

Internship in a study abroad Consultant firm At Eduvisors

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Declaration of the Intern

I, Abu Bakar Siddique (ID: 201-10-2265), hereby announce that the internship report I created while working for a study abroad consulting company will be turned in in an authentic form to Daffodil International University's Department of English.

I accomplished this project for my course's approval. It is titled "Project Papers Including Internships (course code ENG-431)" and it is a component of the B.A. Hons. in English program. I've been requested to complete my internship under the guidance of Nahid Kaiser, an assistant professor in the Daffodil International University English department.

Submitted by..

Tamim

Abu Bakar Siddique

Id: 201-10-2265 Department

of English

Daffodil International University

Certification: This is to certify that Abu Bakar Siddique, holding

ID:201-10-2265, is a student of the English department at Daffodil International University. I am delighted to announce that she has completed this internship under my supervision and worked hard to prepare this report.

Every fact and piece of information he includes in this report is true. I hope he has the best possible life and career.



Supervised by
Nahid Kaiser
Assistant professor, Department of English
Faculty of Humanities and Social Science Daffodil
International University

Acknowledgement:

First and foremost, I thank Allah for blessing me with the patience, strength, knowledge, talent, and opportunity to start and effectively complete this research.

In addition, I would also like to express my deep appreciation to Nahid Kaiser, an assistant professor at Daffodil International University, who is both my admired teacher and internship supervisor. I appreciate her valuable time and assistance in helping me refine my thoughts. Her instruction, comments, and critiques, together with her professional approach, have enhanced my ideas and assisted me in establishing this article. Without her motivation and moral support, I could not have progressed to this point. Her advice and help gave me a clear idea of how to finish this paper more accurately.

Lastly, I'd definitely want to thank my institute, 'Eduvisors,' as well as my encouraging colleagues, who helped me during my journey by offering proper knowledge and collaboration.

I am particularly interested in expressing my gratitude to my mates for all their incredible support over my entire journey as well as for always giving me enough knowledge, advice, and inspiration as well as for their collaborative spirit.

My parents' steadfast support and genuine interest in my academic success are greatly appreciated. Lastly, I want to express my gratitude to myself for having such bravery, overcoming several challenges, and having faith in myself.

Abstract: I accomplished an internship at a consulting company toward my B.A. I was employed there as the senior counselor's assistant during my internship. Readers will have a thorough understanding of a consulting firm's operations and student services through this report. For pupils, this is very fundamental, and they assist in getting their clients where they want to go. It equips me with sufficient information to recognize any type of business scenario. Additionally, 'Eduvisor's comparative SWOT evaluation aids in assessing the current situation. I made several suggestions to help them enhance their business going forward in the theory section of the post. My professional background and academic background are reflected in this report.

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Chapter 1: 1.1 Introduction:

I am Abu Bakar Siddique, a student at Daffodil International University studying English. I worked at a consulting firm as part of my four-year honors program at Daffodil International University.

English is currently the third most commonly spoken language in the entire planet out of 7,139 languages. It is frequently used as a commercial or foreign language worldwide and has been spoken and taught in more than 118 nations. It is the vernacular of science, aviation, technology, travel, and diplomacy. It is also significant in every industry, including the media, business, travel, and education. Almost 400 million people speak English as their first language worldwide. Not only that, but it is also the most widely spoken second language worldwide, including in Bangladesh.

We need to speak and write English well in order to keep up with the world's advancements. I believe that English is a language that is utilized a lot in multinational organizations. I recently started working at a consulting firm, and I quickly realized that having solid English language skills is essential for success. English is therefore our primary tool for negotiating or running a business. I was an

assistant to the senior counselor there. I didn't know much about excel sheets because I'm from an English background, but working there in the role of senior counselor's assistant they taught me a lot of stuff that I didn't know before. I can therefore conclude that this internship helped me to have a clear understanding of the corporate world and established my belief in the value of soft skills and teamwork.

In addition, they deal with Germany, Australia, Canada, Hungary, Denmark, Sweden, and Malaysia and they have also office in the UK. We all only speak our mother tongue because we are accustomed to it. Therefore, their use of the English language serves as a bridge to link speakers of two separate languages.

