

Internship Report on
“My Experience as an Intern at IELTS Excellence Bangladesh, an
IELTS Coaching and Consultation Agency”

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(This report required for the completion of the B.A. in English degree is presented to the
Department of English.)

Date of submission: 28th April 2025

Declaration

This is a declaration that I am M. M. Rakibuzzaman, a final-year student of the Department of English at Daffodil International University. I completed an internship report titled “My Experience as an Intern at IELTS Excellence Bangladesh, an IELTS Coaching and Consultation Agency,” under the supervision of Mr. Md. Rafiz Uddin, lecturer (senior scale), Department of English, Daffodil International University.

I also declare that this project is my original work and the report has not yet been published anywhere else. This information should be used solely for academic purposes.



.....

Sincerely,

M. M. Rakibuzzaman

ID: 212-10-754

Department of English

Daffodil International University

Certification of the Academic Supervisor

This formally attests that M. M. Rakibuzzaman, student ID 212-10-754, has completed his internship report entitled “My Experience as an Intern at IELTS Excellence Bangladesh, an IELTS Coaching and Consultation Agency”. This is a unique work by him. He was under my supervision and submitted the required report for the completion of the B.A. in English degree at Daffodil International University.

I hope he achieves unparalleled success in his future endeavors.



.....

Mr. Md. Rafiz Uddin

Lecturer (Senior Scale)

Department of English

Daffodil International University

Acknowledgment

In the name of Allah, the compassionate and the merciful. To him, I offer my most sincere gratitude for allowing me to study and finish the task in time.

This report has been completed with significant help from others. I thank my supervisor, Mr. Md. Rafiz Uddin, who took his time to guide me to find an optimal institute to apply for the internship. He also helped me to optimize my report as much as possible despite his busy schedule.

I am also obligated to mention some of my colleagues, Mr. Md. Ashraful Islam, Sadman Shagor, Jubayer Rafe and Ms. Anisha from IELTS Excellence Bangladesh, who helped me to understand and experience corporate life. I would like to mention them for giving me their valuable time during their work hours and resting time and for helping me in various difficult positions.

Finally, I would like to thank my friends for trying to help me through various materials and suggestions.

Executive Summary

This paper provides an outline of my experience as an intern at IELTS Excellence Bangladesh. The goal was to gain valuable experience in corporate jobs and provide a detailed overview of the Organization's origin, objectives, and purposes. This paper serves during the internship as a report of various aspects as well as an observation of Organization's personnel. IELTS Excellence Bangladesh is an IELTS preparation center combined with various immigration activities such as consultation, passport & visa guidance, etc. It is a great medium for people who are interested in immigrating but are new to it. Working here shaped my future career, and I have gained a profound experience in immigration trends and processes. I have actively supported this organization's work while bound by their work ethic. The primary intention for this internship was to take the first step into the world of a profession. This internship was worthwhile for my objectives and helped me significantly to acquire the knowledge and experience that is required for my future career.

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Chapter - 1

Introduction

Introduction

As a student of the Department of English, studying for higher education or working abroad is a very lucrative idea. To do so, many students have to go through the IELTS exam and also consult the agency. Frankly speaking, an undergraduate degree is not enough for everyone to master writing, listening, speaking, and Pronunciation. This is why they have to go to an IELTS coaching or a consultation agency such as IELTS Excellence Bangladesh to consolidate their English mastery. This report aims to study how such an organization operates. As it is a startup Organization, and as I am one of the first interns in the Organization, my task was very diverse. Which also helped me to understand the Organization more deeply and gain new experiences.

1.1: Objectives

I have joined this internship to fulfill various objectives besides the academic requirements. They are given below-

1. To enhance knowledge and gain practical experiences in the field of study, work, or travel abroad,
2. To develop strong communication abilities,
3. To actively participate in planning and directing and help with the meetings, seminars, workshops, and activities,
4. To gain strong organizational skills through organizing time or documents,
5. To enhance proofreading and editing skills through scanning the study material of the institute,
6. To stay informed of the advantages and disadvantages of studying abroad,
7. To analyze the strengths, weaknesses, opportunities, and threats (SWOT) of such a Organization as well as myself,
8. To handle the information of the students and write reports about their admissions, payment, and interests, and
9. To obtain professionalism and interpersonal skills in a corporate environment.

