



An Internship Report on

“Investigation on Student’s Mindset about Higher Study and Service of
WELS Education”

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Declaration

I hereby declare that the thesis paper entitled “Investigation on Student’s Mindset about Higher Study and Service of WELS Education” which is submitted to the department of English at Daffodil International University is a record of my original work which is completed by myself under the supervision of Farjana Yesmin, Lecturer of English Department, Daffodil International University. And I also state that this report was submitted in partial fulfillment of the requirements of the course Project Paper with Internship of the degree Bachelor of Arts in English.



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Certificate of the Supervisor

This is to certify that the intern, Nazmus Sadat Prince bearing student ID 191-10-1941 has undertaken the course project paper with Internship with me. For her thesis, he selected WELS Education, and he maintained regular communication with the facilitator in the organization. He observed his senior employee and then practiced it for three months. During this whole process, he was in touch with me and asked for my guidance on regular basis. As she fulfilled all the conditions and completed all the procedures of the course, the intern is now qualified to submit her report subject to the evolution of the panel of examiners. He must present the findings of the report in front of the panel of evaluators. During the internship period, I found him sincere, hardworking, and enthusiastic.

Farjana
12/6/22

Supervisor

Farjana Yesmin

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Acknowledgment

First of all, I would like to express my sincere gratitude to Almighty Allah for giving me this opportunity to build up myself in a very short time. Doing an internship in an organization can help me every step of the way. Since it is an internship, an integral part of the BA course whereby you acquire skills and implement them in future life. Now I am really confident about myself that I was not before. Now I am looking forward to doing something great in my upcoming life.

Secondly, I would love to show my deepest respect to my supervisor **Mrs. Farjana Yesmin** who was really helpful during my whole intern period. I could not complete my internship without her super support of cooperation. Her extraordinary guidance at every step helped me complete my work successfully. I will always be indebted to her for her excellence.

And I am also grateful to Mr. Obayedullah Khan Kajal, the chairman of WELS Education, who gave me the chance to do my internship in the organization.

Last but not the least, I am thankful to the officials of WELS Education for cooperating and teaching me in fulfilling my internship journey.

Abstract

This report presents the mindset of a student and their lack of thinking about higher study. This research also shows how a firm abuse a student's life based on their lacking knowledge and their thinking of studying abroad using shortcuts. As students think to study abroad using illegal ways, consultancy firm also chooses the illegal way and scams them mercilessly. Most students have a tendency to study abroad without doing IELTS. This is the most common problem which is seen doing this project. They do not understand that without IELTS, how can they gain a foreign degree? English is an international language and it is used all over the world. They have a bad tendency of studying abroad but they will not learn English.

The second part of the report highlights the consultancy services of WELS Education, its marketing strategies, and the implications to make WELS Education the best consultancy firm in Bangladesh.

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Chapter 1.0 Introduction

1.1 Background

In my BA program, we got three options and we had to choose one option from there. We can choose Teaching or Research or Internship. From that option, I chose an internship because I gave value to the experience of observing today's situation. I used to work there during office hours 10 am to 7 pm, every Saturday to Thursday. I had a lot of options to intern anywhere but I chose an international organization because of my intention to higher study. And I got the opportunity in WELS Education and I grabbed it. Some of the things also came to my mind that working in these types of organizations can also boost my confidence as well as give me the chance to meet foreigners and I could know them as well as my level of speaking will spread out. Then I went for the interview thrice. After a time, I got the opportunity to intern there. I worked full three months which is a completely new experience for me.

As I have a vision for higher study, I know how important the English language is for students who are thinking of studying abroad. Not only for higher study but also working in any place, English is a must needed language for any individual. After joining here, I got an excellent environment to gain experience. Before joining here, I had a negative idea about these international organizations. So, I had to choose very carefully. I heard most people saying that these types of organizations are really nothing but a fraud. For that, it was also my concern to check whether the statement is true or false. I searched different organizations and found WELS Education very clean.

Working with various clients and different organizations, I got an idea of why people say this. I found most organizations had bad intentions and scammed people for their own profit. But it does not mean there are no good organizations that can help people genuinely. There are some organizations that help people build their futures.

