

A Report

On

“Internship Experience at Shabuj Global Education”

This internship report has prepared for the fulfillment of the degree

Bachelor of Arts (BA)in English



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5th December 2022

Internship Report on My Experience

at

Shabuj Global Education

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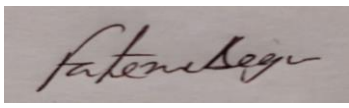
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Date of submission: 5 th December, 2022

Certification of the Academic Supervisor

This is to clarify the fact that Jalish Mahamud, ID-191-10-1907 from Daffodil International University, prepared the internship report. The report has been finished to meet the requirements for the Bachelor of Arts in English (BA Hons) degree. The report was prepared with my supervision and guidance. This report supports the topic's title and satisfies all guidelines. I instructed him to work on preparing the report. I hereby accept the report as evidence to prove that the internship program has been successfully performed. He was sincere and dedicated to his work throughout the internship program, and I wish him the highest achievement in everything he does.



Signature of the Supervisor

Name-Fatema Begum Laboni

Designation-Assistant Professor

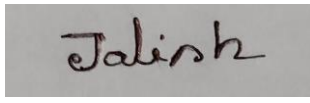
Declaration of the Student

Jalish Mahamud, ID-191-10-1907, student of Bachelor of Art in English at Daffodil International University, do hereby declare that I have completed my 3 months internship period at Shabuj Global Education, Dhaka Branch. After completing the internship program, I prepared the report on " Internship Experience at Shabuj Global Education" based on my learning, observation, and all the necessary information that I assembled during my internship period.

My report is pursued under the supervision of Ms.Fatema Begum Laboni, Assistant Professor, (Faculty of Humanities & Social Science), Daffodil International University.

I additionally guarantee that I am the sole author of this internship report, my analysis for standards of academic integrity, and my recommendations.

Sincerely Yours,

A rectangular box containing a handwritten signature in black ink that reads "Jalish".

Jalish Mahamud

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Main concentration	Importance of English in Educational Consultancy
Career Objectives	To secure a good position in a reputed institution to expand my learnings, experiences, knowledge, and skills.

Internship Details

Name of the organization	Shabuj Global Education
Location	Banani, Dhaka-1230
My working section	Counselor, Application section
Supervisor	Thuhidur Rahman
Designation	Branch Manager
Start Date	15 Sept 2022
End Date	5 December 2022
Total working period	3 Months

Acknowledgment

I would like to begin by acknowledging the existence of the Merciful, All –Mighty, and Almighty Allah. I want to express my thankfulness to Allah for giving me the abilities, willpower, and endurance required to complete this internship program and write the report following the guidelines.

It was difficult for me to begin a new journey as an intern and work as an employee of Shabuj Global Education, a reputed company. I had to put my Knowledge from the university and my practical experience to use. In essence, all that academic learning had to offer was simply transferred to a more formal setting. I got the opportunity to learn all the things required to broaden my knowledge. I am therefore able to state with pride that I am very fortunate to have had the chance to meet such outstanding lecturers from whom I could learn so much throughout my academic career. I want to pay my sincerest gratitude to Dr liza Sharmin (Associate professor and Head of the Department of English), Dr. Mohammed Shamsul Hoque (Professor), Dr. Binoy Barman (professor), Mr. Ariful Islam Laskar(Assistant professor), Subrata Chandra Mozumder (Assistant Professor). They made my lessons simple and taught me numerous techniques to reconcile the theory and practice of current occurrences. By giving me practical guidance, they also encouraged me to mold my life and develop the capacity to think more critically and creatively about my surroundings.

I would like to take this opportunity to convey my heartfelt gratitude to MS. Fatema Begum Laboni (Assistant Professor), my respected advisor, supervisor, and beloved teacher, for her sincere cooperation and kindness to me during our discussions concerning my academic learning and report writing. My honorable supervisor approached me very positively whenever I wanted her guidelines and suggestion for the report preparation.

I want to give Md Thuhidur Rahman, the Dhaka Branch Manager of Shabuj Global Education, my sincere gratitude for giving me the chance to work for this reputed company. I want to express my gratitude to my all colleagues for providing me with the information I needed for the report. I would be unable to complete the report with accurate facts without their instructions. Additionally, all the members of Shabuj Global Education were incredibly welcoming, encouraging, and supportive throughout my internship.

Last but not the least, I am truly grateful to my parents, family, and beloved who supported me whenever I needed them, and for whom I am standing here today.

