



**Daffodil**  
*International*  
**University**

## INTERNSHIP REPORT ON

“My Internship  
at  
**Office of the International Affairs, DIU”**

### **Submitted to**

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**Date of Submission: November 28, 2022**

## Disclaimer

I, Tasmia Nurain, student ID: 191-1-2014 state that I wrote the paper titled “My Internship at Office of the International Affairs, DIU”. I affirm that this report was written purely for my academic purposes and for no other reason. It is unlikely to be used with the passion of the organization's opposite gathering.

*Tasmia Nurain*

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## **Approval Certificate**

This certifies that Tasmia Nurain, ID # 191-10-2014, BA, Department of English, is a regular student of the English Department, Faculty of Humanities and Social Science, Daffodil International University. She has completed her internship program at “Daffodil International University (Department of International Affairs)”. Her assigned internship topic is “My Internship at the Office of International Affairs, DIU”. I believe the report is sufficient to satisfy the BA program's partial requirements. I further declare that the study was created solely for academic reasons, and that this work should not be used in real-world and social circumstances.

I have read over the report and considered it to be well-written. She finished the information on her own. I wish her the best of luck in the future.



**Mohammad Mustafizur Rahman**

Assistant Professor

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## **Acknowledgment**

In the name of Allah, gracious and forgiving. This work would not have been possible without the guidance and support of countless persons who participated and extended their important assistance in various ways in the preparation and completion of this study.

I began writing this report regarding my internship and have finally completed it. Assistant Professor, Mohammad Mustafizur Rahman, Department of English, Daffodil International University, deserves particular mention for his assistance (DIU). His advice and help considerably improved the growth and effectiveness of the internship program. The collaboration is genuinely appreciated.

I am grateful to all of the senior members of Daffodil International University's international affairs department who enabled me to get practical experience. Furthermore, this internship program taught me the importance of cooperation and provided me with personal experience in a changing working environment.

Last but not least, I want to thank all those who contributed to the creation of this report, both within and beyond Daffodil International University.

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## **Abstract**

Daffodil International University (DIU) routinely ranks among Bangladesh's top universities in independent state evaluations. The Daffodil family founded Daffodil International University on January 24, 2002, with Ministry of Education approval under the Private University Act 1992, as amended in 1998. Since its founding, the university has developed cutting-edge facilities, innovative pedagogical methods, and a rich history of service and achievement. Daffodil International University (DIU) promotes global competency in students and staff via innovative international programs. Bangladesh's top university, DIU, has a powerful global partner to help it become a University of Globalization Knowledge. We have academic collaboration and exchange agreements with nearly 430 schools in 65 countries, including the Americas, Europe, Africa, Asia, and Australia.

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### **Abbreviations**

DIU : Daffodil International University

IA : International Affairs

AUAP : Association of the Universities in Asia and the Pacific

GC : General Conference

DSC : Daffodil Smart City

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## **Chapter - 1: Introduction**

### **1.1 Introduction**

This internship report serves as a comprehensive record of my work in the International Affairs Office of Daffodil International University in Ashulia, Dhaka, during my four-month internship there (beginning August 1, 2022 and ending November 1, 2022). **Mohammad Mustafizur Rahman** was my supervisor throughout my internship. My internship (academic) supervisor in the BA (Hons) in English program is an Assistant Professor. While studying at DIU's undergraduate level, creating reports is a natural and essential part of the course of study at University. I got the course for the Fall Semester of 2022. We followed the guidelines for this report's formal format. All courtesy of my internship's supervisor. I feel blessed for having the incredible chance to finish my internship at The office of international affairs at my own institution. As a member of the international division, this office gave me the chance to apply what I've learned in the classroom while also being exposed to the wide business sphere. Overall, I feel like I've learned more about who I am as a person thanks to this experience for improving my knowledge and proficiency in using computers. Although working on this report and the internship assignment at the same time was challenging. The Almighty, my superiors, and my co-workers all deserve my thanks for guiding me in the right direction and helping me find credible sources. I worked very hard to assemble as many relevant details as possible to improve the report as I work on it. I gained so much knowledge from my time working in administration. experience for me, and it has widened my horizons in terms of both learning and exposure. I feel that my past experiences have prepared me to succeed in any professional environment and field.

### **1.2 Aim of this Internship**

I finished my internship in the International Affairs department at DIU as an undergraduate in the autumn of 2022. This internship has given me the confidence I needed to take the next step in my career, and that was the main reason I decided to take part in it. As a result of my positive evolution,

it will be useful to my professional development. They pushed me to take the plunge at my internship organization, challenged myself in a new way at work despite my familiarity with the setting. When it comes to communicating with others, I no longer feel intimidated. I have learned social skills like communication with customers and have a cordial connection with colleagues. Instantaneous Accuracy on My Part has progressed substantially. To help me with my report, I was given a lot of advice and a lot of information about the internship program, which pushed me to do my best. I got inspired, and finished the job.

### **1.3 The Report's Importance and Recommendations**

This report is crucial since it will offer correct information regarding my internship at IA at DIU. In addition, English is typically the language of instruction in an institution that is actively seeking to expand its global reach. My interpretation of the English words used in Industry, a particular field of work. Individuals curious about the worth of the English language speakers of English in fields other than finance and education in our nation the importance of this study since it accurately represents the meaning of several common English commercial administration with an emphasis on globalization. Internships and written reports serve mostly to facilitate theoretical understanding acquired over the course of four years and practical experience in the workplace. Additionally, a bachelor's degree is needed to participate in the course. For my part, luck has been on my side. I want to be able to use what I've learned in the classroom in actual situations. Additionally crucial to my objective in writing this report is to have the opportunity to present and argue my case to the reader. response to the presentation's effectiveness. My findings, as well as those of the understanding of the English language and professional experience in a separate

3

file language. In the last section of my report, I will summarize the whole situation from my perspective. view. This report, therefore, is crucial for the audience. Moreover, my expertise and

