

An Internship Report
on
the Experience in an Immigration Consulting Firm at Gateway Group Ltd.

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Statement of Original Authorship

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I announce that this is the authentic version of my report paper, which has the approval of both the university library office and my academic advisor. This document has not been submitted to any university or institution for any reason.

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Certificate of Supervisor

This is to make it clear that Sumaiya Akter (192-10-2062), a student in the Department of English, worked on her Bachelor of Arts project paper under my guidance, and she prepared the report paper titled "The Experience in an Immigration Consulting Firm at Gateway Group Ltd." She finished the assignment in the Spring of 2023. As far as I know, this work does not discuss violence and was not plagiarized. Furthermore, this report paper was not submitted to another college, organization, or university for a degree or any other reason.

I wish her every success in life.



.....
Mr. Mohammad Elius Hossain

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Acknowledgment

I want to start by expressing my gratitude to Allah (SWT) for giving me the chance to complete the project paper. I want to express my gratitude to all of my lecturers and supervisors since without their help, I could not have completed my internship. I want to sincerely thank my supervisor, Mr. Mohammad Elius Hossain, an assistant professor in the English department of Daffodil International University. I was able to write my report paper easily because of him. Throughout the project paper, he consistently supported me by offering words of wisdom, and he was always eager and willing to help in any way he could.

In addition, I appreciate the unwavering confidence and support of my parents, mentors, and friends. They supported me through the effort. Finally, I want to express my gratitude to the Director of "Gateway Group Limited" for allowing me to complete an internship with this company.

Dedication

I want to dedicate this endeavor to my family. They have always supported me and sacrificed for me so that I can receive a top-notch education from a young age. I can finish both my academic work and my internship because of their encouragement and support.

Abstract

This report describes my experiences and growth while working as an intern at "Gateway Group Ltd." from January 1 through April 30, 2023. The culmination of a four-year BA degree that calls for the completion of an internship program is the main emphasis of this study. In this paper, a real-world case study of work done for a prominent consulting firm is presented. Gateway Group Ltd. is a leading organization in the consulting sector. The study's article covered the internship experiences and their difficulties and solutions. The abilities I have acquired over this time are also included, along with details regarding the industrial supervisor, and the tools and technologies used. I've discussed all of my experiences so far, beginning with the struggle to find an internship and concluding with this assignment. I briefly explain my overall experiences, lessons gained, and expectations throughout the entire report. I also discussed similarities and differences between academic and professional work.

List of Abbreviations

ECA: Educational Credential Assessment

EE: Express Entry

PNP: Provincial Nominee Program

ITA: Invitation to Apply

PR: Permanent Residency

IDP: International Driving Permit

FSWP: Federal Skill Worker Program

IELTS: International English Language Testing System

GT: General Training

AC: Academic

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Chapter 1: Introduction

1.1 Introduction

“The secret to getting ahead is getting started.”- (Mark Twain). Here the starting is the internship, which is the first door to push a student from academic life to professional life. My name is Sumaiya Akter, and I am a student at Daffodil International University's Department of English. I am currently in my 12th semester. I chose English as a Hons degree because it is both our second language and an international language. As an English Department student, you should be quite comfortable with the English language. Furthermore, English is the language of the media and the internet, and knowing the relevance of English in professional life will help you achieve your goals.

A good network is essential for a successful job. A good network is built on strong communication. It is critical to study English in order to keep current, comprehend the language of business around the world, and build a decent network with individuals from all over the world. I believe I can build a network by talking with others who speak English. Because immigration is a global process, English is most commonly utilized. As an intern, I joined a consulting firm that deals with Canada Immigration. The main purpose of the employment is to relocate people from Bangladesh to Canada. In this industry, I am always practicing the English language.

1.2 Purpose of the Internship

There is a difference between academic education and professional learning experience. The internship provides valuable practical experience related to a student's topic of study or career interest. As a final semester student, it is critical to understand career exploration and development as well as master new abilities. And my university has made this possibility even more accessible by making it a course requirement. My institution wants to assist in training and providing work

experience to students who will graduate. It is required for students working on project papers. As a result, it is the primary reason for conducting an internship.

I believe that an internship exposes us to real-world experience. By engaging in internships, I will be able to better understand my abilities when looking for and applying for jobs after graduation. The internship will allow me to gain experience in the business and learn about a firm and work. It will also help me build a professional network that will aid me in my future job.

