

Report On

Measuring the efficiency Of Documentation process in Eduaid Immigration Service

By

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An internship report submitted to the BRAC Business School in partial fulfillment of the necessities for the degree of Bachelors of Business Administration

BRAC Business School
Brac University
24 March, 2021

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Declaration

It is herewith declared that

1. The internship report submitted is my/our own original work whereas finishing degree at Brac University.
2. The report does not contain material antecedently printed or written by a third party, except wherever this can be befittingly cited through full and correct referencing.
3. The report does not contain material that has been accepted, or submitted, for any other degree or certification at a university or other institution.
4. I/We have acknowledged all main sources of facilitate.

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Letter of Transmittal

24 March, 2021

Md. Shamim Ahmed

Lecturer,

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship report.

Dear Sir,

I am very happy and it is a wonderful feeling for me to submit the internship report on ‘Measuring the efficiency of Documentation process in Eduaid Immigration Service to you. In this report, I tried to provide all necessary information which I gain from my internship experience . Moreover, to make this report more insightful and efficient I use both the theoretical and practical knowledge.

.

I have worked as an intern in documentation team at Eduaid Immigration Service .I am sincerely hope and pray that this report will reach your expectation level. It is a humble request to you please Sir go through this report with careful considerations. Lastly, I would like to thank you and I am very grateful to you for your constant guidance and support from the starting.

Sincerely yours,

Israt Jahan Chowdhury

ID: 16104192

BRAC Business School

BRAC University

Non-Disclosure Agreement

This agreement is made and entered into by and between Eduaid Immigration Service and the undersigned student at BRAC University, Israt Jahan Chowdhury ID: 16104192

Acknowledgement

I have finished my internship from Eduaid Immigration Service . It was a wonderful experience for me. Firstly ,I am thankful to Almighty Allah for keeping me safe and sound and provide me the energy and chance to complete the report successfully within the time frame .

I would like to thank and show my great gratitude towards my internship supervisor Mr. Shamim Ahmed .He guided me from the beginning and always provide me his support and assistance . He had provided my every raised problem solution with his great patience and kindness . Without his constant guidance and support , it would not possible for me to complete this report.

Lastly, I am thankful and I would like to show my gratitude towards to my organization supervisor Mr. Kamal Hossain and my Team leader Sara Rouf who had helped me by providing company related all information which I needed to do my research. They had mentored me during my entire internship period and working under their supervision was a great opportunity and experience for me .

Executive Summary

Eduaid Immigration Service is the leading Australian registered Immigration Consultancy Firm.

Eduaid was established in 2000 and recognized by Australia and New Zealand Governments registration authorities. Eduaid Immigration Service has built an international reputation as an outstanding immigration Consultancy firm since its establishment in 2000. It cares about clients and their ambitions. Eduaid can assist all background people such as Business owner, entrepreneur or professional, in their Australia, Canada immigration process and helping them achieve their goal. The research here represents about measuring the efficiency of Eduaid documentation process. In the first chapter it provides an overview of internship which contains student information, internship information and internship outcomes. After that in the second chapter it contains a description of organization which includes overview, operations and a strategic audit. In the last chapter there is a project part which includes all necessary information, findings, analysis, and recommendation regarding the project.

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List of Acronyms

HR	Human Resources
CEO	Chief Executive Officer

Chapter 1

Overview of Internship

1.1 Student Information

I am Israt Jahan Chowdhury ID: 16104192 from BRAC Business School . My double major is in Human Resource Management and Marketing . In fall 2020 session, I have done my internship at Eduaid Immigration Services .

1.2 Internship Information

1.2.1 Period, Company Name, Department/Division, Address

After finishing all of my academic courses, I received an opportunity to do internship at Eduaid Immigration LEVEL -4 , Suite –D4 ,Gulshan Avenue , Gulshan -1 Dhaka 1212 . My working period was in fall 2020, I started my internship 14th of November 2020 to 14th of February 2021. I worked in the Documentation department of Eduaid Immigration Service .

1.2.2 Internship Company Supervisor's Information

Firstly , I was very grateful to have such a respectable and brilliant organization supervisor. His name was Kamal Hossain . He is the head of marketing and also he handles the employee recruitment process . Moreover , he is the one who hire me as an intern in this company . He was my organizational supervisor and he introduce me with the other employees of the company and give me a brief about the organization and its environment. He arrange a small orientation for me and provide me necessary

instruction . During my internship period he was very helpful and supportive , time to time he provide me necessary instructions and give me a brief . Moreover , he was answering all my queries and time to time he take follow up from my team leader about my progress . I was directly working under Sara Rouf who is the team leader of documentation team . She was very supportive and helpful under her supervision I worked at Eduaid Immigration Services and she teach me and mentor me during this 3 month . Working under her supervision was a great opportunity for me as she is very efficient and proactive employee of this company . She has completed her Masters in Business Administration from United International University major in Management Information System and completed her Bachelors of Business Administration from American International University major in Corporation Management . Mr Kamal Hossain and Sara Rouf both are very supportive during my entire internship journey they made things easy for me . On the other hand, they constantly support me and motivate me to learn many things and adjust with new environment .