At the consulting firm where I worked, their primary function was to send students to complete their higher studies. This agency was formed by the merger of seven companies. Secondly, the consultant team attempted to get in touch with the student via email or WhatsApp. If the student responded favorably, they inquired about their country preferences and WhatsApp accounts. Following that, the consultant requested information about the student's most recent academic result. All of this information was forwarded to a senior data analyst, who verified the student's eligibility for further studies. The agency has a variety of departments, including education, legal documentation analysis, team monitoring, marketing, and furthermore. The agency's utilizes like a circle . The student's data and preferences are the first things transferred, after which the files are sent to a different company so the student can pursue their further education. After learning all of this, the business begins processing applications from students who wish to apply or from universities that have vacancies.

1.2 Background and objectives

Although it takes place in a different setting, such as an organization, corporate affairs, or school, an internship is still a necessary component of our education. There, we pick up expertise and skills for our future careers.

The 12-week job training program is over. An internship is vital because it helps develop a person's professional attitude, strength, and character and offers a fantastic path to success in the workplace. It also helps develop an understanding of the working world and acknowledges our skills and abilities.

I had been working at "Eduvisors, As a consulting organization that helps students finish their higher education requirements. People go there to learn more and to further their studies. After finishing their studies, some of them start part-time jobs, while some of them find permanent jobs to improve their lives. Basically, there are a lot of reasons to pick this industry and this organization. For my part, I enjoy working in the business world because of its rules, laws, and methods. Prior to arriving there, my speech and computer skills were lacking. However, as all of us know, the primary function of agencies and consultants is to counsel clients; the more conversations you have, the more business you may close.

- For future employment, they offer real-world education and experience.
- usually endure for twelve weeks.
- assistance in the growth of a professional mindset, personality, and abilities.
- During their internship, the user was employed by the consulting company "Eduvisors."
- For higher education, "Eduvisors" sends students overseas.
- After graduating, students might look for full-time or part-time employment.
- The regulations and working practises of the corporate sector were appealing to the user.
- Enhanced computing and speaking abilities throughout the internship.
- One of my responsibilities was interacting with students and adding them to the "BIGIN CRM."
- Senior counsellors taught the user.
- The business was helpful and polite.
- One of the main reasons for picking the business sector was the opportunity to interact with different people and learn while working.
- The user's ambition to seek a higher education overseas and learn about the systems, laws, and cultures of other countries.

- Learned about countries such as Australia, Canada, Hungary, the United Kingdom, the United States of America, and Denmark.
- Some organisations provide student loans to help with educational expenses.
- Better interaction and computing abilities.
- The internship helped the user prepare for future challenges.

Chapter 2: **Methodology** 2.1: **Methodology**

I was a little anxious and nervous at the start of the internship, but our supervisor is really sweet and helpful. She assisted me in understanding the entire process regarding what I had to do or did not need to do. She assisted me during my entire adventure. I ultimately finished my task with her help and enjoyed every moment of it.

2.2: **Search for an internship:**

I initially felt worried and puzzled about my internship. What kind of work I can do well or what kind of employment exceeds me? Then I Subsequently looked for an internship. As an English department student, I look extensively for internship opportunities and devote extra effort to considering the type of employment. I looked for a job that would benefit my future career and develop my talents. Then I emailed my resume to a few selected organizations.

2.3:**Interview process:**

I simply sent my CV to a variety of company sectors at random. After submitting my CV, I received a call from a corporate agency called 'Eduvisors' three days later. They took an interview via telephone with me and told me that I had to give an informal interview over the phone and that they would contact me the next day. We will email you a Zoom link where they conducted the entire interview online. Then they asked me to connect with them and to come to the office for an actual interview.

I presented myself to their workplace with my CV on the designated date, and HR instructed me to wait. They directed me to the computer area to put my computer skills to the test. In terms of my technological skills, they are assessing my typing speed and asking me how much I am familiar with Excel spreadsheets and words.

They contacted me for a viva after I passed the computing test. They asked me a lot of questions about myself, general knowledge, how their office works, their rules and regulations, and furthermore.