The intern will get valuable insight and experience via participation in the program properly. Consequently, I feel obligated to point out that this internship report is crucial since it gives a student the opportunity to with real-world training for use down the road

As part of my internship, I was put on the Secretariat Team for an The 15th Annual Conference of the Association for Asian Studies (AUAP) is a major international event. academically significant initiative due to the involvement of the university's Founder Chairman being appointed as the head of the prestigious AUAP (Academic Pacific). In addition to monitoring and responding to emails, the duties also include verbal talking to international guests, organizing events, and signing up international guests are all tasks that go under "communication with foreign delegation, bookkeeping, content creation, and networking business, administration, and related fields. Even though I only had three months to study for the exam, I was able to cram in as much as I could. I wanted you to know that I did my best to deliver all the information you needed to successfully pull off the big event. details in my report, I promise. Except for the usual activities of student-to-student. The study details scholarship programs supporting DIU's globalization, including the International to the procedures and activities of the Office of Foreign Affairs during major events. In addition, this report speaks to the jargon of IA's language and my time spent working there. Further, it makes it possible to assess my performance and the knowledge I obtained throughout my internship. Interns often don't have enough experience to think strategically about the big picture of a business. in such a short time, but I do believe I gave this issue my whole attention in order to set up my report relating to my academic subjects with my professional life experience. This report was written for the express purpose of satisfying a degree requirement and for educational purposes.

## **1.4 Report's Goal**

As long as I can remember, I've wanted to broaden my professional horizons by studying and working in a variety of disciplines. Thanks to DIU's internship program of BA (Hons) in English, I was able to fulfill a lifelong goal of mine. After much reading, I came to the following conclusion for the study of the English language and literature. Furthermore, I now know in which sectors I can work by using the aid of the English language. Due to my insatiable curiosity, I set out to disprove the commonly held belief that having a history with the language, I am obligated to finish my student teaching. To be honest, however, I wanted to work somewhere else, so when IA gave me the option to conduct my internship in When I was offered a position in the administrative department, I didn't hesitate to accept it. Additionally, my academic credentials helped me during my internship with the IA department. Acquiring a firm grasp of the language's example, helped me to perform in-depth assessments and think critically and precisely. I went into my internship with certain goals in mind. Such as -

- Working with administrative specialists in the area to get practical understanding. Put what you've learned in the classroom into use in real-world situations. Program for Internships functioned as a connection between theory and practice.
- To acclimate oneself to demanding situations and occupations.
- To learn what it's like to collaborate with other people.
- To improve and apply my computer skills in a professional setting.
- To hone and put my verbal abilities to good use.
- To spend time, effort, and inspiration into bringing me up to speed for the long haul.

## **Chapter 2: Literature Review**

### **2.1 Soft Skills**

In the workplace, soft skills are the result of one's own habits and attributes, influencing one's performance both alone and in collaboration with others. Notable soft talents that I may have acquired and honed include the following:

- Integrity
- Proven Reliability
- A willingness to maintain an open perspective
- Teamwork
- Expression of Original Thought
- Conflict resolution/problem-solving
- Analytical reasoning
- Capacity to Change
- Establishing Order
- Curiosity and a desire to understand
- Being Sympathetic
- Positive Mental Mood or Attitude
- Communication that works (both listening and speaking skills)
- Work Ethic
- Features of a Good Leader
- Effective use of time
- Incorporating Preferences into the Process of Making Choices
- Linking Up

### **2.2 Hard Skills**

Hard skills are specialized areas of expertise that may be acquired via formal education or work experience. Some note-worthy hard talents that I may have been able to acquire and developed include -

- Bilinguals and multilinguals alike
- Administration of databases

#### Software Operation

- Designs for advertisements, circulars, and templates
- Google Workspace
- Utilizing Microsoft Office
- Data/Information Gathering
- Image Manipulation
- Altering footage
- Writing (copy), Emailing (copy), Editing (copy), and Reporting
- Social Media Management
- Means of Connecting Through Technology
- Write-up/Content creation
- The Showcase

### **2.3 Internship to Gather Soft and Hard Skills**

Students may learn a variety of technical skills through a solid internship, which can be tailored to meet the needs of any given position. Though having the requisite competence in hard skills is vital for anyone's professional path, soft skills are something that everyone needs, regardless of the nature of their employment. An internship is a great way to get some hands-on job experience and build your resume. To illustrate, minor talents like problem-solving fit under the umbrella of developing soft skills, and so does facing and overcoming a difficult circumstance. Internships are a great way to hone a challenging skill like public speaking because they force interns out of their comfort zones and into the real world on a regular basis. That's how internships help individuals build their hard and soft talents. In today's competitive employment market, a high academic record alone won't guarantee someone their desired profession when they first start out. Those who have previous job experience are usually the first choice of employers when looking for new grads (though this is not a necessity). Employers seldom select new graduates who have no past experience due to the uncertainty whether they can manage the job pressure because the corporate world is growing more competitive every day and everyone wants to be better than one another. Internships play a key role in this regard. We receive practical experience through internships that we may utilize to boost our resumes while seeking employment.

## **Chapter 3: Methodology**

### **3.1 Implemented a Proper Placement Strategy**

After hearing about DIU's International Affairs department from my previous adviser, I opted to intern there for the obligatory four months as part of the B.A. (Hons) curriculum. Many factors led me to take this action, including Having attended the same school, I am familiar with the campus and its culture, nature as a whole I only had one class left to take in addition to my internship, so I could focus on both at the same time on myself to continue my education while maintaining my current job. It would have been a great opportunity to learn more about my school. That would have given me the chance to provide my two stellar academic references on my application. I came upon a Facebook post regarding IA's paid internship program that lasted for five months. Then, I got together my resume and other application packets and submitted my application using their online Google Form. I waited a couple days. My first interview with my formal superior was scheduled on August 1, but I didn't hear back from anybody. My interview was with Mr. Raihan. Once you've made it beyond the first round of interviews, I was given a 10-day review period after being selected. Yes, after a long time I got selected for the Program for Internships. My internship lasted four months, during which time I put in a full six days a week (every (From Friday through Thursday, 8 a.m. to 4 p.m.)