1.2.3 Job scope - Job description/Duties/Responsibilities

At Eduaid Immigration Services , I worked as an intern for their Documentation department. My job responsibilities was dealing with all Australian business migration clients document .As an intern in documentation team my job responsibilities is to fill up EOI form, 80 form Australia , 47A Form ,929 form , doing business turnover calculation , checking checklist of clients , checking asset valuation report of client , preparing resume of client , writing business plan etc. Moreover , I am doing research and gather information about business activities in Australian different region and territories .Currently there are 70 client file are ongoing process . Furthermore, as Australian Government planning to change some requirement after July 1 so many clients are enlisted so for this reason work pressure is very high . Working for Documentation team always comes with the responsibilities because I have to deal with client confidential documents maintain confidentiality for each client is a top most priority . I used to provide my team leader findings and missing information about client then my team leader call them or mail them and clarify the

queries . After clarifying the queries she provide me the queries answer then I modify and edit the information .

1.3. Internship Outcomes

1.3.1 Student's contribution to the company

In my internship journey at Eduaid Documentation team , I used to deal with all Australian business migration clients document. I am doing different type of form fill up , cross check the document whether necessary document are given or not , edit and correct the errors , prepare questionnaire answer for client virtual interview , providing follow up etc . The working environment of Eduaid Immigration Service is very nice and friendly . As a female I experience good friendly environment at Eduaid . It was a wonderful experience for me working with Eduaid and I am really glad that I get chance to work with them. My supervisor and other seniors everyone in this company were very nice to me and they help me in many task and give me opportunity to learn many things .

1.3.2 Benefits to the student

Eduaid Immigration Service is given me a chance to know about immigration industry practically. By working Eduaid I know the pros and cons of immigration process, how immigration process are done etc .Moreover , as I am working for Australia business documentation team so I get an opportunity to learn about Australia different region , territories business environment , economy and climate . Working Eduaid help me a lot to grow and develop myself . As I am working at their office , I was experience an actual office environment for three month. It was great practice for me to work in an actual office environment and gain an experience about how to adopt with new environment , new people. Moreover I learn office etiquette, office manner and how to maintain a good relationship with boss , seniors , colleagues , and other staff .

1.3.3 Problems/Difficulties

It was a great experience for me working at Eduaid but some time I face difficulties and problems. Some time some instruction are given by the senior but they did not provide enough details or information so for this reason I used to ask them a lot to complete the task . Sometime they were busy with their own work so they can not give time to solve my queries. Moreover , in Eduaid there is no trainer or any person who provide instruction to new employee and guide them as a reason new employee face difficulties to understand their work.

1.3.4 Recommendations

For Eduaid Immigration Service I highly recommend them they should create a HR department as there is no HR department . As there is no HR department so employees are not monitor properly .Moreover for solving many employee related problem and issues HR department is must . Eduaid Immigration Service need a HR department to train their employee, to motivate them , to monitor employee activities, to evaluate their performance and provide them reward . Furthermore , HR department is very important for any organization development and growth .So for Eduaid my suggestion is that they should create a HR department for their organizational progress and betterment .

Chapter 2

Organization Part: Overview, Operations and a Strategic Audit

2.1 Introduction

Eduaid Immigration Service established in 2000 and it has create an international reputation as an outstanding immigration consultancy firm . It cares about client and their ambitions . Eduaid can assist all background people such as Business owner, entrepreneur or professional, in their Australia, Canada or New Zealand immigration process, helping them achieve their goals . Eduaid have worked hard to ensure that every client case have the best possible chance of success. Since it opening Eduaid are proudly offer a professional and experienced immigration service which puts client and their needs first .

2.2 Overview of the Company

Eduaid is the prominent Australian registered Immigration Consultancy Firm . Eduaid was established in 2000 and recognized by Australia and New Zealand Governments registration authorities . Kazi A.H.S Ahsan is the CEO of Eduaid Immigration Service . Moreover, he is the licensed Immigration Adviser of New Zealand and registered Migration Agent of Australia. Eduaid had a number of Registered Migration Consultants who have a high prolific career in immigration laws and available for direct Immigration related advises . Eduaid will not take any

case unless being checking and seeing certain pathway to success . Eduaid will help client in their complex application processes, handle the paperwork and represent client case in the strong possible way. Eduaids commitment is making client application hassle free , timely ,specific and positive. Eduaid respects client privacy and keeps client information confidential .

Mission

Eduaid immigration services mission is making the visa process straightforward and affordable.

Vision

Their vision is becoming the world's most trusted Immigration Consultancy Firm for Australia, Canada and New Zealand Visa services.

Values:

Accessibility:

Eduaid believes that everyone should have the scope to identify their eligibility for a VISA. Eduaid provide visa application related all information and made it understandable to client . Eduaid made the VISA application process manageable, and quicker so that every individual can easily access their service .

Integrity:

Eduaid are working with professionalism and they doing everything by rigorously following the MARA code of conduct. Eduaid take every client responsibilities seriously and carefully handle about client furthering interests in every visa enquiry and application.