Abstract

This report presents a summary of activities I was involved in during an internship at Shabuj Global Education from 15 September to December 5, 2022. An internship program is designed to provide a student with valuable employment experience and the chance to assess how well their academic knowledge is applied in the real world. It also serves as a useful bridge between theory and practice throughout the program. I got the opportunity to finish my internship at Shabuj Global Education. This internship was a perfect opportunity to apply some of the knowledge that I have learned in previous courses. During my internship, I learned about counseling and application process of UK universities, visa processing, and all necessary operations and functions for higher studies in UK. In addition, I was able to develop some additional soft skills like communication, teamwork, and problem solving. The main aim of this report is to convey my experience as an intern at Shabuj Global Education. I also learn how to handle University representatives. To write this report I use Primary and Secondary data. The report's introduction, background, and methodology are all covered in the first section. Functions and overview of Shabuj Global Education is provided in the second section of the report. The final section of this report, focuses on my internship experiences, tasks and responsibilities, observations, and academic learnings, also highlights the SWOT analysis, recommendations, limitations, and conclusion. So I can claim that I did my best to complete this report writing following the guidelines. This report serves as proof the completion of my internship program.

List of Acronyms

Acronyms	Full Form
SOP	Statement of purpose
MOI	Medium of Instruction
PSW	Post Study Work
SELT	Secure English Language Test
CAS	Confirmation of Acceptance for Studies
PSEP	Pre-sessional English Programme
UCAS	University and College Admission Service
PTE	Pearson Test of English Academic
MD	Managing Director
VAT	Value Added Tax
NID	National Identity Card
PR	Permanent Residence
QA	Quality Assurance

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Chapter-1

Introduction

This internship report is a complete documentation of all the tasks I undertook during my three-month internship at Shabuj Global Education, Dhaka Branch, which was effective from September 10 to December 05, 2022. It is the outcome of my internship under the Bachelor of Art degree program at the Department of English in the Faculty of Humanities and Social Science of Daffodil International University .

The internship program is a major necessity for a degree. I am fortunate enough to get the great opportunity to complete my Internship at Shabuj Global Education. This educational consultancy provided me with the opportunity to utilize my academic learning and helped me know about the wide corporate world. This overall experience not only helped me to know myself better but also developed my computer skills and expertise.

Although, preparing this report and participating in the entire program were not simple tasks, my supervisors and colleagues who provided me with the proper guidance, and aided me to gather reliable information.

While preparing this report, I tried my heart and soul to gather as much information and data as possible to enrich the report. I believe that it was a massive experience to work in the Educational Consultancy sector and it has enhanced both my knowledge and experience. I believe that these experiences have made me confident enough to work in any reputable professional field.

1.1 Purpose of selecting the Title

The title of this report I have selected with the consent of my internship supervisor. The title is "Internship Report On" Internship Experience at Shabuj Global Education".

1.2 Origin of the Report

This Internship report is prepared to under the supervising of Ms.Fatema Begum Laboni (Assistant Professor), my internship supervisor in the undergraduate program , BA(Hons) English at DIU. The report writing is an impartial and essential document of my undergraduate program. I got the course for the Fall semester of 2022 and have to submit it in the current semester. I have written this formal report according to the following instructions from my internship supervisor.

1.3 Objective of the report

I have always desired to gain Knowledge about various subjects, as well as explore different types of jobs in my professional life. Fortunately, my goal came true because my internship program for BA (Hons) in English from DIU provided me with the opportunity. I studied a significant amount about the subject of English Language and Literature. My english language proficiency helped me grow up in my workplace .

When I got the opportunity to do my internship at Shabuj Global Education, I took the opportunity. In addition, my academic knowledge benefited me in my internship program at Educational Consultancy. For example, linguistic terminology, EAP, Jargon, discourse, and literature enabled me to undertake in-depth analyses and think critically, and specifically, I made a few deviations from this when I joined as an intern. They are:

1. To have practical knowledge about higher studies in the United Kingdom.
2. To know the usage of English in Educational Consultancy.
3. To apply academic learning practically during my internship program.
4. To analyze the importance of English in Higher studies at United Kingdom.
5. To know about the reputed organization Shabuj Global Education.
6. To gather knowledge about Shabuj Global Education and how it functions.
7. To work in with experts in Educational Consultancy and acquire practical knowledge from them.
8. To adopt the practical implementation of the knowledge gathered in the theoretical course. Hence the internship program worked as the link between theory and practice.
9. To get used to pressure-oriented work and environment.
10. To experience working in groups with colleagues.
11. To develop and apply my computer skills in my professional life.
12. To improve my communication skills and use them properly.
13. To prepare me for the future with patience, energy, and motivation.

