



Daffodil
International
University

An Internship Experience in a Canadian Immigration Center



Submitted to:
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Submitted by:
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Declaration

I am declaring that the internship report which I completed by myself, submitted to the Department of English at Daffodil International University is an original work. I have completed this project for the accomplishment of my course which is titled “Project Paper with Internship” (Course Code ENG-431) under the program of B.A Hons in English. I have been asked to finish my internship on “Observation and Conduction of Counselor in English of Canada Immigration” under the supervision of Nahid Kaiser, Assistant Professor, Department of English, Daffodil International University.

Umma Huny Tisha

Umma Huny Tisha

ID: 191-10-2017

Batch: 46

Department of English

Daffodil International University

Acknowledgment

First, I would like to thank Almighty Allah who has kept me safe during the pandemic. I would like to express my gratitude to the authority of the Department of English, Daffodil International University for giving me the chance to complete my graduation. I am also grateful and very much pleased with my project supervisor Nahid Kaiser, for this direction and guidance which is helpful to complete my project properly. I also want to thank the Director of Gateway Group Limited who gave me the chance to consult with so many clients in his company.

Umma Huny Tisha

Umma Huny Tisha

ID: 191-10-2017

Batch: 46

Department of English

Daffodil International University

Certification of the academic supervisor:

This is to certify that the internship report on Canada immigration at the Gateway Group Ltd is the work done by Umma Huny Tisha as a partial fulfillment of the requirement for the Degree of Bachelor Of Arts (Honors) from the Department of English.

The report has been prepared under my supervision and is a record of the practical work carried out successfully by the reporter.



Nahid Kaiser
Assistant professor
Department of English
Daffodil International University
Date: 26/11/2022

Abstract:

Project paper is content where the whole report will be written in detail. Then our department gives us directions to complete of internship period from any organization, school, academy, or any other institution. Then I started to search for an internship. After that, I found an internship in a corporate organization that is involved in immigrant's people to abroad. When they call me for an interview I was so much excited. After the completion of my interview, they select me as a junior counseling officer. I am always engaged to convenience people and make an appointment with them for an office visit. After convincing them, they agree to open a file and try to fill up all the steps by step. After doing Communicating with lots of people day by day it is increased my communication, understanding, work under pressure and mental strength. Now I easily adapt to any kind of corporate situation and I can able to work with any kind of people. I can make a friendly environment with my colleague easily. People understanding are one of the most powerful strengths which I gain by doing this internship. After completion of my internship, I make my internship report utilizing my all understanding and knowledge.

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CHAPTER: 1

Introduction

I am Umma Huny Tisha, a student in the English department at Daffodil International University. I did the Internship at Daffodil International University as part of my four-year Hons Degree.

English is the mother tongue of 378 million people around the world at present furthermore 743 million individuals speak English as a second language. In our country, English is also spoken as a second language. The English language is important in all sectors such as education, foreign, travel, Business, and media.

To connect with the progress of the world, we must be good at speaking and learning English properly. I think English is used very much in immigration. I recently counseled in a consultancy firm under the supervision of Zannat Islam and observed the current scenario of migration on a Bangladeshi firm. This internship gave me a clear perception of the corporate sector.

I worked in a migration firm. Their main work is to counseling with people and processes the file two programs. One is PNP (provincial nominee program) and another is Express entry. To apply for this program eligibility CRS score is needed. Immigration candidates in the Express Entry pool are ranked against one another using the Comprehensive Ranking System (CRS). The highest-ranking candidates receive an Invitation to Apply (ITA) for Canadian permanent residence.

Another thing is NOC. The NOC is a system used by the Government of Canada to classify jobs (occupations). Jobs are grouped based on the type of work a person does and the types of job duties. Many of Canada's immigration programs use it to decide if a job, or type of work experience, is valid for that program's criteria. For instance, if a person wants to apply as a skilled worker they should check the NOC to see which jobs are considered "skilled" (NOC Skill Type 0 or Skill Level A or B).

An Educational credential assessment (ECA) is used to verify that your foreign degree, diploma, or certificate (or other proof of your credential) is valid and equal to a Canadian one. There are different types of ECAs. You need to get an ECA for immigration purposes.

CHAPTER: 2

Background and objectives:

An internship is the position of a student or trainee, who works in an organization, sometimes without pay, to gain work experience or satisfy requirements for a qualification. It is a job training program usually completed within 10 to 12 weeks or during an academic semester. An internship helps to develop an understanding of the world of work and an awareness of your skills and abilities. The internship is necessary because it helps develop your professional aptitude, strengthens your personal character, and provides a greater door to opportunity.