Transparency:

It is Eduaid responsibility to help their clients understand the process they are undertaking, and what will be required of them, before they commit time and money. Eduaid are always up-front

and honest with our clients - if we do not believe they will be successful in their visa application, they will advise against applying.

Services:

Australia Business Migration :

Australia is one amongst the foremost migrant friendly countries within the world, that has associate mixed combination of cultures and heritages from all round the world. Australia may be a high migration destination for millionaires . in step with a report on world wealth and migration trends by wealth analysis firm New World Wealth ,nearly 11,000 millionaires moved to Australia in 2016, increasing considerably from 8000 the previous year . Australia remained the highest country worldwide in 2017 for rich person inflows, beating ancient destination like the U.S (10,000) and also the U.K (3000) . There are two type of subclass in business migration one is Business Innovation & Investment Visa Subclass 188A another is Business Talent (Permanent)Visa Subclass 132A.

Business Innovation & Investment Visa Subclass 188A

Who will apply:

Individuals presently running a triple-crown business is also eligible for this visa . This visa is for those people that aims to as certain , develop and manage a replacement or existing business in Australia . Foreign –national entrepreneurs may be eligible.

Eligibility requirements :

- 1) At least AUD 500000 turnovers in two out of the four commercial enterprise years
- 2) Total assets of a minimum of AUD 800000
- 3) At least half-hour possession in business or a minimum of 100% possession if it's a publically listed company.

Benefits :

- 1) Residency visa resulting in citizenship and Australian passport for each somebody and somebody family members.
- 2) The right to work and live in Australia
- 3) Free primary and secondary education for applicant children
- 4) Travel to and from Australia
- 5) Include family members in application

Basic requirements:

Once coming into Australia , client must attempt to meeting the subsequent needs through client business in Australia:

- 1) Invest AUD 200000 to AUD 400000 in main business
- 2) Minimum of AUD 300000 annual turnover from the most business for twelve months
- 3) Use 2 full time workers or half time workers WHO ar equivalent of 2 full time workers for a twelve month amount

Business Talent (Permanent)Visa Subclass 132A

Who can apply :

People running successful business may be eligible for this permanent resident visa. It applies to individuals establishing a new business , taking part in an existing business or expanding a current business in Australia . Foreign –national entrepreneurs are encouraged to apply if eligible .

Eligibility requirement

This visa requires the applicant to have minimum net assets and annual business turnover including :

- 1) Require at least AUD 1.5 Million total net business and personal assets evidence of client , client partner, or client and client partner combined
- 2) Total annual turnover of at least AUD 3 Million evidence in one or more of client main businesses in at least 2 of the last 4 fiscal years require .
- 3) At least 30% ownership in the businesses, or at least 10% ownership if it is a publicly listed company .

Basic requirement :

After entering Australia client must full fill to meet at least one of the following requirements through client business in Australia within the first 2 years :

- 1) Employ 4 full time employees for a minimum of 12 months within 24 months of the visa grant date , or
- 2) Export AUD 600,000 of Australian products or services ,or
- 3) Invest AUD\$1,500,000 into Australian business

Length of Visa :

This is a permanent residence visa leading to citizenship .

Benefits :

- 1) Permanent residency visa leading to citizenship and Australian passport for both applicant and applicant family members.
- 2) The right to work and live in Australia indefinitely
- 3) Free primary and secondary education for applicant children

- 4) Eligibility to, enrol in Australia's Medicare scheme which subsidised health related care and expense .
- 5) The ability to sponsor relatives for permanent residence
- 6) The right to travel in and out of Australia

Canada Migration:

Canada remains one in every of the foremost common migrant destination with wide –open areas and safe , affluent cities and manner .In Canada setting is a lot of safe , secure . Canada values education and has the simplest schooling and academic system . the government of Canada spends a lot of per capita on education than the other country within the world. . Canada has virtually ten million sq. kilometres of beautiful rural area . Canada is that the second largest and beyond question one in every of the foremost lovely country within the world and. each year over 300,000 immigrants subsiding in Canada . There are some common visa choices for Business individuals

Business Migration to Canada :

Quebec Investor :

Quebec Investor visa is one of the very high sought migration program . This visa requires CAD 2 million assets with spouse, minimum two years of management experience and intention to settle in Quebec. In this visa applicant invest CAD 1.2 million with the government of Quebec, specially brokered and borrowed in Quebec .

Self employed:

Self employed visa is available for the performers who are related with arts and culture or sports. This visa is for those who have been either self employed or at a world class or elite level for at least two years, within the last five years. At least \$100,000 assets is the requirement to qualify.

Start up program:

Start up visa is another popular visa which is for entrepreneurs who have the capacity to create businesses by employing Canadians . Applicant needs an innovative business idea and the idea need to supported and approved by Canadian designated organization . The applicant requires having good language skills and proving the capability that they can support their family financially.

Provincial Nominee Entrepreneur Program :

Provinces offer business visas according to regional requirements and designed Provincial Nominee Entrepreneur Program Visa . Canada has 10 provinces and 3 territories, and most of these provinces offer business visas.