Chapter - 2

Background & Significance

2.1: Background

At Daffodil International University in the English Department, students must complete an internship or do research to get their undergraduate degree. Therefore, I started to find and apply for an internship and, at last, landed on the IELTS Excellence Bangladesh. The office starts at 9.30 am to 6.00 pm every day except Friday. To report to my supervisor I had to take a day off every week. I had to gather enough experience and note it down every day to compile it. As it is an IELTS agency, it also requires certain proficiency in English. After everything, the report entitled “My Experience as an Intern at IELTS Excellence Bangladesh, an IELTS Coaching and Consultation Agency” has been completed. The main motivation for choosing this Organization is to gain knowledge about the process of traveling, studying, and working abroad, and to gain experience as an employee who helps to complete such a process.

2.2: Significance

This Internship offered me an impactful insight into the future of higher education and differentiate between the advantages of having a career in Bangladesh or in a Different country. It investigates the usage of English in the IELTS field in Bangladesh. This agency not only offers IELTS services but also Immigration consultation. Which gave me valuable knowledge about the whole immigration process that a Bangladeshi has to go through. Moreover, this report helped to analyze the SWOT of both me and the Organization. This report will display my experience in the education, travel, and immigration sectors.

Chapter - 3

Methodology

Methodology

With the current trend of immigration to foreign countries for education, travel, or as a resident, I thought joining an IELTS-related organization would be a good idea. Furthermore, it is related to my major, which is English. I found this institute with the help of my supervisor. Hence, I contacted them, and they permitted me to join. I was able to enter their organization as one of the first interns, which they were also considering recruiting. My task was to observe and help the permanent employees and the teachers with a variety of work. From miscellaneous to important tasks. I gained valuable insights into education, communication with clients, and other processes such as document handling, immigration, and many more.

3.1: Data Collection Process

I have used various processes to collect data for this paper. The process involves-

Oral surveys: I tried to understand employees' and clients' satisfaction through conversations.

Observations: Observing the Organization throughout the internship helped me to gather more data about corporate jobs.

Experiments: Experimentation with the tasks given to me helped me to gain proficiency in various equipment and technologies that this organization uses.

3.2: Targeted Population

The data collection process helped me to understand market demands, customer preferences, and trends. It was conducted with permission from the CEO, the Operations Manager, and the employees of IELTS Excellence Bangladesh without bothering them as much as possible.

Chapter - 4

Institution Details



Institution Details

Agency Name:	IELTS Excellence Bangladesh
Address:	3rd floor, Raisa Bhaban, Opposite the Metro Shopping Mall, Shukrabad, Dhanmondi, Dhaka, Bangladesh, 1215
Year of Establishment:	2024
Teachers:	2
Students:	200 (Online+Offline)
Name of CEO	Mehedi Hossain Bhuiyan Sakib
Number of staff	10
Ownership	Private
Web link	https://www.facebook.com/share/1HwTD4RJTY

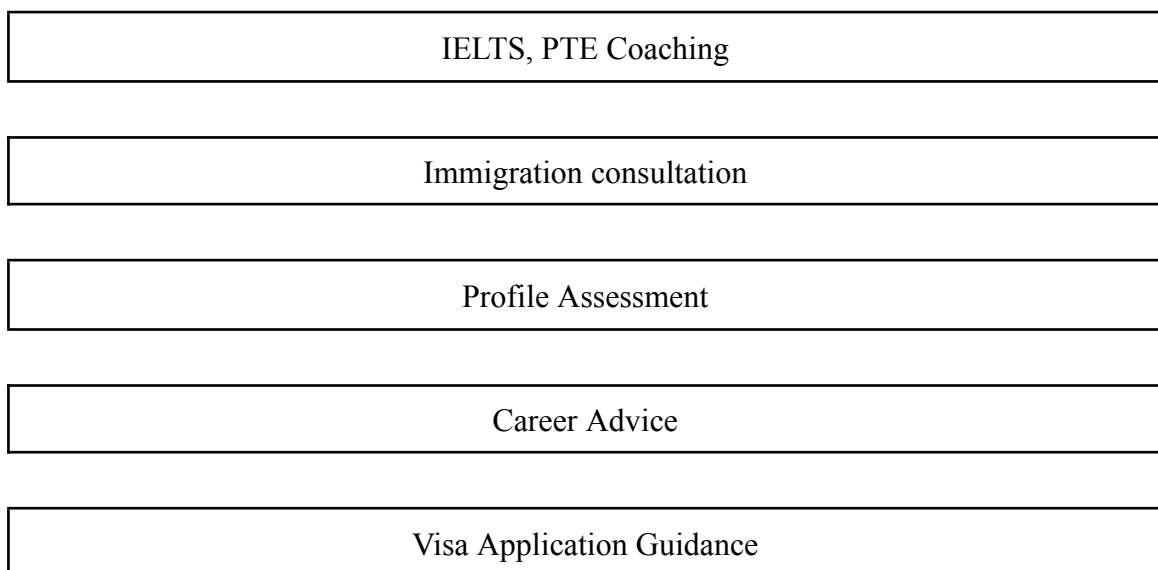
4.1: About IELTS Excellence Bangladesh:

IELTS Excellence Bangladesh is an IELTS coaching center and an immigration consultation agency as well. It is a start up organization. According to its official Facebook page, this organization had its official grand opening on February 22nd¹. It is a start, but the CEO of this Organization M H B Sakib, a renowned IELTS teacher and very competent as a Chief Executive Officer. There are other employees who are very competent as well. They are the operations manager, who was also our supervisor, Mr. Md. Ashraful Islam, the administrator, Sheikh Zubayer Rafe, the editor, Sadman Shagor, and the marketing officer, Ms. Anisha. That is why this Organization is rapidly growing in such a short time. This Organization gives its service to beginners to the experienced, from teaching to consultation, very patiently. For international students or interested students, this organization offers legitimate services for many well-known institutions and universities in the UK, the USA, Canada, Australia, Europe, and many more. They provide their clients with quality coaching and training. They also support them in pursuing their higher education. They offer services on IELTS, PTE, Spoken English, Writing and Grammar.

4.2: Management Diagram



4.3: Professional Services



4.4: SWOT analysis of IELTS Excellence Bangladesh:

With the help of a SWOT analysis of IELTS Excellence Bangladesh, I'll try to evaluate its advantages and disadvantages-

Strengths:

1. Experienced professionals with deep knowledge of teaching and consultation,
2. Clear and concise communication,
3. Wide options for immigration services, and
4. Excellent and reliable customer assistance for the clients.

Weaknesses:

1. It is still a new Organization in a competitive market, which means fewer clients,
2. No Organization website,
3. It only relies on Facebook and WhatsApp, and
4. The CEO has too many responsibilities on his shoulders.

Opportunities:

1. Has the potential to be a bigger agency with the increased demands,
2. Since it is still new, it has many choices for directions,
3. Potential to be the best IELTS Coaching Center, and
4. Can create a branch and be a brand in Bangladesh.

Threats:

1. Has many strong rivals,
2. This Organization is still tiny; thus, small incidents can cause big damage.
3. Changes in immigration processes are diverse, and
4. Diverse political environment.

Chapter - 5

Internship Activity

Internship Activities

Since IELTS Excellence Bangladesh is a startup Organization, as it is my first internship, there was no specific position I worked in at first. At first, what we did was observe for a few days. We observed classes, communication via call or in person, and consultation. I also observed what kind of equipment and software they use to take classes smoothly and keep track of the clients. The first task I was given was to fill up some paperwork. I guessed that it was to test how competent I was at my work. I completed those in two working days; therefore, they gave me a bit more serious task of proofreading their original academic documents. I reviewed them over a few weeks and found some mistakes. I discussed those mistakes with the manager and then with the CEO. He reviewed them and then gave me the task of fixing them. He gave me a laptop with soft copies of those documents. Hence, I became an editor. I did my best to fix them and many other documents together with the task of filling up the paperwork. There are also other tasks I did while I was working there.

5.1: Internship duties

These are tasks I have completed during my internship-

1. Observation,
2. Handling paperwork,
3. Proofreading & Editing of academic and official documents and papers,
4. Content writing,
5. Helping other employees, and
6. Miscellaneous jobs at the Organization.