I have been working as an intern in the consultancy firm “Gateway Group Ltd.” which works for Canada immigration. People are permanently shifting from Bangladesh to Canada through Permanent residency. There are many valid reasons to choose this sector. Like, in my personal opinion, I always wanted to do my first job in a corporate office. I like their rules, regulations, and working method. In my academic sector, I am a little bit weak in speaking skills. As we know in a consultancy firm their main work is to do counseling with people. And my organization also does counseling with different clients about migration. Sometimes the clients are from our country or sometimes they maybe foreign citizenship. So, sometimes we counsel them in our mother tongue or sometimes in the international language. For this day by day, my speaking skill is getting better than previous. That is one reason to choose this corporate sector.

Another reason is I want to go to another country to pursue my higher studies. So, all the time I am very eager to know information about other countries and their system, government, law, etc. Canada is suitable for higher studies. Through this organization, I know very well about the Canadian immigration sector. Like, their provinces, procedures, requirements, eligibility for application, point calculation, draws, ECA, IELTS, CIC news and so many things. I think this information is very effective for my future plan.

By counseling the clients, I have developed my communication skill. We all know that communication is very important for the job sector. Through this, I can share my ideas, and thoughts with others. To do my job effectively, I have to discuss problems, request information, interact with others, and have good human relations skills – these are all part of having good communication skills. For these reasons, I select the organization to complete my internship. Through this internship, I prepare myself for a job.

CHAPTER: 3

Methodology

The method used to achieve the objective of the project will accomplish a perfect result. To evaluate this project, the methodology is based on System Development Life Cycle, generally, three major steps, which are planning, implementing, and analysis.

At the very beginning of the internship, I was a little bit worried but our supervisor was so helpful and friendly that I finally enjoyed the mission. She helped us understand the whole thing and made it easier for us.

Search internship

At first I am very worried about my internship. I am very confused that what type of work I can do properly. Then I search for internship offers online. There are so many offers on the Facebook page. I search lot of pages to do my internship. I give more time to think that as I am a student in the English department which work is related to my study, helpful for my future job life, developing my skills, etc. then I drop my CV in many organizations through email.

Call for an interview

I drop my CV in many corporate sectors. After dropping my CV, some days later a corporate organization call me for an interview. The organization's name is Gateway Group Ltd. they call me and says to go to their office for the interview and also send their location.

Interview process

On the selected date, I go to their office and the receptionist told me to wait some time. Then they take a written test and give me 20 minutes to write the 5 questions. The question is, why did Gateway hire you, what is your most excellent skill, are you working under pressure, etc? I complete my writing given time. After some time HR will take my viva. She asks me to introduce myself, and about my family. She also informs me about the timing of organization, salary, etc.

Selection

After 2 days of my interview, I get a call from Gateway group and inform me that they selected me as a junior consultant, and go to their office with my academic certificates and national ID card photocopy. After that day, I go to this office with my all academic certificate and identities. The HR manager and Chairman make a formal interview as a cup of tea interview.

Placement process

- I. I went to the office with my necessary documents and fill up a form.
- II. I give the organization my concern letter which was given to me by my university.
- III. After that, The HR gave me the appointment letter for 3 months internship.
- IV. I sent my appointment letter to my department and they give me a forwarding letter to submit to my office.
- V. After completion of all the papers, I joined my office on 1st August.

CHAPTER: 4

Organization details:

My organization's name is Gateway Group Ltd. it is situated in Dhanmondi, Dhaka. There are 15 employees in the office. Educational qualification of every employee Hons and Masters. The dress code of employees must be formal. It is a private office. This organization works for people last 12 years. It has been guiding and assisting skilled and talented professionals within the visa process and they work only for Canadian immigration. Here is the place for processing immigration. They did not provide any visa or any other things. They only process the application through the Canadian online portal. The organization has an authority-based website and Facebook page. It is also a most trusted & reliable Canadian immigration consultant. Lots of people are making their immigration from this organization and they are very happy with their service.