Basic Requirements:

Eligibility is different for each province , but common requirements include :

- 1) Language skills requires basic to moderate
- 2) Require assets minimum CAD 500,000 TO CAD 800,000
- 3) Minimum high school graduation
- 4) Business ownership or management experience of two of three of the last five years .
- 5) Requires at least CAD 150,000 to CAD 300,000 for new business investment.

Australia Skilled Migration

Skill freelance Visa (Sub category 189)

In this visa , somebody will take somebody skillset and live and work anyplace in Australia, for good . in contrast to alternative permanent residence visas , somebody don't would like a sponsor to nominate for this visa.

Eligibility:

- 1) Fulfill the skilled occupation list criteria .
- 2) Pass the Australian governments Skills Assessment , to prove that applicant are genuinely equipped to meet the demands of that occupation
- 3) Satisfy the points test
- 4) Be less than 45 years old

Benefits:

- 1) Work and study anywhere in the country
- 2) Enrol in Australia's subsidised universal health care scheme facilities
- 3) Travel anywhere according to applicant choice
- 4) Apply for Australian citizenship
- 5) Ensure free primary and secondary education for applicant children in Australia's school system
- 6) Applicant can sponsor their eligible family members to join them in the country

Skilled Nominated Visa (Subclass 190)

The subclass 190 visa is another permanent residence visa which is applicable for skilled migrants . However, an Australian State or Territory government must nominate applicant for visa . With this visa , applicant can live and work in the country as a permanent resident .

Eligibility:

- 1) Having a qualifying occupation and a positive Skills Assessment
- 2) Being nominated by State or Territory government
- 3) Satisfying the points test
- 4) Being less than 45 years old

Benefits :

- 1) Living , working and studying in Australia
- 2) Enrolling in Medicare facilities
- 3) Entering and exiting the country as Applicant wish
- 4) Applying for Australian citizenship

Skill Regional Visa (Subclass 491)

The subclass 491 visa is the other highly popular skilled migration visa to Australia . With this visa , applicant can live and work in the regional areas of the country .

Eligibility :

- 1) Have qualifying occupation
- 2) Be nominated by the State or Territory government
- 3) Pass the Skills Assessment
- 4) Satisfying the points test
- 5) Be less than 45 years old

Benefits :

- 1) Live , work and study in the State or Territory nominating applicant for this visa
- 2) Travel to and from Australia as many times as applicant please while the visa is valid
- 3) Apply for permanent residency in Australia

Canada Skilled Migration:

Alberta Immigrant Nominee Program:

Albert immigration is the best immigration program for Canada . It allows foreign nationals to live and work in Alberta as a permanent resident . Applicant can include children and

spouse in applicant visa application .

British Columbia Provincial Nominee Program :

Employers in the province of British Columbia can offer employment opportunities to skilled migrants in either a managerial, professional or technical capacity under this immigration program.

Canadian Experience Class Program:

The Canadian government uses this immigration program to determine whether or not temporary foreign workers are capable of increasing economic integration as a Canadian resident . Selected applicants are granted permanent residence in the country .

Federal Skill Trades Program :

This immigration program allows skilled individuals to obtain permanent residence in Canada, subject to their ability to be established economically in the country . Previous work experience and a solid grasp on English are of paramount importance to this program .

Federal Skilled Worker Program :

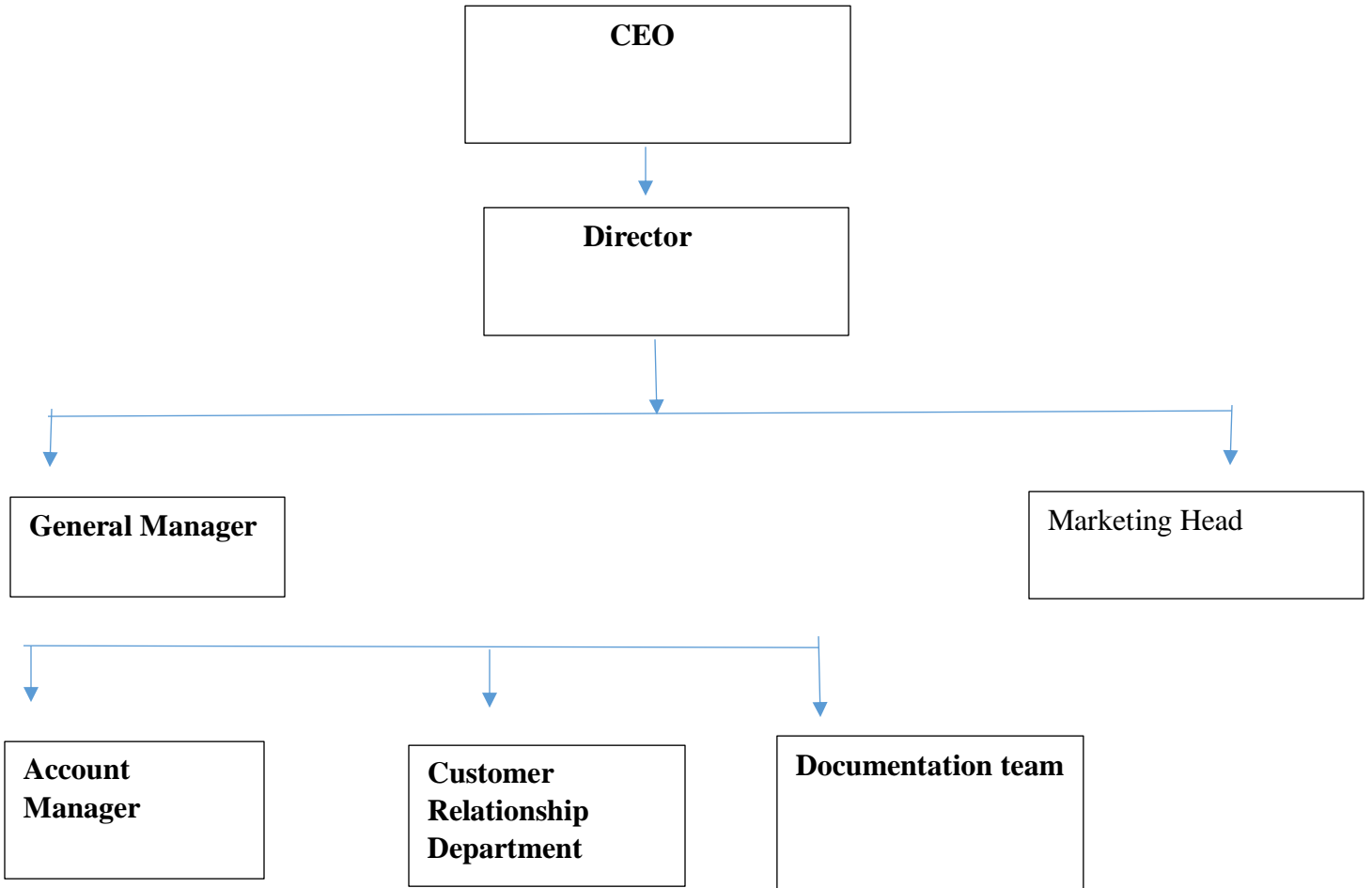
Applicants with a continuous , full time and paid work experience of at least one year within the last 10 years can apply for this visa.