Chapter-2

Background

The internship is a compulsory requirement for undergraduate students. So I joined as an intern at Shabuj Global Education. During the three months of the internship period, I attended daily to the organization. I used to work there from 10.30 am to 6 pm, every Saturday to Thursday. I have tried my heart and soul to complete this report writing as per instructions. I gathered the information about Shabuj Global Education, that I have mentioned in this report with the guidance of my office supervisor and colleagues. In the part of the report writing, I have concentrated on my experience working at the educational consultancy, also concentrated how English language is used in the Educational Consultancy, and the analysis of Linguistic terms. As an outcome, I titled the report "Internship Experience at Shabuj Global Education".

2.1 Motivation for the Report

I successfully finished my undergraduate internship at Shabuj Global Education in the fall of 2022. After completing my internship, I am feeling extremely optimistic about myself. I have changed for the better, which is beneficial for my professional career. Working in such a welcoming environment at Shabuj Global Education encouraged me to step outside of my comfort zone so that I no longer have any fear of speaking with people. I now know how to interact with clients and maintain a relationship with a colleague. I received advice and information on the internship program as I was preparing this report which inspired me to strive for excellence, I became motivated and was able to complete the work.

2.2 Significance of the Report

This report is significant since it will provide reliable information about my internship experience at Shabuj Global Education. Additionally, the use of English in Bangladesh's Educational Consultancy sector as well as information about the reputable UK-based Higher studies consultancy institution Shabuj Global Education. Further, it will contain my analysis of the English language terms used in Educational Consultancy. Those who are enthusiastic about the worth of the English language in the consultancy sectors of our country can easily see the condition of this report as it portrays the actual image of many English terms used in the consultancy. Furthermore, the Shabuj Global Education regulator can assist to go through with effective decisions by identifying their strength, weakness opportunity, and threat from my report.

In essence, the main goal of the internship program and report writing is to connect the theoretical knowledge gained over the previous four years with real-world job experience. I am lucky to be able to connect my academic understanding with practical practice. Another relevance of this report is that it will enable me to present my point of view to the audience and get their input on whether or not the presentation is effective. Additionally, this report will provide my experience working in different sector at Shabuj Global Education , also help to know how I used my academic knowledge at my workplace .

This report will conclude by reviewing the entire scenario from my perspective. Therefore this report is significant for the readers. Moreover, my knowledge and experience of the internship will help the prospective intern to learn and get prepared properly. So I must say this internship report has significance because it is a practical experience for a student for future reference.

2.3 Scope of the Report

During my internship period, I was assigned to work in the Shabuj Global Education counseling team, and later to work in their application team. In the counseling team, I deal with people and counseling students who are interested to study in the United Kingdom.

During the counseling, I learn how to talk with people. After completing my internship now I almost know 30 universities' entry requirements and their application process. During my internship, I work with the Shabuj Global Application Team. I learn how to apply for UK higher studies, especially in UK universities.

Even though I only had three months to learn everything. I made an effort to accurately relay this information in my report. This report shows Shabuj Global Education Practices and operations for UK higher studies. This report also highlights my working experience at Shabuj Global Education and the usage of the English language in Bangladesh Educational Consultancy for higher studies. Additionally, it enables me to analyze my excellence and the abilities I acquired while working as an intern at shabuj Global Education. Also, it has covered the descriptions of goods and services of Shabuj Global Education, management, and the structure of systemic functions performed by them. It includes application processing, choosing the right universities for students, ready students for CAS interviews, visa application, and various functions. As I am an intern, I had to perform various tasks such as counseling, gathering information from the university website, handling clients and students, making applications, and visa application, writing SOP for students, meeting with the university representatives, contacting the students, and so on.

Within this brief time, it is very difficult for an intern to learn about the whole process of the entire structure. but I must say that I made an honest effort to think about this area to set up

my report relating to my academic subjects with my professional life experience. The report has been completed to fulfill the requirement for the degree and educational purposes only.

Moreover, it portrays some more scopes that the report can be used such as;

1. To know the activities of Shabuj Global Education .
2. To inform the students of the English department who want to know the uses of the English Language in the Educational Consultancy sector.
3. For Shabuj Global Education, to improve the areas where a recommendation has been suggested.

Chapter-3

Methodology

As three months internship is mandatory for the degree of BA(Hons) program, therefore, I have decided to do my internship at Educational Consultancy. I had certain reasons to do that.

1. I have a plan for higher studies
2. This sector is related to the English Language
3. I have interest to know about the Uk higher study process

I have been fortunate enough that they provided me with the opportunity to work for Shabuj Global Education as an intern. During my internship period, I have come to know about the procedure of report writing from my both supervisors in my three months of internship. In the beginning, I went to Shabuj Global Education and meet my office supervisor and Manager Md.Thuhidur Rahman. He introduces me to his colleagues and staff. He told me to work with the counseling team. I worked under Md Almgir Hossain, he is our operations manager and chief of our counseling team

Within a few days, I got some idea of the necessary papers and required documents for the application. They gave me the portal address to do an application. I learned about my first application task from my colleague Md Ahsan Chowdhury . He is the Head of the application team. And my manager help me to learn about visa application, and he taught me the whole process. He gave me some instructions on how to talk with foreign (Uk) university representatives. And I got the briefing from my manager about counseling.

