



An Internship Report on My Experience as An Administrative Officer at IELTS Excellence Bangladesh

Submitted By:

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Course Code: ENG 431

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(A Report Presented to The Faculty of Humanities and Social Science in Partial Fulfillment of The Criteria of The Degree Bachelor of Arts in English)

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Letter of Transmittal

Mr. Md. Rafiz Uddin

Lecturer (Senior Scale)

Department of English

Faculty of Humanities & Social Science

Daffodil International University

I hereby certify that, after completing all of my courses under the increased supervision and direction of Mr. Md. Rafiz Uddin, Lecturer of the Department of English at Daffodil International University, I prepared the report titled “Internship Report on My Experience as an Administrative Officer at IELTS Excellence Bangladesh”.

Additionally, I affirm that this paper is entirely original with no commercial use, having been written for academic purposes as part of my B.A. in English.

Again, thank you for your patience and support.

Sincerely,



.....
Md. Sakhawat Hossain

ID: 210-10-749

Department of English

Faculty of Humanities & Social Science

Daffodil International University

Declaration

I, Md. Sakhawat Hossain, ID: 212-10-749, hereby attests that, following the completion of a ninety-day internship with “IELTS EXCELLENCE BANGLADESH,” I have prepared the internship report for the company. Furthermore, I claim that this study is prepared for my academic requirements.

There are no copyright violations in the material I have shown, and my report does not contain any duplicates of earlier work. I would be more than happy to give you the information you require if you have any more questions about any matter.

I created this report on my own. I agree that it will help you view me favorably.



.....

(Md. Sakhawat Hossain)

ID: 212-10-749

Department of English

Faculty of Humanities and Social Science

Daffodil International University

Letter of Acceptance

This is to confirm that Md. Sakawat Hossain's report, as an Administrative Officer of IELTS Excellence Bangladesh, is original with ID number 210-10-749. Under my guidance, he completed his internship report and submitted it to Daffodil International University, partially fulfilling the requirements for a Bachelor of Arts (BA) degree.

I wish him good luck.

Signature,



Mr. Md. Rafiz Uddin

Lecturer

Department of English

Faculty of Humanities & Social Science

Daffodil International University

Acknowledgment

Firstly, I express my sincere thankfulness to almighty Allah for giving me the ability to do the assignment within the allotted time.

I completed the brief position surveillance paper that I have included as part of my internship program. For my supervisor, Mr. Md. Rafiz Uddin, the production of this report required a lot of time and support.

In any case, a few employees of IELTS Excellence Bangladesh have my sincere gratitude. Coordination of the report would have been extremely challenging without their assistance. I would want to use this opportunity to express my gratitude to them for giving up their valuable time for an amazing discussion, an enlightening proposal, and reflections in the short position program. Last but not least, I would like to thank my allies for their assistance in organizing this report.

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Chapter- 01

Introduction

Introduction

IELTS Excellence Bangladesh, a prominent IELTS and PTE training centre in Bangladesh that the British Council has approved, is where I obtained my educational internship. I worked for three months as an Administrative Officer when I first started at this organization. I gained a lot of important skills that later advanced my career. My main responsibilities include writing SOPs, managing admissions information, proofreading content, and maintaining office management. While I was employed, I found that many students chose to study overseas to improve their English. Not only students, but many others who wish to travel, work, or do business abroad, particularly in the USA, UK, Australia, or Turkey, want to study English. My main focus was helping the teachers and reviewing the class materials, which were provided in the class.

1.1 Inspiration for Adopting this Title:

My internship supervisor, Mr. Md. Rafiz Uddin, guided me to choose the report's title. The report is titled "Internship Report on My Experience as an Administrative Officer at IELTS Excellence Bangladesh."