Furthermore, throughout this time, I will be able to determine which of my expanding skills will be more comfortable in which area. Perhaps I should find out if the industry I'm considering is right for me. The bottom line is that it's critical to take small steps toward a goal and to figure out my ideal role. Furthermore, the internship will make it happen.

1.3 Significance and Scope of the Report

An internship is an opportunity for learning new skills and making scope for doing better in one's career. The report paper is based on my internship and the main significance of the report paper is academic development, gaining experience, making new skills, etc.

Course Requirement: Internship is the course requirement for completing my graduation. So, for completing my degree I have started an internship in an organization. It is a requirement from the institution because an institution always wants a student to prepare for the next step. It will also help a student to connect academic and professional life.

Academic Significance: Writing this report paper has helped me improve my academic skills. Because this is a long report and there is much information regarding my entire internship, I had to write broadly and in a common language. This writing will allow me to improve my writing skills and will prepare me to produce any comprehensive report. In addition, as I began

to compose my paper, I gained expertise. In addition, I became acquainted with new words that will aid me in my academic career.

Developing Skills: During my internship, I learned new talents and practiced my own modified skills. Through my regular work, I improved both my soft and hard skills. Regarding report writing, I had to connect with my supervisor. For my employment, I had to communicate with a variety of people. As a result, I improved my communication skills. Also learned about new skills such as teamwork, computer skills, and other forms of hard and soft skills.

1.4 Specific Objectives

Every statement and action have a reason and a goal. This project paper serves a function. The outcome is the primary focus of objectives. In other words, my learning goals and the experience I obtained during the internship. The primary purpose of this project paper is to connect my theoretical knowledge from my academic life with the practical actions of my job life from my internship.

We all know that there is a fear about the first step of a new journey in corporate life. Because sometimes newcomers are dominated by others in their industry. It happens because everyone does not have the same adaptability to adapt to a new environment. But I didn't face such a situation. My working environment and the behavior of everyone were so warm. I also got a welcoming team and a kind mentor. I have to update all the time about the national and international affairs and that is the reason I choose this sector. There are also many objectives of this project paper. Among them, the specific objectives are:

- To learn about professionalism and leadership.
- Relating theoretical or classroom knowledge with reality or practical work sector.
- Adapt to new skills and turn new skills through practice.

- Build strong network contacts, and increase communication skills and knowledge about technical issues.
- Get a proper guideline from a mentor and know about the right values and working attitude and also know about my boundaries.
- After the internship, enter a particular job in a good industry.

As I am working for Canada Migration, I also have some findings about this migration process.

They are:

- Why people are migrating from Bangladesh
- What problems they are facing when they are processing for migration and
- The benefits of migration.

1.5 Summary of the Chapter

This chapter mostly discusses my entire internship purpose, significance, objective, intention, and how I can grow myself for my profession. This chapter also discusses my career goals, aspirations, and why I chose this field. This chapter outlines how I should motivate myself and where I should concentrate my efforts. It will also assist me and others understand what the exact goals are. In this chapter, I also discussed my working sector and atmosphere, as well as the fundamentals of my job. I've already stated that my primary goal is to get experience and knowledge about my field. This chapter is primarily concerned with keeping me on track with this report paper and advising me on what to do next.

Chapter 2: Literature Review

2.1 Professional Soft Skills

Soft skills are personal traits and abilities that help us work well with others. Also known as people skills, soft skills can help you communicate effectively, demonstrate professionalism and develop business relationships. Examples of soft skills include problem-solving, creativity, integrity, conflict management, adaptability, and teamwork.

Some professions, such as customer service, sales departments, consulting firms, etc. are closely linked to soft skills, but every professional uses soft skills in their job. Any time people interact with a coworker, client, or customer, we can use soft skills to make our work easier or more efficient. Developing and improving our soft skills is important because they can help us perform our job tasks successfully and further our professional development. Having these skills are very effective for a beginner in the profession. These will help a beginner to find new opportunities and can stay motivated and increase the productivity of the industry and his career.

2.2 Professional Hard Skills

The term hard skills refer to all the technical abilities or knowledge that can be obtained through education and work experience to complete a specific task. For example, language proficiency, web programming, tool handling, etc.

It is also known as technical skills, they are specific and relevant to the job role and level of responsibility. While an accountant needs to know how to reconcile a bank statement, a programmer would probably find this skill irrelevant in their day-to-day work. So, each position in a company will need its list of specific hard skills.

