



Daffodil
International
University

Internship Report On

**Classroom to Consultancy: An Internship Report based
on my experience in Unipass Immigration**

Submitted To

Dr. Ehatasham Ul Hoque Eiten
Assistant Professor and Head
Department of English
Faculty of Humanities & Social Science
Daffodil International University

Submitted By

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Date of Submission:

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

LETTER OF TRANSMITTAL

Date:

Dr. Ehatasham Ul Hoque Eiten
Assistant Professor and Head
Department of English
Faculty of Humanities & Social Science
Daffodil International University

Subject: Submission of Internship Report on “**Classroom to Consultancy: An Internship Report based on my experience in Unipass Immigration**”.

Dear Sir,

With due respect, I am submitting my internship report on “From Classroom to Consultancy: An Internship Report Based on My Experience at Unipass Immigration” which was appointed me as a part of my Bachelor Program. I have completed this report as per suggestion and necessary information you give me time to time.

I am highly grateful for your guidance and consistent cooperation and I hope that the report will be completed as your expectations.

Thank you

Sincerely yours,



.....
Signature

Atia Rahman
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STUDENT DECLARATION

I am **Atia Rahman**, ID: **221-10-944**. I declare that this internship report titled “**Classroom to Consultancy: An Internship Report based on my experience in Unipass Immigration**” is prepared entirely by me. I did this work during my internship at UniPass Immigration. I completed the internship under the supervision of Dr. Ehatasham Ul Hoque Eiten, Department head of English at Daffodil International University.

This report is submitted to the Department of English at Daffodil International University, as a part of the requirement for my B.A. (Hons) in English degree for the course Project Paper with Internship (ENG 431). I confirm that this report has not been submitted anywhere else for any degree or diploma. All the sources used in this report have been properly cited, and any ideas, information, or illustrations taken from other authors have been properly acknowledged.



.....
Signature

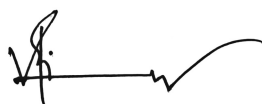
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CLARIFICATION OF ACADEMIC SUPERVISOR

This is to certify that **Atia Rahman**, bearing student ID. **221-10-944** from Daffodil International University, has successfully completed her internship project paper “**Classroom to Consultancy: An Internship Report based on my experience in Unipass Immigration**” for the course ENG 431 under my close supervision. She completed her internship at Unipass Immigration, where she worked as an Executive.

During the internship period, Atia Rahman stayed in regular contact with me and followed my instructions sincerely. Whenever she faced any problem, I guided her and provided the support she needed to overcome the difficulties. She showed great dedication and effort in completing her tasks.

The content of this report reflects her hard work and commitment. I confirm that her internship report is ready for submission. I wish her all the best for her future and hope she achieves great success in life.



.....
Signature of the Supervisor

Dr. Ehatasham Ul Hoque Eiten
Assistant Professor and Head
Department of English
Faculty of Humanities & Social Science
Daffodil International University

ACKNOWLEDGEMENT

I am very thankful to present my project titled “Classroom to Consultancy: An Internship Report based on my experience in Unipass Immigration” I feel peaceful and proud because I have completed this work with honesty and effort. I thank Almighty God for giving me strength and blessings.

I am grateful to the Department of English at Daffodil International University. They gave me a great opportunity to learn and grow through this internship.

I want to thank my supervisor, Dr. Ehatasham UL Hoque Eiten from my heart. He always guided me with care and patience. His advice helped me to understand the true meaning of hard work, kindness, and responsibility.

I also thank the CEO, Ashraful Islam Sakib. I am thankful to all the employees at Unipass Immigration. Their support and advice helped me a lot during my internship.

I want to mention Dr. Ehatasham UL Hoque Eiten sir again because he was always there to help me. His support was like a light that showed me the right path.

The unwavering support and the actual interest of my parents in my academic achievement are greatly appreciated. I would like to thank myself at having such courage, breaking a number of obstacles, and trusting in myself. Finally, I extend my appreciation to the students I guided. Their trust and curiosity motivated me throughout my internship journey.