1.2 Bases of this Report

The title of this report is “My Experience as an Administration Officer at IELTS Excellence Bangladesh”, which started after I was in the Daffodil International University BA program. It has been two months since I began working there as an Administrative Officer. I gained a lot of important skills that later advanced my career. My main responsibilities include writing SOPs, managing admissions information, proofreading content, and maintaining office management. While I was employed, I found that many students chose to study overseas to improve their English. Not only students, but many others who wish to travel, work, or do business abroad, particularly in the USA, UK, Australia, or Turkey, want to study English. My main focus was helping the teacher and reviewing the class materials, which were provided in the class.

1.3 Aim of this Report

My goal was accomplished as I was given the chance to intern at DIU as part of her BA (Hons.) in English program. I devoted a lot of time to learning English literature and language. I am also aware of the industries in which I can work thanks to the English language.

The purposes of doing this internship at IELTS Excellence Bangladesh were:

1. To participate in the internship program, academic knowledge is put into practice.
2. To evaluate the importance of English in the workplace,
3. To learn about IELTS Excellence Bangladesh in-depth,
4. To gather knowledge about IELTS Excellence Bangladesh,
5. To enhance my writing skills,
6. To improve my communication skills, and
7. To get experience working with people.

Chapter- 2

Background and Significance

Background

The English Department requires internships for undergraduate students. I started as an intern at IELTS Excellence Bangladesh. I used to work there from 9:30 a.m. to 6:30 p.m. every working day of the week. I have tried my hardest to complete this report. Under the guidance of my office supervisor, Mr. Md. Ashraful Islam, I researched IELTS Excellence Bangladesh and am still working on this report. My expertise in preparing reports has mostly dealt with my time while working for the institute. English language proficiency is essential for all IELTS coaching center institutions. Consequently, I chose the title "An Internship Report on My Experience as an Administrative Officer at IELTS Excellence Bangladesh" for my paper.

2.1 The Report's Motivation

I am feeling positive about myself now that my internship at IELTS Excellence Bangladesh is about to finish. My internship experience helped me learn numerous new things. I picked up new skills while working at an IELTS coaching center.

2.2 Significance of this Report

This report is important since it will provide trustworthy information on my internship experience in the administration of IELTS testing centers. This report will look into the use of English in the content writing and proofreading, and office administration field in educational consultancy institutions in Bangladesh. The study will also include my examination of English language words that are frequently used in educational consulting. Furthermore, by highlighting their domain's opportunities, dangers, vulnerabilities, and strengths, my report helped them make well-informed judgments. My writing and administrative experience will be highlighted in this report.

2.3 Augmentation of this Report

As an administrative officer, I am involved in promoting positive student engagement at IELTS Excellence Bangladesh. Also, I perform an important activity. During my time at IELTS Excellence Bangladesh, I discovered that the administration department is critical to the success of educational institutions. This is a place where individuals come from all around to learn English for further education and business objectives abroad.

I work in administration and writing, including proofreading and producing Statements of Purpose (SOPs) for students. I need to turn in certain paperwork to my supervisor. Aside from that, I conducted eligibility assessments and provided help to teachers with class scripts and class materials. I have to follow the statement of the teachers while I am writing content for the upcoming class. I played the responsibilities of the Administration Officer in maintaining their office and making their contents for the classes of IELTS and PTE in IELTS Excellence Bangladesh.

Some more augmentations can be:

1. To experience the consultancy sector of IELTS Excellence Bangladesh.
2. The students of the English department who are interested in studying abroad and enhancing their knowledge about other countries' cultures.
3. For English department students who can intern at educational centers such as IELTS Excellence Bangladesh.

Chapter- 3

Methodology

Methodology

Working as an Administrative Officer during an internship provides significant experience. I decided to try something new because I enjoy a challenge. I decided to complete my internship at a private educational institute. My intern supervisor, Mr. Md. Rafiz Uddin sir, referred me to the institute. I went there with my department's request letter, and they told me to join the running day. My first assignment was to observe the surroundings and some IELTS and PTE classes to gain a sense of how they deliver the material.

After the first day, they told me to fill out some admission forms for some newly admitted students. They gave me some materials such as admission forms and two-colored pens (black and red) to fill up the students' names, IDs, phone numbers, and payment details. If there are any incomplete payments or dues, I have to highlight them.