2.4: Selection:

I received a call from "Eduvisors" five days after my interview, informing me that I had been chosen to work as a senior counselor's assistant. The next day, I went to the office, and they gave me some official documents outlining their office's rules and regulations. They let me study it for a while before asking me to sign it to indicate my agreement with their policies. I signed it, and they handed me the job and said, "Welcome to our company." On the first of August, I started working there.

Chapter 3: Agency details

3.1: Agency details:

My firm's name is 'Eduvisors,' and it is located in Mohakhali DOHS, Dhaka. The office has a staff of 10 people. Every employee has a bachelor's degree and a master's degree in business administration. There is a formal dress code. It is a personal office. This group has been active for the past three years. As I previously stated, this is a new organization, and I am the senior counselor's assistant. As fresh employees of that agency, there are several individuals who have already been working there for the last 2 years. They essentially assisted pupils in achieving their objectives.

The agency maintains a Facebook page and website with authorization. The public views it as a reliable and trustworthy agency. Through the agency, many people are able to travel to Europe, and they have faith in the quality of their services.

Name: Eduvisors

Location: Mohakhali, DOHS

Time of establishment: 2020

Building: 1

Dress code: Formal and casual

Economics: Private

CCTV Monitoring: yes

Fingerprints: yes

Chapter 4: internship Activities

4.1 observation:

I worked as a senior counselor's assistant. Here people are sent in student visa only. For students who are really interested for completing their higher studies they must have complete IELTS exam. Then they can go for their higher studies if they have the required IELTS score.

As I worked in an agency they sending students from Bangladesh to Europe and Asia. Here in this agency they work for Japan, Australia, Canada, Hungary, UK, USA this country's are flagship country's here most of the students want to go and achieve their goals and they see the future in that country's. Most of the students we get they all want to go to these countries.

So here in that agency's I have learned many things like how to maintain a website and how a student became processed for their expected choices country. Via BEGIN CRM they make list and there have all the information's of the students. I have no idea about that platform BEGIN CRM I have observed the process of that platform how actually it works.

4.2 My responsibilities as a senior counselor's assistant :

primary role is to assist the senior counselor in their duties. This can include helping them organize and manage their workload, scheduling appointments, and acting as a point of contact between the senior counselor and clients or colleagues.

Serve as the main point of contact for clients, addressing their inquiries and concerns.

Collaborate with stakeholders to advance agency goals and initiatives.

Educate clients about the agency's services, capabilities, and how they can benefit from them.

Work with legal and administrative teams to draft, review, and manage contracts and service agreements.

Collaborate with the counseling team, including other counselors and assistants, to ensure the effective functioning of the counseling department.

Also I have worked as a senior counselor's assistant and provides all the information as the clients expected from the agency.

Maintain regular communication with students while they are abroad, ensuring their safety and well-being.

In this role, your primary objective is to support students in their study abroad endeavors and ensure they have a safe, enriching, and successful experience. Our work closely with the senior counselor to achieve these goals and contribute to the overall success of the study abroad program.

4.3: A case study example student)

When communicating with the students, we often encountered common questions. During these interactions, we primarily used our native language to ensure that they fully understood the information they sought and what they could expect from

our services. It's worth noting that our students are predominantly from Bangladesh, and while most of our communication was conducted in our native language, I also made efforts to contact them in English on several occasions. This approach allowed me to enhance my communication skills when reaching out to our clients.

Me: hello sir/ma'am, Good Morning.

Student: Good Morning, basically i want to complete my higher studies.

Me: That's great sir, glad to hear that. In which country you want to go ?

Student: Actually I want to go UK and I want to know what is the process of going there and also the accommodation cost and which university I can go and can I effort the cost of that university?

Me: sure, firstly you have to tell me have you completed IELTS exam ?

Student : yes, my score is 6.5'

Me: That's great, here is the prospectus of the university and the university cost also mentioned there. Though you have the good score in IELTS. You will be very glad to know that we don't take any service charge for who go to UK. Student: Wow that's great. I want to go in the next intake May

Me: okay, that's great and I need some document and your bank detail's information's via what's app. Kindly follow our instructions you can reach your destination asap.

