

**Employee Learning and Development
Practices at StudyNet.**

Kazi Sazid Hassan

Employee Learning and Development Practices at StudyNet

Submitted To:

Ahmed

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Submitted By:

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Major: Management Information System

Registration Trimester: Summer 2025



School of Business and Economics

United International University

Date of Submission: 9th March 2026

Letter of Transmittal

2nd March 2026

Ahmed Imran Kabir

Assistant Professor

School of Business and Economics

United International University

Subject: Submission of an Internship Report on Employee Training and Development Practices at StudyNet

Dear Sir,

I am happy to submit the report on my internship program with StudyNet. I am excited to share my discoveries and gained knowledge on the program. During this program I got valuable opportunities to learn in a real world context.

I am aware that there may be some aspects which may be refined further, for which I would be grateful if you could consider this. I will be more than happy to give extra information if you require for this report.

I also would like to take this opportunity to convey my gratitude for your mentorship during this internship program.

Sincerely,

Kazi Sazid Hassan

ID: 111 201 067

Certification of Similarity Index

Employee Learning and Development Practices at StudyNet.

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Declaration of The Student

I hereby declare that the report named “ Employee learning and Development practices at StudyNet” prepared and submitted to the School of Business and Economics, United International University, is my original work. I have prepared this report as a requirement to fulfill my internship course and to complete my Bachelor of Business Administration degree.

I have collected all the information and data in this report from my internship experience in StudyNet pty Ltd and other relevant source. I also declare that this report has not been submitted to any other university, institution or organization for any academic credit or any other purpose before.

I have given proper acknowledgement and references wherever I have used to other's work in this report. I accept full responsibility for the authenticity and accuracy of the information this report.

Name : Kazi Sazid Hassan

Student ID: 111 201 067

Major: Management Information System

Program: Bachelor of Business Administration (BBA)

School: School of Business and Economics

Corporate Evidence

We help international students to study in Australia



August 20, 2025

Mr. Kazi Sazid Hassan
Address: Badda link Road, ga-87, Dhaka-1212
Mobile: 01745475332

Subject: Offer Letter for the Position of Intern

Dear Mr. Hassan,

We are pleased to inform that you have been selected for the position of “**Business to Business Intern**”-**B2B Team** at **StudyNet Global Limited**. We were impressed by your qualifications, enthusiasm, and commitment to the field, and we believe that you will make a valuable contribution to our organization.

1. **Employment Contract Period:** We are offering you an internship opportunity for a duration of **3 months** and the timeline is from **25th August 2025 to 25th November 2025**. During this period, you will have the chance to gain practical experience, develop your skills, and work alongside experienced professionals in the field. We are confident that this internship will provide you with valuable insights and help you grow both personally and professionally.
2. **Duties & Responsibilities:** As an intern at StudyNet Global Limited you will be responsible for but not limited to the below mentioned tasks.

Main Responsibilities:

- Analyze CRM reports and ensure proactive lead management
 - Submit complete applications via CRM within 24 hours of lead assignment
 - Follow up with agents via email and phone every 2 days if tasks/applications are pending
 - Handle daily assigned tasks promptly and support pipeline outcomes
3. **Channel of Reporting:** Your internship will be supervised by “**Mr. Binod Bihari Sarkar**”, who will provide guidance, support, and feedback throughout your internship journey. You will be working closely with all onshore teams and collaborating with team members to achieve objectives and contribute to the overall success of our organization.
 4. **Remuneration:** In consideration of your services, you will be entitled to a stipend of **BDT 10,000/** (Ten Thousand only), which will be paid monthly. Please be advised that your internship is contingent upon the successful completion of any necessary background checks or documentation required by our company policies or local regulations.
 5. **Required Documents:** We kindly request that you provide the following documents before your start date:

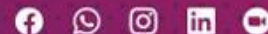
HOUSE- 50 (1st Floor), ROAD- 02, CHAIRMAN BARI, BANANI,
DHAKA- 1213, Bangladesh

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enquiry@studynet.com.au

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Acknowledgment

I would like to take this time to show my thanks to all those who helped me during the completion of my internship report. Firstly I am thankful to almighty Allah for giving me strength and opportunity to successfully completing my internship and write this report.

I am also thankful to my academic supervisor, Mr. Ahmed Imran Kabir, Assistant professor, School of Business, United International University, for his valuable guidance and suggestions. I am thankful to the School of business and Economics, United International University , for providing me the opportunity of doing my internship, which helped me gain practical knowledge and apply the theoretical knowledge I acquired during my study period in real life. I am Thankful to StudyNet Pty Ltd for giving the internship and all my team members of my team for their cooperation and valuable guidance. I would like to thank my StudyNet supervisor for his instructions and support during my internship.

Executive Summary

The report represents my internship experience with StudyNet Pty Ltd. It is an Australian based education and migration consultancy that helps international students with admission and visa processing. The company has implemented systems like CRM, RDS storage, studylink automation, and AI workflow management which enables them to provide accurate service.

