

A Report
on
“Internship Experience at UniPass Immigration”

This internship report has prepared for the fulfillment of the degree
Bachelor of Arts (BA) in English



Course Title: Project paper with Internship
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Certification of the Academic Supervisor

This is to certify that the internship report with the subject of Internship experience at UniPass Immigration is written successfully by Abu Haider with the ID: 221-10-1100 of the department of English, Daffodil international University.

The report addresses all the recommended institutional requirements and is of high level of analytical quality as it effectively relates the theoretical linguistic and communication skills with the relevant professional experience in the international education consultancy field.

I attest that Mr. Abu Haider demonstrated exceptional diligence, honesty, and professional dedication during the internship time and the latter stage, which was the report development. This report is therefore accepted and acknowledged as a good testimony of the completed internship program.

I hope that Mr. Abu Haider would be successful in his future and not only that, but also to the greatest professional distinction.



Signature of the Supervisor

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Declaration of the Student

This is to certify that I, Abu Haider, with a student ID: 221-10-1100, a student undertaking the Bachelor of Arts (Honors) in English program at Daffodil International University, do hereby declare as follows:

The following internship report titled as Internship Experience at UniPass Immigration is a personal compilation of my professional learning, observations, and data during my three-month internship tenure at UniPass Immigration, Dhaka Branch. The report is delivered in part of the requirements of the above degree and has been written under the great scrutiny of Ms. Fatema Begum Laboni, Assistant Professor, Faculty of Humanities and Social Science, Daffodil International University. I, certify that this work has never been submitted to this University, or to any other institution of higher learning, in order to receive any degree or diploma. I also assure that this report is written by myself, and all analysis, findings and recommendations are entirely founded on my work and experience. All materials that have been taken externally have been cited and credited in line with the academic standards.

I am personally accountable to the accuracy, content and academic integrity of this paper.

Sincerely Yours,

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Internship Details

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Designation	Chief Executive Officer
Start Date	3 rd Sept 2025
End Date	3 rd December 2025
Total working period	3 Months

List of Acronyms

Acronyms	Full Form
SOP	Statement of Purpose
LOA	Letter of Acceptance
MOI	Medium of Instruction
PSW	Post Study Work
CAS	Confirmation of Acceptance for Studies
IELTS	International English Language Testing System
PTE	Pearson Test of English Academic
VFS	Visa Facilitation Services
NID	National Identity Card
PR	Permanent Residence
AUM	American University of Malta
ECI	European College of Innovation
TIC	Think Talent Institute College
LKIM	Learnkey Institute Malta
MIC	Malita International College
GIM	Gateway Institute Malta
CC	Cross College Malta
OTHM	Organization for Tourism and Hospitality Management

Acknowledgment

Most importantly, I want to thank Almighty Allah, the Most Merciful and the Most Powerful, to give me the strength, perseverance, and a clear determination to complete both this rigorous internship program and this extensive report successfully. This professional success would not have been attained without these blessings.

My experience as an intern in UniPass Immigration was greatly valuable. Entering a new work environment was the necessary experience of putting the academic knowledge into practice in a concrete environment. I was able to apply the theoretical concepts taught in the classroom to practical skills of consultancy successfully leading to my development, both as a human and as a professional in a well-organized organization developed with client handling and international communication.

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I genuinely appreciate Mr. Asraful Islam Sakib, Chief Executive Officer of UniPass Immigration who gave me a chance to work in such a well reputed organization. It is especially interesting to note that the opportunity to secure the position was made possible by the connection made due to LinkedIn with Mr. Sakib, who is an appreciated alumnus, which also underscores the significance of professional networking in the career enhancement process.

I would like to heartily admit the transformational role of the Aspire Leaders Program (in partnership with Harvard University). This global competitive program made me think critically, solve problems effectively, and realize the power of effective social impact, which later became a power and ability as a consultant. My experience in managing Daffodil International University, particularly in the Chittagong Student Association (DIU) as a Deputy Secretary and in the Human Resource Development Institute (HRDI) as a Secretary of Public Relations, enhanced my planning of the organization, event management, and strategic communication skills. I also recognize the experience that I have had in my client-facing positions especially being a Travel Consultant at The Atlantic Cruise Ship and a Marketing and Sales Trainee. They were very important in developing my skills of providing explicit, organized and empathetic counselling as a consultant.

