

Internship Report On
Operations Management in the Service Industry: A Study on
Global Immigration Consultants Limited

Submitted by:

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ID: 17204029

An internship report submitted to the Brac Business School in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA)

Brac Business School

Brac University

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Declaration

It is in this manner proclaimed that:

- During my time earning my degree at BRAC University, I wrote the internship report myself.
- The report doesn't contain material recently distributed or composed by an outsider, with the exception of where this is properly referred to through full and exact referring to.
- The report doesn't contain material which has been acknowledged, or submitted, for some other degree or confirmation at a college or other foundation.
- I have recognized all fundamental wellsprings of help.

Student's Full Name & Signature:

Rina Akter

Supervisor's Full Name & Signature:

Riyashad Ahmed

Assistant Professor of Finance &

Director of Programs (MBA & EMBA), BRAC Business School

BRAC University

Letter of Transmittal

1st June 2022

Riyashad Ahmed

Assistant Professor,

BRAC Business School

BRAC University

KHA 224, Pragati Sarani, Merul Badda, Dhaka-1212

Subject: Submission of Internship Report.

Dear Sir,

I am delighted to present my internship report on Global Immigration Consultants Limited. This report is the culmination of my BBA program. It gives me great pleasure to have finished my internship and to present this report on the analysis I conducted during that time. Thank you for providing me with a test that will allow me to demonstrate my abilities. I will also be given the opportunity to do some practical work, which will add to my experience.

It would be very kind of you to review my report work and make any additional suggestions to improve my explanation.

Sincerely yours,

Rina Akter

ID: 17204029

BRAC Business School

Acknowledgment

I might want to offer my thanks to Allah as well as a few helpful individuals for their assistance, guidance, and encouragement. I want to start by thanking **Riyashad Ahmed**, who oversaw my academic internship and provided crucial assistance and advice for my report throughout the semester.

I am also grateful to my honorable supervisor, **Riyashad Ahmed**, Assistant Professor, for giving me the opportunity to do an internship under their supervision.

Additionally appreciative to **Farhad Islam**, General Manager, Operation Specialist, Global Immigration Consultants Limited, who gave me the subtleties I expected to create this report on overseeing all operational practices for ensuring customer services. I value everybody at GIC, and I could never have conceivably had the choice to fulfill the endeavor's goals without the help of people referred to already. I'm similarly enthusiastic about my family, mates, and colleagues.

Executive Summary

This report is for my internship at the first limited and ISO-certified immigration firm in Bangladesh, Global Immigration Consultants Limited. This report's main objective is to provide an illustration of my internship experience, which has helped me gain a better grasp of the department's overall effectiveness and functioning. I was given an operations department assignment by Global Immigration Consultants Limited. This department oversees processing, submission, and documentation. An outline of Global Immigration Consultant Limited's processing procedures is provided in this report.

This report's content is entirely derived from my own independent and secondary research. For internal analysis, I had interviews with my supervisor and the CEO of the business. I used a range of sources for my external study, such as the annual KPI report and the company website. This study aims to provide a realistic knowledge of the operations activities of Global Immigration Consultants Limited. This report also has sections that highlight my individual viewpoints, experiences, responsibilities, views, and insights from my internship at the company. These sections include my personal development because of the internship as well as the difficulties I faced and how I overcame them.

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Chapter 1

Overview of the Internship

1.1 Student Information

Name: Rina Akter

ID: 17204029

Program: BBA

Major: HRM & CIM

1.2 Internship Information

1.2.1 Period

June 25, 2022, to September 30, 2022

Company Name: Global Immigration Consultants Limited

Department: Operation Management

Address: Tower of Aakash (8th Floor), 132, Gulshan-1, Dhaka 1212

1.2.2 Internship Company Supervisor Information

Name: Farhad Islam

Department: Operation Management

1.2.3 Job Scope

Job Description as an Intern

My internship period is close to end at Global Immigration Limited, I am reflecting on the enriching experience of my past three months. Today I am grateful for their welcoming working environment. I have started my working journey from here as an intern and in time I got the opportunity to join the organization as a permanent employee. I have the privilege of serving myself as an Operation Specialist. The study will allow learning about the operational practices, its importance in an organization and how to make it more efficient. My job role as an operation specialist i was responsible for managing client's documentation and clients responding to clients queries for immigration processes. As consultant firms engage with different types of clients for different countries related queries, I was responsible for Dubai country visa processing.

As a part of my job, i had to communicate with clients regarding ongoing immigration processes, documents related information, and price negotiation. In the beginning team members used to give training regarding the documentation support queries and then I learned from them. My supervisor was very helpful there, he used to help me to answer questions of clients smartly. Something we used to face critical situations where my supervisor guides us how to deal with these critical issues.

In addition, after client's documentation we moved forward to process their visa. We collect their required documents and then we apply for a visa for them. While we applied for a visa for a client during the process we faced different networking issues where client communication was needed the most. Here my communication skills got better.

As an operation specialist I had to deliver my work on time to clients as when we start to process, we usually take time from clients. And within time we deliver our work to clients. Sometimes due to portal issues, network issues, government rules and regulations we face a lot of problems but still through proper communication I was able to deliver the work to them.

1.3 Internship Outcomes

1.3.1 Student's contribution to the company

My fundamental goal was to finish the task that I was all appropriated with; being a student, I had a restricted part to play to have the decision to contribute regularly in the organization. Assisting all operational work, ensuring customer service and so on through helping with supervisor. Nonetheless, while dealing with my work, my line chief thought about my previous encounters and provided me with a ton of undertakings. As an intern of Global Immigration Limited, I played a very important role. The operation specialist team was a very valuable team within the organization. As a team we all were very active in our work. We always communicate and share our work. We helped each other during heavy workloads days. In this way our team was bonded very well. Each of us was very active in delivering our work within time. Sometimes we held seminars for student visas. During that time, we used to give consultancy to clients. We have always done multi-tasks.

As a learner I got to know a lot of things from different teams about their work. My contribution was minimal in the organization. They have always appreciated my efforts and motivated me during work.

My supervisor guidelines were very helpful to me. Because of him I got known about a lot regarding price negotiation with clients, how to deal with Also how to deliver a strong offer to clients. Because of his motivation and guidance, I became employee of the month 2 times.

1.3.2 Benefits to the student

Operational Management internships are common in large organizations, and they provide a brief introduction to the business world while also developing skills in teamwork, presentation, and problem-solving. As a member of operation specialist, I learned the process of visa application delivery to the client. While I was doing my internship I had to learn about a lot of consultancy agencies in our country. The culture of agencies and how they work. The divers experience and skills I gained during this period and after also have not only broadened my perspectives but also furnished me with confidence and proficiency. Finally, feedback allows for the identification of

strengths and weaknesses, allowing for targeted development in the operational sector. Dream disillusionment can help to narrow down options and provide valuable perspective and insight. Gaining a realistic grasp of operations management in the service business. Acquiring a practical awareness of corporate processes.