Name: Gateway Group Ltd

Location: Dhanmondi

Time of establishment: 2012

Buildings: 1

Number of employee: 15

Employee's qualification: Honors & Masters

Dress code: Formal

Economics: Private

CCTV monitoring: Yes

CHAPTER: 5

Internship activities:

5.1 Observation:

I worked in the migration sector. And it is a high-skill migration. People will migrate through two programs. PNP and express entry. In the PNP program people will apply for Canada immigration only for some selected provinces like Saskatchewan, Manitoba, Ontario Alberta, etc. and their requirements are the main applicant must do his or her bachelor program, complete ECA (Educational credential assessment) it means to evaluate the educational qualification of people in the Canadian system, must do IELTS (GT) program and minimum 5.5 scores needed. Applicant must have 2 years of work experience. Another optional thing is adaptability. If any relatives or friends of applicants permanently live in that province, for this the applicant gets 20 points extra, which is very effective for migration.

Another program is an express entry. In this program, applicants will apply for PR in the whole of Canada. As with the PNP program, the requirements are applicant must have a bachelor's degree, an IELTS score minimum needed 6.5-7 if the applicant's spouse also completes IELTS, extra 5 points are added, in the express entry program the applicant must need any job offer in Canada and other requirements are the same as PNP.

As my working station was a corporate office and they were migrate people from Bangladesh to Canada. My department head's name is Jannat Hasan, senior consultant of Gateway Group Ltd. in my team there are four members. The senior consultant worked with file observation and other members work to collect clients' cv, data and phone numbers through email and Facebook ads. And then contact with a client and offer them to visit our office for further details. They were then counseling with them based on migration. If clients are interested and show a positive response then they process their files. The client also pays us. We provide clients with the IELTS program. Another thing is our Gateway Group is also a registration center of the Idp and British council.

5.2 My responsibilities:

As we processed only Canadian immigration, first of all, I studied the two programs PNP (provincial nominee program) and express entry. My responsibilities were to call the clients, who are interested in migration and talked to them about their profile like educational qualifications, work experience, and IELTS. If they were eligible to apply I invited them to visit our office. When they came to our office I talked about the whole process that how to apply, which papers are needed first, completed the ECA, etc. I hardly try to convinced the client to work with us. Last I talked about our payment system and our promotional offers. I

also informed them about we will give the IELTS preparation and must work on the ECA profile but the client will pay the ECA fee in Canadian dollars. ECA means educational credential assessment. Which is to evaluate their educational qualification. If they worked with us they have to pay our 1st installment as the signing fee. Then step by step we will work on their file. When I was counseling my clients through this I developed my communication and speaking skills. Most of the time talked with my clients in English because it is an international language. Good relationships built with some clients. Sometimes I worked to process the file. Which program is better for the client? To search best NOC for the clients.

5.3 A sample case study:

Me: hello sir, how are you?

Client: I am fine. And you?

Me: I am also fine. How can I help you sir? What are your quarries?

Client: I want to migrate with my family. What are the requirements for Canada immigration?

Me: you must complete your bachelor degree, IELTS, ECA etc.

Client: I complete my M. A program. And also done my IELTS.

Me: that is excellent. Now you have to complete your ECA. Which is evaluating your educational qualification. If you want, we will complete it.

Client: how much I have to pay?

Me: you have to pay 305 Canadian dollar. If you want, you also pay this amount through your credit card.

Client: I did not have any credit card. Please you pay that and done my ECA.

Me: ok sir. Thank you for visiting our office.

Client: you welcome.

5.4 Things I have learn as an intern:

The candidate's application for provincial nomination under SINP is assessed based on the factors like education and training, Skilled Work experience, language proficiency, age, and connection(s) to the province. As mentioned before, candidates need a minimum of 60 points to be eligible for provincial nomination.

Selection Factors (Saskatchewan point's calculator)

Factors	Maximum Points

	Awarded
Education and Training	23
Skilled Work experience	15
Language ability	20
Age	12
adaptability	20

To apply for a PR visa, applicants must score at least 67 points under different conditions. These parameters encompass:

Age

Education

Work Experience

English language skills

Adaptability points

Arranged employment in Canada

The maximum points you can obtain for these factors are as follows:

Factor	Maximum Points Available
Language skills - in English & French	28
Education	25
Work experience	15
Age	12
Arranged employment (job offer in Canada)	10
Adaptability	10
TOTAL POINTS AVAILABLE	100

CHAPTER-6

Limitation of the study:

The internship is very helpful for me, but there are also some limitations, which I find the hole in the journey of the internship. For example,

Time limitations

As I work in Canada skilled immigration fully studies base. because every day new informative things are coming: Updated the news portal, requirements, eligible points, different provinces draws, etc. So, it is not possible to learn all the things in a specific time. My internship period was only 3 months, so due to this time, I could not acquire all the information properly. More time is needed to work on this area. If the time is more than 3 months, I think I could learn all the information and acquire more knowledge about immigration.