Student: how much time you need to file opening and how many days I have time to pack myself.

Me: we will let you know each and every single thing, don't panic.

Student : I am very much happy to hear that and thank you for your service I am very much satisfied as I expected.

Me: Thank you, keep me in your prayers.

4.4 Thing's I learned as an Intern :

I used to be anxious when I had to talk to someone or engage with them, but these days I don't get apprehensive.

I used to struggle with English communication, but these days it's developing. Since I have to interact with both the agency owners and my students during my internship, it has become better.

Despite my previous lack of experience with Excel spreadsheets or BIGIN CRM, this internship allowed me to develop my soft skills to a professional level. I operated on Excel spreadsheets, maintained up with database updates, and uploaded new sheets while I was a counselor's assistant there. There were many technological difficulties, but I gained knowledge of how to solve them.

I fully understand the extensive procedure that goes into moving to a foreign nation while accounting for a number of important variables. These include age, aptitude, flexibility, linguistic ability, education, experience in the workplace, and training. This improved comprehension has given me the knowledge I need to create a thoughtful plan for my upcoming international trip.

Chapter 5: Limitations

5.1: limitations of my study

The internship has definitely been very beneficial to everyone, including me. However, there are also certain restrictions. which I discovered and realized over the course of my internship. For illustration

5.2 Time limitations:

I worked for an abroad agency, so I was constantly interacting with fresh faces and learning about how they performed, updating Excel sheets, adjusting to new technologies, having meetings with new people, and dealing with new formats. I have learned too much in these three months, and it is not possible to study and adapt any of it in a short amount of time. Due to rush hour traffic, I have encountered far too many issues throughout my internship. It takes me two to three hours each day to get to work. Considering that Mohakhali, DOHS, is a busy location where my workplace is located. It is the capital's busiest area. So that's the only issue I deal with on a daily basis. The agency is a very large area with many

departments and topics to learn about. More time is needed in this specific area. If I have more time, I might learn a lot and become more knowledgeable.

5.3 Academic limitations

Having an authoritative supervisor like Nahid Kaiser ma'am was an absolute blessing. Unfortunately, though, she continued to have a very full schedule of professional obligations. She has more responsibilities because she is a senior at the institution. She had been busy consulting with her 4-5 classes that she attends each day. However, I always tried to gain her attention, guidance, and some insightful thoughts. This was a great chance to pick her brain for knowledge.

5.4: confidential Limitations

Since we are a study overseas consultancy company with a large student body from Bangladesh, our office closes at 6:00 p.m. Many messages are neglected until the following morning. The response times from students for one conversation are significant.

In addition, I lacked agency job experience and was ignorant of all of the processes and information. There was critical information that needed to be handled with extreme caution. Like when we start work on a student's profile we take a signature from the student and where we work with the important information of the student. So the information of the student is very sensitive. We take that part very carefully.

These are a little complex; since I was newer to the field, it took me some time to fully comprehend everything and I wasn't able to cover all. I was not fully informed about the agency. Lack of knowledge and comprehension I was unable to always give them the real news. When negotiating and doing work on students' information we face some problems some students are very rude they complain about why we ask for the information they behave very badly. Which is very painful I actually don't know how to handle them. Furthermore, some applicants who provided all the necessary paperwork but were denied a visa caused us a lot of problems and accused us of being phony, etc. I was very unstable at the time and had no concept of how to deal with them.

5.5: Other limitations

Other restrictions I had to work 9 hours a day as an intern, which was very difficult. It is actually the rules of the company. I had to deal with terrible traffic

jams on a regular basis during my internship. I usually can't get to work on time. I frequently spend three to four hours stuck in traffic, leaving me unable to take time for self-care. Six out of seven days I had to work. I had to get up early every day and make my way to my residence by 8:30 or 9:00 p.m. I didn't have enough energy for the following day.