1.3.3 Problems faced during the internship period

In my full internship position period, I have confronted a great deal transport issue, yet I have likewise discovered that how public vehicle makes my excursion simpler to utilize. During my internship period I faced a lot of working pressure during the first month as I had to be a quick learner to understand the work. I gained insight into the agency culture.

Working as an intern helped me to connect with a lot of different clients. Also, as a global company I got a chance to work with colleagues from different countries. The working diversity in agency is huge, working here actually taught me different parts to go forward as an operation inter.

As an intern while working in an agency it was a little difficult for me to adapt with the working environment, culture, and different people. In addition, my supervisor encouraged me a lot and guided me to overcome all these fears.

1.3.4 Recommendations:

An internship period is not just an operation procedure to complete, rather it's a first phase of a professional career for undergraduate students. It should not only be an opportunity to complete the credits, but it should also be an opportunity to learn, know, develop your skills and building up professional skills.

These small tasks during internship help and grow in our first professional job. There are many organizations who prefer to appoint interns if they perform well and show interest in work. Nevertheless, it's very important for an intern to complete the whole internship process to gain professional work experience in their life. These three months of internship period is short and small but a unique opportunity for students to expand their knowledge beyond their imagination.

Chapter 2

Organization Part

2.1 Introduction



Global Immigration Consultants Ltd was established in 2008 in the United Kingdom, has a wealth of knowledge in the domains of education and immigration. In April 2013, Mr. Kamran Sarker, the Chairman, and Md. Salman Omar, the Managing Director, set out as Global Immigration Consultants to develop a reputable brand in the immigration industry in Bangladesh. From 2011 until the present, both aforementioned individuals were in charge of multiple in-country status adjustments for immigrants and students living in the United Kingdom. As a result, GIC is now available as a tactical expansion and business model for the Bangladesh market. It is currently one of the leading immigration and student migration consultancy companies, helping students secure their futures while pursuing their higher education abroad. GIC is one of the few companies in Bangladesh that collaborates with

Australian and Canadian government-registered solicitors; GIC is registered under the MARA and ICCRC systems in both countries. The company offers a range of advanced training and testing facilities for pupils. Along with student counseling and immigration views, they also provide professional courses in graphic design, web design, game creation, and English test preparation as part of extra studies. To provide comprehensive and qualified advice on a wide range of topics relevant to studying in different parts of the world, all of the consultants have completed intensive training. The subsequent tactical choices were made: Create your own academic programs and courses, establish a new corporation with a focus on immigration and student counseling, and ensure that all GIC offices follow a consistent and user-friendly operational style. Seek certification from internationally renowned accrediting bodies, establish connections with world-class universities, and demonstrate a dedication to quality. Promote international delivery. Offer local and foreign student's pathways to institutions overseas that are both economical and flexible. Intellectually gifted people are being exported for the future. They will be able to provide the best product to the public by doing this by greatly expanding student services, facilities, and programs. Currently, GIC operates one location in Chittagong and two in Bangladesh: one in Gulshan serves as a visa office and the other as a student consultant. GIC also maintains offices in Thailand, the UAE, and Singapore. Currently, they are pushing a number of professional and student immigration options. They collaborate with numerous colleges, universities, and organizations worldwide. Students and professionals interested in studying or working in the UK, the Netherlands, Canada, the US, Australia, New Zealand, Malaysia, and other countries can obtain immigration services from them. Students who wish to study in those countries can pick from a wide range of colleges and universities. In addition to helping with immigration and student visas, they also provide English language preparation classes to professionals and students who want to get ready for chances to study or work overseas. Additionally, they provide online master's and bachelor's degree programs via a respectable UK university. Right now, their most sought-after products are Canada entrepreneurial visas, UK student entrance, and work permit, PR facilities.

2.2 Historical background of GIC Ltd.

The establishment of Global Immigration Consultants Limited (GIC) aimed to ensure a meticulous process for both the international and Bangladeshi immigration markets. They would like to assist students and immigrants in learning more about postsecondary education and other options available to them both domestically and internationally. Global Immigration Consultants may now help movers and immigrants choose appropriate locations from a wide range of immigration alternatives and institutes. They are proficient in providing expert guidance and assistance with everything from finding and choosing the right country or institution to securing a visa. They want people to be able to go abroad in search of a better life, a better career, and a happy family with their help. Global Immigration Consultants Limited is situated in Dhaka, Bangladesh, although it also has offices in UAE, Malaysia and London.

2.3 Mission Vision and Core values



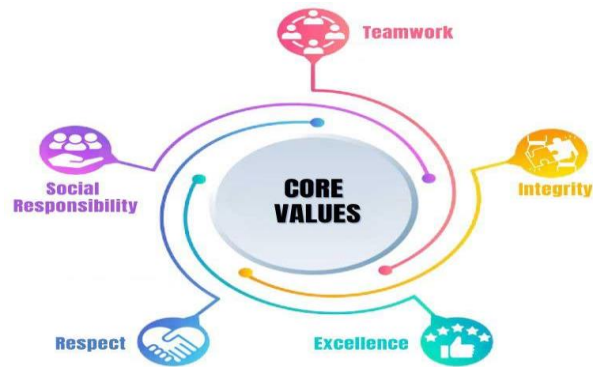
Mission:

To help people build bright futures by moving abroad, as well as to expand globally and offer advisory services worldwide. Our goal is for our students to be successful not only in the classroom but also as "leaders of the future," prosperous, and responsible global citizens. This means that we will lift the bar for consulting, enabling them to travel abroad, pursue their studies abroad, and become permanent residents of other countries. All our clients should be pleased to be part of the GIC family.

Vision:

We can help people have better futures by providing our service. They see us not only as advisors but as enduring travel partners that strive for excellence in all of their interactions and establish trust at every turn. They are there to help, mentor, and stand by the United States, making sure that each new beginning in a faraway country feels like home.