In the following days, I was advised to proofread the class materials and the class contents.

3.1 Gathering Data for this Report

The report, An Internship Report on My Experience as an Administrative Officer at IELTS Excellence Bangladesh, was done utilizing both primary and secondary sources of information. I gathered primary and secondary information for my report.

3.2 Data

I obtained two different types of data, both of which I used in this report, Primary Data and Secondary Data.

Primary Data:

- Analyzing the class materials and finding mistakes.
- Giving suggestions from my perspectives on how the content can be more efficient and easier to understand for the student.
- Analyzing students' interests.
- To enhance communication and problem-solving abilities through ongoing education and training.

Secondary Data:

- Offers high-quality English language programs, including IELTS preparation and PTE courses.
- A reputable institution specializing in IELTS exam preparation.
- One of the famous organizations of the country.

Chapter-4

Organization Details

Organization Details

IELTS Excellence Bangladesh, a British Council-registered organization, is situated in Dhaka, Bangladesh. Focusing on IELTS and PTE testing, as well as providing study abroad advice. With a focus on the United States, Australia, the United Kingdom, Malaysia, and Turkey, the institute helps students with consulting, visa applications, and foreign student admittance.

4.1 About IELTS Excellence Bangladesh:

IELTS Excellence Bangladesh is a British Council-approved study center that also provides consultancy services for studying abroad. They are well-known as an IELTS & PTE coaching center. They mainly prepare students for proficiency in English. They focus on IELTS, PTE, spoken, writing, speaking, grammar, and study abroad consultancy. They conduct classes both online and in person. The teacher who performs the classes is Mr. Mehedi Hossain Bhuiyan Sakib CEO and founder of IELTS Excellence Bangladesh. Currently, they have only one branch in Shukrabad, Dhanmondi 32, Dhaka. IELTS Excellence Bangladesh is a very trustworthy institute. They are very supportive of their students. They have special counseling services for weak students. They also provide special discounts on their fees.

4.2 The Mission of IELTS Excellence Bangladesh:

Helping people to become proficient in English and empowering them to navigate pushes them to success in their future journey to their dream destination.

4.3 The Vision of IELTS Excellence Bangladesh:

“To serve people and empower them with essential skills.”

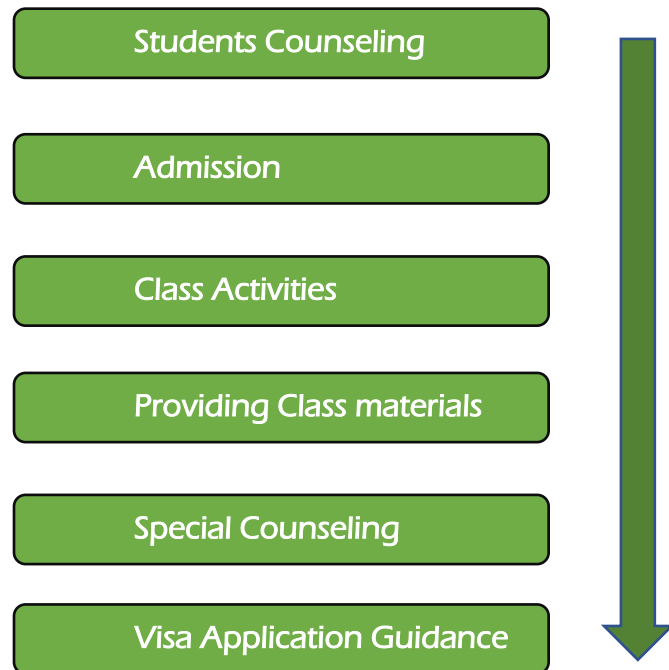
4.4 The Corporate Profile of IELTS Excellence Bangladesh:

Institution Name:	IELTS Excellence Bangladesh
Founder:	Mr. Mehedi Hossain Bhuiyan Sakib
Establishment Year:	November, 2024
Institution Type:	Educational Consultant and Coaching
Opening Branch:	Shukrabad, Dhanmondi, Dhaka.
Office Address:	3rd floor, Raisa Bhaban Opposite Metro Shopping Mall in Shukrabad, Dhanmondi, Dhaka, Bangladesh
Contact:	01333-411004

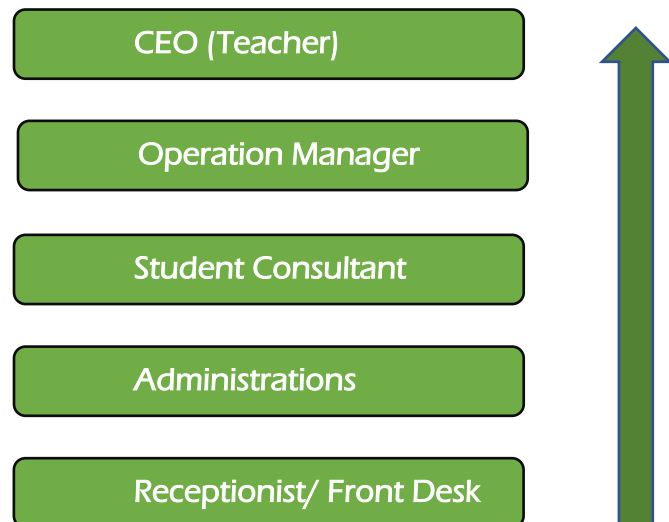
4.5 The Logo of IELTS Excellence Bangladesh:



4.6 Professional Services



4.7 Management Diagram



4.8 SWOT Analysis of IELTS Excellence Bangladesh:

SWOT analysis for IELTS Excellence Bangladesh is reviewing its strengths, weaknesses, opportunities, and threats.

Strengths:

1. The institution is operated by skilled employees.
2. The institution provides wonderful service and consultancy.
3. The institution has both online and offline.
4. They are free with the students and do not force them for anything.
5. They maintain transparency with the students about payment and transactions.
6. They provide free classes for interested students.

Weaknesses:

1. This institution is a new startup.
2. This institution does not have other branches.
3. Some staff are still learning and not properly trained.
4. Some staff are not transparent with each other.

Opportunity:

1. This institution has a remarkable reputation.
2. The teacher and trainer are well-known around the country.
3. They can maintain a chain of various branches throughout the whole country.
4. They can consider their name as a brand.
5. They have numerous followers on social media.

Threats:

1. They have so many competitors on the same platform.
2. Based on the teacher.
3. Based on the feedback of students.
4. Dynamics of the political environment and rapid changes in political leaders.

To sum up, this study aids IELTS Excellence Bangladesh in comprehending its internal strengths and external obstacles so that it may make well-informed strategic choices.

Chapter- 5

Internship Activities

Internship Experience

As an Administrative Officer intern, I developed consolidated communication skills. I interact with teachers to get their needs and issues resolved. I managed teachers' inquiries and continuously fulfilled their satisfaction. I worked under the Division of Administration support. I performed an important role in gathering teachers' feedback. I contributed to the institution's reform efforts. These deliveries improved my problem-solving ability. I actively engaged in client meetings. I received practical experience in providing solutions and addressing problems.

In conclusion, my internship as an Administrative Officer taught me a variety of skills such as effective communication, problem resolution, and strategic teamwork. This internship improved not only my problem-solving skills but also my awareness of the office's importance and materials management.

5.1 My Duties at IELTS Excellence Bangladesh

IELTS Excellence Bangladesh had assigned me as an intern but I worked full time. My primary service was proofreading class contents and SOP writing.

Here is a short list of my duties is the following:

1. To proofread the class contents and find the errors.
2. To write the Statement of Purpose (SOP)
3. Observing the office environment.
4. Place and bind up the admission forms.
5. To assist the executives with several things.
6. Played a role as an Administrative Office.

5.2 Responsibilities at IELTS Excellence Bangladesh

Throughout this internship, my responsibilities are the following:

5.2.1 Filling up the admission forms of new students

There are so many students taking their admissions every day, here my duty was gathering all the documents together to take notes on the admission form and mention the payment and the transaction.