I would like to express my gratitude to all my co-workers at UniPass who clearly welcomed me, shared their operational experiences, and mentored me throughout the internship period. Their mutual professional interaction and positive attitude towards each other contributed to making the whole learning process quite fruitful and pleasant.

Abstract

The report below gives an elaborate description of the tasks and responsibilities that I performed during my internship at UniPass Immigration. The internship was a hands-on continuation of my academic knowledge as I was able to put into practice the theoretical knowledge that I gained in my studies to real world scenarios at work. It was a perfect way to bridge the gap between university education and the work conditions of a foreign education consultancy, as it provided them with the first-hand experience of how the industry is run. The experience at UniPass Immigration has contributed greatly to my knowledge on the sector, improved my professional competence and offered me a chance to get a glimpse in the manner in which the consultancy services will mentor and help students seek international education opportunities. During the internship, I was exposed to the counseling and application process to Maltese universities, which comprise of Learnkey Institute, Malita International College, the European College of Innovation, Think Talent Institute, Gateway Institute, MCAST, the American University of Malta, and Cross College Malta. I also got acquainted with visa processing systems, admission documentation, and communication with representatives of the university. This experience also allowed me to enhance the critical soft skills that included communication, teamwork, and problem-solving. It also boosted my abilities when handling clients who want to have access to higher education's outside the country. This report is primarily written with an intention of discussing my learning experience, my duties, and how the internship enabled me to develop as a person and as an employee. In general, this report signifies the successful completion of my internship program at UniPass Immigration and reflects my professional learning experience.

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Chapter 1

Introduction

This internship report includes a full overview of the job and experience that I had during my three-month internship at UniPass Immigration at Dhaka Branch. The report is prepared as a BA (Honors) degree in English course work in the faculty of Humanities and Social science at Daffodil International University.

The internship forms a crucial component of the undergraduate program in the sense that it enables the students to learn the lessons taught in classrooms and apply them in practical contexts. I am thankful to have served my internship at UniPass Immigration which is a renowned education consultancy firm that offers professional advice to students attending to higher education in other countries. This opportunity gave me the chance to relate my academic study to the work experience in the consultancy world.

This experience assisted me in gaining a better insight into the way the overseas education sector operates. It enhanced my overall communication, enhanced my computer literacy and gave me the opportunity to communicate first hand with the clients of other backgrounds. I could find it difficult to prepare this report and go through with this internship, yet the help of my supervisor and the teammates helped me to make the process of completing the internship both exciting and fulfilling. During the entire process, I have attempted to gather the right information and bring it out in this report honestly. In my opinion, this internship has become an important step in my career and academic experience, as it helped me to gain confidence and skills that I would need in a working situation in future.

1.1 Purpose of selecting the Title

The title of this report, “Internship Experience at UniPass Immigration,” was chosen with the guidance and approval of my internship supervisor. I selected this title because it directly reflects the core purpose of my internship to document, analyze, and share my professional learning

experience at UniPass Immigration, where I worked as an intern consultant assisting students who wish to study in Malta.

1.2 Origin of the Report

This internship report is written under the guidance of Ms. Fatema Begum Laboni (Assistant Professor), who is my respected supervisor and advisor in the internship program and also my BA (Honors) in English at Daffodil International University.

The report reflects on my professional learning in the Fall 2025 semester, as well as an academic task of my undergrad studies. I have written this paper according to the particular guidelines and instructions given to me by the supervisor and made certain that it represents my experience with the internship and learning far.

1.3 Objective of the report

I have been interested in the acquisition of practical experience in various professional areas since the onset of my studies. The experience I got during my internship at UniPass Immigration enabled me to make that a reality. Through this program, I got to know how English language skills, communication skills and academic knowledge would be used in the practical working world of educational consultancy.

In my internship, I had a chance to relate the theoretical knowledge of linguistic analysis, communication, discourse, and professional writing to everyday activities of client counseling, university applications and visa processing.

The principal goals of this report are:

1. To acquire experience on the opportunities of higher education in Malta.
2. To learn about the application and significance of English in educational consultancy field.
3. To implement academic knowledge in a working setting.