### **3.2 Execution of the Project Activities**

Although IA had certain broad duties, our Chairman Sir was scheduled to be installed as President of AUAP at a major international conference shortly after I began my internship. As a result, throughout my internship, I focused mostly on program secretariat work in addition to doing some standard IA office activities. In only a few short weeks, I had mastered all the material I needed to know in order to function as a member of the Secretariat for the 15th AUAP General Conference in 2022. Writing a lot of content for social media posts, messages, certificates, templates, and so on was essential, as was keeping track of all international and national communication via email, other social media, or phone. I also helped my superiors arrange and allocate hotel rooms for foreign delegates. In this manner, I learnt these things while also witnessing how they give support,



their interactions with customers, the broad use of the English language when speaking and writing in every part of IA, and so on. Information for my internship report is complete.

### **3.3 Data collection**

All phases of the research, from deciding on a topic to presenting the findings, must be carefully planned. This investigation's fascinating technique greatly enhances our familiarity with DIU's fiscal display. So that we can properly define The study's sources were selected and collected; they were then examined, decoded, and presented in a straightforward fashion. The investigation's overarching line of thinking is laid out here.

**Information Origins:** This report's information has been gathered from both primary and secondary resources.

#### **Evidence from First-Hand Reports:**

- Meeting with DIU representatives
- Face-to-face time with overseas students; introduction to the International Affairs Office
- Introduction to the International Affairs Office
- Discussions with other departments

### **3.4 Data Analysis**

After collecting data, we used Microsoft Word to prepare it. Due to the subjective nature of the data used to create this report, only qualitative analysis has been included. The data in this report came from the author's actual work for the company, as well as from discussions with co-workers and review of relevant documents. Additionally, I used the DIU and AUAP websites, as well as the relevant pages and groups on both DIU and IA, to gather information on the topic at hand. Descriptive analysis was performed on the collected qualitative data. I have used both of the primary varieties of information available.

First, there is primary data, which is information collected by the researcher from first hand sources such surveys, interviews, experiments, and so on. The report's primary data comes from:

- Interning at the IA office. a history of employment entailing a wide range of administrative tasks at an IA office. Individualized interaction with law enforcement
- Having IA-related conversations with the staff. By having them fill out surveys with police and customers Face-to-face interactions with custom.
- The ability to do useful desk jobs.
- Eyewitness testimony and inward reflection

Secondary data is information that has already been collected for the purposes of study. This data originates from a place that directly contradicts source material, essential information, etc. Potential connections to the company's history are possible. The study incorporates secondary data sourced from:

- Publications already in existence that contribute to the report's body of knowledge.
- Several students have handed in varying reports on their internship experiences.
- Data was gathered from DIU's and AUAP's respective online presences, including their respective websites, pages, and groups.
- Data analysis was performed using Microsoft Excel.

### **3.5 Discrepancies in the Study**

It is impossible to learn all there is to know about foreign administration in only four months. As an intern, I was not able to access every part of it. This meant I had to figure out where I could put in the most effort. I had a plan to work on the English language use at my company, since I am of British heritage and have been here for a while. department. However, I was given the chance to accomplish some of these things during my internship. The focus of my report is on actual work that was done. There were several challenges in gathering data for the report, but I still managed to do it. I gave it my best and worked hard to make the report as insightful as possible. realistically and correctly so that it would be approved by the authorities and in conformity with the standards of my school. Despite IA's best efforts, I continue to found themselves up against these restrictions:

- To me, the time constraint is one of the most important and fundamentally inevitable restrictions, little under four months to be exact. I struggled to keep to the schedule

in order to meet the deadline for my internship report since I also need to fill out activity reports for my internship supervisor.

- Moreover, in spite of my insatiable need for information, I was not able to master every facet of the industry owing to time constraints. Some locations were off-limits to me since I was just an intern.

**My job description read as follows:**

- having minimal obligations, thus I could only pick up a limited set of skills.
- instead of the whole thing Also, the report is based on my own experience.
- things I picked up in numerous classes during my time at university, online, as well as through reading a wide range of specialized periodicals.
- Since the timeframe of my internship program coincided with a major historical event everyone was very busy, same as in AUAP GC 2022; so, the workforce was too busy to give me the attention I needed.

This report is based solely on my own thoughts, observations, and research. the words used by others to explain their perspective to me. Therefore, despite the fact that data if the method of collection was one that required interaction between the collector and the person being interviewed, the information is more than likely to be more reliable than if it was doubtful because I have no way of knowing if they will be completely honest with me about the information. This sums up some of the constraints I've experienced during my internship.

## **Chapter 4: Contextualization of the Organization**

### **4.1 About DIU**

There is a need for IT-based training in Bangladesh because of the modern creative movements and educational globalization. To address these problems, Daffodil International University (DIU) was established the same year. Since then, DIU's ambitions have been focused on being the finest private institution in all of Asia and Bangladesh. DIU has swiftly grown to become one of the greatest institutions in Bangladesh, receiving recognition from national and worldwide rankings such as THE and QS, and receiving a "green evaluation" for its commitment to sustainability.

### **4.2 Image of DIU**



**CAPTION: DIU PANORAMIC VIEW**

DIU established worldwide coordinated efforts with approximately 400 universities worldwide and individuals from leading global associations such as IEEE, Magna Charta, NAFSA, EAIE, AUPF, IIE, IAU, IAUP, ACE, AUAP, ALA, ACD, UNAI, EURIE, ESRUC, ISTQB, ACU, ATIFTAP, ITU, APAIE, and so on.

In developing this assurance technique, the school is serving the nation by making it possible for and assisting all graduating classes to provide exceptional leadership. The university provides career and academic guidance supported by superior administration and well-honed institutional procedures. Further, it satisfies the primary need of advanced degree-seeking students for thorough and comprehensive preparation.

