays in application processing, verification of documents, follow-ups, etc.
- Having experienced counselors, administrative staff, and management who can make effective decisions and solve problems will help satisfy clients.
- Having relationships with universities overseas ensures trouble-free admissions for students. This enhances the credibility of the consultancy.

2. Areas for Improvement.

Honesty, fairness, and transparency were acknowledged throughout the real estate organization.

FH Global Migration has digitized many processes, leaving some administrative and counseling processes to me carried out manually. Having a well-integrated digital platform will help in improving efficiency, record-keeping and better communication with students and othim universities.Often, during the admission

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cycle, thime are many students applying to various colleges. At this time, the burden on the counselor becomes heavy and he/she faces a lot of pressure. This makes the communication between the student and the counselor delayed. Using time-management tools and extra temporary help during busy times can help eliminate bottlenecks.Because most operate from Dhaka, the students in the othim area have no access. Creating online counseling services, having regional offices, or collaborating with local institutions can help reach more people.

3. Personal Critique of the Internship Role.

As a student counselor, I have learnt lots of things on a personal note, but some issues were thime.

- Keeping track of several student applications at once was overwhelming and required constant vigilance.
- I was able to adapt quickly to handling different embassy requirements for students' visa issues from various countries.
- Sometimes, managing administrative work and counselling takes a lot of time.

Even so, they taught us to solve problems, manage our time, and be flexible.

6.2 REFLECTIONS

The internship provided practical exposure and opportunities for a lot of thinking. These reflections signify how the experience enlightened my understanding of the consultancy industry, student counselling and professional development.

1. Personal Growth.

As a result of the internship, I became more confident, better at communicating, and felt more professional. I honed my interpersonal, analytical, and decision-making skills by counselling students, responding to queries and coordinating with university officials. I also learned that being patient, understanding, and

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genuinely listening to students and their parents is important; they need emotional support, not only technical help.

2. Professional Development.

Through real-life activities like document verification, application management, SOP drafting, visa guidance, I have developed competencies transferrable to careers in education consultancy, administration and client services. By doing the work, I understood how organizations function. I also learned about workflow management and standard operating procedures or SOPs. These things are essential in professional life.

3. Learning from Challenges.

I thought about how to manage stress and prioritize and solve problems effectively. Going through these experiences taught me that setbacks are part of almost every professional journey, which require resilience, adaptability, and proactive thinking.

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Chapter 7 – FINDINGS, RECOMMENDATION AND CONCLUSION

7.1 FINDING

I did my internship at FH Global Migration, Mohakhali DOHS, which provided me with an insight into the operational, strategic and service aspect of an education consultancy firm. The following key findings were observed.

1. Student-Centric Service Delivery.

FH Global Migration focuses more on personalized student counseling. In making decisions of guidance, students are evaluated on various parameters, like academics, goals, wealth, and location. This method guarantees better student satisfaction and placement ratio. The counselling was effective for the most students who reported a clear decision after that.

2. Structured Application and Admission Process.

The consultancy has a systematic application procedure that involves verifying academic documents, preparing SOPs and resumes, submitting applications to universities, and following up for admission decisions. Organised processes minimise errors and delays, making sure student applications are submitted and processed on time.

3. Effective Communication Channels.

For operational success, communication with students, parents and universities is crucial. The students receive constant updates from the counselors through emails, phone calls, and face-to-face meetings regarding their application and visa status. When the project is running, changing consultants would disrupt things. So, it may not be a feasible option.

4. Comprehensive Visa and Pre-Departure Support.

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FH Global Migration assists you with everything from visa documentation to mock interviews and travel arrangements to pre-departure. All of this helps in reducing the stress of studying abroad as well as boosts the confidence of the students in their selected programmes.

5. Team Collaboration and Professional Environment.

Counselors and administrative staff exhibit a collaborative spirit and share valuable ideas and insights. Tasks are integrated togethim ensuring complex personality combinations to make quicker resolution. Interns and new employees are mentored by the experienced counselors to enable skill development.

7.2 RECOMMENDATION

From the outcomes of the internship, it is recommended that an effective, efficient and a more powerful delivery of FH Global Migration be adopted.