ABSTRACT

This internship report centers on my experience working as an Executive Consultant at Unipass Immigration, a professional migration consultancy that guides students to chase their dream abroad. As part of my final semester task at Daffodil International University this internship allowed me to engage in the dynamics of the real life work of an educational consultancy, communication strategies, documentation procedure and handling the clients.

My major roles were to counselling students, assessing into admission requirements, helping with university applications, advising them on where to go like Malaysia, Malta, USA, UK OR Greece and maintaining communication with them through phone calls, messages, of face to face meetings. Despite the consultancy dealing with various countries, I specially tasked to deal with students who are interested in studying in Malaysia.

In this report, I have demonstrated my observations, activities, difficulties, and the abilities that I have gained in documentation, communication, professionalism and cross cultural understanding. It also gives suggestions on how to enhance the quality of services in consultancy firm.

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Chapter-1

Introduction

Internships works as a bridge between academical knowledge and professional experience. As a part of my last semester requirements for my Bachelor's program at Daffodil International University, I have joined at Unipass Immigration as an executive consultant. This role allows me to improve my communication skills, academic learning, interpersonal qualities in a professional environment where students look for guidance for pursuing education in abroad.

Educational consultancy plays a crucial role in shaping students academic and career path as they assist students in making right choice for chasing their dreams in abroad. In Unipass Immigration I was in close connection with the students desiring to study in different countries such as Malaysia, Malta, the UK, the USA etc. But my main concern was counselling students who are interested in having higher studies in Malaysia which one of the most cheapest and most favoured countries by Bangladeshi students.

In the time of internship I got the chance to have a hands on experience in documentation, visa applications, university policies, counselling skills and dealing with clients. In this paper, I have captured the overall experience, tasks, observations and the personal development in the course of internship.

Chapter-2

Objectives of The Internship

The main aim of this project is to get a deeper insight into the educational consultancy industry and how students are mentored on their higher education in foreign country:

- To gain hands on, practical experience of a working operation of a consultancy firm in education.
- In order to come up with a concise picture of the entire counselling process of students who want to study abroad.
- To be able to apply the academic communication skills while communicating with clients in a professional environments.
- To be acquainted with every step of the university application.
- To assist students in making the right choice of courses and the necessary financial and documentations need.
- To gain an insight into the structure, policies, and admission procedures of Malaysian universities.
- To note professional communication styles and approaches applied in dealing with clients.
- To predict the major issues students always face orienting to international students.

Chapter 03

Procedures And Reasons

3.1 Selection of Educational Level for Internship

I have choose the area of educational consultancy as it provides me with possibility to work with students directly and make a meaningful contribution to their academic and professional choices. This industry suits with my interest in communication, counselling work based on guidance. Additionally this position develops necessary areas of professional developments, including interpersonal problem solving, which fits with my strength and career goals.

3.2 Selection of Institution

I have chosen Unipass Immigration as my internship organization due to it's good reputation and professional attitude towards student consultancy. The company offers a hands on training and experience and enables inters to be closely involved with students who are pursuing education in abroad. Also it engages in a variety of study destinations such as Malaysia, Malta, UK, USA, and Greece, which provide a wide area of learning. The encouraging workplace atmosphere and practical mentor ship by senior consultants made it perfect place to acquire the real life experiences.

3.3 Internship Procedure

The internship was conducted in very organized and systemic process, which included several key steps:

- Obtaining the formal acceptance process and becoming a member of an organization.
- Attending an orientation session to familiarize with the structure of the team, office atmosphere and responsibilities.
- Participating in day to day counselling of students who want to pursue higher studies in foreign country.
- Helping with document verification and assisting in the preparation and processing of university applications.
- Keeping and updating students record in orderly way to enhance workflow efficiency.
- Regular reporting to senior consultants and following office protocols and professional guidelines.