Future development efforts at DIU are focused on the areas that are essential to social growth and public events. Scholars are helped in areas such as IT, ethics, excellencies, validity, trustworthiness, clean aptitude, activity, and effort amid the wonderful magnificence of expanding green spaces by seasoned and well-known representatives.

Bangladesh has a population of almost 160 million, despite its tiny size (147,570 square kilometers). Moreover, there are 121 degree-granting universities, 82 of which are private and 39 which are state-funded. State governments provide funding for public universities, whereas private universities rely on tuition and fees from their students to operate.

Numerous grants, awards, and competitions help fund research at the publicly funded university, particularly that which has an international focus.

Few formal agreements have been documented to internationalize higher education in the country. In contrast, the government of Bangladesh offers a variety of advantages for graduate study, including visa waivers, that make international Ph.D. programs more attractive. The University Grants Commission (UGC) of Bangladesh provides funding for doctorate dissertations written by Bangladeshi scholars. Academics at publicly financed institutions and government employees in Bangladesh's public service sector are the usual recipients of the Ministry of Education's less common awards. Some of the 82 private schools actively work to internationalize their curriculum, student organizations, and other aspects of campus life, while others provide little if any possibilities for global engagement.

### **Awards and placements in international polls**

- First-ever inclusion of DIU in the QS World University Rankings 2021 (Asia)
- In the Times Higher Education University Impact Rankings 2021, DIU placed in the top 300 universities worldwide.
- According to the UI Green metric World University Rankings, 2021, DIU is the best university in Bangladesh and ranks 150th worldwide.
- According to 2021 data from Scopus Indexed Publications, DIU is the best private university in Bangladesh.

### **Membership, International Association of Universities (2021)**

- DIU Achieved the ASOCIO ICT Education Award 2020
- Receives the 2020 Global Inclusion Award
- DIU took home 2021's "GEN ROOKIE of the Year" trophy.
- In 2020, DIU will be honored with the WITSA Global ICT Excellence Award.

### **Blended Learning Center (BLC) Platform**

Blended Learning Center is the name of Daffodil International University's state-of-the-art facility for pedagogical experimentation and student success. The purpose of this phase is to strengthen ties between schools and pupils, allowing lecturers to track the progress of each pupil and provide more personalized assistance with their education.

### **4.3 About IA**

Foreign affairs include short-term programs like student exchange, faculty exchange, international internship, summer, etc. International relations at DIU runs various short-term programs abroad. Some short-term programs:

International affairs accepts and sends students to partner colleges to complete one semester at DIU tuition-free. Students only get food, accommodation, and personal costs like flights. International affairs will propose faculty members for at least a few weeks or 1-2 months. The

host institution provides accommodation, meals, local transportation, office space, and more for exchange faculty members. If the host university does not pay exchange professors, their home institution will.

Only Daffodil International University (ISBSP) in Bangladesh provides the greatest international social business summer program. This summer school curriculum emphasizes Professor Mohammad Yunus's social entrepreneurship. DIU hosts the International Social Business Summer Program annually (ISBSP).

Winter camps, social enterprise establishment, etc.

International affairs and universities sign agreements. Daffodil International University has collaborated with 387 institutions in 65 countries. Partner colleges provide DIU chances. International affairs suggest DIU local students, who should take advantage. Summer, winter, and cultural exchange programs include the Asian Summer Program. Students may study cultural awareness, global experience, multicultural practices, real-world information, international education, international extracurricular activities, etc.

#### **Affiliated with other international organizations**

**International Partner:** Daffodil International University (DIU) has around 450 partner universities in 64 countries in the world. Every year, DIU works with them in various international programs, such as student and faculty exchange programs, short-term programs, international events, etc. DIU International partner information is given below:

Country	Number	Country	Number	Country	Number	Country	Number
Australia	3	Estonia	1	Malaysia	18	South Africa	2
Austria	1	France	3	Mexico	3	Spain	4
Azerbaijan	2	Georgia	1	Mongolia	2	Sri Lanka	2
Belarus	1	Germany	2	Morocco	1	Sudan	8

Belgium	1	Hungary	1	Nepal	2	Sweden	2
Brazil	2	India	29	Netherlands	2	Switzerland	2
Brunei Darussalam	1	Indonesia	30	New Zealand	1	Syria	1
Cambodia	4	Iran	4	Nigeria	2	Taiwan	15
Canada	3	Iraq	1	North Cyprus	2	Thailand	11
Chile	2	Ireland	1	Palestine	1	Turkey	29
China	21	Italy	1	Paraguay	1	Uganda	1
Colombia	2	Japan	8	Philippines	66	UK	1
Congo	1	Kazakhstan	2	Poland	6	United Kingdom	6
Croatia	1	Korea	19	Romania	5	Ukraine	1
Cyprus	1	Kyrgyzstan	6	Russia	7	USA	14
Czech Republic	3	Lithuania	3	Somalia	2	Vietnam	3

**Table: Number of International Partner University**



**International Membership:** Nearly 57 worldwide organizations count Daffodil International University as a member. As a member, they will get these worldwide perks:

- Extend
- Globalize
- Highlight
- Advanced member organization knowledge hub access
- Use advisory services and training Participate in member organization decision-making
- Globalize discussions
- Research crucial information.