5.2.2 Proofreading the new books and class materials

Proofreading was one of the tasks I did the most during my internship. My duty was to check the class materials to see whether there were any errors or not. I was advised to correct the errors and provide them to the course teachers.

For this purpose, I had to use a highlighter marker and a red colored pen to fix the errors next. I had to use the Microsoft Word program to solve the errors in the class materials.

5.2.3 Writing Statement of Purpose (SOP) letter

Numerous students want to go abroad for higher studies. I had to review the writing and design of their Statement of Purpose (SOP) for their higher studies.

5.2.4 Providing Assistance

During my internship, I assisted the other clients. When some employees went outside of the office for some reason. I assisted them with various tasks such as maintaining the office and consulting with students about their dream destination.

5.3 Skills I Applied

For me, my internship at IELTS Excellence Bangladesh was a fulfilling experience. At the institution, I applied a variety of skills.

5.3.1 Communication Skills

Working in such an educational institution like IELTS Excellence Bangladesh, communication skills are very crucial, and I had to discuss with various people about my tasks many times. Discussing a certain topic with unknowns requires very good communication skills. I talked to various people about various things, and I succeeded in convincing them with my communication skills and my outstanding performance in my tasks. My communication skills helped me in various places, and my internship was one of them.

5.3.2 Time management

Time management is one of the most important elements of a corporate person. Maintaining time is crucial in IELTS Excellence Bangladesh. I had to complete my tasks on time. In this educational institution, time management is very important. All the documents I used to proofread need to be submitted on time. I applied my time management skills and I succeeded.

5.3.3 Reading and Writing Skills

As a proofreader, I had to read a lot and find the errors, then correct them. For the sake of my internship, I applied a strong amount of focus in reading and writing skills. There were many reading and writing scripts in front of my desk that I had to correct. I had to ensure that all the content was correct and make it as pure and flawless as possible can I do. These are the reasons why I had to read a lot and write a lot; for these situations, I applied my reading and writing skills during my whole internship period.

5.3.4 Problem-solving skills

As an administrative officer, I had to face several challenges during my internship. I had to solve some difficult scripts and find the errors that were very unfamiliar to me, sometimes, I had to get assistance from the internet to know about the context I was going to proofread and solve the errors. Besides, I had to face such problems that I had to overcome with my limited experience, which advocated my problem-solving skills.

5.3.5 Adaptation Skills

I easily adapted to various employees and numerous types of work in the office. During my time at IELTS Excellence Bangladesh, I faced numerous hurdles. I have overcome several challenges throughout my life. I had adjusted to the circumstances. Throughout my internship, I put my adaptability abilities to the test.

5.3.6 Quick Learning Skills

The institution wants me to observe first. At first, I observed my workplace. After sometimes I started my work with my quick learning skills. During my internship at IELTS Excellence Bangladesh, I demonstrated my ability to learn quickly by completing a multitude of duties.

5.4 Learned Skills:

When I first started my internship, I investigated a variety of career options while developing a set of acquired abilities. Effective leadership, proofreading, critical thinking, networking, administrating, multitasking, and decision-making are all skills that are vital to my experience. The paper illustrates the smooth use of these abilities in real-world scenarios. The list of skills is as follows:

1. Multitasking
2. Critical Thinking
3. Decision Making
4. Networking
5. Proofreading
6. Administering

In summary, my experience as an intern has given me a broad range of skills that are essential for career advancement. From improving critical thinking and administration to being an expert in networking, proofreading has consistently demonstrated the value of each skill in practical situations.

5.5 Professional Skills

The abilities, information, and qualities that people bring to their jobs to succeed in a professional setting are referred to as professional skills. Here are some of my primary professional competencies:

I developed the following skills as a result of my completed internship:

1. Communication skills
2. Problem-solving skills
3. Technical skills
4. Computer skills

I had to discuss with various people while I was doing my tasks, and as a result, I gained very good communication skills. I faced many problems on the journey of my internship, and I overcame all of them with my extensive knowledge of technical and computer skills.