Chapter 6: Insight and Outcomes

6.1: Observations:

My work atmosphere is a very comfortable and welcoming one. Relations with colleagues are amiable and pleasant. Respect and assistance are shown to one another at all times and in all circumstances. Freshmen are given opportunities and instruction, and most significantly, they are taught that skills are more valuable than credentials. It is a reputable organization, and clients find that every procedure is simpler. Customers are free to choose. After that is the piece of paper turned in, provided everything lines up.

6.2: Findings:

Since new technological issues may come up at any time below stress, they are always ready for anything. In reality, there's hardly a moment to unwind. They didn't give it any thought. In this company, nepotism is prevalent. They act impolitely occasionally. The workforce is smaller than the workforce. Because of this, everyone is unable to quit their jobs due to the intense pressure. They don't give in to phony staff members who pretend to be experts.

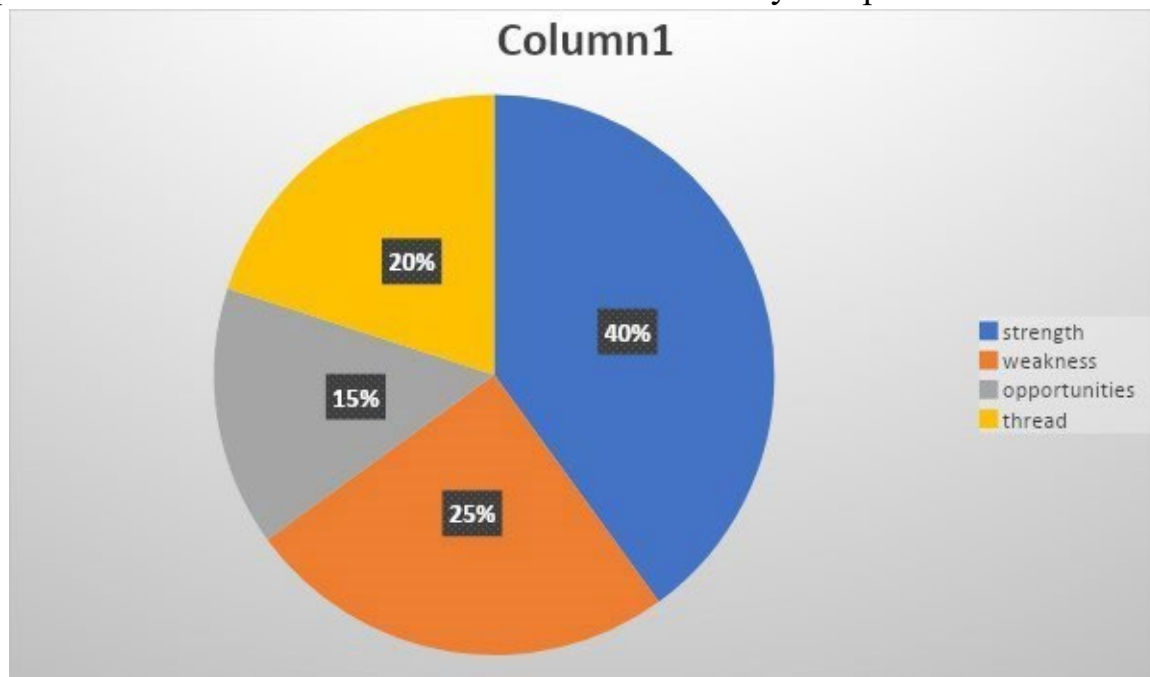
Chapter 7: SWOT analysis

7.1: SWOT analysis for the institution:

I'll be using a swot analysis to discuss the findings.

Strength, Weakness, Opportunities, and Threats are referred to as SWOT. A

SWOT evaluation is an organizing principle for developing strategic planning and assessing a company's competitive position. SWOT analysis is typically used to assess how closely a company's success and growth trajectories align. When we carefully consider all of this, we can see that SWOT is an objective tool that third parties utilize in the business sector to assess friendly competition.



Strength:

It is a reliable source, and clients find every procedure simpler. Customers are free to choose.

Strong and excellent safety security is in place.

Relationships with peers are amiable and cordial.

Everyone is considerate of one another and lends a helpful hand if necessary.

Freshers are given opportunities and, since they are inexperienced, are eager to learn. They get instructed and given time to learn.