#### **Students on both ends of the exchange**

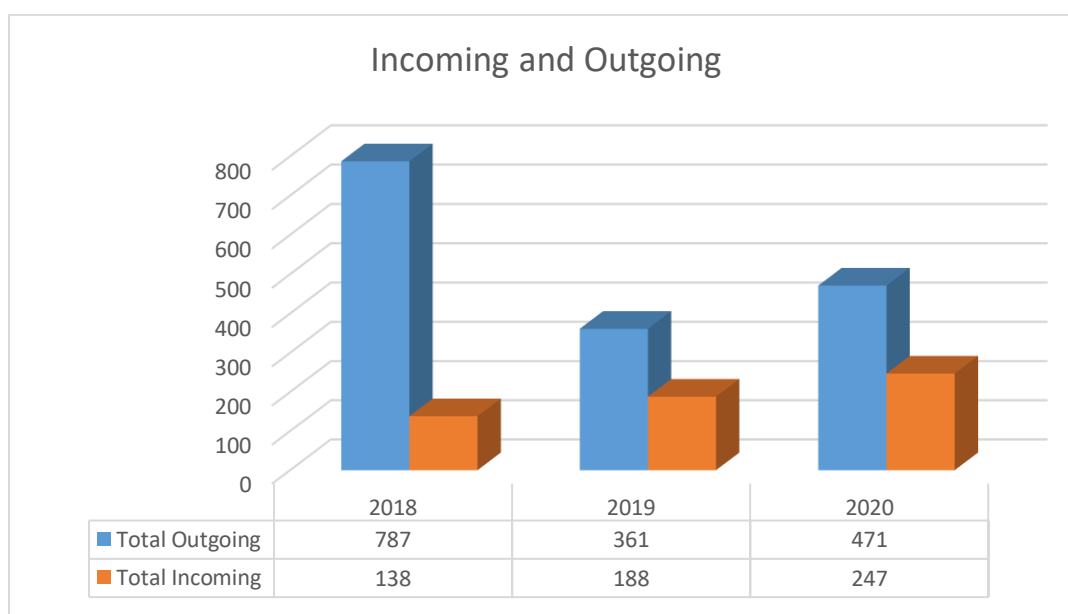
Bangladesh's short- and long-term programs attract numerous foreign students, instructors, and personnel. DIU switched to virtual student and teacher interaction, short- and long-term programs, worldwide webinars, and more last year due to the COVID-19 epidemic.

2019	
Total Incoming Students and Faculty Members	787
Total Number of Students Incoming	685
Number of Faculty & Officers Incoming	102
Total Outgoing Students and Faculty Members	138
Total Number of Students Outgoing	96
Number of Faculty & Officers Outgoing	42
2020	

Total Incoming Students and Faculty Members	361
Total Number of Students Incoming	185
Number of Faculty & Officers Incoming	176
Total Outgoing Students and Faculty Members	188
Total Number of Students Outgoing	125
Number of Faculty & Officers Outgoing	63
2021	
Total Incoming Students and Faculty Members (Physically and Virtually)	471
Total Outgoing Students and Faculty Members (Physically and Virtually)	247
Physically	
Total Incoming Students and Faculty Members	80
Total Number of Students Incoming	52
Number of Faculty & Officers Incoming	28
Total Outgoing Students and Faculty Members	15
Total Number of Students Outgoing	10
Number of Faculty & Officers Outgoing	5
Virtually	
Total Incoming Students and Faculty Members	391

Total Number of Students Incoming	345
Number of Faculty & Officers Incoming	46
Total Outgoing Students and Faculty Members	217
Total Number of Students Outgoing	178
Number of Faculty & Officers Outgoing	39

**Three-year traffic data**



**Bar chart of incoming and outgoing students**

#### 4.4 IA Logo



#### 4.5 IA's Purpose and Future Plans

**Purpose: Be a Global Perspective**

**Future Plans:**

- To produce future world leaders.
- To broaden the university's worldwide perspective and to strengthen ties between countries via collaboration.
- To foster communication across different cultures.
- To encourage risk-taking and creative problem solving.
- That introverts would be inspired to develop their extrovert qualities.
- Assist individuals in developing a professional persona that is appropriate for presentation at both the national and international levels.
- Aiming to facilitate the emergence of as many international possibilities as is practically practicable.

#### 4.6 Importance of IA

**Integrity:** They treat their customers with the respect they deserve and provide services with the honesty that is required by the Bible.

**Authenticity:** is a core value of theirs, and it's one that has helped build trust in their community.

**Effectiveness:** They endeavor to perform all tasks to a high standard of excellence, meeting or exceeding all expectations.

**Accountability:** Being dependable and without reproach, as well as punctual, are hallmarks of accountability.

**Flexibility:** They have an open mind and are always looking for new ways to improve the lives of their employees and pupils.

**Adaptability:** People who are able to think on their feet have a deeper level of mutual understanding and enjoyment, and they consistently push themselves to improve.

**Safety:** Customers may feel confident disclosing any and all personal information to us.

**Technology:** Technological advancements are crucial to the quality of contemporary living, they are always on the hunt for new ways to use it.

#### 4.7 Detailed IA Organ Schematic

Director
Senior Assistant Director
Senior Administrative Officer
Administrative Officer
Assistant Administrative Officer
Intern
Student Associate

## 4.8 Marketing Activities of IA

- Helping students and teachers navigate the many widely-publicized exchange programs that provide full or partial funding.
- Assisting professors and graduate students in locating and applying to well publicized PhD programs that provide full or partial funding.
- Teaching staff and students about available postgraduate funding opportunities.
- The institution may better prepare its students for the global workforce by hosting international camps and events (such as seminars, conferences, and exhibitions) that will help advance its mission of internationalization and provide more opportunities for professional networking.
- To guarantee its worldwide standing, IA engages in marketing operations aimed at attracting more foreign institutions, such as colleges and organizations, to boost sales in the market.
- The most common method is posting ads on various Facebook pages and groups.
- Besides that, IA facilitates extensive international networking through the many international events it hosts or helps to host.

## Chapter 5: Internship Activities

### 5.1 Introduction

Actually, I'm halfway through a five-month internship with DIU's International Affairs Office. All of my duties and obligations are specific to my department, International Affairs, despite the fact that the International Affairs Office has a broad mandate. My internship duties centered on preparations for the 15th AUAP General Conference, which will take place in 2022.

My internship gave me the opportunity to learn and grow in ways I never would have imagined. In a lot of ways, I credit my growth as an analytical problem-solver to the guidance and encouragement of my industrial supervisor and colleagues.

### 5.2 That which is my duty

Throughout my 2-week assessment period, I focused only on researching AUAP and its next General Conference, updating the conference database, and learning about alternative opportunities for student interaction.

