



Daffodil
International
University

Internship Report

On

The overall consulting activities of Global Routeway Consultants

Course Code: ENG 431

Course Title: Project Paper with Internship

Submitted to

Emran khan

Lecturer

Department of English

Faculty of Humanities and Social Science

Daffodil International University.

Submitted by

Name : Md Mahedi Hasan

ID: 192-10-2064

Department of English

Faculty of Humanities and Social Science

Daffodil International University.

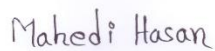
Date of Submission: 20.05.2023

Daffodil International University

“ This internship report has been submitted in partial fulfillment of the requirements for awarding the degree B.A. (Hons) in English.”

Declaration of the Intern

I hereby declare that the internship report titled "The overall consulting activities of Global Routeway Consultants " Submitted to the Department of English, Daffodil International University is an authentic record of my original work under the supervision of my supervisor of MD. Emran Khan, Lecturer, Daffodil International University. I also state that this internship report has been submitted in partial fulfillment of the requirements for awarding the degree B.A. (Hons) in English.

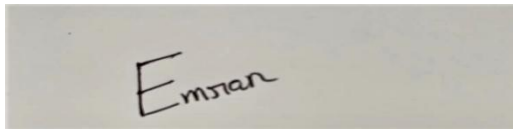


Mahedi Hasan

.....
Signature of the Intern

Certification of Supervisor:

This is to certify that the student named Md. Mahedi Hasan, bearing ID 192-10-2064 has finalized her Project Paper with the Internship course (ENG 431) under my supervision. For the internship process, he chose Global Routeway Consultants. He is now eligible to present the report for evaluation. He has been in constant communication with me during her project work. Whenever he needed assistance of any sort, I assisted him. The content of this project report is her genuine work, for which he worked phenomenally. I pray for his overall well-being and hope he achieves more success in the years to come.



.....

Signature of the Supervisor

Acknowledgment:

Initially, I would like to extend my heartfelt appreciation and gratitude to the Almighty Allah for granting me the chance to enhance my personal growth within a condensed timeframe. Undertaking an internship within an organization can provide valuable assistance throughout the entire process. The internship is an essential part of the Bachelor of Arts program, as it provides an opportunity for students to develop and apply skills that will be valuable in their future endeavors. Currently, I possess a heightened level of self-assurance that was previously absent. I am eagerly anticipating achieving significant accomplishments in my future endeavors.

Additionally, I would like to express my utmost respect towards my supervisor Mr. Emran Khan, Lecturer in the Department of English at Daffodil International University, I am indebted for all the help, advice, and inspiration he has given me during the course of my internship. The preparation of my internship report was much assisted by his insightful advice and kind feedback.

I owe a great debt of gratitude to Global Routeway Consultants' CEO, Mr. MD Shamsul Alam, and to my immediate superior, Mr. Md Fazla Rabbani Bhuiyan, for the chance to work for such a prestigious company. I owe a great deal of my development as an individual and as an employee to their knowledge, professionalism, and guidance.

Thanks to everyone at Global Routeway Consultants for their helpfulness, friendliness, and overall excellent service. The generosity with which they have shared their expertise has greatly expanded my understanding of the field and served as a powerful motivator.

Finally, I would want to express my gratitude to my loved ones, who have been tremendously supportive of me throughout my internship. Knowing that they have faith in me encourages me to give my all to this challenge and make the most of the opportunity before me.

Again, I would want to thank everyone who played a role in making my internship and my report a success.

Abstract:

This internship report delves into the enriching experience gained at Global Routeway Consultants, a leading organization in the field of international education and career guidance. As an intern, the primary responsibilities encompassed the roles of an executive and student counselor, providing a comprehensive understanding of the industry's inner workings and the importance of effective communication in shaping students' futures.

During the internship, the intern was exposed to various aspects of the business, including client management, marketing strategies, and the intricacies of the counseling process. The report highlights the significance of empathy, active listening, and tailored guidance in addressing the unique needs of each student, ultimately empowering them to make informed decisions about their educational and career paths.

Furthermore, the report emphasizes the value of collaboration and teamwork in the organization, as well as the importance of staying abreast of the latest trends and developments in the international education sector. The intern's experience at Global Routeway Consultants has not only contributed to their personal and professional growth but also underscored the critical role that educational consultants play in shaping the lives of countless students worldwide.

In conclusion, the internship at Global Routeway Consultants has been an invaluable learning experience, providing the intern with a solid foundation in the field of international education consulting and equipping them with the skills and knowledge necessary to excel in this dynamic and ever-evolving industry.