2.3 Management Practices

Eduaid Immigration Service is a small organization but the Management practices of Eduaid is very efficient. On top of the management there is the CEO, then comes the director of the company, then comes the general manager and the marketing head. Under The general manager there is three department.



Organogram:



1)Account manager :

Account manager are basically bring clients in to the organization and open there file. By using their communication skills and negotiation power they bring client in to

organization . Every month there is a target given by the CEO to the account managers for opening client file . Account managers are very active all the time and there is a pressure under them to fill up the target . There is a healthy competition occur every month among the account manager to full fill the target .

2)Customer Relationship Department:

Customer Relationship Department are maintain a good relationship with clients by providing them all information , update and answer their queries . In Customer relationship department there is a assigning person whose responsibility is to make list of the people who search on facebook , website about Eduaid , who ask queries and different type question related to immigration process in different social platform or website. After making the list the customer relationship department contact with the people who ask queries and questions through facebook , phone , email etc.

3)Documentation team :

After opening client file account manager provide all necessary information to the documentation team and handover the paperwork process to documentation team . Moreover , there is a meeting held where account manager handover all the details of client to the documentation team and introduce the client with the documentation team . After that the documentation team contact with the client and time to time provide them follow up about their immigration process and if any document require they want it from the client . Documentation team complete all the paperwork and solve client immigration related problems and issues.

2.4 Marketing Practices

Eduaid is a service based organization and client is the core heart of Eduaid business . The marketing department main responsibility is to promote the business in several platform like social media ,websites etc. Moreover , the marketing department responsibility is provide updated information in the websites and social media platform . As immigration industry rules and regulations are keep changing very fast so marketing department always keep on eyes about the update once any changes occur they immediately update the information into the websites and other platforms . Moreover , marketing department send email , contact over phone with the clients and provide them time to time updated information . Furthermore , the head of marketing responsibility is to motivate the account managers and train them . As there is no HR department in Eduaid the head of marketing responsibility is to publish the job circular in to the websites and different platforms and taking interviews and recruiting new employee.



2.5 Financial Performance and Accounting Practices



Eduaid is a small organization but their financial performance is very good . The data related Eduaid Immigration Service financial performance is very confidential . Eduaid never share this type of confidential information to their employees . The finance and accounting related task are done only by the CEO and director so only they know the exact figure and calculation . From my internship experience and guideline line from my

supervisor I get some idea about their financial performance . Based on my idea I provide this approximate financial data about Eduaid. Every year Eduaid successfully complete approximately 150-200 client migration file . Every year around 200-250 client enlisted for Australia and Canada migration . Eduaid makes profit approximately around 10 crore in every year. Eduaid annual business turnover is around 30 crore. They provide government 7% tax from their earnings.

2.6 Operations Management and Information System Practices



Eduaid Immigration Service is a service based organization and the operations management

and Information system practice is run by internet . By using internet Eduaid communicate with their clients and maintain their business . As now a days technology is very advance and immigration industry rules and regulation are changing very fast so immigration consultancy needs updated news and information for this reason internet is must .

Moreover, the CEO and the director of Eduaid most of the time staying at Australia so to communicate with them , provide them the update of clients and conduct meeting with them internet is require .