People must have some knowledge of these types of organizations. They must be checked with different criteria to make sure whether they are genuine or fraudulent. In this era, all things are given online. So, those who will work with these organizations must have technical knowledge

as well as educational knowledge. If they can check it, there will be no option to scam people.

So, this project will not help me but also help people to know the actual situation of how they work, how they deal with students, and how they meet the foreign university.

1.2 Objectives

From childhood, I have always desired to gain knowledge in various areas and explore different types of jobs. When I came to university, I got to know that to do better in my future career I have to be experienced in every field as much as possible. I learned a lot of things by enrolling myself at Daffodil International University. As a student of English Literature, I learned different areas which I had never been taught of. This course has also allowed me to implement my skill and study, which I have learned throughout the year. Furthermore, I now know which sector suits me most and which type of job will be available for me.

- Why do students use shortcuts for higher study?
- To observe a lack of knowledge in higher study
- Why do students ignore IELTS for university admission?
- To explore how counseling impacts a student's career.
- To examine how a firm can build or destroy a student's career.

Chapter 2.0 Methodology

2.1 Selecting the institution

When I came for the internship, it was really tough for me to choose the organization. As I intend to do the internship in an international organization, so I had to choose it very carefully. Everyone has a negative impression of this type of organization. So, I had to see the organization first whether it is good or bad. Then I decided to choose the organization ‘WELS Education’ as my internship place. That was really very comfortable for me to work there as that organization had a good impression from the very beginning.

The reason I chose the organization is that I was really impressed after talking to the chairman of this organization as his intention and work were very fair and legit.

2.2 Selecting the designation

My designation was “Student Consultant” and I had to deal with students studying different courses. It was tough for me to choose the post I was fit for. But the designation ‘Student Consultant’ suited me as the authority looked after me and saw that my communication skills were quite impressive. I had to help them to select institutions and subjects, and also assist in visa processing. During my internship, I was able to develop some additional soft skills like communication, teamwork, and flexibility. This internship was a perfect opportunity to apply some of the knowledge that I have learned in previous courses. My responsibilities as an intern in WELS Education were also corresponding with the important personnel of foreign universities, looking after the arrangements of career seminars, and helping the clients with their basic queries, etc. Finally, I learned how the depot works, its different departments, and how the personnel from the different departments work together to achieve the depot’s mission.

2.3 Selecting Facilitators

- Mostofa Kamal- International Relation Officer, WELS Education
- Haifa Islam- Chief Student Consultant, WELS Education

2.4 Counseling Training

During Counseling observation, I had to follow the consultant how they talk, how they convince, and how they give service. I followed every single step of them. I found that so interesting while they talk to the students for their support. They ask for a lot of information about their future course. They also ask for the IELTS queries, in which course they will enroll in their higher studies. They had a lot of queries regarding their job life, professional life, etc.

2.5 Answering Students

After a period of time in training, I became more confident about my job. I came to know what to say or what not to say. Then I tried to give my experience on other students helping them. I tried my level best to query all their questions. I had to deal with them so softly. It also took 1 hour for me to counsel a student for their various queries. I had to answer all the queries with my patience for the betterment of their life. Then my authority used to take their review on how I served them. I felt so good when every time I get an appreciation for my best service to the students.

2.6 Self-Assessment

After observing everything from official to outside, I realized how I should counsel the students and in what way students can rely on the consultants. I have corrected all my mistakes and prepared myself in a convenient way according to their needs.

Chapter 3.0 Institution Details

3.1 Company Overview

‘WELS’ Education is one of the most reputed companies among all companies. It started its journey in the middle of May 2022 through social media because of the huge responses of people from its social media. WELS Education established the Dhaka office in July 2022. WELS Education has 4 branches, one in Bangladesh which is considered the Head office. The two branches are in Australia and the other is in the UK. WELS Education is working with more than 10 countries as the representatives of top-ranked colleges and universities of these countries. It provides in-depth guidelines and support to students who are seeking help for foreign higher study. WELS Education’s mission is to provide a high standard of ethical and quality service to empower students. WELS Education conducts career seminars in well-known universities and colleges in Dhaka and also in other districts. These measures are creating and spreading the brand image of WELS Education among the students. Moreover, WELS Education has designed an ‘English Spoken’ course to improve speaking skills which is getting good responses from clients and working as another competitive advantage. WELS Education helps to select institutions and subjects, and assists in visa processing, credit transfer, and gaining foreign scholarships. WELS Education conducts IELTS courses by the top skilled instructor of Dhaka. The services of WELS Education are free of charge. WELS Education conducts career live sessions online and shares informative news about foreign studies and articles from top-ranked universities on these sites.