Table of Content

Chapter 1 **(1-5)** **INTRODUCTION**

1.1 Introduction.....	2
1.2 Origin of the report.....	2
1.3 Objective of the report.....	2
1.4 Scope of the report.....	4
1.5 Methodologies.....	4
1.5.1. Primary Data Resources	4
1.5.2. Secondary Data Resources	4
1.6 Limitations	5
1.6.1. Lack of resources	5
1.6.2. Lack of skill	5
1.6.3 Lack of Data.....	5
1.6.4 Confidentiality of Information.....	5

Chapter-2 **(6-11)** **Overview of the Global Routeway Consultants**

2.1. Foundational Information of Global Routeway Consultants.....	7
2.2. Services	7
2.3. Key functions of Global Routeway Consultants	8
2.4. Organizational strategy of Global Routeway Consultants	8
2.5 Organization goals of Global Routeway Consultants	9-10
2.6. Hierarchy of Global Routeway Consultants	11

Chapter 3 **(12-14)** **General Educational Consultancy Domain**

3.1 Counselling	13
3.2 Administration.....	13
3.3 Executive	13
3.4 Communication	14
3.5 Marketing and content development	14

Chapter 4 (15-18)
Internship Activities

4.1 Internship Experience..... 16
4.2 Activities in General Educational Consultancy Domain 17
4.3 Responsibilities.....18

Chapter 5 (19-26)

Training, Learnings, and Skills during Internship

5.1. How to research the university20
5.2. How to apply to a university21
5.3. How to Prepare Documents22
5.4. How to write a Statement of purpose22
5.5. How to Counsel prospective students23
5.6. How to do a visa application24
5.7. How to groom prospective students for a University interview24
5.8. How to groom a student for a visa interview25
5.9. learning from Training25
5.10. Skills Gained from Training26

Chapter 6 (27-28)
Internship Learning

5.1. Soft Skill.....28
5.2. Hard skill.....28

Chapter 7 (29-31)
Recommendation and Conclusion

6.1
Recommendation.....30
6.2 Conclusion.....30
6.3 Reference..... 31

Chapter 8 (32-35)
Appendices

Chapter 1

Introduction

Introduction

1.1 Introduction:

During my internship at Global Routeway Consultants, a renowned student admission service provider situated in the United Kingdom, I had the opportunity to collaborate with a dynamic team of professionals who had a variety of foreign degrees. Global Routeway Consultants has worked in the education consulting industry for more than a decade, and the company has successfully broadened its service offerings to include assistance with obtaining business and migration visas. Its principal goal is to provide students from various nations who are looking for higher education in prominent institutions all over the world with services that cannot be matched based on the considerable knowledge and competence that we possess. It is an authorized agent of leading institutions in the UK, and as such, we undergo continuous training to ensure that we are up to speed on the constantly shifting regulations that apply to overseas students. Our methodology is around gaining knowledge of the requirements of our students and supplying them with individualized solutions to assist them in realizing their goals. In my report on my internship at Global Routeway Consultants, I will highlight the experiences I had, the insights I gained, as well as the skills I built throughout my time there.

1.2 Origin of the Report:

Students at the institution I attend are given the opportunity to complete their Honours degree with a three-month internship with a local business or organization. The department head must approve the report before it is assigned by the organizational supervisor. This internship is an opportunity to get work experience, develop a sense of responsibility, and learn about our company culture. Working as an intern at Global Routeway Consultants gave me excellent exposure to the field of educational consulting. The internship opportunity at global routeway consultants was fantastic. The duration of the course was 90 days. In addition to learning about the company's operations, I got to see firsthand why it's so crucial to offer individualized support to kids from all walks of life. My internship at Global Routeway Consultants taught me a lot, and I hope that this report may help others who are interested in education consulting. The topic of "General Banking activities of Basic Banks" was suggested to me by my supervisor, and I was given permission to research and write a report on it.

1.3 Objective of the Report:

The purpose of this internship report is to get work experience at Global Routeway Consultants and put theoretical concepts into practise. The purpose of this research is to shed light on Global Routeway Consultants' operations and performance in the fields of education consulting, business, and migration visas.

1.3.1 General Objectives:

- The goal is to put classroom information to use in the real world by working in the fields of education consulting, business, and immigration visa processing.
- Examine Global Routeway Consultants' approach to, and success with, facilitating student admission, business, and migration visas.
- Examine the many options available through Global Routeway Consultants for students, corporations, and people looking to relocate.
- The goal is to learn about the consulting industry as a whole and the roles that consultants play.
- Gain the expertise necessary for a successful career in education consulting, business, or immigration visa processing.

1.3.2 Specific Objectives:

- To put into practice what I have learned about education consulting, business, and immigration visas during my internship.
- Examining the roles that consulting services play in the lives of students, businesses, and newcomers.
- To learn the inner workings of the education consulting, business, and migration visa industries served by Global Routeway Consultants.
- The goal is to investigate the company's overall consultancy system and its associated procedures.
- The goal is to acquire hands-on experience in the fields of education consulting, international business, and immigration paperwork.
- To learn how different divisions at Global Routeway Consultants contribute to the company as a whole.
- A SWOT analysis of Global Routeway Consultants is in order.
- In order to learn which fields the company is actively and effectively serving.
- Finding issues that the company is having and offering advice on how to fix them.