4. To examine how English communication can be instrumental in leading students in higher studies in Malta.
5. To hear about UniPass Immigration and understand the way it functions as a consultancy company.
6. To obtain knowledge about the structure of the company, services, and communication system.
7. To be employed with professional mentors and gain knowledge based on their experiences.
8. To find out how theoretical learning may be applied to real life cases.
9. To cope with an office, high pressured and fast-paced workplace.
10. To have a sense of teamwork and build positive interpersonal relationship.
11. To develop and use the computer skills in the work.
12. To improve my skills of communication and counseling in the future.
13. To gain patience, motivation and professional energy to tackle future challenges in my career.

Chapter-2

Background

During the period between September 3 and December 3, 2025, I completed my mandatory undergraduate internship at UniPass Immigration, Dhaka Branch, during a period of Saturday to Thursday, 10:30 a.m. to 6.00 p. m. I actively participated in day to day running of the organization throughout this three-month period and learnt relevant information regarding the overseas education industry. This report is a summary of my main experiences and how my background in the English language helped me in the consultancy work, communication and documentation. The findings are compiled and presented under the title, “Internship Experience at UniPass–Immigration.”

2.1 Motivation for the Report

I have completed my undergraduate internship in UniPass Immigration successfully during the Fall of 2025. The experience enabled me to enhance my confidence and helped me achieve a lot in personal and professional development. Being in a conducive and professional setting helped me to come out of the comfort zone and break the barrier I had against interacting with others. I also learned how to work well with clients and practice professional relationships with colleagues.

2.2 Significance of the Report

The report contains a real-life report of my internship experience at UniPass-Immigration. It points out the practical application of the English language in the educational consultancy industry of Bangladesh and provides responses about a highly-established Malta-based higher education consultancy company.

It also explores the English words and phrases commonly employed in the work of consultancy, which will be beneficial to any person, interested in knowing the role of English in international

education consultancy as it gives a clear picture of how communication is conducted at workplace.

The report can also assist the UniPass-Immigration by determining its strengths, weaknesses, opportunities and threats (SWOT). It links academic knowledge to real practice in the field of work and ponders upon the significance of English language skills in educational consultancy.

2.3 Scope of the Report

My work experience at UniPass Immigration was defined by my work as a Student Consultant, during which I spent my time working with students whose life cycle as a prospective higher education enrollee in Malta and Malaysia. Instead of operating in one particular team, I handled all the stages of the overseas education process, such as counseling and correct cost and university advice, as well as visa applications and ultimate file preparation.

This task demanded high standards in communication, professionalism, and detailing. I used academic concepts on practical activities, including writing effective Statements of Purpose (SOPs) and quality control of all documentation. The three-month internship helped to enhance my communication, problem-solving, and client relationship management skills to a great extent. This experience has been described in this report in a structured and reflective way.

This analysis is expected to:

1. Describing both operational practices and service quality of UniPass Immigration.
2. Demonstrate future English Department students how the educational consultancy field can provide them with viable, useful career opportunities.
3. Present UniPass Immigration with my personal observations and strategic recommendations.

Chapter 3

UniPass - Immigration Overview

3.1 Historical Background of UniPass Immigration –

UniPass Immigration is a new establishment founded in 2024 and located in Good Luck Center, 151/7 (5th Floor), Panthapath Signal, Green Road, Dhaka -1205. The company has managed to establish itself as one of the most reputable and student oriented educational consultancy firms in Bangladesh in a short period of time.

Being a British Council listed agency, UniPass Immigration offers professional advice to students who aim to study overseas and is an ethical and transparent service provider in the application and visa procedure. The company is now targeting Malta and Malaysia where the company has found out the most cheap and full of opportunities in terms of education internationally.

As an intern, I was taught that UniPass Immigration has managed to obtain many student visa applications in both Malta and Malaysia. The organization is committed to quality counseling, proper documentation, and authentic after-visa services, which contributes to its reputation in the sphere.

3.2 Logo of UniPass Immigration



3.3 UniPass – Immigration Partnership Universities (Malta)

UniPass Immigration has created a global network with various top institutes in Malta to provide students with an academic opportunity that has a wide scope or Diploma to Master level. These programs have been accredited according to the Malta Qualifications Framework (MQF Level) and are accepted all through Europe and other regions. UniPass guarantees that every applicant is provided with qualified guidance and full assistance since the choice of courses until visa registration and enrollment to the final degrees.