Hard skills are important because they demonstrate an employee's technical expertise, which is particularly relevant for certain professions. For example, if any organization is looking

to hire a web developer, their first step will be to check the programming languages listed on their CV to see if they match the company's needs. Hard skills are an employee's showcase which enables them to differentiate themselves from the rest.

2.3 Role of Internship in Developing Soft Skills and Hard Skills

Organizations look for certain basic skills in interns. The skills are divided into technical and non-technical skills which accordingly refer to hard skills and soft skills. The development of both hard and soft skills is essential for job success. For practicing and learning these skills, an internship is a perfect period. In this period, an intern can gain both skill sets.

2.3.1 Developing Hard Skills

A person's capacity for learning will be demonstrated by the hard skills required for a professional sector, such as fundamental computer skills and methods. An intern gains knowledge of fundamental computer operations, printing, scanning, and other industry-related technical skills. Because the working environment requires knowledge of the fundamental hard skills and because they also offer to teach such skills. The Hard Skills developed during my internship:

- Basic computer skills
- Printing
- Scanning
- Microsoft Excel
- Web mailing

2.3.2 Developing Soft Skills

The capacities to relate, create a comfortable work environment, and collaborate with others are all examples of soft talents. The regularity that an internship creates allows one to immediately pick up time management skills. Additionally, learning

Professionalism and politeness while working in a professional setting. Soft Skills Developed during my internship:

- Communication Skill
- Adaptability
- Punctuality
- Team working
- Decision making
- Organizational

In an internship, practicing soft skills and hard skills at the workplace help to discover one's lacks and own. And also teach how to use them and deal with those challenges and accomplish achievements that come during career advancement.

2.4 Overall Importance of Internship

During an internship, a student interacts directly with others, speaking with people of all ages or industry professionals from both inside and outside the sector. Students get important knowledge and experience at the time. The largest concern after graduating is finding full-time employment or making a good living. By participating in this internship, students gain knowledge of the workplace, experience working there, and exposure to real-world situations.

Internship helps students to be more prepared and knowledgeable when they enter the world of work. As like knowing hard skills and soft skills. These skills are like cold drinks on a hot summer day. The combination of hard skills and soft skills makes for the strongest

professional skill. Hard skills and soft skills both are equally important for making better opportunities. Because by only one it is quite impossible to create a job career or make a good position in the workplace. This means that we need a good mix of hard and soft skills. An internship creates the opportunity of adapting these skills. Thus, internships make a student ready for the job world which is very important.

Chapter 3: Methodology

3.1 Placement Process Followed for the Internship

As it is the requirement of my university for last semester to join an organization or institute for an internship, I was searching for an opportunity. While the job and internship search process can take months, I did not have to wait for a long time to join an organization. I did my internship in a consulting organization. It is a consulting firm. While I was searching for an opportunity for an internship, one of my seniors from my department informed me about this organization. The organization's name is Gateway Group. She is the consultant of this organization. She told me about the internship circular. While I checked the vacancy, I decided to go for the interview.

First of all, I submitted my CV to their website. After a few days, I received a call for an interview. The office is in Dhanmondi, Shat Moshjid Road, Dhaka. I went there with my CV, cover letter and sat for a written exam. There were some basic questions about myself such as: write something about yourself, what are my strengths, why should they hire me, etc. After the written exam I waited for an hour and then I had my viva exam with HR madam. She asked me about myself, what my skills are, why I want this job, how I should benefit, how I should manage the internship as a fresher etc. She also encouraged me that I can do something in my job career. There was not only me as a candidate, there were more candidates, around seven. So, I was a little bit nervous. But I was also confident and my interview session went well.

This was the first job interview in my life. I was happy and nervous but I enjoyed it and gained experience for the interview session. After finishing the interview, I went home and after 3 days I had a call for a second viva with Director Sir. This interview session was for the short-listed candidates. While I was giving my interview with our Director Sir I was so confident. He asked

me about my dedication and skills. He also gave me some valuable speeches which I can relate to now in my job career. He motivated me for my future career and wished me the best of luck. He also announced that he is choosing me for his company. He told me that if my participation is good in my internship period I can join his company permanently. HR Madam asked me to take the appointment letter by filling in some documents and by providing a few documents such as my educational certificates, birth certificate, and NID certificate. She also asked me to join as soon as possible.