1.4. Scope of the Report:

This report covers Global Routeway Consultants' activities, where I interned. The study will detail the education consultancy's history, services, and performance. It will also examine the company's management and personnel duties.

The report will also describe my internship at Global Routeway Consultants, including my tasks and talents. It will also assess how well the internship program meets its goals and provides interns with valuable learning experiences.

Interviews with firm personnel and education consultancy literature will inform the report. It will shed light on Global Routeway Consultants and the education consultancy industry.

1.5. Methodologies:

This report was compiled by employing a mix of primary and secondary resources in its preparation.

1.5.1 Primary Data Resources:

The primary resources consisted of personal observations, interviews with personnel of Global Routeway Consultants, and a review of important internal documents such as corporate reports, regulations, and procedures. These methods were used to gather information. In order to get an insight into the organization's functions and operations, interviews were held with a variety of individuals, including managers and consultants.

1.5.2. Secondary data resources:

In the course of the secondary resource, I went through the academic literature, reports from the industry, and online sites that were connected to the education consultancy industry. These resources are used to achieve the goal of gaining a more comprehensive comprehension of the industry, including its tendencies, difficulties, and possibilities.

1.6 Limitations:

When I was gathering the necessary information to write this report for my internship, I ran into a few challenges. The restrictions are as follows:

1.6.1 A lack of duration/time :

With just three months to finish the internship, it was nearly impossible to comprehend the performance, operations, and functions of the bank, as well as to cover the report in its entirety. This was a significant challenge.

1.6.2. My lack of experience:

This is the first time I've never done a report for an internship on a banking system in actual business life. Therefore, the most challenging aspect of writing this report was overcoming the limitations imposed by my lack of expertise. In this scenario, a bank employee completes his probationary period and receives a reward after either one or two years.

1.6.3. Insufficient Data :

Because not all forms of information were accessible, it was not feasible to acquire the appropriate data and appropriately summarize them. This led to several problems. The organization did not provide me with all of the information that I needed, and even though the bank workers were helpful, the information that they provided was not sufficient for me. The report is compiled with certain assumptions since there is a lack of data; as a result, there is a possibility of some personal inaccuracies.

1.6.4 Protecting the Confidentiality of Information:

Every company or organization has some of its data that is shielded from public view in order to protect its proprietary information. Therefore, maintaining the secrecy of the material was another challenge that arose when compiling this study.

Chapter-2

Overview of the Global Routeway Consultants

2.1. Foundational Information of Global Routeway Consultants :

Global Routeway Consultants is a UK based educational consultancy company. It is registered in the UK and Bangladesh. It started its operations in the UK first. Later on, on 12th February 2019, it started its operations in Bangladesh. At first, it opened its office in Badda, Dhaka. Later on, it shifted its office to Ring Road, Mohammadpur Dhaka. Since the beginning, it has established agentship with overseas universities especially the Universities of the UK. When it started making growth in its business it started to expand its agentship with other overseas universities such as universities from the USA, Australia, Netherlands, Canada etc. Also, it conducts its business on a B2B system. It has collaboration with other international consultants such as Krishna Consultants, Apply Board, SI UK, etc. As a result, it has developed a network within other international educational consultancy to cope up in this Industry. Every year it makes a huge amount of profit.

Global Routeway Consultants, offer experienced counselors and a documentation team, who are highly qualified and dedicated to the mission of enabling students to accomplish their cherished dream of studying abroad with a unique experience of many successful; years.

2.2 Services:

Global Routeway Consultants, is committed to providing quality services to its clients. It helps their clients with the least and most updated information about the UK, USA, Canada, Australia, and Netherlands universities/ colleges and visa processing.

Its exclusive services include :

- Expert Counseling
- Application
- Documentation
- Interview preparation
- Admission & Correspondence
- Visa Assistance

2.2.1 Expert Counseling

One of the exclusive services offered by Global Routeway Consultants is expert counseling. The company has a team of highly qualified and experienced counselors who are dedicated to helping students achieve their dreams of studying abroad. The counselors provide personalized guidance to students, taking into account their academic background, interests, and career aspirations. They offer the latest information about universities and colleges in the UK, USA, Canada, Australia, and the Netherlands, and help students choose the best course and institution based on their preferences. The counselors also assist students with the application process, including documentation and interview preparation. They provide regular updates on the status of the application and ensure that the admission and correspondence process is smooth and hassle-free. With their in-depth knowledge and expertise, the counselors at Global Routeway Consultants ensure that students receive the best possible guidance and support to achieve their academic and career goals.

2.2.2 Application process

Students who enlist Global Routeway Consultants may rest assured knowing that their applications, which can be difficult and time-consuming, are in good hands. The group makes sure the application is complete and submitted in a timely manner with all required materials. So that students have the best possible chance of getting admitted, they also offer advice on how to meet each school's admission standards and deadlines. Global Routeway Consultants' team of seasoned professionals eliminates any potential hiccups in the application procedure so that students may focus on their education and preparation for their exciting voyage overseas.