Core values:



2.4 Executive Body of GIC

1. A.B.M. Kamran Sarkar [Chairman]
2. Salman Omar [Managing Director]
3. Shamsul Omar [Executive Director]
4. Laverne Atkinson [Executive Director]

Advisory Board:

1. Mrs. Kawser Perveen, Deputy Director, Bangladesh Bank, Bangladesh
2. Mr. Md. Golam Faroque, Managing Director, Haque Travel Services Limited, Bangladesh
3. Advocate Md. Zakir Hossain, Lawyer, Company Law & legal Services, Bangladesh
4. Mohd. Meherullah Sarker, Director, Sales and Marketing, Bengal Inn, Bangladesh
5. Imran Sarkar, Manager, HSBC South Kensington Branch, London, United Kingdom

2.5 Organogram of the organization



Figure: GIC Lifecycle (Global Immigration Consultants LTD, 2015)

2.6 Team of GIC:

2.6.1 The Counseling Group:

The counselors at GIC offer a free consultation to each client that visits the office. Immigration regulations and study abroad programs are the basis for consultations. Counselors evaluate each client on an individual basis to determine the best course of action. A counselor's main duty is to assist clients who want to move abroad for immigration or study by giving them correct information and guidance during the initial process.

2.6.2 Team Operations:

The department's personnel are under the direction of an operations manager, who also keeps an eye on the team's progress. The operations team oversees handling problems pertaining to the business's operations and making sure that the quality of service offered to potential customers is maintained. The operation manager provides the management with regular information on the state of the business.

2.6.3 Processing Team:

The processing team oversees the paperwork and preparation for the application. The processing staff will guide applicants through the application process after they start it for the student program or the immigration program. The processing staff assists each customer in preparing the necessary documents by providing them with guidelines on which ones to use for the application process, along with a sample format. The processing staff makes sure all of the papers are in the correct format before submitting an application.

2.6.4 Management Team:

The Management Team is composed of the Chairman, the Managing Director, and the Executive Directors. Their goals are to take action to move the business to the next level and to maintain the firm's growth. They oversee all other teams before evaluating the company's achievements and shortcomings and working to develop fresh strategies that will either guarantee success or prevent failure. To ensure the company's financial viability, the management team conducts financial analysis and creates innovative financing strategies.

2.6.5 Team Human Resources:

GIC's HR managers oversee the company's rules and processes and provide training to staff members on how to follow them. They also manage the company's administrative tasks and supervise payroll, benefits, and employee relations.

2.6.6 International Team and Marketing:

The members of the marketing team have current knowledge of internet marketing and are constantly developing important marketing techniques. To draw in new customers, GIC promotes its services on social media platforms like Facebook and YouTube. The marketing team uses a range of contact methods, including emails and mobile text messages, to connect with clients who are thinking about applying for an immigration or student program. As a member of the international relations team, the international connection manager cultivates connections with foreign partners, such institutions or organizations that provide study abroad possibilities. The international manager's job is to communicate with foreign partners and let them know about the services and scope of partnership in order to achieve mutual growth.

2.7 GIC Quality Policy:

The foundation of GIC's quality policy is the commitment of all its employees to provide their clients with the best services available. GIC management will use the following objectives to provide direction and strategies for carrying out this Quality Policy:

- Recognize and try to satisfy the needs and expectations of your customers.
- Fulfill all GIC's client responsibilities.
- Deliver the services on time and within budget.
- Offer free counseling in addition to providing the best quality services to the clients.

- Offer their clients the best value for the services they provide.
- Verify whether their offerings meet the predetermined requirements.
- Keep lines of communication open and productive with their high-potential customers.
- To those who have started working with them to process their file.
- Offer methodical operational and quality procedure control and validation. • Encourage and instruct GIC staff members in innovative methods and concepts to establish a continuous improvement approach that spans all disciplines.

In order to consistently deliver high-quality services and satisfy customers, GIC complies with international quality management system requirements. The organization intends to regularly evaluate its performance in order to maintain its position as the top registered consultancy firm in Bangladesh and to fulfill people's desires of starting a new life abroad.

2.8 Services of GIC:

- Immigration Consultancy
- Consultancy for Students
- IELTS workshop and registration

2.9. Activities:

- Immigration seminar
- Student Information Session
- Individualized Guidance:

2.10 Branches of GIC:

Dhaka Office Plot No – 56/B (1st Floor), Road – 132, Gulshan-1, Dhaka – 1212, Bangladesh. Call: 09678-744226	Chattogram Office Holding # 516 (2nd Floor), 41 M M Ali Road CDA Avenue Dampara Wasa Circle, Chattogram, Bangladesh. Call: 096787442	UAE Office GIC Global Documents Clearing Services Unit 2910, 29th Floor, The Burlington Tower, Marasi Drive, Business Bay, Post Box-96550, Dubai, UAE. License Number: 917022
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2.11 Lawyer panel of GIC:

Global Lawyer			External Team
Ali Shahin Mohamed Ali Shahin Mohamed is a renowned lawyer, specializing in UAE immigration and visa applications, assisting clients with precision and expertise.	Anil Keshary Anil Keshary is a proficient lawyer, expertly handling Australian immigration and visa applications with dedicated professionalism.	Binfeng Zhang Binfeng Zhang is a distinguished lawyer, expertly navigating Australian immigration and visa applications for the global client.	Antonin Favreau Antonin Favreau is a seasoned lawyer specializing in Canadian immigration and visa applications, providing expert guidance to aspirants worldwide.

2.12 Company Achievement:

Establishing a standing as one of the leading immigration advisory companies in Bangladesh:

GIC is widely recognized as one of the most prosperous enterprises inside the immigration services in nations like Australia and Canada. More than a thousand applicants have received help from an ICCRC-approved lawyer in order to petition for immigration to Canada and arrange for their family to go there. They have improved both their consumer and immigration services over time. GIC works with a range of programs all throughout the world, assisting people in applying to the ones that are most suitable for them. People who are in North America, Australia,

or even Asia have more alternatives because the programs we assist them in applying to are international.

Helping individuals submit applications to the programs that best suit their needs:

GIC works with numerous programs worldwide. Since the programs they assist people in applying for are available everywhere in the world—in North America, Australia, or Asia—people have more options. They assess each client's eligibility and investigate all available possibilities, including studying abroad and immigration. People now have greater faith in their applications because they know that they are there to support them.

Building a strong brand identity through internet marketing:

GIC interacts with clients on social media sites like Facebook and YouTube, providing tours and pertinent information on their application abroad. Their successful use of social media to build an audience resulted in the development of a brand identity in the eyes of prospective customers. This enables them to connect with more customers globally and provide them with the finest service possible.