Weakness:

The group of employees is fewer than the task. Because of this, there is a lot of pressure, which nobody can handle, and quit their job.

They have a one-year contract that states they cannot quit their jobs before the first year has passed. It makes a lot of people reluctant to start working there.

They don't commend or support staff members for their hard work.

Opportunity:

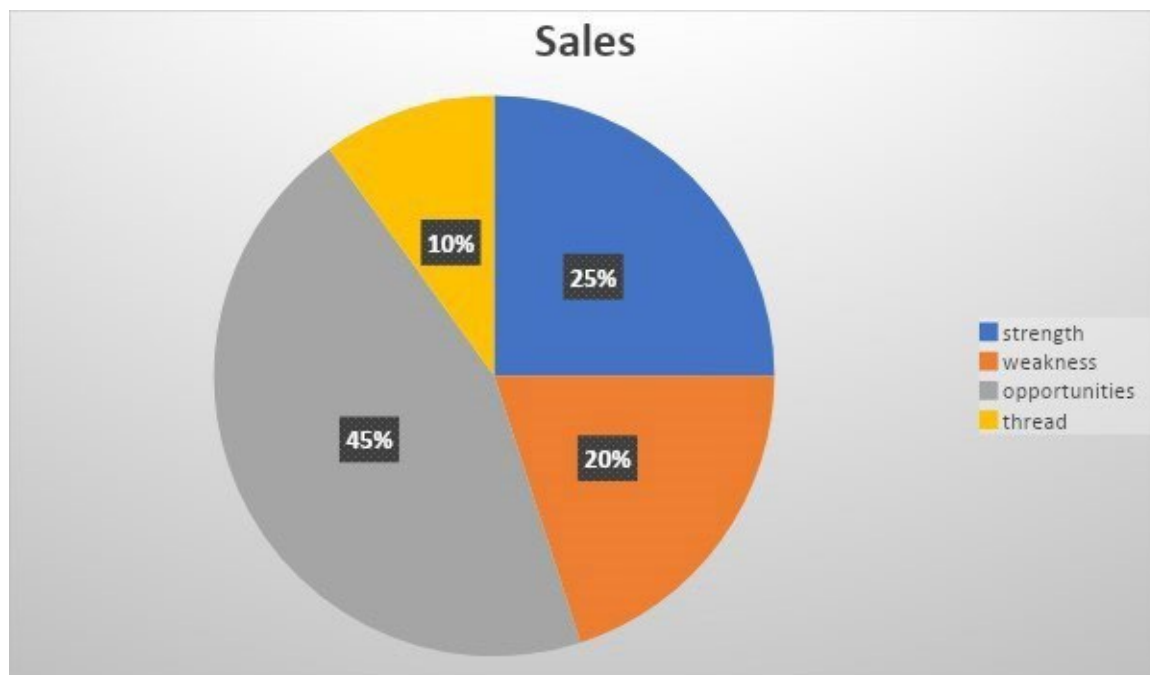
The workforce is fewer than the task. Because of this, there is a lot of pressure, which nobody can handle, and quit their job. They have a one-year contract that states they cannot quit their jobs before the first year has passed. It makes a lot of people reluctant to start working there. They don't commend or support staff members for their hard work.

Threat :

Getting people to trust you was really difficult. It's difficult to win and keep people's trust and faith because the information I give them can alter in a matter of days. People could believe that we are frauds, that we give out bogus information, and that they have behaved very improperly toward us as a result. The company collapses financial losses as a result, and its reputation eventually suffers.

7.2: SWOT assessment of myself

This constitutes a SWOT analysis that examines my opportunities, threats, strengths, and weaknesses. This enables me to maximize my opportunities, minimize my shortcomings, and focus on my strengths



Strength:

A solid grasp of the English language for both spoken and written communication

Capacity for teamwork

Outstanding time-management abilities and solid proficiency with MS Word

Weakness:

Absence of technical expertise losing

endurance soon

Opportunity:

See and discover the various usages of technology.

Work as soon as you're able to.

figure up new ways to complete tasks faster.