I also gathered knowledge on the following skills:

1. IELTS Excellence Bangladesh
2. IELTS Program
3. PTE Program
4. Writing SOPs

Conclusion:

Looking back on my internship at IELTS Excellence Bangladesh, I can truly say it was a rewarding and transformative experience. It wasn't just about developing professional skills like communication, problem-solving, and technical expertise, it was about learning how to navigate real-world challenges, adapt to new environments, and grow both personally and professionally. Working closely with my supervisor, Mr. Md. Ashraful Islam, and the incredibly supportive team made the journey smoother and more insightful. Their guidance helped me deepen my understanding of the IELTS and PTE programs, as well as the intricacies of writing SOPs. Each task I tackled during my internship contributed to my knowledge, pushing me to become more confident and capable in a professional setting.

Overall, this experience has been a stepping stone in my career, equipping me with valuable skills and perspectives that I will carry forward. It wasn't just about learning, it was about evolving, and for that, I'm truly grateful.

Chapter- 6

Limitations

Limitations of this Report

I had various difficulties when preparing this report, which caused some delays in its completion. This report's preparation was subject to several limitations. These are respectively:

1. I do not have much expertise in setting up this kind of research.
2. The accessible private marketing data is insufficient.
3. Officials are unwilling to provide interns access to private information.
4. Internship work and lesson report preparation time clash.
5. Taking a brief note during duty time is difficult.

I have done my best. However, errors are possible. Besides, I was unable to get all the information I needed from the institution. Due to the limits I discussed previously. I just managed to pick up the skills of proofreading and administration. I was not permitted to do some tasks, including teaching or consulting with students. Several times when my supervisor was occupied with other tasks, I was helping him. I also helped the teacher with his class lessons and the materials provided in the classes.

Chapter- 7

Observation and Findings

7.1 Observation

During my internship, I witnessed the surroundings of IELTS Excellence Bangladesh. I found the internship challenging due to my inexperience in this profession. Throughout my internship, I applied my ability to observe. Mr. Md. Rafiz Uddin, my particular supervisor, notified me about it. He instructed me to study my coworkers and the atmosphere in my office. In addition, Mr. Md. Ashraful Islam, my office supervisor, instructed me to monitor the workplace. So, I followed their instructions.

Here are some observations I have made at work:

1. Prioritizing student service and hospitality.
2. Has a positive brand reputation among students and guardians.
3. Friendly personnel create a pleasant atmosphere.
4. Friendly personnel create a pleasant atmosphere.
5. Average revenue for the organization.

I saw that the institution is effective at communicating with others and has a positive reputation. However, there are issues such as intense competition in the same area.

7.2 Major Findings

I have gained a lot of experience while working at IELTS Excellence Bangladesh. I received some results after finishing my fieldwork and data analysis. These discoveries are all my own. These are mentioned below.

1. IELTS Excellence Bangladesh is a popular choice for those aspiring to further their study overseas.
2. IELTS Excellence Bangladesh excels at communication skills.
3. The organization values interns.
4. IELTS Excellence Bangladesh is a well-organized organization that is not associated with several businesses or enterprises.

5. IELTS Excellence Bangladesh's management and administration demonstrate excellent ways.
6. IELTS Excellence Bangladesh's employees hold strong religious beliefs.

7.3 SWOT Analysis of My Internship

My internship experience is reflected in this SWOT analysis. Because it outlines my strengths and weaknesses, this SWOT analysis is significant.

Strengths:

1. I have a great desire to learn new things.
2. I pick up new jobs and surroundings fast.
3. I am well-versed in digital tools and technology.
4. I am open to accepting new challenges.
5. I can be very vivacious and enthusiastic.
6. I can communicate with the team effectively since I have good communication skills.