University List (Malta)

1. Learnkey Institute
2. Malita International College (MIC)
3. European College of Innovation (ECI)
4. Think Talent Institute
5. Gateway Institute of Learning
6. MCAST – Malta College of Arts, Science & Technology
7. American University of Malta (AUM)
8. Cross College Malta
9. Global College Malta

3.4 Fields of Study:

- Business Administration and Management
- Business Finance and Accounting
- Information and Computing Technology
- Health and Social Care
- Nursing Studies
- Tourism & Hospitality
- Logistics and Supply Chain

3.5 Study Cost and Tuition Structure (Malta)

UniPass Immigration maintains complete transparency in presenting the total cost of studying in Malta. The following cost breakdown is based on the latest visa and university fee structures:

Before Visa

CVU Fee (VFS Appointment): €100

University Administration Fee: €100 - €150 (depending on institution)

Insurance (Swiss care): €97.70

VFS Submission Fee: ₹13,000-₹18,000

After Visa

Tuition Fee:

Bachelor's: €6,500

Master's: €7,000

Service Charge: ₹50,000

Air Ticket: Changeable (based on airline and season)

Expected Cost: About 10 -11 lakh Taka.

I break down the steps of the process to students: They have to pay the pre-visa charges which include CVU/VFS appointment fee of 100 Euro, university administration fee of 100-150 Euro, Swiss Care insurance of 97.70 Euro, and VFS fees of 6500-8000 Euro. Once they have got the visa, they proceed to the post-visa costs where they pay the tuition fee, which is 6500 Euros in a bachelor degree or 7500 Euros in a Master degree, a service fee of approximately 50,000 taka and the

air ticket, which is determined by season and the airline. In total, the range of costs that amount to approximately 10 or 11 lakhs taka.

3.6 Necessary Documents for application

A list of required documents:

1. Updated CV.
2. Honors Certificate and Transcript
3. Masters Certificate and Transcript
4. 2 Reference letters: 1) Academic from University 2) Official from Job sector
5. SOP (Statement of Purpose)
6. Job experience letter (for Now from current job)
7. Passport Scanned Copy

Chapter 4

Methodology

I achieved this by doing a three-month internship at UniPass Immigration, a renowned educational consultancy firm in Dhaka, as part of my Bachelor of Arts (Honours) degree requirement. I chose this organization because of the following reasons:

1. I am going to pursue my higher education in a foreign country and I would wish to have a personal experience in this area.
2. The English communication is related to the consultancy industry and it is the same line of study as I have.
3. The Malta higher-education system is something that I am especially interested in learning about, as it is expanding swiftly among Bangladeshi students.

On the first day, UniPass Immigration has provided me with the chance to work as a consultant intern under Shafat Hossain, Operations Manager supervision. The first person I encountered was the CEO, Mr. Asraful Islam Sakib, who introduced me to the staff and the operations of the company. I was put under the counseling and application department where I slowly learnt to deal with the profile of the students, how to prepare documentation, and how to advise students who were looking to get a chance to study higher in Malta.

My internship involved primarily working with applicants to Maltese institutions which include Learnkey Institute, Cross College Malta, Malita International College, European College of Innovation, Think Talent Institute, Gateway Institute, MCAST, and the American University of Malta.

My job was to communicate with the clients directly, evaluate their qualification, clarify the course details, and fulfill the documents required to apply. I also got to know how to use the company internal portal to handle files and update the progress of the application.

In the first month, I felt comfortable with the independent counseling sessions. I had my first client (Mr. Md. Tanzid Hossain) who had applied to the OTHM Level 5 Diploma in Tourism and Hospitality Management at Learnkey Institute Malta. I have described the academic terms, visa procedure, and the price structure. This experience provided me with a clear picture of how an education consultancy can contribute to students up to the final visa application based on the first counseling session.

Under this internship, I had a hands-on experience in the management of clients, documentation, counseling methodology, and processing of applications. I also gained the skills of effective communication, precision, and professionalism in negotiating with clients and foreign business partners.