Chapter-04

Institutional Details

Unipass Immigration is a reputable educational consultancy company that specializes in advising students to study higher education in foreign countries. The organization provides various professional services, include:

- In depth country counselling.
- University selection guidelines.
- Preparation and submission of application.
- Information visa papaerwork and funding needs.

The consultancy assists student placements in some of the best study destinations in Malaysia, UK, USA, Malta and Greece. It is also directly connected to several Malaysian universities with the help of which the admission process can be facilitated and the prospective students get access to do proper guidance.

The Unipass Immigration office has a well organized setting that is helpful and has advanced technological facilities such as computers, digital database system and application tracking programs. A qualified group of trained consultants operates together in providing efficient, acurate, and student centered services.

Chapter-05

Job Responsibilities and Experience

As an intern with Unipass Immigration, I got a number of responsibilities that enabled me to have practical experience in educational consultancy. I was expected to do the following:

5.1 Student Counselling

During my internship one of my primary task was to counsel students who were interested in pursuing higher studies in abroad. This included meeting them face to face and in different communication forms including phone calls, social media, and email. In such interactions, I was keen to listen to their academic background, personal interests, long term career ambitions and financial situations. These aspects enabled me to evaluate their eligibility and preferences more precisely.

I helped students to select right countries, universities and program that were in line with their qualifications and future goals. Studying abroad is a life changing decisions to many students thus I made sure that my advice was realistic, informed and specific according to their needs. I also explained the most frequent misunderstanding and gave sincere and open guidance on admission opportunities, financial aspects, and career opportunities.

Additionally, I frequently communicated with guardians who were relevant in this decision making. My effective communication that was clear and respectful made families more confident about the involved steps. This counselling experience also helped me to acquire effective interpersonal skills, understanding of people, and the ability to present a complex information in a simple and reassuring way.

5.2 Country Information Support

As my major specialization at Unipass Immigration was in Malaysia, a significant portion of my tasks was to ensure that students received all the necessary information and details regarding studying in this destination accurately and in detail. A lot of the students did not know the academic system, the financial situation and the life in Malaysia so my task was to make them see clearly and realistically what they are going to expect.

I presented students with new and well-rounded information about various vital subjects. This involved explanations to the various programs and institutions on the various tuition fees and the students being in a position to compare the various costs and also in making them the right choice based on their financial capabilities. I also talked about the cost of living, including accommodation, food, transport, and personal expenses, in addition to tuition information, and this way the students could have a complete picture of the financial burden they have to commit to.

Additionally, I explained to them about the rankings and reputations of the universities, which ones were known worldwide, which majors they have particular strengths in, and which ones were known to be supportive of international students. The concept of university credibility enabled students to make informed decisions that consistent with their future educational and career aspirations.

I also assisted students by taking them through the admission requirements and eligibility criteria established by Malaysian universities. This involved minimum academic requirements, English language proficiency scores and the required supporting documents. I explained these requirements using simple terms so that the students could understand every stage of the process.

Finally, I described the regulations and possibilities of working part-time in Malaysia. The interest of many students was to work during their studying period, and I was able to give some information about the amount of legal working time, the types of jobs that were offered, and the balance between the academic and work part-time. In general, my involvement in country information support enabled students to develop confidence and make evidence-based practical choices about studying in Malaysia.

5.3 Documentation Checking

Lesson Structure:

One of the important task of my work at Unipass Immigration was to check and evaluate the academic and personal document provided by the students. Accurate assessment and successful admission is impossible without proper documentation , that is why this task was to be performed with great care and high degree of accuracy.

I have verified a large number of documents, such as SSC and HSC certificates, academic transcripts, valid passports, and English proficiency test results, including IELTS or PTE when necessary. It was my responsibility to make sure that every piece of paper was real, current, and matched with the admissions requirements of the selected establishment. When students had absent or unfinished papers, I also instructed them on how to get the required materials or resolve inconsistencies.