2.13 SWOT Analysis

SWOT Analysis is used by GIC to identify their strengths, weaknesses, opportunities, and threats. And this analysis helps them make various strategic decisions about the organization's well-being. The GIC SWOT Analysis is explained further below:



Strength	Weakness	Opportunities	Threats
• Top immigration advisory firm in our country for immigration to Canada and the United Arab Emirates. • International organization with offices in the United Arab Emirates, Singapore, Australia, and the United Kingdom. • Government-registered lawyers to handle immigration matters • A potent marketing team and extensive social media following	• insufficient staffing levels within the company. • high employee attrition rates. • frequent changes to immigration laws. • tardiness among staff members. • lack of marketing and client awareness. • influence from politics and	• Becoming Bangladesh's top immigration consulting company for all nations Contributing to Bangladesh's economic growth. • expanding internationally by opening offices in developing nations. • offering reduced service fees to draw in more customers.	• The competitive climate with other immigration consulting firms in Bangladesh. • The impact of the COVID-19 pandemic on immigration. • A slowdown in the number of foreign invitations to immigrate. • Government policy changes regarding immigration. • Negative client word-of-mouth marketing. • Exorbitant government fees

• Faster client satisfaction than other consulting businesses. • One-on-one consulting service for all clients. • Partnership with UAE Embassy offering complimentary airfares. • High staff satisfaction and highly paid pay. • Reasonably low service fee in comparison to other immigration consulting companies	the government. • reluctance to embrace new technologies. • delays in providing client service and unfavorable reviews	• going viral by stepping up social media marketing. • and forming alliances with overseas businesses • Enter the tourism visa market in addition to immigration visa	associated with immigration; and • A higher rate of residency visa rejections.
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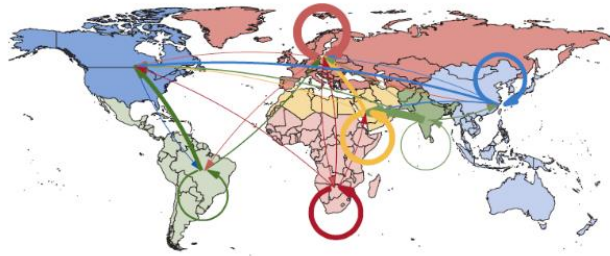
2.14 Overview of Immigration Industry

Migration has become a hugely profitable industry. In the past few decades, a plethora of new economic opportunities have surfaced that take advantage of the desire of migrants to migrate as well as the difficulties governments face in managing migration. We are currently witnessing a growing commercialization of international migration, from the quick rise of specialized labor immigration and transportation companies to the multinationals running detention centers or setting up border security, and even the organized criminal networks making money from human trafficking and smuggling.

According to this volume, discussing migration these days would be nearly difficult without mentioning the migration industry. However, recognizing the part the migration business plays raise several issues that have not gotten much attention from academics or decision-makers up to this point. The book brings together novel case studies and cross-disciplinary theoretical inquiries to offer new concepts and theory for the study of international migration. Additionally, it offers a worldwide perspective on the phenomenon being studied, encompassing migrant sending regions in Africa, Asia, and Latin America as well as migrant destinations in Europe, the United States, and Asia.

Migration flows

Migration takes place within broadly defined world regions, such as within Europe and Central Asia, but also over long distances.



Sources: United Nations and IMF staff calculations.

Note: The figure shows migration flows larger than 200,000 people between 2010 and 2020. The width of flows is proportional to the number of migrants.

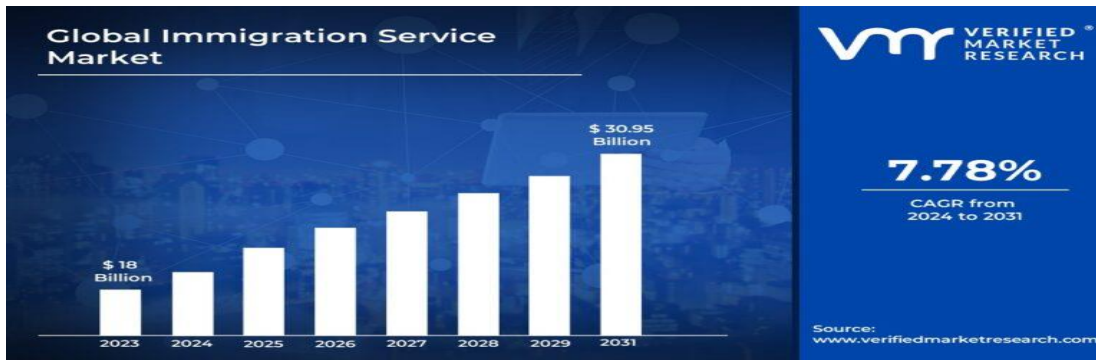
INTERNATIONAL MONETARY FUND

Since class, kinship, and gender ties are deeply ingrained in the various contexts, the migration industry's structure has developed differently. Its roots are found in Ghana's cultural norms of reciprocity and, in the case of children employed as domestic workers, in the fosterage tradition; in Bangladesh, it stems from traditional patron-client relationships and ideas of duty and trust; and in Indonesia, it is founded on regional and cultural ideas of legitimacy and trust.

Brokers are frequently held accountable for exploiting migrants and enforcing their labor laws. However, informal brokers play a significant role in all three areas, and the sector responds to changes in market conditions, rules, and migrant agency with considerable adaptability. The expenses of migration might be very significant, yet most migrants have a long-term perspective and consider these costs as necessary for a better future. But risks are not covered by insurance, which might lead to losses.

2.15 Industry growth rate:

The market for immigration services is anticipated to reach \$30.95 billion by 2031, growing at a compound annual growth rate (CAGR) of 7.78% between 2024 and 2031. The market was estimated to be worth \$18 billion in 2023.



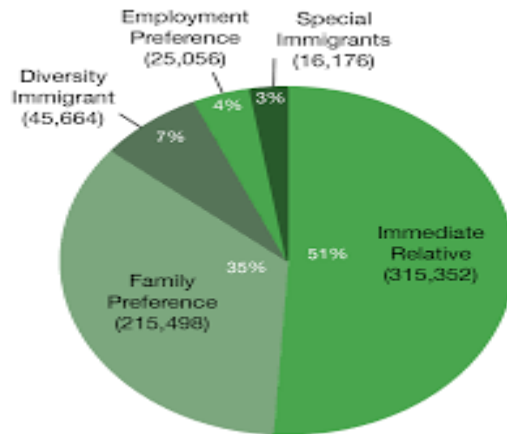
The following are some of the factors propelling the market for immigration services:

- The growing number of students requesting to return after attending lessons virtually during the pandemic.
- The increase in employment prospects in developed countries.
- Socioeconomic circumstances like the war in Ukraine or the refugee crisis in Afghanistan.

2.16 Size and types of the industry:

I investigate how the immigration industry affects the immigration process using immigration firms based in Bangladesh. Immigration consultants that arranged the actual relocation process, provided crucial support, and increased knowledge of business migration programs have aided recent business migrations from Bangladesh. Depending on the kind of service offered, the global immigration services market is separated into different divisions.