After providing the required documents, I received the appointment letter from HR Madam and joined the Gateway Group on 1st January 2023. When I got to know about the company, I searched the website of the company. I researched the information and works about this company. After gathering the information, I decided to start my career with this organization. Because my dream requirements match this firm. I can develop myself and my skills by doing an internship at this company. Moreover, while I went for the interview, I found the office environment cool. The working environment was so dedicated to focusing on my job. Overall, I felt the environment was comfortable and secure for me and that is another reason I chose this company.

3.2 Conduction of the Project Work

I was chosen for the Migration Department in the company. This department works for Canada High Skill Migration. This high-skill migration process is under two programs- Express Entry and PNP. There are some differences between these two programs. First Express Entry program, by this program people, can apply for permanent residency in the whole of Canada. The minimum requirement for this program is to have a Bachelor's Degree, and need to do an ECA (educational credential assessment) which refers to the equivalent of the candidate's education

with Canadian Govt. education. Age should be around 28-40, minimum three years' work experience, IELTS(GT) score minimum needed 6.5-7. If the candidate has adaptability in Canada such as first blood connection, relatives, and friends they will get 20 extra points which cover a huge point for the candidate's profile. If the candidate has any job offer in Canada he will get an extra 5 points. In this program, a spouse's IELTS score, education, and working experience are also needed.

On the other hand, another program is the PNP program which refers to the Provincial Nominee Program. This is also for the Permanent Residency Program. Through this program, candidates can apply for migration to some selected provinces. Such as Saskatchewan, Manitoba, Alberta, Ontario, British Columbia, Nova Scotia, etc. Here candidates need to do ECA, IELTS(GT) as well as Express Entry. But in the PNP Program, the IELTS score needed a minimum of 5 to 5.5 to apply. In this program, the age limit is 28 - 55 years, needed at least 3 years of work experience. Additionally, the optional score is 20 points for adaptability as well as Express Entry.

Our office is a corporate office and from here we work for people to migrate them. This is an online-based working process. We directly work with the Canadian Govt. From this organization, candidates get the service from the beginning to visa confirmation. First of all, we provide IELTS classes for candidates who sing with us. These IELTS classes are held online for 2 days a week. Our motive is to make a candidate prepare for submitting their applications to the Canadian Govt. In the meantime, we do the ECA process.

3.2.1 My Responsibility

In our organization, we only process for Canada Immigration. In the beginning, I studied two programs, PNP and Express Entry. First few days my responsibility was to gather information

from the Canada Govt. portal. I used the CIC news portal, where I can get all the news about visas, and immigration. I also searched for different websites to collect the information. And at the end of the day, I used to report to my department head, Jannat Madam. After a few days, my responsibility was to call the clients to follow up. That time I followed up with the clients who already had visited our office.

I intended to know what they are thinking about the processing and whether are they interested in processing with us or not. Then I started to get new clients. We have a system of Ads. Our office runs Facebook Ads to gather clients. From there we can get new clients. Through comments and messages, we reach out to the clients and get their CVs for assessment or their numbers. After having a number, I communicate with them. I give them basic information about the migration and also ask about their requirements. Clients always have different types of questions. So, I have to always be ready to answer them. I used to provide them with information about work experience, education, ECA, IELTS, age requirements, etc. At this stage, my main motive is to convince clients to visit our office. Because visiting the office is more effective than taking over the phone.

Sometimes, I used to discuss costs over the phone but it is forbidden by our management department. The rule is to discuss the costs in a face-to-face discussion. If a client gets convinced to visit the office, I booked an appointment for them with a date and time and message them the appointment schedule. On the day of the visit, I again called them to reconfirm their appointment. The previous day, I used to book appointments for my department head. And my department head used to consult with them. Now I book appointments for myself and I consult them. In the counseling session, we discuss the process broadly.

First, I try to listen to them then I provide the information and suggestions for them. At this moment we discuss the costs. During the counseling, my main motive is to convince the client to process the file with us. That time I have to face lots of questions. Sometimes I have to speak in English because we sometimes have foreign clients too. After visiting I keep on following up with the clients. Thus, my communication skills and collaboration skills are growing up. Sometimes I have to work on processing the file. I make the ECA file ready to submit in WES. I also work on the profile of which program will be better for the applicant. I match the NOC (National Occupational Classification) which refers to the reference for the job sector. With this reference, a candidate can easily search for a preferable job suitable for his profession after going to Canada. After applying to the different provinces, we have to wait for 2-3 months for ITA (Invitation to Apply) confirmation. This is the most wanted process for migration.