4.1 Students' Counselling for Higher Study in Malta

My counseling philosophy entails the establishment of a positive atmosphere in which the target ambitious students can feel at home, informed, and directed throughout the study abroad process. I will start every session by first welcoming the student with a warm welcome like Assalamualaikum, please have a seat, and then I will have a brief discussion with the student in order to establish a connection with the student and ask them to complete their academic qualification. Once I have learned about their destination of study, I take them through the entire process one frame at a time, and explain how much they are likely to spend on the pre-visa applications, which include: CVU fee (€100), university administration fee (€100-150), Swiss Care insurance (€97.70), and VFS application fee (€13,000-18,000), and then the post-visa applications, which include: tuition fees (Bachelors: 6500, Masters: 7000 Euro. After the process is described, I also inquire whether they have any questions and answer their concerns concisely. In case the student is interested, I take the necessary documents, such as CV, certificates, transcripts, reference letters, SOP, job experience letter, and copy of the passport. Such documents are then submitted to the application team who apply to the university and obtain an unconditional offer letter in 3-4 days. Following the offer letter, the applicant will pay the sum of money to the CVU and administration fee of 250 Euro, and subsequently confirm the VFS appointment, the application team will proceed to the rest of the procedures until the time of visa submission.

Chapter-5

My Internship Experience at UniPass Immigration

5.1 My Duties at UniPass Immigration

1. Getting acquainted with partner universities:

My initial task was to acquire information on partner institutions of UniPass Immigration particularly the universities in Malta and Malaysia. I was required to memorize the names, courses and places of universities like the Learn key Institute, Cross College Malta, MCAST, American University of Malta,. I also attended their official web sites to get the actual course information, tuition fees and the intake schedules.

2. Validating official communication:

Each morning, I would visit the official email inbox of UniPass Immigration to check whether there were any responses of universities or an awaiting update of students. I also made sure that all my critical emails were replied to one or two days after discussing with my supervisor or even my senior colleagues.

3. Communication with clients and follow up calls:

I communicated with clients and students using the official office phone. I was tasked to call out the students who had already undergone counseling but had not done their documents. In these calls, I talked to them about their study plans and urged them to have their applications filled in time.

4. Counseling new students:

I undertook counseling of new students who came to our office. I evaluated their education level, recommended appropriate courses and gave all information regarding the overall cost, visa procedure and part time employment opportunities in Malta. All sessions made me more confident about interacting with clients and communicating with them professionally.

5.2 My Responsibilities at UniPass Immigration

1. Online training and webinars at the university:

I took part in online conferences as well as training programs conducted by institutional partners. These workshops made me aware of the current admission changes, program outlines and recent visa policies in Malta and Malaysia.

2. Contacting university representatives:

I was able to communicate with foreign representatives whenever they visited our office. During these meetings I got to know about the partnership agreements and how educational consultants maintain professional relationships with international universities.

3. Sponsoring education fairs and advertising:

The UniPass Immigration frequently organizes student counseling fairs. To support the team, I was doing my internship in Malta and in the period, I assisted in inviting students, organizing registration desks, and clarifying simple enquiries regarding studying in Malta and Malaysia. These activities enhanced my skills in team work and event management.

4. Offering counseling services to clients:

I assisted students by providing them with correct and elaborate information concerning university admission, visa condition, and documented information. I also aimed at making sure that all the clients are given straightforward and transparent advice.

5. Checking data and research on the university:

It was one of my duties to find out the latest information about admissions, tuition, and programs in official websites and databases. I compared the various universities to advise the best suited ones to the students depending on their studies and financial capability.

5.3 Applied Skills

Hard Skills

1.Computer Literacy and Microsoft Office:

I also used Microsoft Word and Excel regularly throughout my internship when I was recording the information about the clients and preparing counseling logs. I also got to know how to govern Google Sheets and how to arrange digital files well.

2.Typing and Writing Skills:

I also enhanced my typing where I prepared SOPs and mail drafts on behalf of students. I have been able to know how to write simple and clear documents when applying to foreign universities.

3.Data administration and data handling:

I was taught on how to handle student files, checklists and university application forms via internet portals. This ability made me be more detail oriented.

4.Professional E-mail correspondence:

I trained writing official e-mails to universities and customers. This assisted me to perfect my tone and confidence in professional correspondence in writing in English.

Soft Skills

1.Time Management:

I was required to do daily assignments like follow-ups, documentation and writing of reports with certain time constraints. This also taught me on planning my work well.

2.Communication Skills:

Communication in this case was necessary as a consultant. I also engaged in oral and written communication every day, which allowed me to get confidence in speaking professional English.

3.Teamwork and Coordination:

I also collaborated well with my colleagues, as well as senior counselors and this made me realize the importance of teamwork and support among each other in accomplishing organizational objectives.

4.Solving Problems and Adaptability:

On some occasion's students experienced problems of missing documents or late payments. I was taught to remain composed and come up with solutions through the assistance of my seniors.