The reason why this step was significant is that any mistakes or inconsistencies within the documents may either slow down the application or result in the rejection of the application by the university. This is why I was very systematically arranged and as I cross-checked all the files and only after that sent the senior consultants to work on them. his activity helped me to gain a better idea about international admission requirements and enabled me to enhance my accuracy, organization, and professional responsibility skills.

5.4 Application Processing

The other notable aspect of my internship experience was that I was able to support senior consultants to different phases of the university application process. The task enabled me to have a hands-on experience in preparing, reviewing and handling applications in a professional consultancy setting.

My responsibilities were to assist in preparing and filling out university applications by making sure that the information and documents needed were properly assembled. I got to know how to use the internet portal of online applications, upload the required documents, and abide by particular institutional policies. This was a step that required attention to detail because the minor mistakes could influence the outcome of an application.

I also participated in the gathering and evaluation of the offer letters when the universities had processed the applications. Once the offer letter was accepted, I reviewed the terms and conditions, tuition fee plans, due dates and other necessary information to ensure that the students were aware of the subsequent steps.

I also interacted with students to direct them on the steps to take during the payment processes like application fee, tuition deposit or confirmation payment to obtain admission. This usually included the explanation of payment schedule, documents needed, and financial policies of the institutions.

Through these activities, I have learned the comprehensive theme of the admission workflow and learned the practical skills of organization, communication, and application management. The experience allowed me to appreciate the value of accuracy, professionalism, and timely coordination to facilitate a smooth admission of the students.

5.5 Communication Management

At Unipass Immigration, efficient communication played a major role in my job. My role involved ensuring that I maintained frequent communication with the students and their guardians via different platforms such as phone calls, emails, social media messages, and face-to-face discussions. This interaction frequently involved answering questions, explaining questions concerning admission criteria, answering questions about application deadlines, and giving clients feedback on the status of their applications.

I also did follow-up communication, making sure that students provided documents on time, filled in all the forms, and kept up to date on the deadlines. It was vital to communicate professionally, clearly, and politely when establishing trust with students and their families. This constant interaction helped me to become a better interpersonal person, learn how to deal with issues patiently, and become more able to deal with different kinds of clients.

5.6 Maintaining Record Files

Managing and organizing the records of students was another crucial task that I had to complete during my internship. I kept records of every student with the help of detailed files, where I kept their academic records, application records, payment records, the history of their communication, and their progress. This needed daily updates and proper maintenance to make sure that all the information was correct and available.

I organized and saved information through both the digital and physical filing methods and ensured that information was organized systematically so the senior consultants could easily go through and process the applications. The importance of appropriate record keeping was important because it ensured smooth workflow, reduced idleness, and a clear flow of communication in the team. This activity helped me to enhance my organizational abilities, build accuracy in data management, and understand the need of ensuring a well organized documentation within a professional environment in a consultancy firm.

Chapter-6

Observations

6.1 Positive Observations:

During my internship at Unipass Immigration, there is a number of positive points that I have observed that made the consultancy friendly and effective to the students. To begin with, the general atmosphere in the office was very professional, organized and friendly. Team work, open communication and mutual respect were promoted in the work culture, and that is why I was able to adapt to the professional environment and do my job without any hesitation.

Senior consultants also provided me with constant guidance, and they were ready to help me in case of difficulties or when I had any questions. The positive commentary, guidance, and readiness to tell me about their experience made my learning experience more effective and assisted me in doing things more effectively.

The other positive observation was the trust and comfort that the students showed in the counselling sessions. Numerous students shared their academic aspirations, financial constraints, and personal worries and this showed that the consultancy was able to establish a secure and friendly atmosphere with clients.

Finally, I noticed that the company had good and solid collaborations with a number of universities in Malaysia. These institutional networks made communication easy, applications were processed faster and students were provided with real information. This business network significantly enhanced the quality and competence of the consultancy services offered by Unipass Immigration.