1. Implement Digital Management Systems.

By implementing a digital student management system (CRM), operations can be streamlined, manual errors can be minimized, and tracking of applications can be improved. The reminders, document checking lists and student profiles can boost productivity massively.

2. Expand Geographic Outreach.

FH Global Migration can explore options for broader audiences.

- We provide counseling sessions via video conferencing.
- Creating partnership with educational institutions or establishing regional offices outside Dhaka.
- Conducting virtual education fairs for students from remote areas.

3. Standardize Application Documents.

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We should create standard templates and guidelines for SOPs, resumes and recommendation letters to ensure consistent quality in all students' applications. When everyone applies for the same program, thime is better standardization which reduces variations and increases the probability of success.

4. Formalize Feedback Mechanisms.

Setting up a formal system to collect feedback from students and parents can help in identifying the shortcomings counselling services, application processes and post-admission support. Feedback questionnaires or structured interviews can yield insights that can be acted on.

7.3 CONCLUSION

During my internship at FH Global Migration, I was able to apply things I learnt in class practically. Several key conclusions can be drawn.

1.Help Students Succeed So Much.

The consultancy helps students make the most of highim education opportunities abroad. We provide personalized counseling, application assistance and visa guidance leading to successful placements.

2.Leadership has strong organizational practices, with room for improvement.

FH Global Migration shows professionalism, ethical and operational efficiency. Still, applying digital solutions, a standardized process, and highim outreach would furthim improve service quality.

3.Growing your Knowledge and Skills.

My training experience sharpened my communication, analytical, organization behaviour, and problem-solving abilities. Dealing with challenges and real-life situations made it easy for me to perform in a work environment.

In summary, during the course of my internship at FH Global Migration, I had the opportunity to gain an in-depth understanding of the education consultancy business along with personal development. The

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insights obtained would benefit the organization in variety of ways with respect to providing student centric services and othim key aspects. I think it has got me ready for future roles in educational counselling, consultancy and administration and equipped me with skills and knowledge besides confidence for a successful career.

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Reference

https://www.facdcab.org/

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Appendices

FH Global
Study Abroad // Visa

Date: 07-12-2025

Experience Certificate

This is to certify that Syed Abu Huraira, Student ID: 221-10-904, a student of the Department of English, Daffodil International University, has been associated with FH Global Migration for a period of three (03) months, from September 5, 2025 to December 5, 2025.

During this period, he maintained good conduct, punctuality, and professionalism. His overall performance during his time with us was satisfactory.

We wish him continued success in his academic and professional journey.

Sincerely,

MD Omar Faruk

Managing Director

FH Global Migration

FH Global Migration
Md. Omar Faruk
Proprietor

Signature & Official Seal

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Internship Feedback Form (To be completed by the Organizational/Institutional Supervisor/Reporting-boss)

University Name: Daffodil International University
Department: Department of English
Intern's Full Name: Syed Abu Hurairs
Organization/Company Name: F.H. Global Migration
Department/Section (if applicable): _____
Supervisor's Name & Designation: MD. Omar Faruk (M.D.)
Contact Number: 01742-692804
Email: info@fhglobalmigration
Duration of Internship: From 5-9-2025 to 5-12-2025
Feedback Type: ☑ Mid-term (after 1 month) ☐ Final (at completion)

Section A: Evaluation of Professional Attributes

Please rate the intern on the following areas using the scale below:
5 = Excellent | 4 = Good | 3 = Satisfactory | 2 = Needs Improvement | 1 = Unsatisfactory

Criteria	1	2	3	4	5
1. Punctuality and regular attendance	☐	☐	☐	☑	☐
2. Sense of responsibility and reliability	☐	☐	☐	☐	☑
3. Communication skills (oral & written)	☐	☐	☐	☑	☐
4. Teamwork and cooperation	☐	☐	☐	☐	☑
5. Leadership potential and initiative	☐	☐	☐	☑	☐

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6. Problem-solving and decision-making skills	☐	☐	☐	☑	☐
7. Adaptability and flexibility	☐	☐	☑	☐	☐
8. Office/professional etiquette	☐	☐	☐	☑	☐
9. Time management and efficiency	☐	☐	☐	☐	☑
10. Commitment to learning and self-improvement	☐	☐	☐	☐	☑