3.3 Limitations of the Study

Limitations of this report paper tell us what information I could not gather and which things I felt hesitant or limited to do. During my journey, the internship felt some limitations in my work experience. I will discuss it broadly below.

Time Management: As my internship is for four months, it was tough to learn all those informative things at this time. I have just learned about the basic information, how to talk with clients, and how to convince them but I could not learn about the whole process till the visa confirmation is in process. The filing work such as the police verification, document verification, biometrics, ITA submission, etc. filing works not learned by me for this little time duration. Additionally, during work time, I have to do several things in a day. Sometimes, I felt I was not able to manage my time properly.

Academic Limitations: As there are so many consultancy firms for this migration process, obviously my organization has some tricks to convince clients to make them work with us. I was not able to understand the trick properly. My mentor was my department head, she is a senior consultant. Her working way is so perfect with good time management and a leading system. But she is always busy with her work such as team leading, meetings, file submission, ITA checking, consulting, etc. For those reasons, she could not guide me properly. I think I have some lacking in my learning. Though I know about the basic information but do not know the whole file processing. So that makes my academic limitations.

Confidential Limitations: As I have said that I have felt some lack of academic limitations so I also faced confidential limitations. When I consulted with clients and I had to face many different types of questions I sometimes felt unconfident. For the first time, I have learned face-to-face consulting and discussing facts with different types of clients of different ages. Some of them were aged, young, women. I found some rude clients among them. When I faced rude clients, I felt less confident. Many of them want to talk with senior consultants because I am newly joined, so they had some trust issues that made me feel I am not able for this work.

My team leader fixed a time duration for consultancy which is around 20 to 30 minutes. But most often clients get more time for discussion, which made me tense about the timing issue. Again, while I had to follow up with the clients again and again they felt disturbed and behaved a little bit rude which made me feel down but I had to do this always because it was the order from my team leader. My experience in this sector is only four months. In this short period, it is normal that I won't be able to achieve the same result as my seniors. But while I am unable to achieve the target which was given by the team leader, I felt less confident. It not only made me feel low professional confidence but also made me feel a personal lack of confidence.

Little or no stipend: Internship is not as easy as people think. I had to do work as others do in my team but according to my work, my stipend was not satisfying enough to cover my basic needs.

Given Unimportant Work: There is a saying, an intern will do everything in the office to utilize his experience. I also agree with that. An intern should do all the little work without showing any ego. But sometimes, it created a major issue. I had faced some unimportant work to complete, like getting tea or stapling documents, giving a proxy for another employee, etc. This did not add to my learning or experience. On the other hand, it made me late for my work and sometimes, I could not fill up my daily work routine and I got scolded by my team leader.

Other Limitations: I had to do a full-time internship. It is around 8 to 9 hours per day and six days a week. I faced so many problems during this long time at work. I was not having any personal life. I was feeling tired after my office time. After coming home, I was not able to do my work. As I was writing my project paper, I was not getting proper time for writing. I also had no time for other studies. Even on holidays I had to do office work from home. The office time is from 10 am to 6 pm. But our Director Sir used to call for meetings which often crossed office time and I had to get rid of the office around 7 or 7.30 pm. Every day the same work, the same routine but no enjoyment was making me bored, depressed, and less interested in work. There was no time for me and that is the reason I was feeling mentally stressed.

Chapter 4: Organizational Overview

4.1 Introduction

I started my internship with Gateway Group Ltd. As I always wanted to join the corporate sector, I started my internship there. According to my plan, I entered there to learn about the working environment, and work style and mainly to check if I am able for this sector or not. I can say that my intentions get results from this organization. Now I know how the office workplace is, about work and responsibilities. Gateway Group Ltd. not only let me learn work but also helped me to make an experience for my career. Now I know the responsibilities of my work and what to do or not to do in the workplace. This organization's experience will help me to develop my professional character and my new skills.

4.2 Organizational Overview

I started my internship with the Migration Department at Gateway Group Ltd. This is situated at Dhanmondi 4/A, Dhaka. This organization was established in 2009. For 14 years it has been working successfully. There are also other departments in this organization such as Overseas Studies and IT department. In this organization, there are 14 employees. All the employees are well educated with a minimum Bachelor's Degree from reputed institutions. This organization is one of the well-known consulting firms so the management system always looks for well-skilled, organized, and innovative employers. Such as counseling with clients is all about communication skills. Only good communication skills can make a good consultant. This organization has an authorized-based website and Facebook page for different departments.