Weaknesses:

1. I do not have much experience with the company.
2. I spend time familiarizing myself with the workflows and procedures of the institution.
3. My knowledge of the IELTS teaching arrangement is lacking.
4. I lack some technical abilities.
5. My professional network is small.
6. I require direction and coaching.

Opportunities:

1. I have the opportunity to establish beneficial business relationships within the company.
2. I may be able to connect you with possible career openings inside the institution.
3. I have access to training options for skill improvement.

4. I have an opportunity to leave a favorable impression on a possible employer in the future.
5. I can acquire real-world experience and broaden my skill set.

Threats:

1. I have had to demonstrate my talents in a comparatively short amount of time throughout my internship.
2. Misunderstandings may arise if my expectations are unclear to the organization.
3. I compete with coworkers who have greater experience.
4. I don't have much influence on organizational decision-making.

I will conclude by saying that this SWOT analysis will provide me with important information about my current role. It also pointed out potential issues I could have.

Chapter- 8

Recommendation

Recommendation

My IELTS Excellence Bangladesh experience was a little difficult. In contrast, IELTS Excellence Bangladesh would benefit from a number of concerns. The following are listed:

1. The organization should regularly hold training sessions to improve the abilities of its employees.
2. The organization should search online for reviews and feedback from prior customers to examine its reputation and student happiness.
3. They should investigate prospects for nationwide growth, to access new markets, and
4. Their technology equipment and devices should be constantly up to date.

Chapter-9

Conclusions

Conclusions

In conclusion, as an Administrative Officer, I played a vital role in the organization. Mainly, I tried to maintain a good relationship with my supervisor and other staff. All the time I worked there, I tried to learn new things and also fulfill all the expectations of my seniors. I filled up admission forms, prepared the class lessons, and worked on proofreading, which included finding and correcting the errors. Doing all these things, I noticed that there is a large number of people who want to learn English and study abroad. Because of that, there is a huge number of people found their job sector in a densely populated country like Bangladesh. So, many organizations have been formed in Bangladesh for the sake of serving people; in that case, IELTS Excellence Bangladesh provides wonderful services to certain people who are interested in it. These are the reasons why these types of organizations have the potential to gain success in the field of Bangladesh. At the end of my internship, I would like to say that I liked being part of this field, and I enjoyed working with IELTS Excellence Bangladesh. They have already become a brand name in the country, and I would say that they have great potential to be the best educational and study consultancy organization in Bangladesh. At the end of my internship, I learned a lot, and I am very optimistic that these skills will help me in my future life.

Chapter- 10

Reference

Reference

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IELTS Excellence Bangladesh. (n.d.). *IELTS Excellence Bangladesh* [Website]. Retrieved April 18, 2025, from <https://ieltsexcellence.com/>

Chapter- 11

Appendices

11.1 Internship Certificate.


IELTS EXCELLENCE

www.ieltsexcellence.com

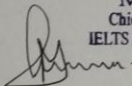
Date: 09-April-2025

To Whom It May Concern

This is to certify that **Md Sakhawat Hossain**, ID: **212-10-749**, a student of B.A. Honours in **English at Daffodil International University** has completed a sixty-day internship with our organization from **February 9, 2025**, to **April 9, 2025**. He primarily handled administrative tasks and demonstrated a strong work ethic.

We appreciate his contributions and wish him success in his future endeavours.