After one month of my internship, I got the opportunity to make an application for Mohitosh Kumar Nondi, He is a BCS cadre. So I made my first application to the University of Edinburgh.

In this way, I have learned these things, and also observed the way they give services, their relationship with clients and students, the usage of the English language in the Educational Consultancy sector, how much they use English while talking and writing, etc. I have collected all the necessary information needed for my internship report.

3.1 Primary Data:

The primary data I collected from my day-to-day conversations with senior colleagues who are more engaged with Shabuj Global Education Counseling, Application team, and marketing activities, by brief discussions with my Branch Manager Md. Thuhidur Rahman and the advisor of Shabuj Global Education Md Alamgir Hossain, by interacting with the clients /ex-clients of Shabuj Global Education. I also collected data from when I met with the University representatives. During my internship, I got the opportunity for training from our senior team. It helps me to collect data.

3.2 Secondary Data :

I have collected the secondary data from the company's documents written by advisor Md Alamgir Hossain of Shabuj Global Education, by researching and comparing the information of other educational consulting firms on the website, analyzing the reviews and feedback from the official Facebook pages of Shabuj Global Education, i also collect data from Shabuj Global Education website, and took help from Uk Universities website.

Chapter-4

Shabuj Global Education Overview

4.1 Historical Background of Shabuj Global Education-

Shabuj Global Education is a British Council top-listed professional student consultancy founded in 2010. The award-winning company recruits local, EU, and International students for UK Universities (including some iconic Russell Group Universities). At Shabuj Global we are experts in recruiting students from Level 3 Foundation to Ph.D. & DBA. We started our journey in 2010 with just two UK universities. Currently, we are working in partnership with 120+ UK Universities. To serve our clients globally we have 8 branches/regional offices in Africa, Asia, and the Middle East, with a Head office in London. In Bangladesh, we have four Branches. The branches are located in Dhaka, Chittagong, Sylhet, and Khulna. Thanks to our partners, colleagues, and of course our students/clients for helping us to reach where we are no

4.2 Logo of Shabuj Global Education



4.3 Shabuj Global Education Partnership Universities

1. Edinburgh University
2. University of Essex
3. University of Portsmouth
4. University of Aberdeen (SCOTLAND)
5. Anglia Ruskin University (UK,EU)
6. Bangor University
7. Bath Spa University
8. University of Bedfordshire
9. University of Birmingham
10. Birmingham City University
11. University College Birmingham
12. University of Brighton
13. Cardiff Metropolitan University
14. Coventry University
15. University for the Creative Arts
16. De Montfort University
17. University of Derby
18. University of Dundee (SCOTLAND)
19. University of East Anglia
20. University of East London
21. University of Suffolk
22. University of South wells

23. London Metropolitan University
24. London South Bank University
25. Anglia Ruskin University
26. Leeds Beckett University
27. Leeds Trinity University
28. University of Roehampton
29. University of Winchester
30. University of Wolverhampton
31. University of Greenwich
32. Bishop Grosseteste University
33. Buckinghamshire New University
34. Canterbury Christ Church University
35. Northampton University
36. University of Bolton
37. University of Keele
38. University of Surrey
39. Queens University Belfast
40. University of Sunderland
41. Northumbria University
42. Derby University
43. University of Reading
44. Gloucestershire University
45. Newcastle University

- 46 . Middlesex University
47. University of LAW
48. University of Reading
49. Glasgow Caledonian University
50. University of Dundee
51. Arden University
52. University of Nottingham
53. Abertay University
- 54 .University of Exeter
- 55 .St Mary's University
- 56 .Ulster Belfast University
57. University of Chester
- 58 . Southampton Solent University

4.4 Shabuj Global listed UK Top-Ranked University for Business Related Subject

1. University of Edinburgh
2. University of Essex
3. University Reading-Henley Business School
4. University of Dundee
5. University of law
6. Queens University of Belfast
7. University of Exeter

8. University of Nottingham
9. University of Birmingham
10. University of Warwick
11. University of Manchester

4.5 Shabuj Global partner universities who Accepted duo lingo-

1. University of Aberdeen
2. University of East Anglia
3. Queens University of Belfast UK
4. University of Portsmouth
5. University of Reading
6. University of Surrey
7. Brunel University London
8. Surrey
9. Reading
10. Portsmouth