5.1.1: Observation

I have observed how the classes were conducted in the IELTS Excellence Bangladesh. In the classroom, there are enough technological supports used by the institute for the comfort and concentration of the students. There are air conditioners in each classroom as well as in the office. Furthermore, there are 2-3 types of sound systems for listening practice and projectors for teaching students. Each employee has their own laptops, desks, and office chairs provided by the Organization. Overall, this startup Organization has every convenience and technology that a full-fledged Organization would have. This

observation helped me to shape my overall view of a working environment. The observations I had were on these aspects-

- Classroom & office,
- Jobs that every employee and teacher works on,
- Equipment,
- Technologies,
- Kitchen,
- Hygiene etc.

5.1.2: Handling paperwork

Paperwork was the first and consistent task I did as an intern. I organized the details of current and upcoming admitted students. These paperworks includes-

- Students' admission process,
- Phone number collection,
- Class assignment,
- Clients' Payments etc.

5.1.3: Proofreading & Editing academic and official documents

I have reviewed the academic and official documents that the Organization has. As a student of the Department of English, it was an easy job for me to do so. I also personally corrected the mistakes with the permission of the CEO. The documents I have performed proofreading and editing were-

- Students' books,
- Handbooks,
- Exercise books,
- Answer sheets,
- Clients' application forms,
- Advertising content, etc.

5.1.4: Content writing

I have written and helped to write some official and unofficial content such as advertisements for the Organization during the internship.

5.1.5: Helping other employees & miscellaneous jobs

I have helped the employees with various work and did a few miscellaneous jobs such as shopping and delivery during my stay as an intern.

5.2: Applied Skills

My internship at IELTS Excellence Bangladesh was a unique experience. During this internship, I had to apply various skills at the Organization.

5.2.1: Proofreading

During the Internship, my main task was to proofread a variety of documents. I used modern technologies alongside my own knowledge while I did the proofreading. Which helped me to gain new knowledge and experience.

5.2.2: Managing Time

While working in the Organization, the work given to me was time-bound. From waking up to going to the office and from one task to another, I had to maintain a schedule that prevented me from lagging behind. I had to sketch up my time allocation for observation and work during the stay.

5.2.3: Communication

Maintaining a warm relationship with colleagues is the source of great teamwork. I had trouble at first, but I was able to get along with them naturally as my communication skills got better.

5.2.4: Writing

The writing skill was one of the skills that I had to use extensively during my Internship. I tried to write as clearly and concisely as possible while working on the documents for the ease of my colleagues, boss, and clients.

5.2.5: Problem Solving

Since this Organization was still small and the goal was clear, the problem appeared to be less. But personal error is sometimes bound to happen. When a problem occurred while

working on documents, I tried to solve them with technologies such as Google, AI, or various apps. I was able to solve them by myself.

5.3: Learned skills

While working for the Organization I have also learned and honed some skills which will surely help me in my future career. Those skills are provided below-

1. Multitasking,
2. Decision making,
3. Critical thinking,
4. Adaptability,
5. Quick learning, and
6. Organization

5.3.1: Multitasking

I learned multitasking by listening to the talks and suggestions made by my boss, colleagues, and clients while simultaneously working on my documents.

5.3.2: Decision making

I sometimes had to choose what should be used on documents and also during the conversation. I had to make a choice quickly to leave behind any doubts and to save time.

5.3.3: Critical thinking

In every aspect of a corporate job, employees need to use critical thinking. I also had to use critical thinking while facing difficult situations as well as when making decisions.

5.3.4: Adaptability

I have learned to adapt to diverse environments and personalities while working inside and outside of the office and dealing with every person I have met during my internship.

5.3.5: Quick learning

I had to learn the Organization-specific things, such as both equipment and software, quickly so that I would not slow anyone down.

5.3.6: Organization

I had to organize the documents I had worked on to not lose them and to save time.