2.7 Industry and Competitive Analysis

Eduaid Immigration Service is a immigration consultancy and the immigration industry is very price sensitive . Moreover , immigration industry is a dynamic industry rules and regulation are changing very fast . Competition is very high in immigration industry as there are many players in the market but Eduaid Immigration Service working 20 years in this field and they achieve a good position in immigration industry. Now I am discussing the industry and competitive analysis through Porter's Five Forces and SWOT Analysis here:

Porter's Five Forces:



1)The Threat of New Entrants:

New entrants threat is low. As Eduaid working for 20 years in immigration industry and they become expertise in this field by handling different clients immigration cases.

Moreover, Eduaid is successfully create a good reputation in the market through their service

so for new comers it will be difficult to enter in this industry and it will take a lot of time for them to successful in this industry .

2) Rivalry Among Existing Competitors:

The competition among existing competitors is high because there are so many competitors in the market and they all have a well reputation. As Eduaid business is service based, Eduaid always focus on making a good contact with their clients and focus on their strategies to gain clients .If they cannot maintain good contact , other competitors can easily take over their position.

3) Bargaining Power of Suppliers:

In immigration industry bargaining power of suppliers is very low because almost every immigration industry follow the Government rule and charge same price .

4) Bargaining Power of Buyers:

The bargaining power of buyers is low because almost every immigration industry follow the Government rule and charge same price . Government provide a price range and immigration consultancy follow the price range so the bargaining power of buyers is low .

5)Threat of Substitute Products:

Substitute products threat of is low in immigration industry because if any one wants to migrate in to another country they must need the help of immigration consultancy for completing their application process.

SWOT Analysis:



Strengths:

As Eduaid is working 20 years in the immigration industry and by handling different client cases they gain an expertise in this field which is a big strength of Eduaid. Moreover Eduaid is providing a good service and maintain a good relationship with their client which also a strength of Eduaid .

Weaknesses:

Eduaid is working with Australia and Canada only these two country because of this reason they are not getting client who are interested in other countries like US, UK which is weakness of Eduaid. For Eduaid business expansion they need to work with other countries like US , UK.

Opportunities:

As Eduaid has a good reputation in the market there are so many opportunities for Eduaid to work on their growth and development . As they maintain a good relationship with client and provide good service so in future they will get more client if they started working with other countries and by doing this they will earn more profit .

Threats:

As Eduaid business is service oriented, so competitors are a big threat for Eduaid . Eduaid main responsibility is to ensure better service and maintain a good relationship with clients . If they fail to do this other companies can easily take over Eduaid position by providing better service and offer.

2.8 Summary and Conclusions

Eduaid made a good reputation in the market by working 20 years in the immigration industry. Since 2000 they working very hard on immigration industry to ensure better service and try to make client application process easy . Eduaid will deal with client complex application processes , complete the paperwork and represent client case in strong possible way . The account managers , customer relationship department , documentation team , marketing head and the higher authorities everyone in this company are very sincere and dedicate to their work. If Eduaid solve the problem which they currently have and working on the area of improvement they will definitely shine in the long run.

2.9 Recommendations

Eduaid is doing great in immigration industry . Since there starting in 2000 they are working very hard to ensure better service and gain a good position in the market . However, there are some problems which Eduaid currently have if they work on the problem they will surely overcome the problem and improve their performance . There are some recommendations for Eduaid I suggest based on my internship experience :

1)Increasing man power :

Eduaid is a small organization and has a little number of employee . Eduaid has four account manager , two employee in customer relationship department , two employee in documentation team and two employee in marketing department . Specially it is difficult for documentation team two employee to complete all the paperwork of client application process with a fixed deadline. Documentation team is the busiest department in Eduaid and most of the time the documentation team face difficulties to complete the task within the deadline due to shortage of employee .Moreover , as in documentation team work pressure is very high some people get demotivated and quit the job . Eduaid need to recruit some employee in the documentation team

so that they can easily finish the paperwork process of client application . Moreover , it will reduce the work pressure of documentation team employee and as result the employees will not get demotivated and not quit the job .

2)Employee training program:

As Eduaid is a service oriented organization and service is the core element of this organization so to ensure better service Eduaid needs to train their employees . Moreover, a productive and efficient workforce of employee will bring organization progress and development so for organization growth and development employees need training . Furthermore , from training program employee will get motivation about their work and understand their work and responsibilities better which will help them to improve their performance .

Every organization has some pros and cons always there are some area of improvement remain in every organization . If Eduaid improve their lacking they will surely achieve success in the upcoming future .

Chapter 3

Project Part

Measuring the efficiency Of Documentation process in Eduaid Immigration Service

3.1 Introduction

3.1.1 Background

Students need both their theoretical and practical knowledge for completing an internship program successfully .From my internship in Eduaid Immigration Service I gained practical knowledge and at the same time I learned how to use theoretical knowledge in actual work environment . As I am doing internship in an immigration industry which is a small industry and the information are very confidential , at the same there is lack of information source for immigration industry for this reason selecting a topic for my internship report was very difficult . My internship supervisor Md. Shamim Ahmed sir help me a lot for selecting the topic . After a discussion with him the topic was selected and approved by him. The topic can describe my knowledge and experience from my internship properly . The topic is "Measuring the efficiency Of Documentation process in Eduaid Immigration Service ".