Academic limitations

I was very lucky to have a senior supervisor, but unfortunately, she was very much busy schedule with her professional activities. As my supervisor was the senior consultant, All the time she was busy with consultancy, file submitting, meeting and so much work. She had the responsibility to teach me all the work properly. For her work pressure, I always tried to get the time and some direction from her valuable time schedule and brilliant ideas. This was really a good opportunity to learn something very special from her.

Confidential limitations:

When I was to counsel with clients sometimes they asked me lots of questions and I had to answer those questions. But time was very short. Our organization declared we have to complete the counseling session within 20 minutes with each client. In that situation, I face a little bit problems. As I was new in this sector, I did not know all the information about immigration. Sometimes clients asked me some typical question which the answer is unknown to me. Then I face great trouble. Lack of information I could not provide them with actual news. And also my seniors did not give me that information about immigration. I think I handle this situation if I had enough experience in the migration sector and know about huge information about this. Sometimes many clients did very rough behavior which is really very painful and I really did not have this type of confidence to control the situation. If my official supervisor gets leave then I have to control all the clients those were visited the office

that day. This time I was very weak to control some clients those are very much educated about migration.

Other limitations:

As an intern, if I had to do an internship for around 5 to 6 hours a day is enough to complete my internship. But I had to an around 8 to 9 hours 6 days a week. This was really very hard to do my internship with some mental pressure. For this, I could not did the rest of the work properly. At the end of my internship, I really got sick day by day. Every day I had to wake up early in the morning and go to the office at 9 AM. After the end of my day, I had to move to my house in the evening of the day like 6 or 7 PM. Sometimes it was 8 or 8.30 PM. and I could not get the energy to complete my report paper day by day.

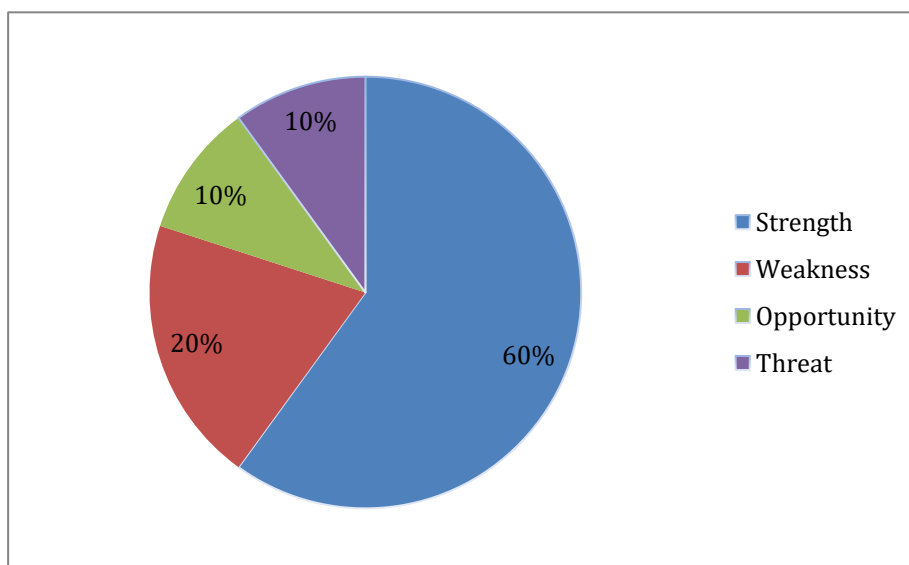
CHAPTER-7

Observation and findings:

Through my observation and experience, the environment of my workplace is very suitable for females. The safety security system is very well. Only female employees work here. Every day in the 1st hour of the office must read all of the member's CIC news. Through that news, we come to know about the draws, eligibility marks, which province wants more people, etc. every hour check the Facebook ad and reply to the conversation and comments. Note the numbers in a paper which is shared with clients online. Each day must call a minimum of 20 previous clients who are visiting our office but do not respond to anything. Always be prepared for counseling with the clients. The relationship between colleagues is very friendly. Everyone respects each other. And help each other in any of the situations. Make easy payment package so that clients take their decision by their choice. Legally files are processed and submitted Canada immigration portal.