- ❖ Application for a Visa
- ❖ Residency Permits
- ❖ Work permits
- ❖ Processing of documentation and
- ❖ others



As mentioned before, the majority of immigration consulting firms are privately held, profitable companies. Over the forecast period, the cost of obtaining immigration services will increase by 2.5 to 3.5 percent. Providing a range of services to prospective immigrants is their main business. Numerous scholars have investigated the elements that affect people's choices to use immigration advisors. The justifications for relying on.

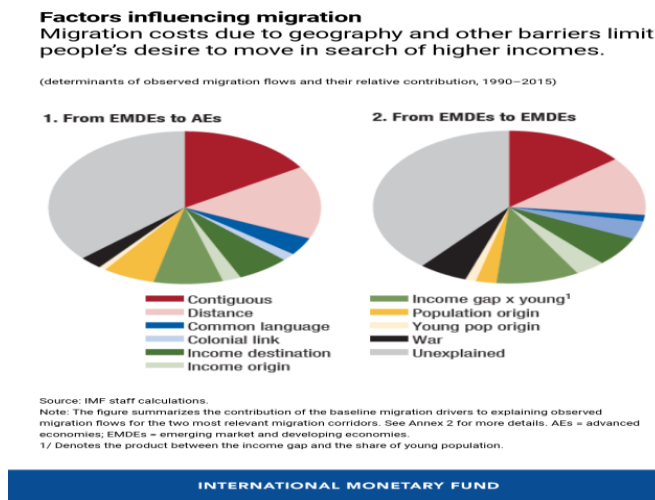
2.17 Maturity of the Industry:

The number of people traveling to various parts of the world has significantly increased in recent years. Consequently, there is a greater need for immigration specialists. because the applicant can receive a thorough explanation of the numerous visa procedures and requirements from a professional immigration adviser. A lawyer can review the application and identify any errors. Additionally, they can continuously monitor the location and results of the application. if the candidate must be interviewed. By giving him access to all relevant information, including potential questions and answers, the lawyer can adequately get him ready for the interview. An attorney can assist the applicant in submitting a review or appeal to the appropriate Embassy, Immigration Court, or Tribunal if a non-immigrant or immigrant visa is denied. An attorney may defend the application and provide crucial drafts, documentation, and grounds of review if necessary. Due to these factors, immigration consulting businesses continue to expand.

2.18 Influencing factors for Immigration Industry:

The disparity in income between the nations of origin and destination is a primary driver of migration. More immigrants come to wealthier nations, particularly from younger nations. Emigration is higher in nations with lower per capita incomes, but only if those nations are not

extremely impoverished. We discover that emigration to advanced economies is lower in countries with lower incomes when the per capita income at the origin is less than \$7000. This implies that since they lack the means necessary to cover the costs of migration, people become impoverished.



2.19 Analysis of Market Segmentation for International Immigration Services:

The global market for immigration services is segmented by different types. There are- service type, application type, client type, end-user, and geography.



2.20 Immigration service classification:

Immigration Service Market, By Service Type

- ❖ Visa and Immigration Services
- ❖ Citizenship and Naturalization Services
- ❖ Legal Advisory Services
- ❖ Employment and Recruitment Services

Immigration Service Market, By Application Type

- Family-based Immigration
- Employment-based Immigration
- Student Immigration
- Refugee and Asylum Services

Immigration Service Market, By Client Type

- Individual Applicants
- Corporate Clients
- Government Agencies
- Legal Professionals
- NGOs and Non-profit Organizations
- Educational Institutions

Immigration Service Market, By Geography

- North America
- Europe
- Asia-Pacific
- Middle East and Africa
- Latin America

Immigration Service Market, By End-User

2.21 Overview of job activities:

An internship is a form of training where students and recent graduates use what they have learnt in school and obtain real-world experience in business. Every company is unique and has a culture of its own. Individuals function as a team and share common values, visions, customs, working language, procedures, and routines. An outstanding worker contributes to the management and development of the organization's culture and structure. Each worker contributes significantly to the organization's success.

I started out as an intern in the operations division. In addition to monitoring their job activities and taking part in training exercises, my duties also involved interacting with staff members from the relation management and processing teams. under the leadership of the Head of Canada Operations, Miss Fabliha Mahfuz. I had to work in a range of departments as an intern in order to have a deeper comprehension of GIC's operations.

- Discover the company's vision, goals, and history.
- Read more about the services offered by Global Immigration Consultant LTD.
- Analyze the workplace culture of the organization.
- Create a reference list.
- Gain practical experience in work.
- Helping my supervisor with her tasks.
- Discover how to launch a lucrative career in consulting.

2.22 Responsibilities:

Bangladeshi immigration consulting services can assist customers with a range of immigration-related duties, such as:

- **Advising:** Outlining eligibility, possible problems, and the visa application process. Immigration experts thoroughly examine the profiles of their customers, taking into account elements including credentials, prior employment history, and travel objectives. This makes it easier to choose the best visa category.
- **Applying:** Gathering necessary paperwork and sending applications to the appropriate embassy Depending on the client's goal—work, education, family reunion, or travel—consultants offer comprehensive information on the range of visa choices accessible.
- Finding the client's best option is what is advised.
- **Providing answers:** Providing practical answers regarding immigration law.

- **Informing clients:** Providing clients with the most recent information on regulations. Completing visa application forms might be difficult. Throughout the application process, immigration advisors help clients make sure all fields are filled out correctly.

2.23 Types of Activities:

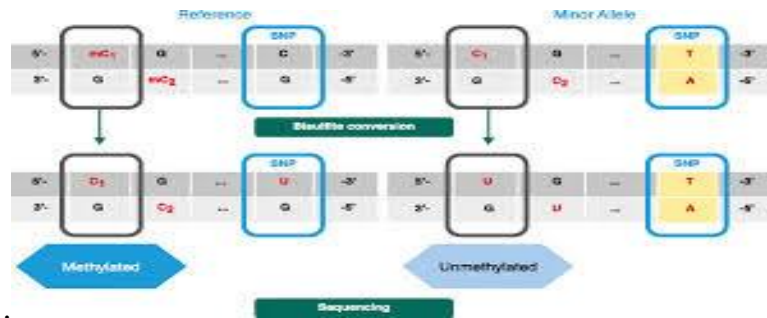
- ❖ PEI PNP Submission.



- ❖ SINP Submission.