After I was officially hired as an intern, I was given a pair of tasks to complete:

1. As part of the AUAP GC, I am studying and creating posters, circulars, and templates for general exchange possibilities.
2. Establishing formats, creating posters for the AUAP GC 2022
3. Creating the text for different public people' diplomas, emails, invites, messages, and speeches
4. Maintaining a comprehensive database for the GC that includes:

# Information about national and international institutions and organizations is regularly updated. Who is coming and who has canceled and when; Who paid and who didn't; Who needs a hotel and how many nights; Whose payment is waived and how much; Who needs a hotel

# Gathering Necessary Documents (Flight Tickets for Hotel and Pickup, Passport for Visa Processing, Hotel Booking Copies, Invitation Letters, Visa Request Letters, Copies of Proof of Payment, Copies of Payment Receipts, Their Name, Their Institution's Name, Logo, etc.)

5. Email contact for:

# If they have questions or need assistance

# To request the aforementioned materials sending out invitations to join and for visa purposes #  
Taking payments

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6. monitoring the activities of the other members of the committee.
7. Keeping track of the checklist based on the minutes from each meeting.
8. Keeping track of confidential notes requested by management.

### **5.3 The Industrial Supervisor Background**

Syed Raihan-Ul-Islam is a senior assistant director of international affairs at Daffodil International University (DIU) in Bangladesh. He represents the Eurasian Universities Union as an Ambassador and serves as an International Advisor to the State University of Biliran in the Philippines (EURAS). After completing his undergraduate work, he continued on to DIU to get a Master's degree in English Literature. In addition, he taught creative audio-visual skills at Daffodil International School (English Medium) in Dhaka from 2015-2017.

As of 2013, he has been in charge of arranging DIU's worldwide mobility programs for faculty, students, and staff with global partners, scholarships, Erasmus+ projects, overseas internships, etc. In addition to coordinating DIU's summer and winter programs for foreign students, he oversees contacts with international partners.

Mr. Raihan-Ul-Islam has attended conferences and activities in over 30 countries, including those of the EAIE, APAIE, AUAP, AUPF, EURIE, WFYS, Magna Charta Consortium, EEUA, etc., and is an active member of NAFSA: Association of International Educators. Mr. Syed has experience arranging for both short- and long-term overseas initiatives to be carried out on campus. Additionally, he is supervising the rollout of many Erasmus+ projects at DIU, including the KA171 and KA2 CBHE programs.

Mr. Syed spent a week in 2022 as an Erasmus+ Staff Scholar in Mykolas Romeris University, Lithuania, where he served as a rapporteur for the Students' Forum at the ASEF Rectors' Conference & Students' Forum-2019 (ARC7). He is a Senior Member of the Children's Film Society of Bangladesh and has been an Advisor of the Social Business Students' Forum (SBSF) since 2018. Specifically, it has been in effect since 2011 (CFSBD).

He's a lot of fun to be around, thus he makes for a fantastic coworker. He is both rigorous and playful at the appropriate times. Rarely have I met somebody who is so productive, enthusiastic, and capable of taking on several tasks at once as he is. Working with him over the last several months has been a delight. I was able to have a successful and educational internship since it was simple for me to ask him for help whenever I hit a wall.



## **5.4 Co-workers**

During my internship, I have had three more superiors: One Administrative Officer titled "Mr. Md. Nazmul". In addition to my supervisor, I have three interns (identified as "Ms.Saimum Rabbani," "Mr. Omar Ahmad," and "Mr. Mehedi Hasan Khan Rony," and one student associate (identified as "Mr. Rakib Hossain Rian") who are all students.

Position Duties: My superiors direct me in completing my tasks and grant me permission to take on additional obligations.

Two-way collaboration: my interns help me out with work, and I help them out with theirs. The student associate mostly helps with poster design for events.

## **Chapter 6: Skills Developed**

### **6.1 Soft Skills**

**Dependability:** My bosses trusted me enough to send me somewhere, where they may not have trusted my other colleague owing to their disorganization. I learned reliability in work.

**Open-mindedness:** Working with foreign delegates taught me to keep my thoughts and principles to myself and have an open mind.

**Teamwork:** My internship involved a range of duties with my colleagues. I learned to collaborate through working on activities relevant to theirs.

**Creativity:** We had to be creative while planning or designing, which spurred my creativity. Problem-solving/conflict resolution: I learned by solving problems.

**Critical thinking:** My trip was not perfect. I had to brainstorm and speak to others, which improved my critical thinking.

**Adaptation:** I'm introverted in new circumstances, therefore I required a lot of adaptability skills when I started working as a new hire. I learned a lot about adjusting throughout our month-long trip.

**Organization:** I kept the most important data, which would have been impossible if I had been irresponsible and unstructured. Thus, such responsibilities taught me calmness and organization. Effective communication (listening and speaking): My introversion has dropped 60% since beginning this work. Before then, I was afraid to chat on the phone or to individuals, particularly formal ones. Now I can do it easily.

**Leadership skills:** I watched my superiors and had to lead in several circumstances. I led the volunteers who set up the Radisson Blu AUAP GC 2022 Registration Booth.

**Time management:** Everything I did was time-sensitive and required time management.

**Decision-making:** I have learned to make snap choices in various scenarios here.

This excursion expanded my network: When I met so many delegates throughout the program, several national and international delegates handed me their business cards so I could contact them after graduation.

## 6.2 Hard skills

**Bilingualism/multilingualism:** I'm fluent in Bangla, but this has really helped my English speaking and typing. Continual virtual and real contact with delegates. I even learned Hindi.

**Database management:** One of my main tasks, I'm good at it.

**Software Operation:** Because my whole work area was on these platforms, I had to utilize a lot of software like BeePro, I love pdf, QR code creator, Canva, Snapseed, Adobe photoshop, Microsoft Office, Google Workspace, etc. I started as a newbie but became an intermediate or expert in these platforms.

Designing, picture, and video editing: Before this employment, I seldom designed posters, circulars, templates, etc. This site gave me much editing and design skills.