5.4: Private Events

During my internship, the Organization held various small and large events to entertain and bring the employees together. One of them was the Iftar Party. After the regular works of the employees were done during the last working day of the month of Ramadan the Organization decided to hold an Iftar Party. This helped everyone to exchange stories and bring the employees closer together. At the end of the party, the CEO personally delivered a gift to every employee for Eid-ul-Fitr. It was a food package that contained Basmati Rice, Rooh Afza, Dates, Soft drink solution, Halim mix, and many more. It was bundled by an Organization named Khaas Food. It was an enjoyable time.

Chapter - 6

Limitations

Limitations of the study

I faced many limitations while working for the Organization as well as preparing this report. They were-

1. I had little to no experience in creating a report such as this one,
2. This is a start-up agency, therefore the data is very limited.
3. A shortage of manpower means more work. Which is why the employees are always busy,
4. The CEO is a renowned teacher. So his time is even more limited,
5. This time, the internship course has a short duration. It was reduced from 6 months to 4 months. Together with Ramadan, it was a haste to prepare a well-defined report while doing a 9to6 job, and
6. A lack of experience means a lack of observational skills. Hence it is easy to miss out on many properties.

As an intern, I was not allowed to do the core work of the organization directly. So the report may have many shortcomings.

Chapter - 7

Observations & Findings

7.1: Organization Observations

Throughout the duration of the internship, one of the skills I have somewhat developed is observation skills. So I have observed and found various aspects of the IELTS Excellence Bangladesh. My supervisor, Mr. Md. Rafiz Uddin, has emphasized observations of the environment of my workplace. These are the following activities that I have observed during my internship-

1. Services to the clients,
2. Continuous communication with the clients by the employees,
3. Having a positive brand value among the customers,
4. How to deal with the complaints of the customers,
5. The overall atmosphere of the office as well as the classroom, and
6. The talents as well as the shortcomings of the employees and the agency.

7.2: Organization Findings

By observing various aspects of the Organization I have several findings which are purely from my perspective. The findings are-

1. Although it is a startup Organization, it is a well-known agency,
2. The employees are very skilled in communication,
3. They are so busy that they do not have enough time to pay attention to the interns.
4. The Organization is still small but well organized,
5. The consultant is very good at giving advice,
6. The administrator, as well as the communication officers, have a very patient mindset.
7. The receptionists are very warm and welcoming towards the clients as well as the interns.
8. The editor and the marketing specialist are very talented,
9. The CEO is a knowledgeable and very experienced person,
10. Inconsistent teamwork. Sometimes it is there; other times, it is not, and
11. There are some communication gaps between the employees.

7.3: Self-assessment

Other than observations of the Organization I also have observed myself as an intern. This is the first time I have evaluated myself so I'll put it in here as a SWOT analysis-

Strengths:

1. Compatibility with corporate jobs,
2. Adaptability to a new environment,
3. Knowledge of digital technology,
4. Willingness to take on new tasks,
5. Knowledge and usage of English, and
6. Presentation skills.

Weaknesses:

1. Limited experience,
2. Mixing informal and formal communication and accents,
3. Trying to be too friendly or lacking professionalism,
4. Limited personal and professional network, and
5. Still has previous laziness.

Opportunities:

1. Chance builds a network within the Organization and the clients,
2. Potential job offers within the Organization,
3. Chance to develop various professional skills,
4. Gaining practical experience, and
5. Potential to set a future goal.

Threats:

1. Impossible to show full capabilities in a short internship duration,
2. A lack of communication skills can cause misunderstandings,
3. Fierce competition can lead to disinterest,
4. Still new to handling the pressure, and
5. Minimal impact within the Organization can lead to disinterest of the regular employees and the boss.

Chapter - 8

Recommendations

Recommendations

Some of the aspects can be improved by working on them in IELTS Excellence Bangladesh. These are-

1. First and foremost they should create a designated website to establish their brand name online,
2. The Organization Shouldn't forget its previous clients. They should keep track of their activities online to have an idea of customer satisfaction.
3. Collaboration is not really a regular thing in a private Organization like this. However, they can collaborate with other startup companies with the same or different designations for the organization's self-improvement, and
4. They should set up an online community on social media other than just Facebook and WhatsApp.