5.Negotiation Skills and Client Handling:

It took time to deal with clients and patience. I also got to know how to listen and recognize their needs and communicate in a manner that increased trust and comfort.

5.4 My internship experiences

On the 3rd of September, 2025, I was hired in UniPass Immigration as an intern consultant to work under Shafat Hossain, the Operations Manager. The CEO, Mr. Asraful Islam Sakib, welcomed me with the warmest greetings on the very first day and presented me to the rest of the team and told me how the company is structured. I had the privilege to work with the senior counselors and application team members later on who would mentor me on all the steps that I underwent in the learning process.

Being a student at the Department of English, having an internship is the mandatory thing related to the Bachelor of degree. I chose UniPass Immigration since this is the area that is most closely related to the use of English, as well as real-life interaction with people.

As a student consultant during my internship, I was in direct contact with the clients who were interested in further studies in Malta and Malaysia. My major area of focus was in Malta where I

was taught how to direct the students to the appropriate universities, clarify to them on the admission requirements and also guide them in documentation and visa application.

During my three months internship, I was given some good advice by Shafat Hossain who was very patient in explaining the entire process of counseling to submission of applications. My colleagues also cooperated with me and shared their experience, which allowed me to learn the tricks of handling clients. The lessons provided by these experiences enlightened me on how to strike a balance between working, communicating, and being patient in a client-centered organization.

Upon the successful completion of my internship, I was able to understand more about the functionality of the educational consultancy sector. I also discovered that this career is a very good match to my educational experience with English as communication skills, writing and interpersonal skills are necessary in a successful career of this type. As I feel, this internship has prepared me well in my future career and assisted me in personal and professional development.

5.5 Inspirations and Bonuses

When I got an internship at UniPass Immigration, I realized that it wasn't only about office work every day, but it turned out to be a very inspiring place that would challenge me to learn quicker and learn smarter. UniPass performance-based incentives was one of the most inspirational moments of my trip. The company was paying 1,000 BDT commission on each file processed, and 10,000 BDT on the file in case the student is successful in getting a visa. This system was not only a financial gain; it also became a source of energy that enhanced my agility, focus and confidence when dealing with clients.

My primary duties when I joined were related to dealing with clients- understanding their needs, taking them through the visa process and making sure that they had clear expectations. I soon understood that each discussion was important. The better the better I dealt with clients in a more confident and professional way. I began to acquire new information, enhance my communication and learn how to negotiate effectively to enable the clients get good salary packages and

opportunities.

	NAME	COUNTRY	SUBJECT	DATE
1	Md. Tanzid Hossain	Malta	OTHM Level 5 Course- Diploma in Tourism and Hospitality Management	29-10-2025
2	MD OMAR FARUK	Malta	OTHM Level 5 Course- Diploma in Logistics and Supply Chain Management-Cross College	29-10-2025
3	MILLAT HOSSAIN	Malta	OTHM Level 5 Course- Diploma in Logistics and Supply Chain Management-Cross College Malta	29-10-2025
4	MEHEDI HASAN	Malta	Tourism and Hospitality Management-Cross College	22-10-2025
5	MD ABRARUL HOQ	Malta	Tourism and Hospitality Management-Cross College	22-10-2025
6	BAPPY APOON	Malta	Level 7 Diploma in Immersive Software Engineering-Cross College	22-10-2025

7	MD SHITHIL PROOHAN	Malta	Diploma in Information Technology (Level 5)- Cross College Malta	21-10-2025
8	MD MASUD RANA PCG-00000137	Malta	Tourism & Hospitality management Program: Diploma (level-7)- Cross College	20-10-2025
9	Md. Jahid Hasan	Malta	Tourism and Hospitality Management-Cross College Malta	11-10-2025
10	MD SHAHIN HOSSAIN	Malta	Software Engineering / Information Technology- Learn key	11-10-2025

Chapter-6

My observation

6.1 Use of Academic Knowledge

My experience at the UniPass Immigration provided a first-hand experience of how to put my theoretical knowledge into practice. Being an English major at Daffodil International University, I already possessed good communication skills, which proved to be important when counseling the students, as well as communicating with the university representatives. Such courses as Syntax and Semantics and Linguistics made me realize that there is a variety of accents and there are various ways to speak clearly with international clients.