2.2.3 Documentation

The team verifies that all application materials, such as transcripts, language certifications, and bank statements, are complete and up to par with institutional standards. They also help students gather the paperwork required to apply for a visa and direct them through the application procedure. The professionals at Global Routeway Consultants make the paperwork procedure quick and easy thanks to their depth of expertise, so students can focus on their academics and get ready for their exciting voyage overseas.

2.2.4 Interview Preparation

Global Routeway Consultants helps students feel prepared and confident for the interview process. The team prepares students for the possible interview questions and gives feedback on how to best respond to them. Tips on how to act confidently and professionally throughout the interview are also included. The staff at Global Routeway Consultants uses their expertise to help students maximize their chances of getting into the schools of their choice by preparing them thoroughly for admissions interviews.

2.2.5 Admission & Correspondence

Consultants inside the organization help applicants at every stage of the admissions procedure, from filling out applications to receiving acceptance letters. The group makes sure the application is complete and submitted in a timely manner with all required materials. In addition, they keep you apprised of where your application is and work hard to make the admissions and communication processes go as easily as possible. The staff at Global Routeway Consultants is committed to providing students with the greatest advice and assistance available so that they may realize their academic and professional potential. They also aid with communication with educational institutions, making sure that students are kept up-to-date on their admissions status and other pertinent information in a timely manner. Global Routeway Consultants' individualized service and focus on every detail help students breeze through the admissions procedure with ease.

2.2.6 Visa Assistance

If you are a student interested in studying abroad, Global Routeway Consultants can help you apply for the appropriate visa. Students may rely on the company's team of professionals for individualized advice and guidance during the convoluted visa application procedure. The group makes sure the application is complete and submitted in a timely manner with all required materials. They ensure that students have the greatest possible opportunity of obtaining a visa by advising them about the destination country's visa rules and regulations. Global Routeway Consultants has a team of experts that can help students improve their chances of getting student visas by ensuring that they are well-prepared for the application process. In addition, they help students with any problems they may have when applying for a visa, making it more likely that the process will go smoothly. Global Routeway Consultants' individualized service and meticulous

planning let students concentrate on their academics while they get ready for their exciting voyage abroad.

2.5. Corporate strategy of Global Routeway Consultants :

Business at Global Routeway Consultants involves helping people who want to travel overseas for reasons like education or a job. The company's long-term goal is to establish itself as a market leader in the education consulting sector by providing exceptional service to customers from all walks of life. Global Routeway Consultants' primary areas of concentration in doing this are as follows:

Business expansion: The goal of Global Routeway Consultants' planned service expansion is to better meet the demands of its customers who seek to migrate or conduct business overseas. In order to better serve its customers, the firm is looking to form collaborations with various government departments and international organizations.

Technology Implementation: To boost productivity and customer satisfaction, Global Routeway Consultants will be implementing cutting-edge technology into its business processes. A customer-friendly web platform is in the works, and the corporation intends to build it.

Talent Development: Global Routeway Consultants aims to invest in its workers' training and professional development because of the significance it places on cultivating its talent pool. The organization strives to recruit and retain top personnel by offering challenging work and room for advancement.

Customer Satisfaction: At Global Routeway Consultants, we work hard to ensure that every one of our clients is happy with the services they get. To make sure that customers are happy with the services they receive, the organization wants to poll and gather feedback from them regularly.

Brand Awareness: Increased brand recognition and prominence in the education consulting field are top priorities for Global Routeway Consultants. The corporation will spend money on marketing and advertising to expand its customer base and gain a larger part of the market.

By emphasizing these core competencies, Global Routeway Consultants hopes to realize its vision of being a dominant player in the education consultation business by catering to a wide range of clients with individualized, high-quality services.

2.7. Hierarchy of Global Routeway Consultants :



Chapter 3

General Educational Consultancy Domain

3.1 Counselling

Global Routeway Consultants' Counselling division is there to lend a helping hand to anybody looking to study, work, or live in a foreign country. Counselors in this division are among the best and brightest in the country, and they provide individualized care to each individual. Counselors update customers on the newest developments at educational institutions in the United Kingdom, the United States, Canada, Australia, and the Netherlands, and assist them in selecting the ideal program and university for their particular requirements. They help customers get ready for the visa application procedure and give advice on what papers to gather. Global Routeway Consultants' counselors are highly qualified individuals who are committed to helping their customers succeed in school and the workforce. Customers are surveyed and given opportunities to submit feedback on a regular basis to help the company identify areas for development and maintain high standards of service.

3.2 Administration

Global Routeway Consultants' day-to-day activities are managed by the Administration department. Professionals with extensive training and experience working in the division to keep the business running efficiently and effectively. They are in charge of the company's financial management, which includes budgeting, accounting, and reporting. They are also responsible for managing the company's human resources, which includes hiring, training, and promoting staff. The Administration team is also in charge of the office's physical assets including furniture and supplies. They guarantee that the company's buildings are always in good condition and offer workers a secure and pleasant place to do their jobs. The Administration team at Global Routeway Consultants is responsible for keeping the firm running smoothly and efficiently so that other teams may concentrate on giving each customer the individualized attention they deserve.