❖ SNP Submission:

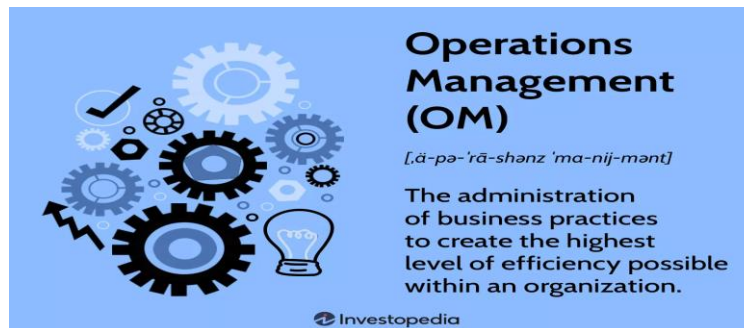


- ❖ FSWP Submission.
- ❖ CRS Point Calculation.
- ❖ UAE Residency Visa.
- ❖ Australia Immigration Processing.
- ❖ ECA.
- ❖ Assessment.

Chapter 3

Operation Management Activities (Project Part)

3.1 Definition of Operation Management:



An operations management specialist should have knowledge about global and regional trends, production resources, and consumer demand. Operations management holds an economical approach to labor and material acquisition to satisfy consumer expectations. Inventory levels are monitored to ensure that sufficient supplies are available. Finding suppliers who can provide the necessary products at reasonable prices and deliver the product on schedule is the responsibility of operations management.

One important component of operations management is delivering goods to customers. This entails ensuring that the items are delivered within the specified time frame. Operations management typically also follows up with customers to ensure that the things meet quality and functionality criteria. Operations management shares the relevant information after getting feedback for improvement.

3.2 The Functions of Operations Managers

While reassessing existing systems, operations managers are involved in planning and creating new procedures. Being an operations manager is primarily driven by organization and productivity, and the job frequently calls for adaptability and creativity. Operations managers need to have a range of skill sets as part of their everyday duties, such as:



- ★ technological expertise in areas such as production automation, budget tracking, data entry, and design.
- ★ organizing abilities and meticulousness, including keeping an eye on project files, employee reports, financial plans, schedules, and other data related to company operations.
- ★ Strong motivational skills and leadership qualities enable one to inspire others, come up with ideas, and build a supportive and varied team.
- ★ analytical skills, including the capacity to evaluate and reduce risks while launching new initiatives. Operations managers also need to look at processes to identify issues and offer solutions if adverse conditions occur.
- ★ capacity for decision-making, especially when pressed for time and unable to weigh all pertinent considerations.
- ★ The ability to maintain quality standards for raw materials, machinery, manufacturing procedures, packing, and delivery techniques,

3.3 Four theories are central to modern operations management:



- A. The goal of business process redesign (BPR) is to analyze and design a company's workflow and business processes. By creating the business process from the ground up, BPR aims to assist organizations in drastically restructuring.
- B. Systems for reconfigurable manufacturing are made to accommodate faster changes in hardware, software, and structure. In response to changes in the market or in the system

itself, this enables systems to quickly adapt to the capacity at which they can continue to produce and operate effectively.

- C. Six Sigma is a quality-focused methodology. "Six" refers to the control limits, which are set at six standard deviations from the mean of the normal distribution. Trending is one of the Six Sigma process's tools. Trading charts, possible defect estimations, and other ratios are all part of the Six Sigma process.
- D. To be a successful operations management specialist, one must be able to understand the processes that are essential to a company's operations and make them work together smoothly. The collaboration needed to properly set up organizational procedures requires a solid understanding of logistics.

3.4 Services offered by international immigration advisors:

- Documentation: assisting with the creation of the required paperwork
- Submission of applications: Sending in applications for customers
- Post-approval procedures: assisting customers with what to do following approval
- Regulatory updates: Notifying customers of modifications to immigration laws
- Customized advice: Giving customers specific recommendations
- Legal aid: Providing legal support
- Visa services: Assisting customers in obtaining visas for nations including the United Arab Emirates, Canada, Australia, and Dubai
- Additionally, international immigration advisors can assist clients in navigating the always changing immigration laws and regulations.

Global Immigration Consultants Limited (GIC) offers Express Entry, PNP, and Family Sponsorship immigration services to its clients in Canada. They help clients stay up to date on the most recent regulations and increase their chances of success by providing guidance on documentation, application submission, and post-approval procedures.

3.5 Analysis at the company level:

I interned at Global Immigration Consultants Ltd. (GIC) in the Operations division. Over the course of my four years of education, Brac University has adequately prepared me for the investigation of internal processes. I may therefore refer to my research regarding the efficiency of the process. I have discovered numerous procedures that are effective for any business.

3.5.1 Effective conclusions:

CRM: There are several challenges associated with automating customer service, from configuring case management and knowledge management standards correctly to the possible loss of communication personalization while utilizing manual processes. However, the ideal method to guarantee that the automation functions properly is to integrate customer service automation into a CRM that is well-structured. CRM is used by the operations department to keep track of assigned workers, payment information, and client history.

- **Cloud:** Among the functions offered by Service Cloud are Omni-Channel Communication, Case Management, Service Console, Knowledge Base, Service Analytics, and Self-Service Communities. Of all the capabilities offered by Service Cloud, Service Console and Service Analytics might be the ones that need a bit more focus. Service Console gives staff members access to all required resources, including purchase and case histories, in a single tab, along with a thorough understanding of the client's condition. GIC stores all of the company's documents and data on its own cloud server.

- **Process Intelligence:** Data is one of the most valuable resources of an organization. It provides feedback and insights that could aid in future success and improvement. Data re-entry and spreadsheets are usually required for manual data analysis, which can be repetitive and time-consuming. On the other hand, process intelligence technologies eliminate the need for human data collection and enable enterprise-level analysis on a large scale. By using a process intelligence solution, organizations may gain full insight into how well their processes are doing. Customizable analytics and data visualization make it easy to see where changes could be made.

- **Workflows that are automated:** Workflows are a rational arrangement of company operations. Although many businesses run their activities online, this does not necessarily mean that they are as effective or productive as they may be. Approval procedures are notorious for creating delays since they are time-consuming and difficult. But this does not have to be the case. By using workflow automation, organizations can expedite their processes while preventing misunderstandings and delays. By updating processes with automation, workers can remove unnecessary administrative tasks and relieve process bottlenecks.

- **Process mapping:** Making process maps is the first stage in large-scale process optimization. They enable complex routines to be represented as a straightforward visual map, which helps employees understand existing practices. Businesses may see all of the processes they now use and their relationships with one another by using a process map. For instance, many processes include tasks that are completed by several departments; a process map will show how changes affect an organization. Workflows can be reassessed when outdated or inefficient procedures have been identified and may be changed or eliminated. Process maps offer better visibility and control over processes of any scale. In order to collaborate, an organization must cultivate accountability. Procedures will hence continue to become more efficient and straightforward.