This organization also provides IELTS classes for both Academic and General Training. Academic for students who want to go for study purposes and General Training for Permanent Residency visa in other countries. This organization has a digital classroom for Academic classes

and GT suggests online classes which are taken by IELTS teachers through Google Meet. It also provides mock tests every week for both Academic and GT.

As it is a corporate office and every corporate office has its own rules and regulations so this organization has some rules. Among them, it has a dress code. Everyone has to maintain a formal dress code. The organization is fully covered by CCTV monitoring systems. It has a staff room, rest room, store room, computer lab, auditorium, and canteen. The working room is well decorated for the work environment with beautifully organized desks. The working day is Saturday to Thursday from 10 am to 6 pm.

Chapter 5: Internship Activities

5.1 Introduction

In this organization, every employee has their weekly routine tasks. So, from the beginning as an intern, I also had my weekly tasks for the whole internship period. In the first week, I got motivation from our Director Sir, and got the basic ideas about the organization. Got introduced to all members from different departments. Then I got the instruction about my work from the supervisor. I got introduced to Migration which was my department. Got introduced to the technological regularly used office activities. Also, I got familiar with the website and the portal where I could get all the updated information about migration. In the second week, I got to know the basic information about this sector. Also got the previous note and data from my senior. As it is a knowledge-based firm, I had to study the overall things for two weeks. In these two weeks, I observed every detail of the migration.

In the fourth week, I started to apply my knowledge. I started to point out the eligibility score for practicing. Also started to give follow-up to the old clients. In the fifth week, I started to talk with clients in the front to make my communication skill better and also made them fill up the forms for migration data. For the six weeks, my responsibility was to follow up regularly with the old clients, who wanted to visit the office. Also, I printed and scanned all the documents for the migration team. From the seventh week, I started talking with fresh new clients, from ads replies and mail. I used to listen to the counseling from my seniors to learn more about this migration. I noted down the question and answers of the clients that we had to face.

And from the eighth to till my last week of internship my responsibility was to respond to the ads replies, mail replies, check their eligibility, call clients, give them information about migration, and convince them to come to the office. Also, we had meetings, and training sessions

every month for our better performance. Last few weeks, I also counseled the clients. Thus, I had to finish my weekly work and I used to give the daily reports on my work to the team leader.

5.2 Work Condition

I worked with the Migration team during my internship. In this team, there were four members. During the internship, my supervisor was Mrs. Zannat Madam. She is the senior consultant and also the team leader of the Migration department. She has been in the organization for eight years. She leads the team and also does her work. She always had a huge responsibility. She counsels the clients and follows up with them, she also does the filing work. WES, Express Entry, PNP file submission, CES, etc. filing works are her responsibility. She guided all of us in the team very properly. And made useful output from the rest of the members of the team. She is a very cooperative, responsible, and very organized worker in this organization.

There I got another senior who is also very experienced in this firm. Her name is Mrs. Rotna. She is also for eight years in this organization as a consultant. She also has vast knowledge about the whole migration process. She does her regular work such as replying to ads, mail replies, mail checking, making schedules, counseling, WES, CES, file submitting, gathering new information and always studying the migration process in different provinces.

Another consultant on our team was Ms. Atiya. She has been in the organization for two years. She also has responsibilities like the rest of the two. But she does not do the filing work. She observes the IELTS online class and prepares clients for the IELTS exam. She was handling the whole IELTS(GT) section. In this team, every member had some different responsibilities which were focused by that particular member. Thus, the team always makes a good output after the month.

The Education Department: The other department in this organization is the Education Department. In this department, there are 3 members. It has two wings, one is Overseas Studies and another is Schooling Visa. This department works for student migration. Students who want to go abroad for higher studies apply for student visas. And parents who want their children to study abroad from the school period apply for a schooling visa. On a schooling visa, parents can also go with the child. This Education department also takes the classes of IELTS Academic course. This department is a partner of the British Council and this organization is also known as a register for IDP and British Council.

In this department, the department head is Mrs. Afroza Begum. She is also the HR in this organization. She has been here in the organization for thirteen years. She has a huge responsibility as she has to maintain the management team and the other workers. She counsels people, follows up with them, and manages the management. She is also very well organized, calm, and has a kind personality. She is always aware of the employee's needs. Another member of the team is Adiba Kamal. She is a consultant in the education department. She counsels for both overseas and schooling visas. And another member's name is Fahim. He is also an intern in the education department.