6.2 Areas for Improvement:

My experience with Unipass Immigration was predominantly a positive one, but there are still some ways to improve it to enhance the quality of the provided service to students. Among the key problems I noticed was that not all students had a clear knowledge of the financial demands they have to spend on studying abroad. This frequently caused confusion in terms of tuition fees, cost of living, visa deposit and other miscellaneous expenses. It may be very useful to provide students and their families with structured financial guidance sessions.

One more of the areas of the student trouble was the documentation process. Some of the students were not able to organize and arrange the documents needed e.g. academic transcripts, identification papers and financial statements. It may be helpful to have a step-by-step checklist or a more detailed guideline to help them through this process.

Lastly, most of the students came to the counselling sessions without proper knowledge of the process of studying abroad. Before the students meets the consultants, the introduction of a pre-counselling orientation such as online counselling or offline counselling would assist them in acquiring background knowledge. This would save not only time but also enable the counselling sessions to be more fruitful and concentrated.

Chapter-7

Findings

Based on my internship experience at Unipass Immigration I found several key points. Here are the following finding:

- A lot of student who lack enough knowledge about studying in abroad and require detailed instruction.
- Students often depends on consultants for every single step of the process.
- Mistakes in documentation are very common and it always delay the process of admission.
- Parents are always worried because of the financial problem and visa issues.
- Most of the students choose Malaysia due to its affordability, safety and cultural friendliness.
- As the deadlines of international admissions are strict, so time management is very essential.
- Though Unipass Immigration maintains an organized workflow, but during peak season there is increase in work.
- Many students struggle to fill out online forms as students level of technological proficiency may vary.
- It is very necessary to be updated and informed about any changes made by the authority for a counsellor.

Chapter-8

Recommandations

- Training sessions for inters should increase to improve document accuracy.
- Digital tutorials for students should be create to prepare paperwork and fill out forms.
- Updated brochures should be provided for each country.
- Documents should be prepared early and double check before submission.
- Students should improve English communication to better adapt in foreign universities.
- Students should independently research universities and seek counselling support.
- Students should avoid misinformation and always check with official sources.

Chapter-9

Conclusion

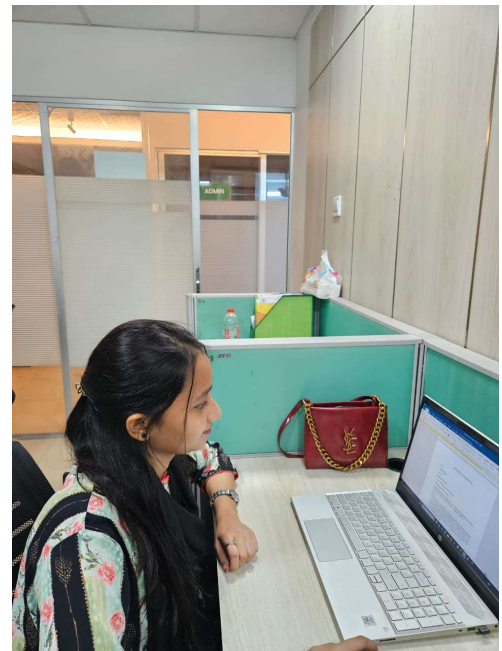
My internship experience in UniPass Immigration has been a wonderful and profound journey. As I work as an Executive Consultant, I got the chance to help students in fulfilling their ambitions of studying in abroad. Besides that I got the chance to increase my communication, documentation, and professional abilities. Assisting Malaysia bound students trained me about the complications of international education, visa procedures, and cross cultural relationships.

This internship not just prepared for my future professional possibilities but also shaped my confidence and interpersonal skills. I am thankful for the help, guidance and learning surroundings provides by Unipass Immigration. This experience has provided significantly to my academic journey and personal growth.

References:

<http://www.unipassimmigration.com/>

Appendix:



Appendix:



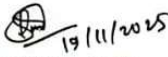
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To whom it may concern

It is certified that Atia Rahman, 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.



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