3.1.2 Objective(s)

Measuring the efficiency of Documentation process in Eduaid Immigration Service is the major objective of this report. There are some other objectives of this report which are given below:

- 1) Gained knowledge about immigration industry
- 2) Get insight about the requirements and procedure of immigration process
- 3) Get information about documentation process

3.1.3 Scope and Significance

I was working on this subject "Measuring the efficiency of Documentation process in Eduaid Immigration Service" it helped me a great deal to be told concerning the documentation method of Eduaid. Moreover, by functioning on this subject I gained several data concerning immigration methods. At the same time I gained information concerning Eduaid competitors and their performance within the market. Moreover, my internship experience is great because I was working for the first time in an actual workplace environment. I learned a great deal from my supervisor and colleagues throughout this 3-month period. During my internship, my organization's supervisor was terribly nice to me and helped me a great deal to be told new things and solve my queries and issues. I am trying my best to represent my internship learnings and experience elaborated during this report. This report could be a reflection of my learnings and gained expertise from internship. I have written this report following my internship supervisor's guideline and built it easy so individuals will simply perceive and learn from it.

3.1.4 Limitation

As immigration industry is a small industry and the information are very confidential , at the same there is lack of information source for immigration industry for this reason finding information for my internship report was very difficult. The required information for this report I collected it from my organization supervisor, colleagues and from organizational brochure . Moreover, report sample on immigration are not available on internet as a few students going to do internship in immigration industry so it was tough for me to complete the report.

3.2 Methodology

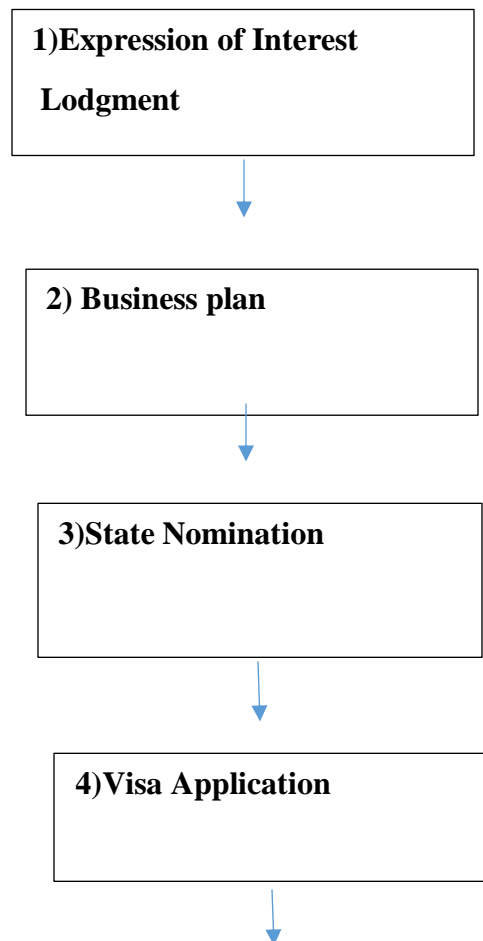
A lot of information and details analysis are required for preparing this report and present it properly . Primary and secondary both data are require for preparing this report. The I have collected the primary data , from my organization supervisor and colleagues by taking their interview . My organization supervisor and documentation team head helped me a lot by providing informative and accurate details . I have taken secondary data from company website and company brochure .

3.3 Findings and Analysis

Documentation process :

Business migration in Australia is an enormous opportunity for many business personnel who want to own and run , develop , or invest in , a business in Australia . For business migration there is no requirement for any specific academic degree. People who have run a successful business for at least the last two years might be eligible for this visa . There are different subclasses for the business migration visa. Highly experienced Registered Immigration Advisers of Australia will choose the best visa option which suits client all needs , after assessing client initial information .

Eduaid Documentation Process Flowchart :



5) Visa Grant

1)Expression of Interest Lodgment :

Business person from overseas who wants to migrate to Australia , require to submit an expression of interest (EOI) to the Australian Immigration authority . They will get an identification number and the Registered Immigration Adviser of Australia will email them the acknowledgement letter directly at this stage .

2) Business plan :

Highly experienced business plan writers will prepare a comprehensive business plan after knowing client business intention and the preferred location of client stay in Australia . This unique business plan will reflect client business knowledge, experience and project a 5 year sustainable financial business model .In this stage client business audit report , asset valuation , business turnover, business equity, business net assets information will require .

3)State Nomination:

In order to proceed with the Business Visa , the client need nomination from Australian State or Territory government agency . In this stage , we need accurate information about client business and net assets . The client get a notification from the State or Territory government agency once client application has submitted.

4) Visa Application:

After receiving the State or Territory nomination, client will get 60 days from the date of nomination, to lodge the visa application for client and client eligible family members. Once submitted client will get the visa lodgment confirmation and client application file number.

5) Visa Grant :

Finally ,client will receive the Immigration Grant Notification from the Department of Home Affairs, Australia once a decision on client application has been made . This business migration visa is leading to Australian Citizenship .