My leadership, problem-solving, and teamwork skills were also fostered through my involvement in a leadership program, Aspire Leaders Program, Cohort 4, 2025, which was held in collaboration with Harvard University. Having been chosen out of 45,228 international candidates among 9,362 finalists taught me the qualities of discipline, concentration, and flexibility, which I utilize in my day-to-day activities and obligations processing client cases and taking students through complicated admission processes in Malta, Malaysia, and other destinations.

Also, it helped me to develop and introduce The BOLD Club, a student leadership and branding program that attracted at least 150 students within the first month by being a Marketing and Sales Trainee at Proochar. In this case, I applied planning, coordination and communication skills which are straight forward to consulting. At the Atlantic Cruise Ship, as a Travel Consultant, I dealt with over 200 clients, facilitating the travel pack and making their clients satisfied, which made me more competent to give students better advice on visa, tuition, and budget planning.

With presentation skills acquired at university, I created slides to clients with comparisons on tuition fees, visa processes and the travel arrangements. Record-keeping, communication, and reporting were efficient with the help of computer literacy and knowledge of digital tools (Word, Excel, PowerPoint, Google Workspace, and social media). On the whole, my academic and extracurricular activities allowed me to counsel students with self-confidence, organize tasks, and become a professional in all the relationships.

6.2 Relationship Between Senior and Junior Officers

UniPass Immigration has a favorable and cooperative environment. The Operations Manager and the experienced consultants, who are seniors, were available to guide me whenever I needed to have some assistance. At the beginning, they had given me an opportunity to observe the processes and then slowly given me the responsibility of client counseling, verification of documents and following up application procedures.

Errors were considered as learning opportunities. When I was corrected, my seniors took time to explain to me on how to do it better, which gave me the confidence to handle the client case by myself. This counsel proved critical as I consulted students on country specific procedures as in the case of no visa, no fee policy in Malaysia or in tuition and travel planning in Malta.

The culture of teamwork was good because we were updating each other, debating difficult cases, and rehearsing counseling situations to get better at it. This work-related professional but friendly relationship enabled me to be an efficient learner, to play a productive role, and to develop in my position. My leadership programs, traveling consultancy and marketing experiences also enhanced my skill of working on my own and getting advice where necessary.

Chapter-7

Swot Analysis

7.1 SWOT Analysis of Myself as an Intern

Strengths

I was able to manage up to 12 active client files per the month of my internship, particularly during peak hours. The experience improved my multitasking and communication skills and I was able to act as an effective point of contact to the clients first.

Weaknesses

I was also at times delayed in following up and documentation since my project and time management techniques were not well organized. I should also use formal methods and techniques of planning, prioritizing and tracking work to become better.

Opportunities

Effective client interaction and relationship building skills provide an opportunity to become a leader and business developer. These strengths can be strengthened and improved with further training and mentorship as they can contribute to my career objectives in the long term.

Threats

Most organizations are today favoring candidates who have soft skills in addition to formal certifications. Accreditation in other fields like project management should be the main source of my competitiveness as I rely on my natural abilities. This risk will be minimized through the acquisition of recognized certifications.

Chapter-8

Professional Engagement

8.1 Representing UniPass Immigration at the DIU Job Utsob 2025

Preparing the Event and Convincing the CEO:

The project was initiated when I, myself, contacted the CEO of UniPass Immigration, Mr. Asraful Islam Sakib and offered to invite our organization to the DIU Job Utsob 2025. I used effective arguments, how this event would bring the company into the spotlight, contribute towards the recruitment of competent graduates and a strong collaboration between the university community and UniPass Immigration. Having introduced this idea with arguments, the CEO accepted the idea and I was assigned the task of organizing our appearance at the fair.

To achieve this trust by the top management was a point of pride to me. Being a junior consultant, it is possible to state that my abilities to persuade the CEO and own such an initiative proved my development in the fields of leadership and corporate communication.

Speaking on behalf of the Company and developing a good image:

The job fair experience was very positive as UniPass Immigration was represented officially. During the event, valuable communication had taken place with the students, graduates, academic talents, and university officials. Interested applicants were offered organizational services, working conditions and career opportunities with the view of enhancing the perception of the institution. The visitors were led to the booth, the questions were answered and informational brochures were handed out in a strong and polite way.

Being a part of this fair was one of the key contributors to professional identity development. The presence of a large number of people on the stage provided a chance to present UniPass

Immigration as a valid consultancy organization and support brand recognition in an academic environment. These encounters made the significance of professional presentation, interpersonal communication and reputation management clear. The high interest shown by students to international study opportunities as well as the favorable response obtained attested to the value and effectiveness of the attendance of the organization in the event.