Chapter - 9

Conclusions

Conclusions

Although joining as a teacher for the internship was my first goal, because of Ramadan and the shortage of semester time, I had to find something different. So I tried to find something associated with education. In the end, the internship experience was certainly a big step towards my future career. Involving myself with others who are building their own career was an eye-opener. From calling over the clients and then reception, giving information or consultation, their admission process, and teaching them, everything involves a certain amount of labor, diligence, and commitment. I am proud that I was able to be a part of their work. In the beginning, I stated that immigration is popular in our country. Which I certainly observed and confirmed by working with them. The number of people in a country interested in immigrating to a foreign country is certainly overwhelming. This trend is as dangerous for our country as it is rewarding. But in the end, it involves the interests of people. IELTS Excellence Bangladesh is trying its very best to help them. They have the potential to grow as a big business Organization by reviewing their growth, potential, danger, and threats. In the same way, I have to use my own potential and overcome my shortcomings for my future career. By taking notes during the observation and work, I certainly have gained excellent insights and experiences. Although this report has shortcomings, I promise that I have done my best to prepare this report without any help from AI or any other such technologies.

References

1. IELTS Excellence Bangladesh, Facebook. Retrieved March 25, 2025, from <https://facebook.com/events/s/grand-opening-of-ielts-excelle/1205402474921558>