Competitor Performance :

Eduaid Immigration Service closest competitor is Bridging West .Bridging West Australia was started their journey in December 2005 in Melbourne, Australia to provide genuine migration advisory service to Overseas Professionals to Migrate to Australia. After some time they expanded to Business and Investor Migration and helping families to send their kids to study in Australia and settle down. Bridging West is the global leader in Migration and Residency planning and services. From Bridging West beginning years, their team has assisted more than 15,000 families and independents to migrate and settle in Australia and New Zealand. Bridging West Australia is operated from their Global Head Office in Melbourne. They also have office in Singapore and Malaysia to cater our Asian Clients. Moreover, more than twenty five liaison sub-agent offices also working in many countries around the world for Bridging West. Their experienced Migration Specialist Lawyers and Agents manage the file efficiently in a timely manner to get the outcome. They simplify the process to get a faster outcome in minimum cost. They also have their own in

house corporate lawyers for their business, tax advisors, accountants to advise client . Bridging West look after client future passport, residency requirements, business and tax implications, property purchase, business and investments, education and insurance and many other issues. Since 2005 Bridging West Advised 25,298 people and 839 people Settlement Service provided up-to Citizenship. Moreover , last 15 years 1957 family visa was granted .

Comparison with Competitors:

Eduaid main competitor is Bridging west . Bridging west started their journey in 2005 and in this 15 years they have done very well in immigration industry .Bridging west become Eduaid neck to neck competitor by ensuring better service and successfully completed many clients migration process. There are two reason for this two reason Bridging west become more Successful than Eduaid they are given below :

1)Trained Employee:

Bridging west arranged training program for their employees and train them and provide them all necessary instruction about immigration industry so for this reason their employees are more trained . As Bridging west have trained employees and they check properly client eligibility before processing application so they become successful in many client immigration cases and get more client .On the other hand there is no training program for employees in Eduaid as a result employees are not trained and they are not aware of much about immigration industry .Due to lack of training and not knowing much about immigration industry employees some time provide wrong information to client . Moreover , some time account manager does not check eligibility of client properly and choose non deserving applicant as a result there application got rejected for this reason Eduaid lose their potential client .

2)Lack of Monitoring :

In Bridging west there is a HR department they monitor and evaluate employees performance and activities . They also solved employee work related problems as a result employees are not getting demotivated. Bridging west HR department motivate each and every employee for this

reason their performance become improved day by day and employees become more productive. This productive employees bring more clients in Bridging west and successfully complete their immigration process . On the other hand , in Eduaid there is no HR department for monitoring and evaluating employees performance and activities as a result employee get demotivated and quit there job . For this reason Eduaid employees performance are not improved which leads to lose potential client .

Things can be done to Ensure more quality service :

1)Training Program :

As Eduaid employees are not well trained for this reason Eduaid losing many potential clients . So to solve this problem Eduaid need to arrange training program for their employee. By arranging training program for employees and providing them all necessary instruction regarding immigration industry Eduaid will be able to train their employees. As a result Eduaid will get more potential clients and they will successfully complete many client immigration process.

2)Open HR Department :

In Eduaid immigration service there is no HR department as a result employees performance are not evaluate properly, employees work related problem are not solved properly. Due to this many employees face difficulties while working in Eduaid and get demotivated. So to solve this problem Eduaid need to open a HR department for monitoring their employees performance and activities. Moreove , if Eduaid monitor their employees properly and motivate them they become more productive as a result Eduaid will get more clients and they will be able to provide better service.

3.4 Summary and Conclusions

Since 2000 Eduaid Immigration Service is working hard to ensure better service to their clients and make immigration process easier for every individual client . On the other hand, Eduaid competitor Bridging West which established in 2005 is doing great in immigration industry. Bridging West have more trained employees than Eduaid Immigration Service as a result Bridging West get more clients and the number of successful client immigration process is higher than Eduaid . Moreover, Bridging West have a strong HR department who continuously motivate employees and monitor their performance for this reason employees become more productive and efficient . This productive and efficient workforce is the reason behind Bridging West success. However, if Eduaid arranged training program for their employees and create HR department there employees will get proper training and motivation which will help Eduaid to get more clients. Moreover , by solving this two issues Eduaid will improve their performance and they will be able provide better service to their clients.

3.5 Recommendations

Every organization have some good points and some area of improvement .With proper suggestion this area of improvement of any organization can be solved and become better.

I would like to recommend this following ideas for Eduaid Immigration Service :

- 1) Creating a HR department for monitoring and evaluating employees performance and activities .
- 2) Arranging training program for making employee well trained and productive .
- 3) Increasing manpower will reduce employees work pressure .

References

- 1) From <https://www.eduaid.net/>
- 2) Interview questionnaire
- 3) Eduaid Immigration Service Brochure

Appendix A.

Interview Questionnaire

1. Who is Eduaid Immigration Service competitor ?
2. What is the main strength of competitors ?
3. Why competitors are more successful than Eduaid Immigration Service?
4. What are the weakness of Eduaid ?
5. What are the things can be done to ensure more quality service ?