3.3 Executive

The Executive team at Global Routeway Consultants is in charge of guiding the company's long-term strategy and making sure it gets where it needs to go. The department is overseen by a group of experienced and competent executives who also serve as a resource for the rest of the organization. They are in charge of the company's business strategy, which includes finding new markets and chances for expansion. The Executive team also keeps an eye on the company's

bottom line to guarantee its continued success. They are in charge of handling the company's most important interactions with customers, business associates, and financiers. The Executive team at Global Routeway Consultants uses their knowledge and direction to keep the firm running smoothly, so that they may continue to assist their customers to succeed in school and their careers.

3.4 Communication

Global Routeway Consultants' internal and external communications are handled by the Communication department. A group of trained experts works in the department to make sure the business's messages get across clearly and efficiently. They are in charge of the company's communication strategy, which includes the website, social media accounts, and any other means through which the company's message is disseminated. Maintaining and improving the company's public profile is another responsibility of the Communication team. They oversee the company's interactions with the press and make sure the company's message gets out to the public clearly and effectively. The Communication team at Global Routeway Consultants is responsible for ensuring that the company's internal and external communications are both successful and consistent.

3.5 Marketing and content development

When it comes to promoting Global Routeway Consultants' services, it's up to the Marketing and material Development team to come up with innovative strategies and provide engaging material. The department employs a group of experts whose job is to devise advertising strategies, run the business's social media accounts, and write material for the website and other channels of company communication. They investigate the marketplace for untapped development potential and devise advertising plans to attract new customers. The Marketing and Content Development group coordinates closely with the Communication group to ensure that all business messages support the company's marketing goals. They produce top-notch material like articles, videos, and blog entries to spread the word about the company's offerings and answer customer questions. The Marketing and Content Development team at Global Routeway Consultants uses their knowledge and imagination to create marketing materials that get people interested in the company and its products.

Chapter 4

Internship Activities

Internship Activities

4.1 Internship Experience:

I joined global routeway consultants limited, on 1st January 2023 as an intern. Before joining there I had to go through a recruitment process. This company attended the job fair on our varsity campus. I dropped my cv in their booth. A few days later I was invited to give an interview. Among a lot of candidates, I got selected. I was recruited as a student counselor and executive intern. Since this was my first journey into the business world, I was understandably nervous on my first day. During my internship, I met a number of wonderful folks who ended up being invaluable resources. Because of the encouragement, kindness, and support I received, I quickly made friends with nearly everyone in the workplace. They took the time to carefully explain each step, so I had no trouble carrying any of them out. My enthusiasm for work, on the other hand, has grown. The executive and counseling training was straightforward for me. Managing several clients or consumers is, in my opinion, the most crucial task. This section can be thought of as the "front door" of the firm. This division prepared me for a career as an educational consultant by teaching me fundamental skills. How to contact university officials, fill out student evaluation forms, research potential majors and schools based on a student's profile, open a student file, prepare a statement of purpose and study plan, and prepare a student for an interview are just some of the skills I picked up.

I owe a great debt of gratitude to the excellent teaching, courteous conduct, and helpfulness of my coworkers at the bank, without whom I would not have been able to acquire the aforementioned skills. They were always willing to lend a hand when I asked. I had a lot of problems following along at times, but nobody ever took the time to explain anything to me. In general, I've found the people and atmosphere at this workplace to be quite kind; yet, working here has also taught me to keep my feet firmly planted on the floor, and I've also encountered some rudeness from other employees. But there were so few of them that I didn't think it was important to keep track.

I realized that three months is not enough time to become an expert in the banking industry, but I gave it my all to integrate what I had learned in the classroom with my on-the-job experience. Working in this industry has given me invaluable experience that I know will serve me well as I go on in my professional life. Last but not least, I want to express my gratitude for the incredible individuals I've had the pleasure of meeting throughout my internship.

4.2. Activities in General Educational Consultancy Domain

- Counselling Students
- Evaluating student profiles
- Searching courses and universities for students
- Opening student's file
- preparing necessary documents
- Application processing
- Updating student Information in a database
- Contacting varsity authorities
- Reporting to the manager
- Keep updated students about their process

4.3. Responsibilities:

At Global Routeway Consultants, I participated in an internship program that lasted for a total of three months. During this period, I gained a significant amount of knowledge on the culture, procedures, and work duties of the corporate industry. I believe that it will position me as a very prominent figure in the corporate world of the future. The following is a list of the duties that I was responsible for throughout the internship:

1. I did counseling students both over the phone and in the office.
2. I did the application process for prospective students
3. I evaluated students' profiles and match their profiles according to program and university requirements
4. I prepared a lot of documents including a Statement of Purpose, Study plan, Letter of Intent, Gap explanation letter, etc.
5. I contacted varsity authorities regarding the student's application process
6. I joined a lot of webinars, training, and workshop arranged by universities and other agencies.

