



Daffodil
International
University

Bridging Dreams and Destinations:

My Internship Experience as an Executive for Higher Education at

UniPass Immigration.

Course Code: ENG 431

Course Title: Project Paper with Internship

Submitted to

Emran khan

Senior Lecturer

Department of English

Faculty of Humanities and Social Science

Daffodil International University.

Submitted by

Samia Zaman

ID: 221-10-1098

Department of English

Daffodil International University

Date of Submission: 10-12-2025

Daffodil International University

This internship report is submitted for the fulfillment of the Partial Requirement for the Degree of Bachelor of English to the Department of English, Daffodil International University.

Declaration of the Intern

I hereby allege that the internship report titled “Bridging Dreams and Destinations: My Internship Experience as a Student Consultant for Malaysian Higher Education at UniPass Immigration,” which is submitted to the Department of English, Daffodil International University, is sincere evidence of my indigenous effort, at the mercy of the supervision of my administrator, Emran Khan, Lecturer, Daffodil International University. I also articulate that this internship report has been submitted in preference to fulfill the necessities for the degree B.A. (Hons) in English.



.....

Signature of the Intern

Certification of Supervisor:

This is to attest that the student named Samia Zaman, holding ID 221-10-1098, has finalized her Project Paper with the Internship course (ENG 431) under my supervision. For the process of internship, she selected UniPass Immigration Consultancy Center. Now she is qualified to present the report for evaluation. During her project work, she has been in perpetual communication with me. I always bent a hand to her whenever she needed any confrontation. She worked incredibly hard on the content of her project. I pray for her overall prosperity and the prospect that she achieves even greater success in the years ahead.



.....

Signature of the Supervisor

Acknowledgment:

Firstly, I desire to manifest my cordial appreciation to Almighty Allah for allowing me the opportunity to ennoble my knowledge and proficiency. Taking the initiative to secure an internship with an organization takes valuable measures to assist throughout the process. As the internship program provides opportunities for students, it helps to improve and enrich their skills for future betterment. Recently, I have experienced visible changes in myself after joining my internship program. I can say this would bring a huge improvement in my career and future. Furthermore, I would like to show my gratitude towards my superior, MD. Emran Khan, Senior Lecturer in the Department of English at Daffodil International University. I am surely very thankful for all the help, inspiration and directions, and advice he has accorded me through the internship program. I owe a prominent liability of gratefulness to the UniPass Immigration Consultants' CEO, Mr. Ashraful Islam Sakib, and to my team leader, Mr. Sayeed Hasan, for the opportunity to work with such an exalted consultancy center. I am also thankful to every colleague of mine who helps me whenever I need. The kindness they have shown clearly shows their expertise and how they help to expand my understanding of the field of consultancy. Finally, I desire to express my gratitude to my beloved ones, friends, and family for being supportive for the duration of my internship program.

Abstract:

This internship report is a comprehensive description of my professional awareness as an executive in a consultancy center where I advise and guide students to pursue their dream of studying abroad for higher education. I actually consult them by providing the information they need about studying abroad and the opportunities they can have. As an intern, I was supposed to be exposed to various areas of work, such as guiding students, document analyzing, advising on better options, team and document management, marketing, etc. In addition, the internship report emphasizes the value of collaboration. In conclusion, UniPass Immigration has been an invaluable enlightenment adventure. This provides the interns with a well-founded substructure that prepares them with skills and the necessary knowledge.

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Chapter 1

Introduction

1.1 Introduction:

The period of my internship program at UniPass Immigration, a notorious student consultancy center situated in Kuala Lumpur, Malaysia, I obtained the advantage to cooperate with a progressive team of professionals. Our organization is a validated agent of notable phenomenon in Malaysia. Our methodology is to in the report of my internship program at UniPass Immigration Consultancy Center, I will highlight the perceptions I had, the insights I gained, also the skills I acquired over there.

1.2 Etymology:

As a student of Daffodil International University, I am allowed to complete my Bachelor's degree with a three-month internship in an organization or company. This internship program is an advantage to develop a consciousness of responsibility, gain work experience. My internship program taught me various things, and I anticipate that this outline may help others.

1.3 Intent of the Report:

The contrivance of my internship outline is to gain sagacity and establish theoretical concepts in practice. UniPass Immigration Consultancy Centers' activities and accomplishments in the field of education consulting systems.

1.3.1 The Comprehensive Objectives:

- By exploring the UniPass Immigration Consultancy Center, it achieves success by facilitating student admissions.
- Obtaining the wisdom necessary for a significant career in the education consulting visa process.

1.4. Methodologies:

This report was drawn up by applying a blend of elementary and subordinate resources in its preparation.