Building a Future-Graduate Impact.

The event was not only beneficial to my organization in regard to marketing; it also influenced students positively. A large number of future graduates also got a better understanding of career direction, recruitment, and study opportunities around the globe. They liked the professional advice they were offered on the booth, and some candidates dropped CVs in the view of being recruited.

The presence of UniPass Immigration as an addition of the fair contributed to the increase in the pool of recruitment opportunities among students. It assisted in developing a connection between industry and university, which helps in further internship and employment opportunities. It was my honor that one of the initiatives, which I proposed, may impact the changes in the life of other people.

Career Development Center (CDC) appreciation:

After the occasion, I got an official note of appreciation at the Career Development Center (CDC) of DIU. Their letter thanked us on our involvement and revealed the significance of the contribution by UniPass Immigration. The message proved the effectiveness of our attendance and it recognized the dynamic interactivity that was involved in our booth. The letter was written in an appreciative tone and this showed that there was a good relationship between the institution and my organization.

Chapter-9

Recommendation

9.1 Recommendations for UniPass Immigration

1. Introduce a 60-minute mandatory lunch break and think of subsidized or centralized lunch services to minimize fatigue cases among employees in the course of working long hours.
2. Additional leave to support mental health and work-life balance of employees include planned or casual leave once a year, besides emergency/sick leave.
3. Consider and revise base salary in accordance with the duties of client advisory and file preparation, enhancing financial safety and incentives.
4. Service to more destinations of high demand such as Australia, Canada and USA to increase market share and diversify revenue.
5. To enhance coordination in the team and ensure that the new consultants learn as effectively as possible, ensure that there are weekly knowledge-sharing sessions and mock consultations without straining senior staff members.

9.2 Limitations of the Report

I have tried to ensure that this report is thorough and representative of my internship experience, but there are some limitations that are brought about by the limited time.

1. Limitations of collection of data:

The speed of client counseling and application procedures made it difficult to gather detailed operational and quantitative data. Being a new intern, I did not have much access to some of the sensitive performance metrics, as the senior staff were usually occupied with

client cases. Nevertheless, I was able to collect all the data available and relevant despite these challenges.

2. Time Limitations:

The three months' timeframe did not allow me to familiarize myself with the sector completely. UniPass Immigration operates in a business growth of more than 100 universities that have diverse requirements and deadlines of their applications. Although I gained good knowledge on the fundamental pathways like Malta and Malaysia, not all universities had procedures that would be learned during the internship period.

3. Gaps in Knowledge in Preliminary Consultations:

I used to receive intricate customer issues that were beyond my initial training at the start. This necessitated frequent consultation with the senior counselors in order to offer precise advice

Chapter 10

Conclusion

My experience as an intern at UniPass Immigration was a very beneficial exercise that linked my theoretical knowledge of English to my hands-on knowledge of educational consultancy. My direct communication with clients interested in studying in Malta led me to attain the necessary communication, counseling, and negotiation skills with the help of experienced mentors. Performance based incentive system helped me to remain focused and confident in dealing with client needs professionally. During the internship, I was able to have practical experience in advising students on the university selection process, admission, documentation and visa application process. Working in close coordination with senior counselors and application team helped me to understand more about the working of operations and working with the clients in the real-world scenario. Also, the opportunity enabled me to develop my interpersonal skills, patience and problem-solving skills, which are very essential in achieving success in a client-based consultancy setting.

Chapter 11

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Chapter 12

Appendices

12.1 Image-Attend DIU Job Utsob 2025



12.2Image-With CEO, Mr. Asraful Islam Sakib



12.3 Image-With my Colleagues



12.4 Certificate of Internship



Certificate of Internship

UniPass Immigration

(Educational Consultancy)

Good luck center, 151/7

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To whom it may concern

It is certified that Abu Haider, a student of Daffodil International University from Department of English has successfully completed his Internship for the Project Paper with Internship, course code ENG- 431 at the organization UniPass Immigration Consultancy Center from 3 September 2025 - 3 December 2025.

We acknowledge and appreciate his contribution and wish him continued success in his academic and professional journey. We wish him a successful life.

 19/11/2025

Asraful Islam Sakib
Chief Executive Officer (CEO)
UniPass Immigration

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