3.2 Logo of WELS Education



3.3 Mission of WELS Education

- To make it easier and more convenient for the students.
- To make awareness among the students
- To support bright students in their future
- To give the legit information to the students
- To give a crystal clear idea to the audience
- To become the best Educational Consultancy

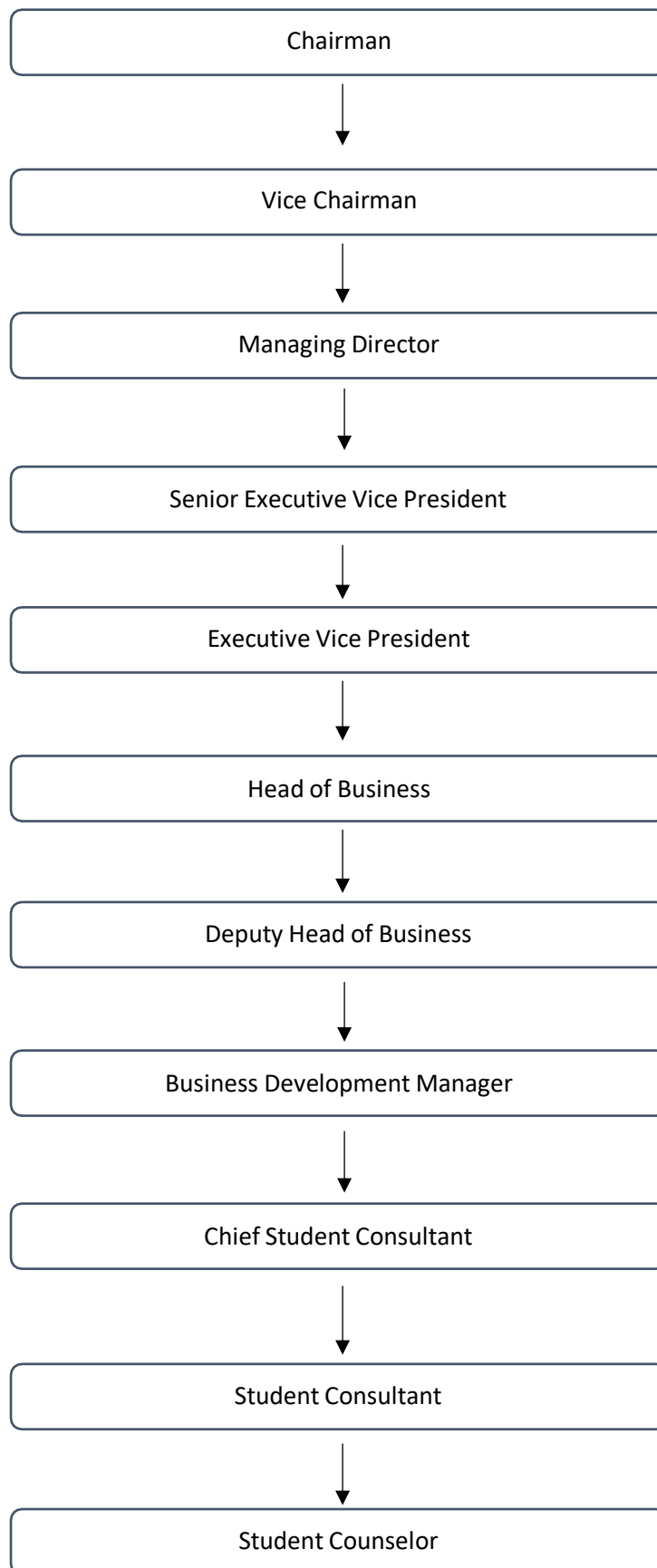
3.4 Vision of WELS Education

WELS Education's vision is "Seeking quality and building career"