4.6 Shabuj Global partner Universities in London city

- 1) Greenwich University
- 2) University of Roehampton, London
- 3) London South Bank University
- 4) Northumbria University, London
- 5) City University, London
- 6) Newcastle University, London
- 7) Glasgow Caledonian University, London

4.7 Shabuj Global partner Universities who Accepted OIETC

1. Bangor University
2. University of Hertfordshire
3. Birmingham City University
4. De Monte forte University
5. University of Essex
6. University of Chester
7. University of Greenwich
8. University of Huddersfield
9. LSBU
10. University of Dundee

4.8 Shabuj Global partner Universities who Accepted MOI

1. University of ESSEX
2. University of Portsmouth
3. University of West Scotland
4. University of Brighton
5. University of South wells
6. University of Suffolk

4.9 Necessary Documents for application

A list of required documents:

1. Updated CV.
2. Honors Certificate and Transcript
3. Masters Certificate and Transcript
4. 2 Reference letter: 1) Academic from University 2) Official from Job sector
5. SOP (Statement of Purpose)
6. Job experience letter (for Now from current job)
7. Passport Scanned Copy
8. English language certificate

CAS Request Email Documents:

1. Updated Passport
2. Unconditional Offer letter
3. Bank Statement
4. Payment Receipt/SWIFT Copy
5. TB Test Report

Uk Universities sessions-

There are two main intake sessions for UK studies one is the January session another in September, some universities also accept students in the May session

Uk Universities provide Scholarship on 4 things-

1. Merit
2. Academic result
3. Vice chancellor scholarship
4. Government Scholarship

SOP Making Process-

1. You have to write in the first person when you make an SOP
2. First, an introduction is important
3. Why did you select this subject
4. Why did you choose this university
5. Why did you choose this university and why this subject
6. Why did you choose the United Kingdom
7. Use formal Language
8. Conclusion

4.10 Marketing Activities of Shabuj Global Education-

1. Social Media
2. Attend a seminar at different Universities
3. Arrange an education fair
4. Leafleting

Chapter-5

My internship experience

I joined Shabuj Global Education on September 20, 2022. I was supervised by Md. Thuhidur Rahman is our Branch Manager of the Dhaka Office. Later I got the opportunity with their Senior Counselor Md Alamgir Hossain, then I got the opportunity to work with the application team, where Md Ahsanul Karim Chowdhury help me to know about the whole application process. I also learn Many things from Masiur Rahman and Md.Roben Meazi, they are my colleagues.

Being an English Department student to complete the graduation an internship or project is a crucial part after the completion of 4 years course. I have completed my internship at Shabuj Global Education as an executive student counselor. After the 3 months of my successful internship in this organization, I got a permanent job offer in the same position of student counselor. I have chosen this organization for my internship because of the position offered by the company which I thought I am suitable for. As a counselor, an employee must have good communication skills and patience in behavior while dealing with various clients as the counselor representing the company and their service. A counselor's proper way of explaining and communicating must ensure that clients feel a friendly service and behavior on their every visit to the office. My work responsibilities are the same after being employed and I am still getting training for more challenging tasks in the future. I think this sector is suitable for English Department students because communication and English Language skills are mandatory for this sector.

5.1 My duties at Shabuj Global Education

1. My first given responsibility is to be Familiar with Uk Universities, especially which are the partner universities of Shabuj Global Education. And try to remember the university names as much as possible. Then searched the University Website and collect the information.
2. My second given responsibility is to checking every day official email inbox of Shabuj Global Education. I must check if the universities or education solution providers have replied to whom Shabuj Global Education has communicated earlier and has sent emails about the potential students or the affiliation agreements. As a counselor, I will have to make sure no emails are delayed to reply and responses are given instantly or within 1-2 days after discussing with the colleagues , manager or senior counselor.
3. They gave an official phone to communicate with the students or clients. I made the phone call from the official phone for communication purposes. I use the phone and communicate with students easily.
4. I called students from their leads who are interested in UK higher studies. On Sunday and Tuesday at a particular time, I will have to give follow-up calls. In my follow-up calls i contacted with the old clients and potential clients as well. We get the contact numbers in two ways. 1st when any client whether a student /clients visits our office of Shabuj Global Education we give them an assessment form to fill up the form. In that assessment form, they have to provide their phone number and email id, and basic academic information for Uk Higher studies. 2nd is when any new member from the Facebook group gives a text on the Shabuj Global Education official page we ask them to provide their contact number or email that's how we collect those contact numbers, and names and keep them noted in that same excel follow-up file. Hence, we have more than 2500 contact details of both our old clients and new potential clients. If it is an old client who has visited the Dhaka office once and there

is no response from them or they were about to visit but haven't come which is noted in the communication status the file, then I will call them and will ask about their progress in their plan of higher study and will convince them to visit the Dhaka office again, if they have any confusion for which they haven't taken a step. Presently, the clients who still haven't visited the office I call them to ask about their plans related to higher study and give them a clear idea about UK Higher studies, about our services so that the potential clients visit our office for their higher study plan or PR plan. I counsel with clients over phone, if needed. My follow-up call is mainly for gaining clients for Shabuj Global Education. We also get clients during our education fair.