Appendices

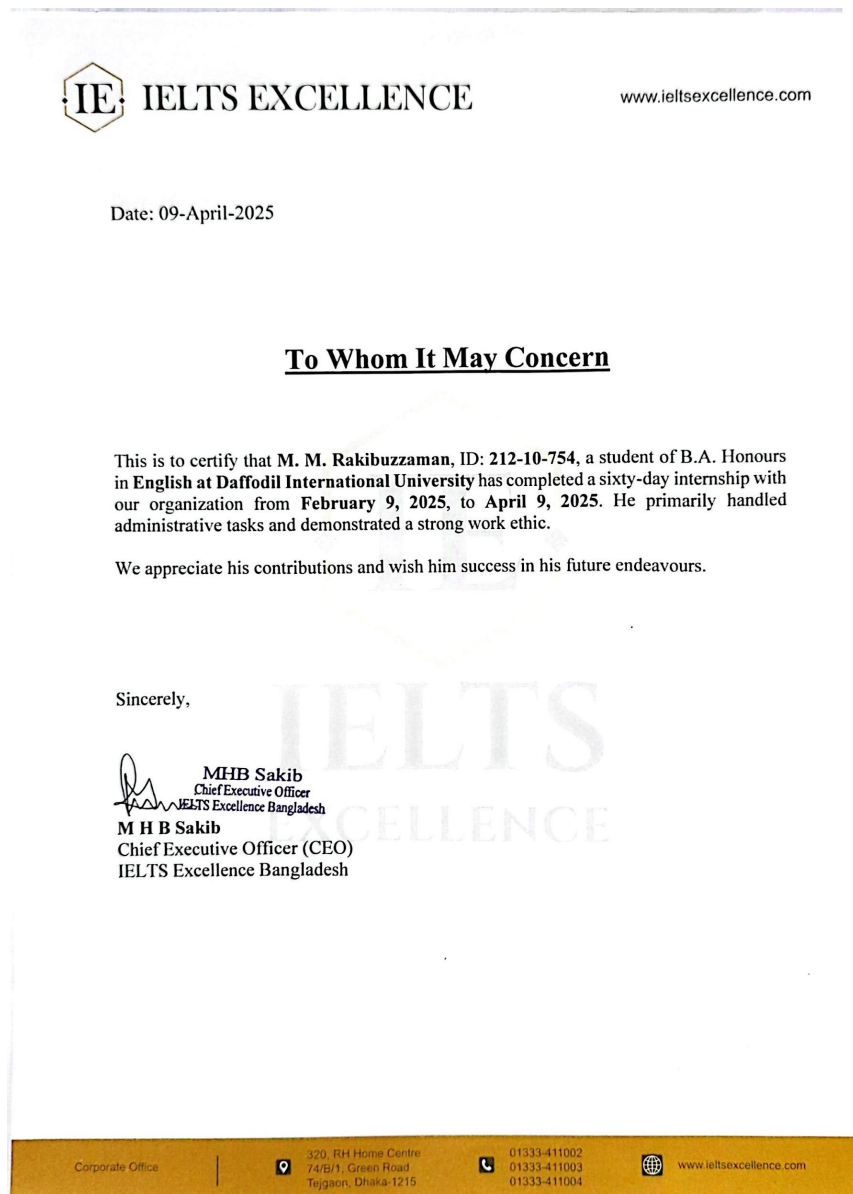


Image: Internship Certificate



Image: Working on the official documents



Image: Proofreading academic documents



Image: Editing the documents

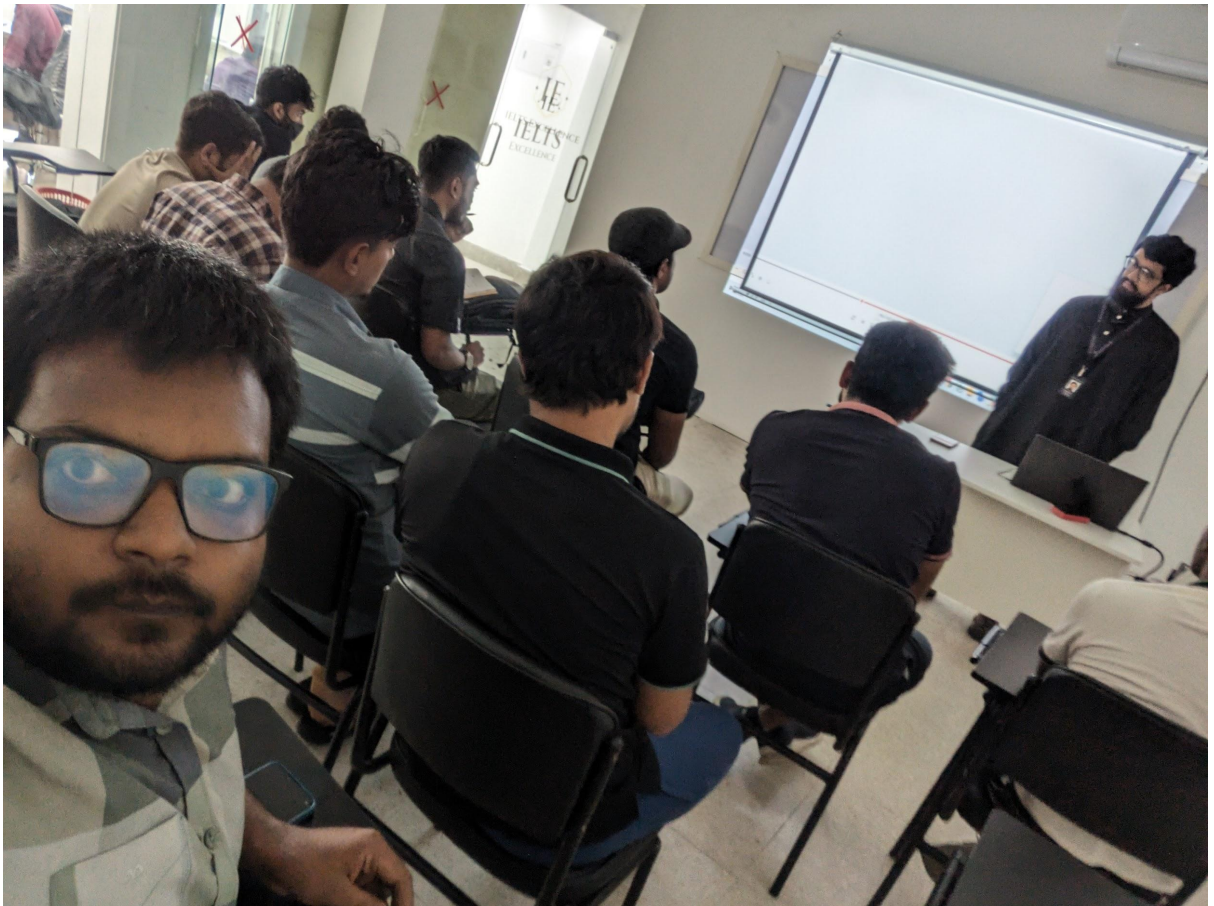


Image: Observing an IELTS class



Image: Receiving the certificate

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