- **Quality control:** Quality control and service design are closely related. After a service is developed by the front-end team, the operations team will ensure that it satisfies quality standards. Operations specialists may test the service to make sure it is error-free before providing it to the client. Risk analysis is performed to identify potential problems, services are inspected to make sure they meet quality standards, and any defects or shortfalls in the services are monitored. The operations department keeps the organization's quality flow consistent.

3.5.2 Inefficient findings:

- In any service-based business, processing tasks are handled by the operations department. However, the department becomes ineffective if it must maintain both processing and backend services. Therefore, other services should not be a part of the activities.
- Due to the intricacy of the work, the operations staff must have extensive training. However, new hires at GIC carry out their primary tasks without the necessary training or job knowledge. The operation's service quality may suffer because of this behavior.
- All operational procedures are cloud-based and automated. However, GIC's assessment processing is still done by hand, which wastes a lot of employee time. Automated technology can also be used to automate this process.
- A few of the operations experts are interacting with clients. Regularly communicating with clients and attending to their urgent needs can interfere with the operations' normal process. In this case, the company's other departments—rather than the operations department—must handle client interactions.
- Most of the work in service-based businesses is done by the operations department. Therefore, this department needs enough employees. Here, GIC's activities are overworked, yet the department lacks sufficient staff.

3.6 Market level analysis:

New competitors are entering the market to capitalize on technical and legislative improvements, making the immigration consulting industry a crowded and competitive space. Immigration consultants in Bangladesh are employing a range of market positioning strategies in an effort to expand their businesses. One of Bangladesh's leading immigration consulting companies, GIC enjoys a strong reputation in the marketplace. The organization is also well known for processing

applications extremely quickly, which is made possible by a robust operations team. The business is now extremely profitable, and its growing clientele has kept the market engaged.

The market for immigration consulting services in Bangladesh is quite competitive. However, the founders of new consulting firms usually lack the extensive knowledge and expertise required to establish an immigration agency. Here, GIC has a long history in the business and has built a strong reputation. The Immigration Services market would witness an increase in spending of about \$49 billion over the course of the five-year projection period, growing at a compound annual growth rate (CAGR) of 5.40 percent. A market that remains stagnant for an extended period does not exist. When conducting market analysis, we must first examine the current market size before evaluating its potential. This is particularly crucial for immigration firms like ours that are thinking about breaking into a new market. First, we need to determine if it is a practical alternative. How big is the market right now? What level of saturation exists? And how much space is there for growth?

Today, the business for immigration consulting is worth billions of dollars. The issue is that a market's growth potential does not necessarily translate into actual growth. The field of immigration consulting is quite fragmented. While many smaller businesses are vying for market share, a small number of companies dominate the industry. By serving the most prosperous clients in the nation, large management consulting firms like GIC have established a dominant market.

Leading industry competitors often offer information-based management, integration, and consulting services. By lowering expenses, increasing customer service, raising the caliber of existing services, and launching new services more quickly, services are made to assist clients in operating their businesses more effectively. Along with industry-specific knowledge, competitors offer objective analysis, selection, creation, implementation, and management of information systems, networks, and applications. However, by employing effective market positioning and segmentation strategies, GIC is firmly maintaining its place in this competitive market. By performing its own market surveys and examining current data, the company is obtaining market segmentation data. In the haste to determine a market's size and development potential, it is all too simple to overlook its basic dynamics. Finally, by completing all projects on time.

3.7 Analysis at the professional level:

For this internship opportunity, which gave me real business skills in terms of behavioral aptitude and experience accumulation, as well as for helping me mold my career, I will always be thankful to GIC. My future career plan will be influenced by this internship, and I intend to work in the same field as it. In terms of values and conventions, there are a few organizational and behavioral elements that could help GIC become the leader in the immigration sector. Additionally, I believe that my internship activities and my academic knowledge are related. During my internship, I have been able to put my academic knowledge into practice. I gained new technical abilities, such as proficiency with Microsoft Word, Excel, and Outlook applications. I have gained some of the most crucial soft skills in addition to technical ones.

- **Networking:** I gained knowledge on how to interact and build relationships with my coworkers throughout my internship. In order to learn more about businesses, not only at the co-working space but also in the marketplace, I learnt how to introduce myself, discuss my hobbies and experience, and ask questions. All things considered, this strategy helped my professional network expand and emphasized the need of establishing these relationships. Many of them were also added to my LinkedIn network, which is an excellent resource for professional networking.

- **Workplace Culture:** As an intern, I discovered that every company or organization has a unique culture, and that culture affects communication. Observing others, learning how they interact with coworkers, and helping them with chores and responsibilities are all essential. I quickly realized that if anything is unclear or I do not understand something, it is acceptable to ask for clarification.

- **Enthusiasm:** During my internship, I learned the importance of being eager to pick up new skills, requesting more work, and being open to learning and asking questions. This attitude demonstrates my willingness to assist and my enjoyment of being a member of the team. I will get a lot out of my internship thanks to my curiosity and passion, which will open up many opportunities.

- **Communication:** Effective communication is essential for success in the workplace. If I am struggling or unsure on how to complete a task. It is better to act as though I know what I need to do than to seek clarification and assistance. However, I did come to the realization that I should Google it if I could. Since everyone's time is valuable, it is part of being a good communicator to avoid asking questions if I can find the answers elsewhere. Effective communication will make you more engaged, productive, efficient, and able to develop as an intern.

• **Teamwork:** Without a doubt, the first thing I learnt to discuss was teamwork. The internship experience is unique, in contrast to a university project where one individual completed all of the work and grades were shared among the group. Here, it is more official, and team members must work together to complete the highest level of client satisfaction, I believe GIC's operations department is assisting the business in maintaining the value of its brand in the marketplace. Positive word-of-mouth and reviews from happy customers are crucial to a business's positioning in the market.

• **Punctuality:** Being on time, particularly at work, shows that I value other people's time. I learned how to be on time at work from my daily morning office. Additionally, I only missed two days of work during my three-month internship.

• **Time Management:** Although it comes last on my list, time management is just as crucial as the other items. In the past, I could simply skip a lesson because of personal obligations. I am unable to regularly monitor my absences during an internship, which is effectively the beginning of my professional existence. As a result, it helps me balance my personal and professional lives without putting either at risk, which improves time management.