Chapter 5

Training, Learnings, and Skills during Internship

An internship is a journey for me. In this journey, I started to realize how skills that I have learned during my four-year honor's life transform into another skill with proper training to make them fruitful in corporate life or job life. When I joined Global Routeay Consultants I was pretty much confident that whatever responsibilities or tasks come in front of me I would be able to do that. But when my training started in the first month, I realized that have to learn a lot of things. As I joined at the beginning of January my training also started in the first week of January. My respectable senior Md. Fazla Rabbani Bhuiyan sir trained us with close supervision and guidance. There were a lot of phases in our training period.

We have been given training on the following topics :

- How to research the university
- How to apply to a university
- How to prepare Documents
- How to write a Statement of purpose
- How to Counsel a prospective students
- How to do a visa application
- How to groom prospective students for a University interview
- How to groom a student for a visa interview

5.1. How to research the university

I was provided with a valuable opportunity to undergo comprehensive training on the process of researching universities for prospective international students. With the guidance of my supervisor, I engaged in an in-depth exploration of this fundamental process, acquiring vital skills and knowledge throughout the course of my study. The training program was designed with a comprehensive integration of theoretical principles and practical applications, facilitating my comprehension of the multifaceted determinants that impact university selection. I acquired the skill of carefully scrutinizing the academic programs, standing, faculty proficiency, and research prospects of each educational establishment. Furthermore, I have acquired valuable perspectives

on the assessment of campus amenities, co-curricular pursuits, financial aid opportunities, and the holistic undergraduate encounter. By means of practical exercises, I refined my aptitude in effectively utilizing digital resources, databases, and scholarly publications to extract pertinent information and furnish precise recommendations. Additionally, the training underscored the importance of taking into account the unique preferences and aspirations of students when conducting research on universities, thereby ensuring a customized approach.

5.2. How to apply to a university

I was fortunate enough to have received a thorough education on the procedures involved in the application process for international students seeking admission to universities. With the guidance of my supervisor, I acquired valuable insights into the complex procedures required for effectively navigating the application process. The training program offered a meticulously organized structure that integrated theoretical concepts with hands-on activities, thereby furnishing me with the essential competencies and comprehension. The author acquired knowledge regarding the diverse application prerequisites and protocols for multiple academic institutions and nations. This involved the collection of crucial documentation, the composition of persuasive personal statements, and the acquisition of robust letters of recommendation. By means of participatory workshops and simulated application exercises, I acquired a discerning acumen for meticulousness, thereby ensuring that all application materials were comprehensively scrutinized and meticulously prepared to exhibit the student's academic accomplishments, extracurricular pursuits, and personal aptitudes. The training program placed significant emphasis on the criticality of adhering to deadlines, monitoring the status of applications, and proficiently communicating with university admissions offices. In addition, I have gained expertise regarding various scholarship opportunities, financial aid alternatives, and visa prerequisites, which enables me to offer extensive assistance to potential students.

5.3. How to Prepare Documents

I have received a comprehensive training program on the preparation of documents for potential international students. With the guidance of my supervisor, I acquired essential skills and knowledge in efficiently organizing and presenting the requisite documents for university applications. The training facilitated a comprehensive comprehension of the distinct requisites and structures requisite for every document, including academic transcripts, letters of recommendation, personal statements, and language proficiency certificates. The acquisition of skills related to meticulous examination and synthesis of records, with the aim of guaranteeing their precision in reflecting the academic accomplishments, aptitudes, and ambitions of the students, was accomplished. Furthermore, the training underscored the significance of complying with the guidelines and deadlines set forth by the university, guaranteeing the prompt and thorough completion and submission of all necessary documents. Furthermore, I have acquired expertise in producing polished and aesthetically pleasing resumes and portfolios that showcase the academic and extracurricular achievements of the students. During the course of the training, I acquired a keen sense of attention to detail, honed my proofreading skills to a meticulous level, and gained an appreciation for the importance of presenting polished documents that can leave a favorable impression on university admissions officers.

5.4. How to write a Statement of purpose

I also had intensive instruction on writing effective personal statements for students applying to universities abroad. Working closely with my supervisor, I was able to get into the nitty-gritty of this vital document and come away with a deeper understanding of how to craft captivating narratives that convey students' academic goals and personal reasons. The instruction gave me a great foundation for comprehending the format, material, and tone of an effective statement of purpose. In-depth conversations and meetings with students let me learn about their backgrounds, aspirations, and areas of interest. This allowed me to advise them on how to best describe their educational background, research interests, and how these factors mesh with the offerings at their preferred institution. Important accomplishments, relevant experiences, and the results of past academic and extracurricular activities were stressed throughout the course. I also placed more

focus on outlining their intended professional path and demonstrating how the selected school will help them get there. Throughout the program, I developed my writing abilities to the point where I could craft personal statements that met the criteria of each of the schools I was applying to while still sounding like myself.