3.5 Values of WELS Education

- **Honesty:** WELS Education Believes in honesty. They are committed to serving anything with super honesty.
- **Transparency:** WELS Education loves to do its work with clear speech. They love business giving the most value in their transparency. We build trust with our transparency.
- **Efficiency:** In any endeavor, efficiency implies perfection; We strive to ensure complete contentment.
- **Accountability:** Being responsible and above suspicion is what it means to be accountable: we must be present.
- **Religiousness:** Regarding the bliss of religious ethics, WELS education enhances economic well-being.
- **Innovation:** Our minds and eyes are open to new ways to improve the quality of life for people who use services.
- **Flexibility:** We strive for excellence by being flexible. Better understanding and satisfaction follow.
- **Security:** We keep working to make sure that all of our products and services make customers feel safe.
- **Technology:** We are constantly on the lookout for new developments in order to provide our clients with the greatest convenience because modern life is so dependent on technology.

3.6 Organogram of WELS Education



3.7 A list of WELS Education Scheme

- Basic Grammar
- Spoken English
- IT
- 'A' Level & 'O' Level
- IELTS
- Overseas Admission

3.8 Marketing Activities of WELS Education

Marketing is a very important factor for every company. An organization's marketing activities are what it does to get new customers and increase sales in its market. WELS Education uses marketing to create awareness among people and attracts customers. For a greater service of marketing, we offer different courses and different strategies.

- WELS Education offers free two classes before IELTS Admission.
- WELS Education takes no opening charge for any file.
- WELS Education apply a free service charge for overseas student.
- WELS Education gives a discount for a brilliant poor student as well as a simple discount for common people.
- WELS Education always believes in honest work, so it does not work without IELTS

Chapter 4.0

4.1 Observations & Findings

During this internship, I observed WELS Education so closely and got to know many things about this type of organization. Those organizations are increasing rapidly nowadays. They come with different alluring ideas which make students attracted to their company. They use different posters or AD which show higher study is easy to get and they become desperate to get them without thinking anything. During this time, I counseled 20-25 students and I found mixed mindsets of the students. I got some findings that are really unpredictable.

The first finding is most of the students use shortcuts as well as illegal ways to study abroad. They use MOI, Duolingo, etc instead of IELTS. I observed they use those mediums most of the time. Because mediums like MOI, Duolingo, etc can be done illegally. Other students can proxy them. Different companies use their marketing based on MOI, Duolingo, etc. They create AD by posting different writing like- Study without IELTS, MOI accepted, etc. So, the students go there. But if they are told they need IELTS- they say it is possible without IELTS. And there are some groups who use illegal marriage certificates to study abroad. For example- A candidate has no qualifications. A note to be taken- Most of the candidates are boys. As they do not have any qualifications, they search for a candidate who is qualified and they show them to the university as their spouse. In this way, they go abroad using shortcuts.

The second finding that I observed is they have a huge lack of knowledge about the higher study. Most of the students are very influential. They have no idea about the process of higher study. They see different things and think that can be possible. But they do not know other companies are using different posters only to attract them. But all these organizations are not really good. Those who lack knowledge get scammed by different organizations. So, the companies make fool of those people and scratch a lot of money for them. There are a lot of organizations that just take service charge and do not work at all. They just take the opening charge saying that everything is okay and that is their profit. So, to study abroad you must need knowledge of every process as well as idea.

The third finding group is huge in numbers. I got most of the students are afraid of doing IELTS. They are ready to do anything except IELTS which is very interesting. I got to know interesting facts about them. Most of them are frightened because they heard that IELTS is as hard as anything. And the fact is most of them are from rural areas. This type of mentality leads a student to follow a shortcut way. At that point, WELS Education is trying to make a change in student mindset. For that reason, WELS Education is offering two free IELTS classes which are making a positive impact on students' thoughts about IELTS. When someone talks about IELTS, WELS Education offers to join free classes to make them realize that IELTS is not that hard. The good story is some of them were convinced to start IELTS and most of them went to others for the shortcuts. This is the success of WELS Education to make a slight change in students' mindset about IELTS.