To discuss the findings, I am discussing SWOT analysis:

SWOT (strengths, weaknesses, opportunities, and threats) analysis is a framework used to evaluate a company's competitive position and to develop strategic planning. SWOT analysis assesses internal and external factors, as well as current and future potential. Most commonly, SWOT analyses are used at the organizational level to determine how closely a business is aligned with its growth trajectories and success benchmarks. If we give a closer look at these definitions, we can understand that SWOT is used in the corporate world from an objective point of view by externals to evaluate their competition.



Day by day, immigration policy was changed. Sometimes I deliver some information to my clients and after a few days the information will be changed and this is a big thread for me to gain people's trust. People think that we are fake people and provide fabricated & false information to them. But this is really not true and when people get this updated information they did very rough behave with us and thought a wrong idea about us. After counseling with clients when they agreed to open a profile and at the end of the day they get ITA but sometimes when they submit all documents but not getting the visa and then they make so much trouble.

CHAPTER: 8

Recommendation:

At the very begging, when people come to office for open a file they took Tk. 90000 for just singing charge which is needed in any stage ok processing.

After getting ITA, officer should to submitted all kind of documents with very careful, otherwise ITA can be declined.

They should to appoint an officer for submitting documents who can be very expert with this single work.

Office working days should be changed to 6 days to 5 day which will be creating a good working environment.

CHAPTER-9

Conclusion:

English is not just used in everyday situations — it is also used in businesses and professional settings all over the world. Learning English is not just a fun and interesting thing to do, it is an important career move. English has undoubtedly emerged as one of the most common languages in the world, especially in the job market. It is an essential language of communication. Fluency in English language is a must to succeed in today's business environment. Every year thousands of students enter the job market. What differentiates one candidate from the other in most of the cases is their communication skill. A candidate who has greater fluency in the language is preferred over the candidate who lacks the fluency. The world economy is emerging as a global village and knowledge of the English language makes you eligible for global opportunities. Also, there are immense opportunities for self-employment as well.

I am very much happy to say that I was completing my post-graduation from Daffodil International University. Then our department gives us directions to complete an internship period from any organization, school, academy, or any other institution. Then I started to search for an internship. After that, I found an internship in a corporate organization that is involved in helping people to go abroad. When they call me for an interview I was so much excited. After the completion of my interview, they select me as a junior counseling officer. I am always engaged to convenience people and make an appointment with them for an office visit. After convincing them, they agree to open a file and try to fill up all the steps by step. After doing communicating with lots of people day by day it has increased my communication, understanding, work under pressure and mental strength. Now I easily adapt to any kind of corporate situation and I am able to work with any kind of people. I can make a friendly environment with my colleague easily. People understanding are one of the most powerful strengths which I gain by doing this internship. After completion of my internship, I make my internship report utilizing my all understanding and knowledge.

Appendix:

Faculty of Humanities
and Social Science

Office of the Department of English

July 30, 2022

To Whom It May Concern

This is to certify that Umma Huny Tisha, daughter of Mr. Md. Babul Hossain and Mrs. Mahfuza Akter, ID No. 191-10-2017, is a regular student of BA (Hons) in English. Her academic performance is satisfactory. Her medium of instruction is English.

She bears a moral character and pleasing personality. To the best of my knowledge, she has not been involved in any anti-disciplinary activities during his stay at this university.

I wish her every success in life.

Liza Sharmin
30.07.2022

Dr. Liza Sharmin
Associate Professor & Head
Department of English
Daffodil International University



Ref: Internship Placement//222

Date:16-08-2022

The Manager
HR & admin
Gateway Group Limited
House 55-A,Road4/A,Dhanmodi,Dhaka-1209

Subject: Request for Internship Placement

Dear Sir,

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

I would like to draw your kind attention that **Umma Huny Tisha, ID Number: 191-10-2017** has completed 120 credit hours in 39 courses from the Department of English. It would be highly appreciated if you could kindly allow her as an Intern at your esteemed organization.

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

With the best regards,

Liza Sharmin
.....17/8/2022

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





Gateway Group Ltd.

Date- 15 Oct, 2022

Internship Completion Letter

This is to certify that Umma Huny Tisha joined 1st August, 2022 at Gateway Group Ltd. During the internship period, she works under her supervisor in a highly qualified and professional way.

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

We wish her great success in the future.

Afroja Begum
HR and Admin Manager

Corporate Office

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