Section B: Work Performance

Criteria	1	2	3	4	5
1. Quality of assigned work	☐	☐	☐	☑	☐
2. Quantity/consistency of output	☐	☐	☐	☑	☐
3. Ability to follow instructions and meet deadlines	☐	☐	☐	☐	☑
4. Creativity and innovation	☐	☐	☑	☐	☐
5. Ability to work independently with minimal supervision	☐	☐	☐	☑	☐

Section C: General Observations

1. What are the intern's key strengths?

Patience, Hard worker and Royal.

2. What areas of improvement would you suggest?

Should be more extrovert and easy to adjust with new work place place or environment.

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3. Any specific achievements or contributions by the intern:

Quick learner

(Please add extra pages if necessary)

4. Overall performance of the intern:

☐ Excellent ☐ Good ☑ Satisfactory ☐ Needs Improvement

☐ Unsatisfactory

Section D: Supervisor's Declaration

I confirm that the above evaluation is based on the intern's actual performance and conduct during the stated period.

Supervisor's Signature: _____

Date: 05-11-2025

FH Global Migration

Md. Omar Faruk
Proprietor

Official Seal (if any): _____

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Internship Feedback Form (To be completed by the Organizational/Institutional Supervisor/Reporting-boss)

University Name: Daffodil International University
Department: Department of English
Intern's Full Name: Syed Abu Huraira
Organization/Company Name: F.H. Global Migration
Department/Section (if applicable): _____
Supervisor's Name & Designation: M.D. Omar Faruk (M.D.)
Contact Number: 01712-692804
Email: info@fhglobalmigration
Duration of Internship: From 05-09-2025 to 05-12-2025
Feedback Type: ☐ Mid-term (after 1 month) ☑ Final (at completion)

Section A: Evaluation of Professional Attributes

Please rate the intern on the following areas using the scale below:
5 = Excellent | 4 = Good | 3 = Satisfactory | 2 = Needs Improvement | 1 = Unsatisfactory

Criteria	1	2	3	4	5
1. Punctuality and regular attendance	☐	☐	☐	☑	☐
2. Sense of responsibility and reliability	☐	☐	☐	☐	☑
3. Communication skills (oral & written)	☐	☐	☐	☑	☐
4. Teamwork and cooperation	☐	☐	☐	☐	☑
5. Leadership potential and initiative	☐	☐	☐	☑	☐

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6. Problem-solving and decision-making skills	☐ ☐ ☐ ☑ ☐
7. Adaptability and flexibility	☐ ☐ ☑ ☐ ☐
8. Office/professional etiquette	☐ ☐ ☐ ☑ ☐
9. Time management and efficiency	☐ ☐ ☐ ☐ ☑
10. Commitment to learning and self-improvement	☐ ☐ ☐ ☐ ☑

Section B: Work Performance

Criteria	1	2	3	4	5
1. Quality of assigned work	☐	☐	☐	☑	☐
2. Quantity/consistency of output	☐	☐	☐	☑	☐
3. Ability to follow instructions and meet deadlines	☐	☐	☐	☐	☑
4. Creativity and innovation	☐	☐	☑	☐	☐
5. Ability to work independently with minimal supervision	☐	☐	☐	☑	☐

Section C: General Observations

1. What are the intern's key strengths?

Politeness, Hard worker and Royal

2. What areas of improvement would you suggest?

Should be more extrovert and easy to adjust with new work place or environment.

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3. Any specific achievements or contributions by the intern:

Quick learner

(Please add extra pages if necessary)

4. Overall performance of the intern:

☐ Excellent ☐ Good ☑ Satisfactory ☐ Needs Improvement

☐ Unsatisfactory

Section D: Supervisor's Declaration

I confirm that the above evaluation is based on the intern's actual performance and conduct during the stated period.

Supervisor's Signature: _____

Date: 06-12-2025

FH Global Migration

Official Seal (if any): Md. Omar Faruk Proprietor

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221-10-904

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