5. After one month of my internship I got the opportunity to work with our application team. Then I made an application for Shabuj Global Education. I learn to apply to almost 30 Universities. I made SOP for the students about their needs. During my second month of internship, I need to make at least one application every day.

5.2 My responsibilities at Shabuj Global Education

1. I need to join online educational seminars in various UK universities both public and private. Therefore I have to look after the arrangement process of the seminar by communicating with the university authority on behalf of Shabuj Global Education and I have to fix the date by balancing other task schedules of manager, marketing manager and meetings of Shabuj Global Education.

2. My other responsibility is to meet UK university representatives when they visit our Dhaka office. I talk with them and help the Bangladeshi students to communicate with them.

3. Shabuj Global arranges 2-3 fairs every year. I invite the students and guests for our Education Fair. I attend my first Education Fair at shabuj Global Education, which was held at Doreen hotel Gulshan.
4. Sometimes I counsel with students and give them the necessary information about Higher Studies in the UK.
5. Searching the universities in the desired country of the client, admission session slot, semester fee, application fee of a particular university, and availability of the desired subject in that particular university for the clients, and provide them information is my responsibility.
6. I also look after the communication between Shabuj Global Education and the authority of UK universities through email. I have given an excel file of top-ranked universities in the UK. All I do is search out the potential contact details of some specific positions such as Country Region Manager, Asian Recruitment Manager, Admission department head, and Registrar to whom I will send an official agreement email to make a business relationship as their agent from Bangladesh.
7. My Branch Manager give me a task to make presentation slides for the meeting. And he always allows me to show the presentation in front of everyone.
8. I am the admin of the business Facebook page of Shabuj Global Education and moderator of the other 5 Facebook groups of Shabuj Global Education. Every day many students and professionals give a text in the messenger of the Shabuj Global Education business page and every day many members give post on those group pages. I have to every day check each text of each potential client in messenger and reply to them instantly if the questions are simple if any query is a bit complex to answer then I have to inform the senior counselor about the query and have to answer them after discussion within 6-8 hours as most of our clients come

from the social sites through the members of our Facebook pages. I have to look that the post given by the members are relevant and related to higher study before approving the group so that the standard of the group stay high and clean.

5.3 My Applied skills (Hard and Soft skills)

Hard skills-

1. Proficiency in a Foreign Language-

During my internship, I met many foreign representatives. I talk with them. I met a representative name Alex Carey. He is a representative of the University of Birmingham. When I was talking to him I faced a little bit problem to understand him. He talked with me very speedy. But as a student in English Department, I am able to talk with him fluently.

2. Typing Speed-

My typing speed is good. Day by day I improve my typing skill. During my internship, my colleagues admire me for this skill. I made many statements of purpose in a very short time.

3. Presentation Skill-

As a student of Daffodil International University, I gave many presentations at my university. I saw many of my colleagues face problems during the presentation. But I am good at presentations. My manager always sends me first to give a presentation.

4. Microsoft Office Skill-

During my internship, I used Microsoft office most to complete my work. I have to call students from the lead and update the phone calls, I used Microsoft office. Microsoft Office is the part and parcel of my daily work. Now I know the advanced level of Microsoft office work.

5. Technical Proficiency-

During my internship, I realized computer literacy is mandatory for every people who are interested to work in Educational Consultancy. When I was at my University I got a course, named Computer Fundamentals. In This course I have learned about the use of computer word, Computer excels, and how to write email properly. So I used these skills at my workplace. And my university provides me with a laptop, so it also helps me to know more about Computer literacy.

Soft Skills

1. Time Management –

Time Management is really important in the corporate sector. When I was at my University I have to follow some rules. University has its,s own time and schedule for classes and exams. During my internship, I also have to follow some rules at my organization. Every day they give me some common tasks, and I have to complete these tasks within 3-4 hours. Like as I have to make at least 10 phone calls within this time. When I was at my University I got a course, the course name was Art of living. In this course, I learn how can we use our time properly in an effective way. And I got the idea about Time Management from this course. So during my internship, this helps me to use time effectively. I made a plan which is the most important work for me, I do the important work first.