Sometimes the Education department helped us by giving back up with IELTS mock test purposes. And the clients of Migration departments who want to register for the IELTS British Council exam, the Education department is used to help with the process. On the other hand, I learned about schooling visas and student visas shortly. By listening to their consulting and other information I now know those things. I also learned about some techniques and they helped me to learn how to do British Council registration.

5.3 Details of the Skills Developed

During the period of the internship, I learned so many new skills. I have gained both hard skills and soft skills. In hard skills, I have learned computer skills, technology, etc. and in soft skills, I have learned punctuality, adaptability, time management, team working, etc. As skills are the most important things in a career, the internship helped me to make the opportunity to gain them. I have developed my time management skill and now I can do work in a proper time with well organized. I have learned adaptability and how to prepare for any environment or situation. Additionally, I have learned how to use webmail, scanning, printing, and other computer skills. Thus, I have developed my skills and now I can add them to my CV.

5.4 Learning as an Intern in the Organization

I learned many things in that organization that I could not learn in my academic life. There are some good learning and also some bad learning. I have learned about the real experience of the workplace. I became an organized office employee that I had never been. I have learned so many things about the migration sector, developed new skills, and learned about corporate behavior and manners. Overall, I have practiced a professional life.

On the other hand, there are some negative learning sides. One of them is corporate politics. This made me confused and sad but it is also important to prove oneself.

Chapter 6: Conclusion

Finally, the internship has come to an end after a pleasant, competent, and successful voyage. This project paper aimed to highlight the positive aspects of my internship as well as how it gave me access to chances for my future career. I had a wonderful opportunity to expand my knowledge and hone my talents throughout the internship. I had the opportunity to discover more about professionalism, the workplace, and my strengths and flaws. I have become more organized and self-assured entire the internship journey. I now understand how to speak confidently to others. I now understand how to speak confidently to others. I have gained knowledge on my own, from my surroundings, and most importantly from my supervisor.

The entire report is about my experiences, learning, and skill adaptations, as well as the challenges I had during my internship. The primary goal of this paper is to demonstrate how I have improved, as I have mentioned in the previous chapters. In conclusion, the key finding is that, whereas before the internship, I was unable to add any work experience to my profile, I am now able to do so.

Reference


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Appendices

Appendix-1: Letter of Approval from the Industrial Supervisor


Daffodil
International
University
 A landmark to create the Future

**Faculty of Humanities
and Social Science**

Ref : Internship Placement/222 Date: 26-01-2023

The Manager
 HR and Admin
 Gateway Group Limited
 Address: House -A, Road 4, Dhanmondi, Dhaka-1209

Subject: Request for Internship Placement

Dear Sir,

We are happy to inform you that the Department of English at Daffodil International University (DIU) has been offering BA in English for the partial fulfillment of the requirement for the BA in English Degree, students are required to be placed in relevant organizations as interns to gather professional experience. The duration of the Internship is three months.


I would like to draw your kind attention that **Sumaiya Akter, ID Number: 192-10-2062** has completed 123 credit hours in 41 courses from the Department of English. It would be highly appreciated if you could kindly allow her as an Intern at your esteemed organization.

Please feel free to contact me for further information if required.

With the best regards,

Liza Sharmin 26.1.2023

.....
Dr. Liza Sharmin
 Associate Professor and Head
 Department of English
 Daffodil International University
 Email: headenglish@daffodilvarsity.edu.bd



Appendix-2: Internship Offer Letter

Appendix-3: Certificate of Appreciation

Gateway Group Ltd.

Date- 30 April, 2023

Internship Completion Letter

This is to certify that SUMAIYA AKTER joined 1st January, 2023 at Gateway Group Ltd. During the internship period, she worked under her supervisor in a highly qualified and professional way.

She has great enthusiasm and interest in this sector. Her understanding and capability of communicating with people is very good and during this period her conduct was excellent. She completed her internship with great success.

We wish her great success in the future.



Afroja Begum

HR and Admin Manager

Corporate Office

House 55-A, Road 4/A, Dhanmondi, Dhaka-1209, Bangladesh. Phone: +88 02 9634622-3 Fax : +88 02 9634624

Appendix-4: Working Time