5.5. How to Counsel prospective students

I have gained essential competencies and expertise to proficiently lead and assist individuals in navigating the pursuit of international education. The training underscored the significance of comprehending the distinctive aspirations, academic history, and personal situations of every student. The acquisition of skills in the comprehensive execution of individual consultations aimed at evaluating an individual's interests, objectives, and inclinations was attained. This facilitated the provision of individualized guidance customized to meet their unique requirements. Through extensive research and analysis, I have developed a comprehensive comprehension of the diverse educational systems, programs, and prospects that exist across various nations. This has equipped me with the ability to provide well-informed recommendations based on a student's profile and desired objectives. The training program emphasized tackling issues about admission prerequisites, financial management, and visa protocols. I have acquired proficiency in elucidating the advantages and difficulties of pursuing education abroad, underscoring its potential to bring about a profound metamorphosis in one's individual and vocational development. In addition, I acquired proficiency in communication and interpersonal abilities that enable me to foster trust and build rapport with potential students, thereby creating a counseling atmosphere that is both supportive and empathetic. In summary, the training program I underwent at Global Routeway Consultants furnished me with the necessary knowledge and self-assurance to advise potential students, enabling them to make well-informed choices regarding pursuing education abroad and offering them the requisite support throughout their academic pursuits.

5.6. How to do a visa application

I acquired comprehensive knowledge and practical skills essential for navigating the intricate and frequently daunting visa application procedures. The training facilitated a comprehensive comprehension of the distinct prerequisites and paperwork essential for diverse categories of student visas across multiple nations. The acquisition of skills related to aiding students in the collection and arrangement of essential documents, including but not limited to passport duplicates, financial records, acceptance correspondence, and verification of lodging, was attained. The training program underscored the significance of meticulous preparation and meticulous attention to detail to guarantee the precise and timely completion and submission of all visa application forms. Furthermore, I acquired information regarding the various categories of visas that are obtainable, including student visas, work visas, and dependent visas, along with their respective eligibility requirements. The training emphasized the importance of meticulous attention to detail to avoid any errors or omissions that could delay or jeopardize the visa application. Furthermore, I have developed proficiency in the compilation and organization of essential documents, such as financial statements, proof of university acceptance, medical records, and travel insurance. In addition, I acquired knowledge of proficient communication tactics for establishing contact with consular or embassy representatives, guaranteeing unambiguous and succinct communication during the visa application procedure. The training program also encompassed interview readiness, furnishing me with the requisite competencies to aid students in confronting visa interviews with self-assurance.

5.7. How to groom prospective students for a University interview

I have obtained fundamental competencies and expertise to proficiently equip students for this pivotal phase in the admissions procedure. The training underscored the importance of comprehending the interview format of the university, assessing their prerequisites, and executing comprehensive simulated interviews to replicate the authentic experience. The acquisition of skills in evaluating the strengths and weaknesses of individual students has enabled me to assist them in effectively showcasing their academic prowess, accomplishments, and extracurricular engagements with confidence and persuasiveness. Furthermore, I have acquired proficiency in dispensing counsel on proficient communication, nonverbal cues, and public speaking abilities to establish a favorable impact during the interview process. The training program also emphasized

the development of students' proficiency in expressing their objectives, exhibiting their enthusiasm for the selected area of specialization, and competently responding to difficult inquiries. Furthermore, I acquired the skill of establishing a conducive and affirmative atmosphere, enhancing the students' self-assurance, and mitigating any apprehension related to interviews. During the course of the training, I refined my capacity to furnish individualized feedback and constructive evaluation, thereby empowering students to consistently enhance their interview aptitude.

5.8. How to groom a student for a visa interview

I was afforded a valuable opportunity to undergo extensive training on the grooming of students for visa interviews. With the guidance of my supervisor, I obtained crucial skills and knowledge in conducting comprehensive research on universities, which enables me to proficiently equip potential international students for their visa interviews. During the course of the training, I acquired knowledge of diverse methodologies to obtain pertinent data regarding universities, including their academic curricula, faculty proficiencies, campus infrastructure, and sociocultural milieu. Furthermore, I have refined my capacity to discern crucial elements that immigration officers take into account during visa interviews, such as the student's educational history, economic solvency, and authentic aspirations to pursue studies overseas. The training provided me with the essential skills to assist students in effectively presenting themselves with confidence and persuasion during the visa interview process. Additionally, it facilitated a more profound comprehension of the distinctive obstacles and prospects that international students face.

5.9. learning from Training

The internship program at Global Routeway Consultants furnished me with invaluable prospects for learning and development. By completing multiple training modules, I have acquired a significant amount of knowledge and practical skills that have equipped me for a prosperous career in the educational consultancy industry. The acquisition of skills related to conducting comprehensive university research, navigating the application process, composing compelling statements of purpose, and providing counseling to potential students, were all integral

components of my professional growth, as facilitated by the various training modules. I have developed proficiency in the areas of document preparation and organization, comprehension of visa application protocols, and coaching students for university and visa interviews. The acquisition of these skills has not only augmented my comprehension of the global education terrain but also furnished me with the essential resources to facilitate and counsel students during their pursuit of overseas education. The training program offered by Global Routeway Consultants has been instrumental in facilitating a transformative experience for me, enabling me to effectively bridge the gap between my theoretical understanding and its pragmatic implementation within the corporate sphere. The author expresses gratitude for the extensive training received and the valuable insights gained, which have established a strong basis for their future career pursuits.