2. Communication Skill-

During my internship, I have to communicate with our client. As a counselor of Shabuj Global Education, I have communicated with students over phone calls. At my university, I did a course, which name is Employability 360. In this course, I have learned how to communicate with people effectively. And how to influence people. In this course, I also

learn how to communicate in the corporate sector. So I use this knowledge at my internship organization. It helps me to grow up.

3. Quick Learning Skills-

When I was at my University I did a course Employability 360. In this course, I have learned how to learn quickly. I know some techniques like the Pomodoro technique. In this course, I got the basic idea of how to learn quickly, as like as focusing on a specific thing, Having a clear goal, Set up a daily routine. So I use these skills during my internship. It helps me to learn quickly.

4. Teamwork-

When I was at my University I gave my presentation with my friends, we gave our presentation as a team. And as an intern at Shabuj Global Education, I have to work with my colleagues as a team. When we work as a team we can easily complete our tasks. And I am also a good team player.

5. Problem-solving-

As an intern, I faced many problems during my internship. When I start the application I faced many problems. I took help from my seniors to solve the problem. At my University, I did a course, which name was Art of living. In this course, I have learned how to solve a problem under pressure. So I use this skill at my workplace.

6. Negotiation skill-

Negotiation skills help us to achieve our ideal outcome at the bargaining table, it's essential to communicate what you're hoping. It helps us to communicate with others easily. It is the most important skill for an employee. During my internship period, I use this skill to handle our clients. I made 2 deals with our partner Universities.

Chapter-6

My observation

6.1 Use of Academic Knowledge

Shabuj Global Education is a consultancy firm. So communication is the key in this sector. I am a student in the English Department. So I know how to communicate with others to use the English Language. I met 3-5 University representatives. They are from different countries. So my Manager allows me to deal with them. As a student of the English Department, I can handle them easily. So here I use my English Language skills at my workplace. At my University I also did some course like syntax and semantics, I also did some Linguistics courses, which help me to understand foreign client English easily. During my internship I get benefited most from 2 important courses, One is Employability 360, And the other is Art of Living. In these two courses, I have learned important skills like Communication, Adaptability, Leadership, collaboration, Time Management, Problem Solving, Technology use, Information use, etc. All these things I have learned from my academic courses. At my University, I gave many presentations, so I know how to make effective slides and how to give a presentation in front of others. During my internship period, I gave 2 presentations in front of an audience. So here my academic knowledge helps me to present myself. I use my computer literacy skills at my workplace. In my Employability course, I know how to write a formal E-mail, and I also know how to write a cover letter properly. I use this knowledge when I mail my client. In this course, I get the proper idea about corporate grooming, and how to work under pressure, How to turn a failure into success. I have also learned from this course how to maintain Social skills and Emotional Intelligence. Networking is important in the Corporate sector, I also adopt this thing from my academic courses. All these things help me during my internship.

6.2 Relationship between the Senior and Junior officers

In my observation the relationship between seniors and junior is good. When the junior faces any problems the senior is always ready to help. As a junior employee of Shabuj Global Education, I learned many things from my senior. Without their help learning is impossible for me. Now I can apply to 30 plus universities all these application processes I learn from my senior employee. When I face any problem, they are always there to help me. Sometimes I made mistakes, but they encourage me to overcome the situation. The relationship between seniors and juniors at Shabuj Global Education is really good.

Chapter7

Swot Analysis

Strengths

1. Our standardized quality services and enriched knowledge about this consultancy industry.
2. Branches in UK and Bangladesh.
3. Thousands of satisfied students via Shabuj Global Education
4. No service charge is claimed for the UK

Opportunities

1. Shabuj Global generates new clients from its social media groups.
2. Shabuj Global will connect with other countries within January.
3. Many Universities are also connected with them, which is increasing day by day.

Weakness

1. Shabuj Global Education is a growing organization not an old established in this education consulting Industry
2. One of the processes but still didn't build up many established business partners.

Threats

1. Shabuj Global is only working on Uk higher studies. Many consultancy firms also send students to the UK .so they need to increase their country for higher studies.

Swot Analysis of myself-

Strength-

My strength is my communication skill. Now I am working as a counselor at Shabuj Global Education. Every day I talk with many students and clients which helps me to increase my knowledge and connections with people. I can do multi-tasking. My professional qualification and English Language literacy help me to stand out from others.

Weakness-

I am struggling with my Time Management. Sometimes I am not being able to do my work on time. And I have a lack of Knowledge of computer operations. I need to improve my knowledge of computer operations.

Opportunities-

My communication skill helps me to increase my networking with people. It will help me in my professional career. My skills will open a new career path for me.