1.4.1 Data Constitution:

The data structure consists of individual generalizations, meetings with the clients or students of UniPass Immigration. It is also a blend of essential indigenous documents, reports, rules, regulations, and procedures. Apropos insight into the organization's deeds and accomplishments.

1.5 Abridgment:

The time I was collecting the essential information to prepare the details for my internship, I projected various difficulties. The restrictions are as follows:

1.5.1 Lacks of Coast:

I got three months to overpast the internship. It was hard to thrust into the execution of, activities of the consultancy center. This was an indicative challenge.

1.5.2 Tend the Furtive of Indication:

Each agency has some information that is kept from extensive exposure to protect it. Therefore, another challenge that came up was maintaining the secrecy of the material when composing the project paper.

Chapter-2

Synopsis

2.1. Foundational Information of UniPass Immigration:

UniPass Immigration Consultancy Center is a Malaysian and European-emerged educational consultancy company. It is set down in Kuala Lumpur (Malaysia) and Bangladesh. At the beginning, it established its office in Banani, Dhaka. Later, it switched its office to Green Road, Panthapath, Dhaka.

2.2 Services:

The UniPass Immigration Consultancy Center is designed to ensure quality service to the students and their families. This consultancy center is committed to its clients with information on Malaysia, Malta, Sweden, the UK, the USA, and other European countries.

Its exclusive services are:

- Monitoring
- Documentation
- Enrollment

2.3. Corporate strategy of UniPass Immigration Consultancy Center:

The long-term objective is to become a superior in this market by delivering outstanding services to clients from diverse backgrounds. UniPass Immigration's leading areas:

- Technology Implementation
- Talent Development
- Business expansion
- Customer Satisfaction
- Brand Awareness

By emphasizing these core authorities, UniPass Immigration Consultancy Center aims to achieve the philosophy of being a leading player by serving an immense tier of clients with distinct, characteristic services.

Chapter 3

Comprehensive Educational Consultancy Realm

3.1 Counselling

UniPass Immigration Consultancy Centers inform their clients on the latest expansion at educational foundations in Malaysia, Malta, the USA, the UK, and assist them accordingly.

3.2 Administration

UniPass Immigration Consultancy Center's everyday activities are executed by the Administration segment.

3.3 Executive

UniPass Immigration Consultancy Center has an Executive team that will be involved in directing the long-term strategy of the company.

3.4 Communication

UniPass Immigration Consultancy Center's constitutional and exotic communications are handled by the Communication department.

3.5 Marketing and Advancement

As for enhancing UniPass Immigration assistance, it's up to the Marketing and Materials.

Chapter 4

Internship Activities

4.1 Internship Consciousness:

I joined UniPass Immigration Consultancy Center on the 15th of September, 2025, as an intern. I was seeking job opportunities on different online portals. While strolling through Facebook news feed, I saw their recruitment post and dropped my CV. I dropped my resume at various companies, but the other company wanted a graduate for their post. But in UniPass Immigration, the CEO of the company highly encourages the ongoing students for job sectors. Most of the employees of our company are still students. I was invited for an interview and got chosen.

I met several amazing individuals. My clients are very free to talk to me. Every time they give the compliment that I am very friendly and they talk to me freely anytime they want or need, I feel pleased and happy as if I am achieving blessings.

As for my co-workers and my senior leaders, they have always been very helpful towards me and my work. Anytime I feel a lack of information, I can ask them directly without any hesitation. They always lend a hand to help every executive member by providing the necessary materials or documents.

I have always been an ambivert. I surely take time to make friends and communicate with unfamiliar people. But after joining as an executive and student counselor, I communicated with lots of people as my clients. Sometimes they are students, sometimes they are the guardians of the students. Now I can tell, my communication skills have improved a lot, and I can talk freely to my new clients. In closing, I desire to demonstrate my gratitude for the spectacular individuals.

4.3. Key Responsibilities:

I took part in my internship program at UniPass Immigration that persisted for only three months. I obtained a noteworthy amount of cognition in the corporate industry. I advised students both in the office and over the phone.

- Reassure students over the phone, also in the office
- Demonstrating Universities
- Inspection of documents
- Implementation process
- Correspondence with the varsity authorities

Chapter 5

Training, Learning, Experience, and Skills during the Internship

This internship program is an expedition for me. Along this trek, I aimed to comprehend how the skills I have assimilated during my honors life rebuild into other skills to make them useful in commercial life.