Sincerely,



MHB Sakib
Chief Executive Officer
IELTS Excellence Bangladesh

M H B Sakib
Chief Executive Officer (CEO)
IELTS Excellence Bangladesh

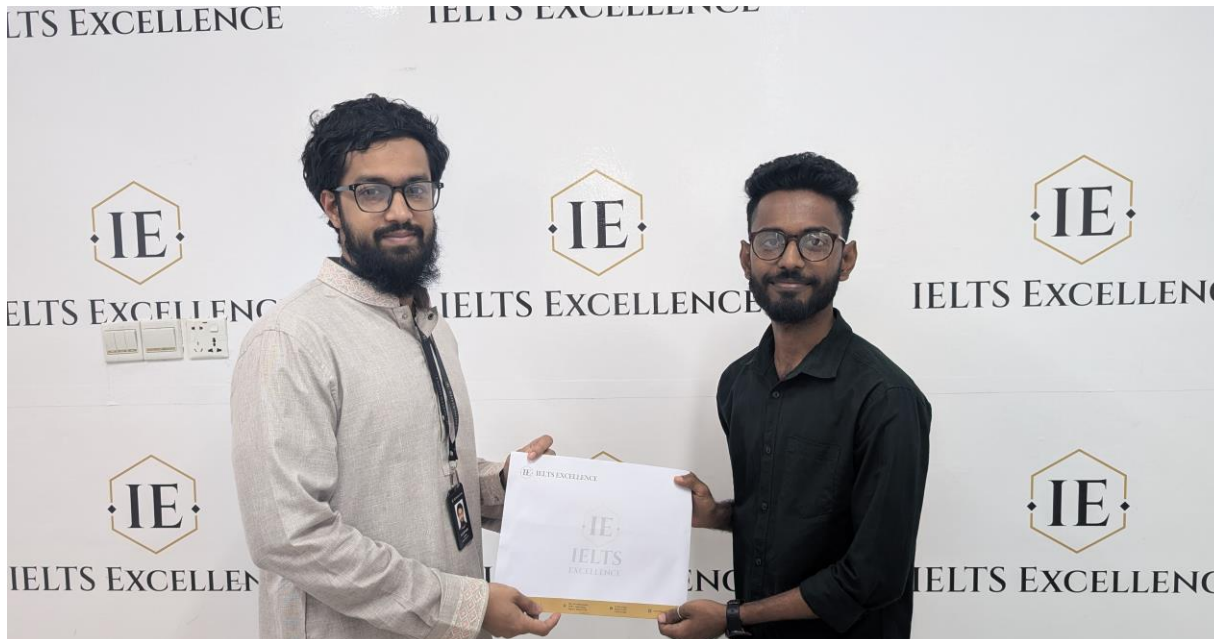
Corporate Office

 320, RH Home Centre
74/B/1, Green Road
Tejgaon, Dhaka-1215

 01333-411002
01333-411003
01333-411004

 www.ieltsexcellence.com

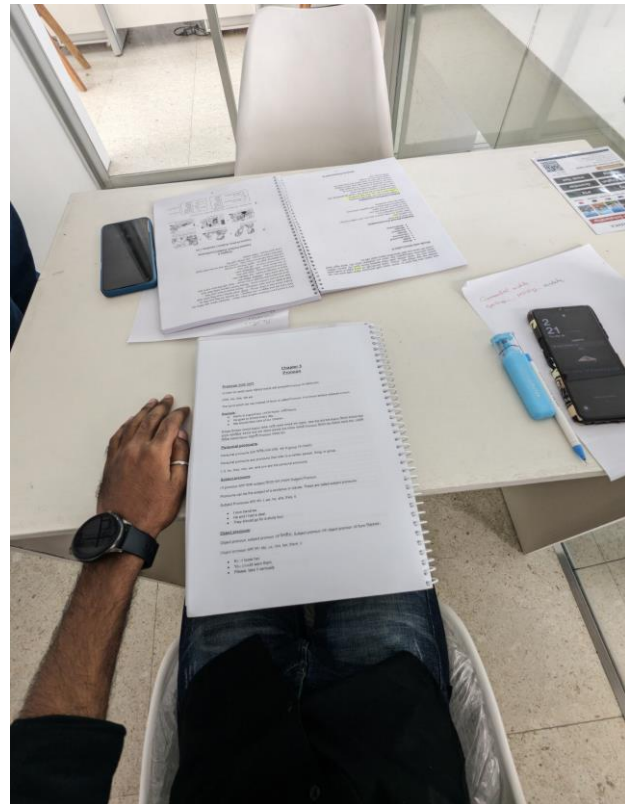
11.2 With the CEO of IELTS Excellence Bangladesh:



11.3 Working Time:



11.4 Working time:



212-10-749

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