Threats-

I am not good at the marketing sector. But those who are working in the marketing sector got promotion first. Now the world changes fast. so it is difficult to stay in the corporate sector without professional grooming. I think it is a threat to me.

Chapter-8

Recommendation

It is been 3 months that I am working at Shabuj Global Education as a student counselor. Till now I have been engaged with many official tasks of Shabuj Global Education. Though the seniors are very helpful and the working environment is friendly and good I could like to give a few recommendations about the management.

1. As every day we have to work from 10.30 am to 7 pm and we just get 40 minutes for lunch and for relaxation which is not sufficient for our employees to gain mental strength from tiredness. As a result, the employees start feeling tired at last hour. Also the management should arrange the lunch facilities for employees as buying lunch every day is costly and bringing food for lunch early morning gets difficult for the employees.
2. As we employees get only one day's leave on Friday and in salary policy we have just granted free 12 leaves including casual and medical cause per year. So i think they need to concern about this matter. Many circumstances create unwillingly that we can avoid so we should get more leaves for a medical cause or other issues . An employee's physical and mental peace is necessary for a company's development .
3. Shabuj Global Education should be more considerate about the salary range of the employees to their work responsibilities.
4. Shabuj Global Education has a good image among the target customers. Sometimes we have to deal with clients who are interested to go Australia, Canada, the USA, and Japan but they want the visa processing done by Shabuj Global Education as they have heard about the visa success rate of Shabuj Global Education for Australia, Canada, USA through their

familiar people or the Facebook groups. So I think Shabuj Global Education should partition for countries that have a demand among Bangladeshi students.

5. Shabuj Global need to increase activity at their Dhaka Office.

8.1 Limitations of the Report-

I finished my report on time. It does mean that I didnot face any problems during my internship period, I also faced many problems during my internship period.

1. Data collection-

It is not an easy task to collect all data during this short time. As an intern at Shabuj Global Education, it is the most challenging part for me. I work as a counselor and later on their application team. So I met new people in both sectors. As a new intern student I ask them many questions, and sometimes I felt nervous to ask many questions. Sometimes they are busy with their task. But i tried my best to collect data as much as possible.

2. Time Limitations-

It is almost impossible to learn everything in 3 months. Shabuj Global Education is one the most renowned company in the educational consultancy sector. They are working on 100-plus universities. Every University application process is different from one other. So it is not possible to learn everything within this short time. But I cover most of the things in this short time.

3. Lack of Experience-

As a new intern, I am not being able to understand their work first 2-3 days. My senior colleagues used many short forms, they are talking about many issues, and I just listen to them. But after one month I overcome this problem.

4. Lack of Knowledge –

As a new counselor, I have to talk with students, They ask many questions, and sometimes I am not being able to answer all of these questions. Then I ask my senior and collect all the necessary information. Later I also overcome this problem.

Chapter-9

Conclusion

During my work experience at Shabuj Global Education, I got to know the valuable need of education consulting organizations for the young generation and professional people in Bangladesh, especially government employees. The world is getting technologically and economically advanced day by day and when it is to employment and economy the world has become a global business zone. The young generation wants to be a part of the global economy, and they are interested in higher studies, especially in the UK. We are a developing and densely populated country, and the tendency of going abroad for higher study has raised the scope for better employment and to getting a higher standard of life being a part of modern society . Students wants to avoid political chaos and political issues in the university environment. According to Home office information about 20,000 Bangladeshi students got visa for higher education in 2022. Here in our country where vacancies for the job are fewer than the graduate people there employees with foreign degrees are getting more wages and are in demand in the teaching sector, manufacturing, medical, law, and private job sectors which made the student go abroad to study. A report shows that for Bangladeshi students first choice is UK Universities like Edinburgh and Birmingham. The meritorious students with financial binding opt to join public universities . But they face political problem in Bangladesh. Shabuj Global Education has made a long survey on this data before establishing its Dhaka branch. Shabuj Global Education has recognized these desires of Bangladeshi students about their best future and made a mission to serve their highest quality and professional personnel to empower the young generation. A few years ago Shabuj Global Education got only for students only from Sylhet, But now we recruits many students from Dhaka and Chittagong. Uk higher study is easy for Bangladeshi Students. So students first choose the country UK. And Shabuj Global Education is the most renowned UK based

consultancy in Bangladesh. Most UK top University are the parner of Shabuj Global Education . So, undoubtedly I can say education consultancy firms have chances of potential and profitable growth in Bangladesh.

Chapter-10

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Chapter-11

Appendices

11.1 Image-Counseling with students



11.2 Image-With my Colleagues



11.3 Image-Attend our Education fair



11.4 Image-Meet with the university of Huddersfield representative