**Information/Data Collection:** I've mastered this talent here.

Copywriting, email writing, copyediting, report writing: I think I've perfected this after months of digital communication and content creation.

**Social Media Management:** Office employees promoted internationalization solely and personally, so I learned a lot about it too.

**Digital Communication:** I handled all AUAP GC Secretariat correspondence, therefore I was exposed to digital communication a lot.

**Presentation:** Constantly presenting myself to higher formal internal people and national and international delegations has enhanced my presentation and communication abilities.

### 6.3 Details of Analytical and Problem-Solving Examples

Here are a few examples of my internship-related analysis and problem-solving:

# By some stroke of luck, I was able to convince my bosses that I could successfully lead and I was committed to completing the assignment they have given me and earning and keeping their trust. The AUAP GC program will formally launch on November 14th, 2022. Working at the DSC was part of my job description. At 5 a.m., however, Nazmul sir phoned and asked if I could be at the Radisson Blu to manage the Registration Booth (where we needed to verify whether everyone had checked in at the hotel, got their protocol, and received gifts). Because I knew our participants better than anybody else, he asked me to take the lead on this. The booth looked like a complete mess. Timely contact was made. The delegates were there. Unfortunately, the kits/mementos were not delivered to the venue. Some of the delegates' protocol (volunteers) were late, so I kept them engaged by having casual conversations with them, encouraging them to complete their breakfasts, etc. Thus, I was tasked with overseeing the registration desk while also assisting a few of the visitors. When the souvenirs finally came, I got the registration file and checklist ready so they could be properly added to the software. It's hard to put into words since I was responsible for so many moving parts that day without the oversight of any higher coworker who was busy at DSC.

#On the second day of the official and primary program, November 15, 2022, things picked up even more. We all know that as life becomes hectic, things tend to get cluttered and broken. Many of the delegates lost their identification cards in the shuffle from one location to another, and they kept coming back to demand replacements. Quickly, I had to choose a course of action. The printer, thankfully, was already set up and ready to go. My solution was to locate the kind volunteer who had designed the cards, have him change the name, and have copies printed as soon as possible. The printer stopped working as well. As a reward for all of my hard work, I slipped the finished prints into some spare card holders and presented them to the delegates. As some visitors are easily offended, I had to make snap judgments and find creative solutions to a wide range of difficulties during the program without troubling my superiors with what seemed like small concerns at the time.

## **6.4 Experiences and Knowledge Gained While Interning**

As a new employee, my time at the IA Office was not only informative, but also really enjoyable. When I was an intern, I got to help with a huge project like that.

This will look great on my CV and add a lot to my background. A two-for-one deal like this doesn't come along very often, in my view. Thankfully, this experience has helped me recognize my dormant abilities.

## **Chapter-7: Observation & Findings**

### **7.1 Experiences I Had During My Internship**

This report serves as a synopsis of all the responsibilities I was given.

throughout my time as an intern at the DIU's International Affairs Office. This group gave me a chance to put my education and experience to use while also allowing me to grow professionally. I began my internship with IA on August 1, 2022, and by December 1, 2022, I had completed four months of the required five. I found my internship at an international organization to be both stimulating and demanding.

I was able to communicate with them because of my English skills, but I was otherwise completely unprepared to carry out the jobs they undertake. Initially, I was a shy, reserved person who shied away from taking initiative and who felt uncomfortable in new situations. Thus, I found this to be a challenge.

Even though it was terrifying, I decided to do it anyway so that I could dispel the idea that English majors can only work as teaching interns or instructors. On August 1, I started a new job, and I was a little anxious about how I would cope with things. After that, I had my first official meeting with Mr. Raihan, my new supervisor.

He is an expert in his field and a good guy overall. Next, I gathered with the rest of the staff. After that, I was given the starting task of learning more about the AUAP GC as a whole. I was responsible for maintaining the database that would be used to send out invitations to the program's delegates. Each day of my internship, I reminded myself of the importance of taking in my surroundings in order to keep my attention on the tasks at hand and the purpose I had come. Because I like expanding my horizons and acquiring new insights, I looked at my new job as a wonderful chance to learn new things, and I used to do a lot of observing and writing down my daily responsibilities and what I learnt that day. At the same time, I have the opportunity to discover my own limits and strengths in relation to this position. I worked very hard to strike a good balance between my internship experience, the standard English used in my field, and my job obligations in the reports I was producing. Also, I made an effort to do more than was expected of me.

My time at IA was a formative experience in my career and personal development. In addition, Iowans are known for their friendliness, politeness, helpfulness, and general consideration for others. The people above me treated me quite well. I was nervous about my ability to manage everything, but they were always kind and helpful. My internship at IA has not only helped me gain valuable work.

## **7.2 The Observations I Have Made**

Over the course of my internship, I paid close attention to the IA's physical space. It took me some time to make the intellectual leap from the classroom to the workplace. In the beginning, I put up a lot of mental effort to figure out how to get out of it. Specifically, I spoke with Mr. Mohammad Elius Hossain, my adviser in the relevant academic field. He was quite helpful in pointing out the link to me. I had worked hard to finish all of my assignments at the IA and had been paying close attention to the ways in which my coursework might be used in the real world.

Here are some things I've noticed on the job:

The office culture at IA.

The bond between workers and those who need their services.

How they keep the peace between the upper and lower echelons of management and the most common jargon used by both workers and those seeking assistance.

### **7.3 Applying Classroom Learning to the Workplace**

I made an effort to make connections between what I had learned in the classroom and what I had learned in practice while working in international administration. As an English major, I have a solid grasp of the language. Since most of the jobs, including content writing, emailing, talking with foreigners, etc. needed a solid knowledge of the language, it helped me with data input and related operations. As a result, everything went off without a hitch.

Furthermore, I have learnt via my coursework how to notice the working environment and respond appropriately, how to maintain connections with both senior and junior colleagues, how to deal with customers, and the professional language norms, the way a professional figure communicates, etc.