This project paper also observed counseling which is the most important part of higher study. Through counseling, a lot of things can happen. A student's action depends on counseling mostly on what they will do or not. Most consultants suggest different shortcuts things for their own benefit. They do not think about the students' careers. Counsel impacts a lot on a student's career. WELS Education always suggests processing fairly which is a positive motive for all students. WELS Education always maintains quality. It does not work on any files without IELTS or any shortcut way. So, this spreads a positive message to all the students. Though many of the students go to other companies and seek a shortcut, WELS Education feels good when they see at least one student changing their mindset to work legally. A method of counseling changes the way of thinking also for a student. It is the most part of higher study. So, if you talk about higher study you must give extra attention to counseling too. And sometimes different clients come to us complaining that they had been rejected from a foreign university admission for the wrong counseling method by the consultant. So, counseling by an inexperienced counselor can also hamper a student's life.

The last findings explain how the other company works and the difference between the other companies and WELS Education. It also shows how WELS Education is contributing to making careers for students. So, what is the necessity of an international organization for a student? If we look at the answer we will find it easy. An international organization has a lot of experience in the processing of higher study. They get different products which they get

from universities by affiliating. They can be two types- Maintain honesty or do not maintain honesty. They can build up a career or they can ruin it. So, if they want to work illegally they can do it and they can own their profit. So, how can we trace whether they are honest or not? It is hard to trace but there are some ways to ensure whether they are honest or not. If a company guarantees you that your visa will be confirmed, note that they are dishonest. Because it is impossible to say whether you will get a visa or not. An international organization only can predict that it has a possibility to get a visa. That's it. Not more than that. The reason is- Visa officer only knows whether a student will get a visa or not. A company has no way to ensure that.

The other way of knowing whether a company is honest or dishonest is- they will talk about shortcuts. Like you can apply without IELTS. But applying does not confirm your admission. It just gives you the opportunity to apply. After applying without IELTS, most universities will reject you. This rejection costs a huge negative impact on a student's life but they will scratch a lot of money naming service charges, this charge, etc.

Now, if this project talks about WELS Education then you will see a different type of organization that really works for the students. WELS Education works for students without any service charge or opening charge. So, what is their profit then?

They get the profit directly from the university. So, if they were able to do everything clearly to make a student admitted to their desired universities then they get their profit. So, they work with a lot of time, dedication, and honesty. As they do not take any service charges, their only profit comes from university admission. So, they work hard and soul for the students to make their career shine.

Lastly, if I summarize everything, you must note IELTS is mandatory to get a bright future in higher study. Never think to study abroad without doing IELTS. Counseling and company also create a lot of differences between a good future and a bad future. So, we must give importance to IELTS as well as a company or international organization for choosing to study abroad. And we must not think of anything shortcut.

4.2 Recommendation

As a Student Consultant, I have seen so closely everything. Lots of students come to me and seek different help. They also seek help illegally. They also want shortcuts in their study. Many students come from rural areas and they do not have any idea about higher education, so they depend on the firm fully. Some of the things must be noted under consideration. Those are:

- Every student must have IELTS if they want to study abroad.
- They must not run after shortcuts if they want a good future
- They must have a general knowledge of this higher study.
- As all the things are shown online, so they must have knowledge of the technical side too.
- They must look after the firm several times before applying.
- They should not think about illegal ways to study abroad
- As IELTS is genuine, so again it must be prioritized for everyone.
- Always verify what the consultant says.
- All the information is given online. Try to collect the source from a reliable source.

Chapter 5.0

Conclusions

During my internship at WELS Education, I participated in a number of events that helped me gain practical experience performing a specific job in any organization. It's a fantastic chance to learn about real-world organizational work. There is a significant gap between learning about a subject and applying it in the real world. Everything is not kept up with as per the books. WELS Education does have its own business management system, which may not always be consistent with the books. This organization has given me the opportunity to implement my academic education and skills in the real life which will lead my life to another step and I am grateful for that.