5.10. Skills Gained from Training

The training sessions in which I engaged during my internship at Global Routeway Consultants furnished me with a varied spectrum of competencies that are indispensable for achieving success in the realm of educational consultancy. Initially, I acquired exceptional research skills, which facilitated a comprehensive exploration of universities and the collection of pertinent data regarding their academic curricula, faculty proficiency, and campus amenities. Furthermore, I have refined my skills in document preparation, encompassing the creation of persuasive statements of purpose and the arrangement of crucial paperwork for visa submissions. The training program also improved my counseling abilities, enabling me to offer tailored advice to potential students, comprehend their ambitions, and effectively resolve their apprehensions. Moreover, I acquired expertise in maneuvering through intricate visa application protocols and aiding students in fulfilling the distinct prerequisites for various categories of student visas. Furthermore, the training program emphasized the development of students' skills in preparing for university and visa interviews, enhancing my capacity to assist individuals in effectively presenting themselves with confidence and persuasion. In general, the competencies obtained throughout my training sessions have not solely equipped me to offer extensive assistance and direction to potential international students but also situated me for triumph in the ever-changing and cut-throat realm of educational advisory services.

Chapter 6

Internship Learning

Internship Learning

Thanks to my internship at Global Routeway Consultants, I was able to obtain practical experience in the field of educational consulting. I had the opportunity to collaborate directly with the Counselling division, assisting customers in their pursuits of studying, working, or migrating overseas.

5.1. Soft Skill:

During my time as an intern with Global Routeway Consultants, I was able to hone and expand upon my collection of "soft skills." Active listening, questioning, and offering clear and concise information are just some of the communication skills I picked up while working with customers and coworkers. I also gained experience working in a team setting and coordinating with coworkers from all disciplines and walks of life. Helping customers with their questions and fixing their difficulties helped me hone my ability to think critically and creatively. To fulfill deadlines, I also mastered the art of time management and work prioritization. Through my internship, I was able to hone my skills in customer service and learn how to tailor my offerings to each client.

5.2. Hard Skill:

During my time as an intern with Global Routeway Consultants, I was able to hone a number of valuable hard skills. I am now proficient in the usage of several different programs, from the Microsoft Office suite to Google Apps to CRM systems. I learned how to analyze customer data and provide reports for management, among other data-related skills. I picked up skills in information gathering and analysis, such as searching through databases online. During my internship, I was exposed to the field of education consultancy and learned the ins and outs of supporting customers with their goals of studying, working, or migrating overseas.

Chapter 7

Conclusion and Recommendation

6.1. Recommendations:

Following my internship with Global Routeway Consultants, I offer the following suggestions for the company's consideration. First, I suggest the organization invest in technology to boost productivity and quality of service to customers. Creating a convenient online hub where customers can quickly get the data and support they need is one option. Second, I suggest that the firm routinely polls and talks with customers to gauge their satisfaction with the services they've received and figure out where they can make changes. Thirdly, I suggest the corporation form alliances with educational institutions like colleges and universities to improve the quality of the services they offer to customers. One way to guarantee that customers always get the finest advice and service is to form lasting partnerships with such organizations. Finally, I suggest that the organization provide resources for staff training and development in order to entice and keep the most qualified professionals in the field. Opportunities for professional development and a friendly atmosphere at work would fall under this category. By taking these steps, Global Routeway Consultants will be able to stay true to its aim of assisting customers in reaching their professional and educational goals.

6.2. Conclusion:

In conclusion, my internship with Global Routeway Consultants was an excellent opportunity to get expertise in the field of educational consulting. Working closely with the Counselling, Marketing, and Content Development teams throughout my internship helped me develop skills in those areas as well as in communication, problem-solving, teamwork, data analysis, and project management. I worked on my "soft skills," or those that aren't directly related to a job or career, such as communication, teamwork, problem-solving, and time management. On the basis of my knowledge and observations, I propose that the corporation make investments in technological advancements, frequent surveys, and feedback sessions, collaborations with educational institutions, and personnel development and training. In sum, I am grateful for the chance to have worked with such a committed and competent team during my internship at Global Routeway Consultants, which allowed me to grow professionally and personally.

6.3. Reference:

- 1) <https://globalrouteway.com/>
- 2) <https://globalrouteway.com/about-us/>
- 3) <https://globalrouteway.com/services/>
- 4) Md Fazla Rabbani Bhuiyan

Supervisor & Senior Student Counsellor

Chapter 8

Appendices



Picture: Backend operations room



Picture: Supervisor's room



Picture: Colleagues of my office.



Picture : Conference room