And I've worked with offline and online resources before. When I was in school, I used computer programs like Microsoft Word, PowerPoint, and Excel to do my tasks. Additionally, I have experience with various design and editing programs, such as Canva, Adobe, Sejda, and others.

Bipro and the QR code generator. My previous work experience was useful in my current position as well.

I was able to put the skills and information I had acquired during my studies to good use during my internship. I feel fortunate to be in a position where I can make good use of the skills I've learned in school in my day job.

### **7.4 Results or Findings**

In strategic planning, the Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis is used to examine the positives and negatives of an organization. In order to ensure success, it is essential to



learn the basics of the market. It is the gold standard for evaluating the degree of competition in a given market. Step one is to define success for the enterprise and then identify the internal and

external elements that will help or hinder progress toward that objective. To better understand International Affairs, DIU, I performed a SWOT analysis to identify its advantages, disadvantages, opportunities, and threats.

Strengths	weaknesses
<ul style="list-style-type: none"> <li>● The Department of International Affairs is Unique of the university's departments</li> <li>● They are more involved in their service than other units.</li> <li>● They help spread the university's brand across the globe, which in turn attracts more foreign students.</li> <li>● Excellent service from reliable staff; a younger, more energized team.</li> <li>● Relationships between customers and employees that are mutually beneficial, cordial, and loving.</li> </ul> <p style="text-align: center;">Opportunities</p>	<ul style="list-style-type: none"> <li>● Less workers and personnel.</li> <li>● Overly nice people may have trouble comprehending those in authoritative positions.</li> <li>● Because of the move from Dhanmondi to Ashulia, there has been a lot of employee turnover.</li> <li>● Failing to get on the same page as other teams.</li> <li>● Since the workplace move and the adaptation problem have only just occurred, there has been an uptick in the frequency and severity of abrupt displays of dysfunction.</li> </ul> <p style="text-align: center;">Threats</p>

<ul style="list-style-type: none"> <li>● IA can expand its pool of possible customers and the number of people from other countries who attend its events by increasing the proportion of its advertisements that focus on technical details.</li> <li>● For example, using creative forms of advertising like social media to reach a wider audience may result in collaborations with more academic institutions and membership in a larger number of industry-specific associations, all of which contribute to greater international visibility.</li> <li>● Provide and seek out a wide range of international student exchange, waiver, and scholarship opportunities (open to students, professors, and staff).</li> </ul>	<ul style="list-style-type: none"> <li>● Its obligations are very nuanced. They are ambassadors for not just the school, but the whole nation.</li> <li>● Therefore, there should be very little opportunity for mistake.</li> <li>● When globalization is hindered by ineffective marketing of events, exchange programs, camps, etc.</li> <li>● If foreign students and visitors are mistreated, it will reflect poorly on the whole country, not just IA or DIU.</li> </ul>
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### **#Personal reflection on development as an intern:**

When I initially began working here, I was hesitant to speak out. When it came to trying anything new, whether it be a job or an environment, I suffered from severe anxiety.

Under stress, I always felt unable to cope. I thrive in regular environments and hardly ever go outside of it since I like it so much and find it to be safe and secure. Changes in my routine are usually met with resistance. The majority of my age, including myself, has a hard time picking up the phone and chatting with a stranger.

Yet, I learned a great deal from my internship. That's when I realized I needed to alter the way I communicate. My ability to adapt to changing circumstances has grown. I now have a more refined voice. I no longer have the same amount of fear and discomfort whenever I have to talk in front of a large group or an important boss. Now I know when to seek advice and when to strike out on my own.

independently, and how to adapt my communication style to the needs of various audiences. This boost of confidence will serve me well in the future.

## **Chapter-8: Conclusion & Recommendations**

### **8.1 Conclusion**

As an intern with IA, I had a generally rewarding experience. I feel like I gained a lot of knowledge and experience from my internship as a whole. I am grateful to my supervisor for all the advice she has given me and to everyone at IA for their unwavering faith in me and support.

I have made several improvements to IA that everyone will like.

Something I can pray about, then. I have faith that IA will find a way to transform its current crisis into an opportunity and continue serving its illustrious clientele admirably.

In closing, I will only say that I did my best to follow the requirements for my internship report. I tried my hardest to create the internship report utilizing solely what I saw and learned from my experiences. I learned a lot and am certain that I can use what I learned to improve my work life in the future.

Most students want to study abroad. It also raises national revenue. Bangladeshi University strives towards an international campus and curriculum. Somalia, Kenya, and Nigeria produce many foreign students. Daffodil International University (DIU), a top Bangladeshi university, has always prioritized internationalization. DIU strives to be a model university that is known as a discovery-driven and globally engaged advanced knowledge center for IT, entrepreneurial, language, and value-based studies to produce well-educated, productive, and globally responsible citizens. DIU launches a new international program each year to attract foreign students to Bangladesh. Daffodil Foreign University's international partner universities are rising regularly. DIU students may go overseas more often. DIU concurs. Non-DIU students may study overseas.

### **8.2 Recommendations**

During my internship, I have had the opportunity to observe many aspects of the department, and as a result, I have some ideas on how IA may be enhanced.

Some recommendations are as follows:

They should send requisitions for more stationery and technological accessories according to the increase of staff, which would be great.

If IA wanted to run more smoothly, it would hire more people with specific expertise who are also capable of doing all other general responsibilities.

Separating work time from personal time has been shown to increase productivity.

This is just my opinion, and it's meant just to be helpful to IA.

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## Appendix - 1



15th AUAP GC; Token of Appreciation

## Appendix-2



Certificate of my Internship at Office of the International Affairs, DIU

**Appendix-3**



Work in promotional activities during “Job Utshob”



My Fellow IA Co-Workers

Appendix-4



15th AUAP GC



**Appendix-5**



**Assisting Delegates in the 15th AUAP GC 2022 as the leader of registration booth**

## Appendix-6



Hosting the Thanks Giving Ceremony of the 15th AUAP GC

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