3.8 Challenges:

As is the case with all new interns, I have encountered certain challenges during my internship. My classes have just ended, and I am eager to use what I have learned. I at least observed how all that theoretical knowledge is used in business, even if it is not put into practice. Since this is my first experience in such an environment and I was not familiar with work-life problems, obstacles during my internship are especially challenging to overcome. I have put up a summary of the challenges I have encountered while interning.

- ❖ There was too much material for me to process during my training session. And my thoughts grew confused, resulting in the most perplexed appearance.
- ❖ The workload was extremely heavy throughout my internship; I was frequently given too much work that was repetitive and boring for extended periods of time. • I found it difficult to adopt a new lifestyle, which may be really upsetting. From 10 a.m. until 7 p.m., I used to work at a desk. Because of the current living situation and the hours, socializing is undoubtedly more challenging than it was before.
- ❖ It takes a while to become familiar with the workplace culture. because the culture of any organization varies from one office to another. Some have a rigid structure, while others have a flexible one. Understanding the organizational culture takes some time.
- ❖ One of the most challenging internship issues or challenges is comprehending teamwork

- ❖ Collaboration in the workplace is very different from collaboration in the classroom. Team members frequently have different points of view, and internal communication affects my work. I had to deal with others.

3.9 Objective

Primary Objective

This report's primary goal is to compile an operational services analysis of GIC Ltd.

Secondary Objective

The following secondary objectives were the focus of the study:

- ❖ To give an outline of Global Immigration Consultants Limited.
- ❖ To understand the overall migration process.
- ❖ To exhibit their services.
- ❖ To present GIC Limited's overall performance analysis.
- ❖ To suggest actions for GIC Limited's development.

3.10 Data Collection

Primary Sources:

- ❖ Conversation with the officers' staff of the organization.
- ❖ Investigation of various sections' files.
- ❖ Desktop that is functional.

Secondary Sources:

- ❖ Yearly report of GIC Limited.
- ❖ Website.
- ❖ Database of GIC.

3.11 Methodology

To solve research issues, analytical research methodology and, to a lesser extent, descriptive research methodology are utilized. There have been two kinds of information sources utilized. Primary data come from one source, while secondary data come from another. Without a trace of essential information, most of the exploration has depended on optional information.

3.12 Limitation of the report

During the report's readiness, the accompanying issues emerged that could be named concentrating on restrictions. During the process of creating this report, the following obstacles were encountered.

- The company's internal procedures were very secret, so as an intern, learning about them was tough.
- Getting information from the numerous staff members was time-consuming.
- Real-world consequences may differ from theories because theories are subject to change.
- The officials had occasionally been unable to provide information due to their heavy workload.
- All expected specific data isn't accessible in a specific outgrowth of the organization and there is likewise little chance to visit more than one

3.13 Recommendations

- ❖ The business should put more of an emphasis on advertising and marketing. Client visits to the office have decreased during the past few months. Therefore, the company's top priority right now must be reaching out to potential customers. GIC is able to increase the number of nations in which they operate. The business might also establish partnerships with overseas immigration consulting businesses in order to outsource the process.

- ❖ Only three countries are available for immigration through GIC: Canada, Australia, and the United Arab Emirates. However, the business ought to try to provide additional immigration-friendly nations.
- ❖ The tour and travel industry has enormous potential. The business has been preparing to launch this new stream for a while, but they have not started yet. However, the business should concentrate on this chance to grow.
- ❖ GIC has a high employee turnover rate. Employees must have access to career development opportunities in order to participate fully in the business. In this fiercely competitive industry, a better compensation package might aid in employee motivation.
- ❖ Given the rising demand for consultants and the large number of students who are wanting to study abroad in recent years, GIC ought to concentrate more on student visa services.
- ❖ To increase the profit on customers' plane ticket purchases, the corporation can enter into a partnership with the airlines.
- ❖ The company's operations department is its most crucial division. In order to handle the data more quickly, the organization should concentrate more on growing this staff.
- ❖ To grow, GIC may open more branches in Dhaka. Clients will find it simpler to get to their local office location in this manner.
- ❖ The current staff should receive additional training. Every worker in every department needs to understand how the services are provided overall.
- ❖ When compared to other immigration consulting services, GIC charges a hefty service fee. To draw in more customers, the business can provide package deals at a discount.
- ❖ In various parts of our nation, the firm hosts several seminars each month. GIC should concentrate more on holding online seminars in addition to offline ones.
- ❖ In our nation, work visas are in high demand. If GIC can offer a work visa in addition to a resident visa, it is a fantastic opportunity. In Bangladesh, the clientele for work visas is far larger than that for residential visas.
- ❖ The company's objectives and strategy need to be made more widely known. Every employee ought to be aware of the company's policies and incentive program.
- ❖ The company's management board has to engage with staff members more and help them through difficult situations.
- ❖ Needed to create awareness for all employees about the company's goal and strategy.
- ❖ More employees need to be recruited for the operation management department.
- ❖ They should focus on self-branding as they are new in the marketplace.

3.14 Financial Analysis:

For this Report I have not got any financial documents from my organization.

3.15 Conclusion

Writing the report for the full internship program was occasionally difficult for me because I had to work more than nine hours every day, six days a week. It was challenging and perplexing for me to maintain my usual office schedule and communicate with my adviser on a daily basis. Fortunately, though, my adviser made doing my assigned task a snap. Maintaining good interactions with everyone in the company is always essential, even though an internship program is only for a short period of time. As a result, I think that students can stay ahead of their colleagues in the job market if they have prior exposure to a business environment as part of their courses.

In terms of the training's theoretical component, BRAC University has adequately equipped me during my four years of study. When it came to working in a corporate environment, the concepts and knowledge I gained from writing term papers on a variety of topics were quite helpful in getting things done every day. In my opinion, it would be helpful for me to get practical corporate experience in some of the business classes while I am learning. It was challenging to distinguish which facts were crucial and which were not because the internship is such a brief course.

GIC aims to expand globally, offer migration advisory services, and ensure a promising future for immigrants and students studying overseas. The company is still in its early stages of development. They are trying to improve the quality of their services. The organization should exercise greater caution to ensure ethics and quality.

Acquiring knowledge is something we do throughout our lives. We will become more useful the more we learn. One of the best ways for students to learn how to function in the real world is through internships. It is essential for recent grads to showcase their talent and hone their skills. They will benefit from it in their future careers as well. Internships help students understand the

working world and how to interact professionally with clients and coworkers. My experience as an intern has led me to feel that everyone should maximize their internship program to ensure that it is fruitful. Future developments will be greatly impacted because, once entering the workforce, the individual will be able to utilize their internship experience and wow others with their skills. For graduates, an internship is therefore crucial and the most advantageous component.

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3.17 Appendix:

Weekly internship report from week 1 to week 12.



Thank you.....