- Researching Universities
- Applying to Universities
- Preparing Academic and Financial Documents
- Writing a Statement of Purpose (SOP)
- Counseling Prospective Students
- Preparing Visa Applications
- Grooming Students for University/Visa Interviews

5.1. Researching Universities / Applying to Universities

During my internship, I learned how to research international universities in a structured and efficient manner. Encompasses the students' standard, tuition fees, rankings, and scholarships, as well as campus resources.

5.2. Preparing Academic and Financial Documents

At my internship program term, my communication skills developed a huge. I have learned how to sort documents, certificates, transcripts, and other obligatory charters.

5.3. Writing a Statement of Purpose (SOP)

I also acquired knowledge about refining the Statement of Purpose, which represents the students' purposes and motivations. These experiences and skills I really wanted to learn for my very own benefit, as I also have the desire to study abroad.

5.4. Advising Prospective Students

Another responsibility was guiding students properly. This process helps me motivate and boost my mind, and convince myself to assemble a great decision in the future. Here, I gained hands-on experience. Consulting and guiding my students, I can reach out to their real intentions through conversation.

I also developed my realization of the visa application process, especially in my working area. Later, I also acquired knowledge of how to track students' applications and procedures and update students time to time.

5.5. Instructing Students for Cross-Examination

Though this sector is supervised by my team leader. But if necessary or if my leader is absent, I have to advise students for their visa and university interviews. My team leader had taught me how to provide guidelines to students for their interviews of requirements.

5.6. Insight from Training

Through the training from my company, I have learned how to be communicative, how to research with proper information, other procedures, students' demands, and how to analyze documents, which helped me to guide students effectively.

My communication skills also improved impressively. Now, I know how to handle tricky and tough students with clarity and patience. I have pursued my skills through learning.

5.7. Aptitude Acquired from Training

During the internship training, various professional skills were acquired, which reinforced both my competence and my early knowledge at the workplace. The most effective skill was my communication skills. When it comes to counselling students, ensuring clear interactions and academic procedures with the clients, my communication skills help me a great deal.

I also got to learn about conducting mock interviews and directing students to visa interviews, which enhanced my coaching and mentoring skills. Generally, these training skills have equipped me to be confident and professional in the profession of education consultancy.

Chapter 6

Internship Learning

Internship Learning: Soft and Hard Skills

The experience I had in the student consultancy center through an internship program provided me with a good balance of soft and hard skills.

Hard Skills Learned

- University Research Skills
- Application Processing Skills
- Documentation Management
- SOP and Written Communication Skills
- Visa Application Skills
- Interview Training Techniques

Soft Skills Learned

- Dissemination Skills
- Problem-Solving Skills
- Task Prioritization and Multitasking
- Professional Ethics and Responsibility
- Teamwork and Collaboration

On the whole, this internship program and experience I acquired helped me gain technical (hard) and Interpersonal (soft) skills. This can help to serve my future career in education consultancy and other similar areas.

Chapter 7

Recommendation, Conclusion & References

7.1 Recommendation:

- Investment in technology
- Assembling everyday work information
- Staff training and development
- Annual vacation policy
- Sharing protocols and internal knowledge

7.2 Conclusion

For closure, I have enjoyed my grounding at UniPass Immigration. This place was a great window to achieve expertise. I have learned about marketing, development, guiding and advising with efforts, and evolved my efficiency in every sector. I did work hard, and they finally offered me a permanent employee there. I am really grateful to have the opportunity. I would be the happiest if I work with them in such a friendly and convenient workplace, and teammates and mentors. In addition, I am truly grateful to every single person in my life who has believed in me and supported me to achieve my goal.

7.3 References

1. <https://www.linkedin.com/company/unipassconsultancy/>
2. <https://www.facebook.com/unipassimmigration/>
3. unipassimmigration.com

Chapter 8

Appendix



Reception



Counselling Room



Analyzing Client's Documents



Preparing Documents



Receiving Certificate from the CEO



Certificate of Internship

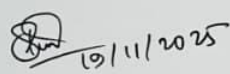
UniPass Immigration
(Educational Consultancy)
Good luck center, 151/7
(5th Floor Panthapath Signal, Green Rd, Dhaka, Bangladesh)
Mobile: 01886-858272
E-mail: contact.unipass@gmail.com



To whom it may concern

It is certified that Samia Zaman, a student of Daffodil International University from Department of English has successfully completed her Internship for the Project Paper with Internship, course code ENG- 431 at the organization UniPass Immigration Consultancy Center from September 15,2025 to December 15,2025

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



Asraful Islam Sakib
Chief Executive Officer (CEO)
UniPass Immigration

 151/7(5th Floor) Good Luck Center,
Panthapath Signal, Green Road, Dhaka 1205.

 contact.unipass@gmail.com

 +880 1886 858272

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