Put more English to use in all departments.

Recognize the value of cooperation.

Mitigate anxiety stemming from large-scale social interactions.

Threat:

difficult to win and maintain people's faith and trust

Chapter 8: Recommendation**8.1: Recommendation**

They ought to choose a representative who may oversee applicants and meticulously or list-wise gather data from them. The number of working days at their office should be reduced from six to five, and the working hours should be lowered from nine to eight hours per day. There isn't time for leisure. In this case, working continually is required, making concentration impossible. If an evening

break of fifteen minutes is provided, then everyone may return to work with renewed energy.

Chapter 9: Conclusion

9.1: Conclusion

In today's world, English is more than just a language—it's an arsenal. English is widely utilized in every industry, making it a crucial professional move.

Unquestionably, English is widely spoken throughout the world. in particular the commercial, professional, and job markets. Speaking English well enables one to take advantage of opportunities around the world. I'm thrilled to share that Daffodil International University is helping me finish my degree. Our department provides us with all the guidance we need to finish our internships at a school, college, or other establishment. I then began to consider my options and look for an internship.

A couple of days later, I received an offer from a company study abroad consulting firm that helps arrange for the transfer of pupils from Asia to Europe. I was recruited there first to help the senior counselor, and occasionally I also serve as a counselor. When students visit our office, I try to provide them with all the information they need from us. Daily communication with many people has improved my comprehension, professionalism, ability to work under pressure, communication, and mental wellness. As I previously highlighted, BIGIN CRM is a platform that records student information. From there, we call the students, and once we get any changes from them over the phone, we record the data in BIGIN CRM. I thereby developed my soft talents in this way. I utilized all of my knowledge and understanding to create my internship report after finishing it successfully.

Chapter 10: Appendix 10.1: Appendix



working on the student data

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My Honorable colleague's



Internship Offer Letter

1st of August 2023

Abu Bakar Siddique

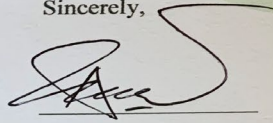
West dhanmondi, Rayerbazar 123/1 Dhaka 1209.

Offer of Employment

I am pleased to offer you the position of “Assistant Counsellor Intern” at EDUVISORS effective from 1st of August 2023, on the following terms and conditions.

1. You will be entitled to a basic salary of TK. 10,000 per month and other benefits as applicable.
2. Your reporting and responsibilities will be advised by the management.
3. It is expected that you will discharge your assigned responsibilities with high standard of performance, quality, integrity and discipline.
4. Your service may be terminated on either side by giving two months (60 days) notice. Upon termination of employment, you will also return immediately all company properties, which may be in your possession. It would be obligatory on your part to get a proper relieving letter from the EDUVISORS before your services are deemed to be concluded. However, if you decide to terminate your employment unnaturally or suddenly for whatever reasons there may be without following the proper procedures as mentioned above, you are strictly required to return previous two months' salary to the company's account before you can be formally discharged.
5. You shall, while in the service of the company, devote your time and attention exclusively for the company's work and responsibilities assigned to you. You shall not engage in any other commercial/business pursuit, either part time, disclose company's information to third party or otherwise, for any monetary gains.
6. You shall be obliged to follow the work processed, technical standards, protocols and general instructions issued by the EDUVISORS.

Sincerely,



Ali Zaved
CEO & Founder

Ali Zaved
CEO
Eduvisors



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Internship Certificate

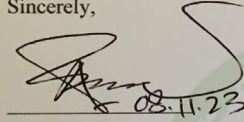
TO WHOM IT MAY CONCERN

We are pleased to write this letter to inform you that **Abu Bakar Siddique** has been working for us, at EDUVISORS in his capacity as an “Assistant Counselor Intern” from 01/08/2023 to 31/10/2023.

During his tenure in the office with our Organization, he participated in performing the work with determination and sincerity. As we observed, he was an active and very qualified person and he could perform all assigned tasks effectively.

We still hope he will succeed in any path of career.

Sincerely,



08.11.23

Ali Zabed
CEO & Founder

Ali Zabed
CEO
Eduvisors

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