During my internship I had to do many activities including admissions, GTE checks, communication, fraud detection, COEs, visa processing and migration services. In the GTE checks, I did the checks by verifying academics, English language, gap docs and course relevance, among other requirements, to ensure all documents were all together before forwarding the applications.

In communication and offer stage, I processed application through university portals, processed conditional offers and helped in collection of documents, among other activities. I was also involved in the detection of fraudulent activities which also included checking for financial and academics credentials.

In the migration team I was involved in processing visa service agreements post lodgment and document tracking, draft support among other activities.

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Acronyms

HR – Human Resources

SOP – Standard Operating Procedure

COE – Confirmation of Enrolment

GTE / GS – Genuine Temporary Entrant / Genuine Student

IELTS – International English Language Testing System

PTE – Pearson Test of English

OSHC – Overseas Student Health Cover

RTO – Registered Training Organisation

CRICOS – Commonwealth Register of Institutions and Courses for Overseas Students

VET – Vocational Education and Training

KPI – Key Performance Indicator

Chapter 1 – Introduction to StudyNet Pty Ltd

1.1 Background of the Internship

A vital element of a business student's education is an internship which helps close the knowledge gap between classroom instruction and practical work experience. Every student enrolled in United International University's Bachelor of Business Administration (BBA) program must finish an internship or project in order to obtain real-world experience in the field of their choice. In order to complete this academic requirement and gain a hands-on understanding of how education consulting and migration support services function within a professional organisation, I interned at StudyNet Pty Ltd. I worked in a variety of areas during my three-month internship, including admissions, automation systems, the migration department, Genuine Temporary Entrant (GTE) assessment, communication and offer management, and Confirmation of Enrolment (CoE).

Throughout the internship, I performed a variety of operational and administrative tasks such as document verification, CRM and RDS data management, application tracking through StudyLink and R22 systems, fraud detection support, client communication, and assistance in visa processing activities. This experience allowed me to observe how theoretical business and management concepts such as compliance, workflow coordination, teamwork, and service quality are applied in a real-world international education and migration consultancy environment.

1.2 Objectives of the Internship

The main objective of the internship at StudyNet Pty Ltd was to gain hand-on experience concerning the working of an international education and migration

consultancy firm and to apply the knowledge gained during the BBA program in a real world business setup.

The Certain objectives of the internship were:

- To acquire knowledge concerning the working of Studynet Pty Ltd in terms of its organizational workflow and interdepartmental coordination in the areas of admissions, GTE assessment, Communication, COE processing, automation and migration services, etc.
- To acquire particular administrative and system based knowledge and to acquire the skill to effectively employ the various technological tools such as CRM, RDS, StudyLink, R22 visa tracking, automation tools etc for the effective management of the student's applications.
- To acquire particular knowledge concerning the regulations of the Australian education and immigration policies including GTE assessment criteria documentation standards, fraud detection techniques, visa processing techniques etc.

1.3 Scope and limitations of the Report

This report's objective is to give a summary of the internship experience obtained at StudyNet Pty Ltd. The information acquired throughout the internship process with the above-mentioned organization will form the basis for the operational area, which this report will cover.

Due to the confidentiality policies, it was not possible to provide detailed information about the clients, systems and procedures, nor it was possible for me to get my hands on real time data. My role as an intern was limited due to the tasks assigned to me, and it was not possible to become involved in other areas. It was not possible to check all the areas and the departments due to time limitations.

1.4 Definitions of Key Terms

Table 1 Definations of Key Terms

StudyNet	An education and migration consultancy that assists studens in choosing courses as well as institutions for their studies abroad
Student Counselling	Guidance gives to students to make the right choice of courses ,universities and countries.
Application Process	Steps to follow in the application process to the educational institutions.
Visa Processing	Help given to students to prepare and submit their student visa application.
Compliance	Ensuring that all student application are made according to government and institutional rules and regulations.
Training and Development	Training and development programs are carried out by Studynet to enhance the skillm knowledge and performance of employees.
Client Service	Help given to studens before and after enrolling.

HR (Human Resources)	The department in an organization in charge of recruiting employees , giving them training m monitoring their performance and their welfare
SOP (Standard Operating Procedure)	Written instructions on how t asks are carried out to ensure consistency and accuracy in word
GTE / GS (Genuine Temporary Entrant / Genuine Student)	A requirement by the Australian government to determine if a student really wants to study and stay only for education purposes in the country
COE (Confirmation of Enrolment)	An official document issued by an educational institution to verify the enrollment of a student which is necessary for the issuance of a student visa
OSHC (Overseas Student Health Cover)	Health insurance that students must have during their stay in the host country .
KPI (Key Performance Indicator)	Specific goals used to assess the performace of employees as well as the success of an organization.

Chapter 2 : COMPANY AND INDUSTRY PROFILE

2.1.1 Company Profile

StudyNet is Known for helping International Students in fulfilling their dreams of Australian education. We are experts exclusively in Australian institutions and are thus experts in the Australian education scene. Our assistance includes university selection, course selection, visa assistance , application assistance and counseling on scholarships.

What really sets us apart is our personal counselling service. We listen to every student and provide counseling that is specific to your needs. We are known for being proactive, caring and resourceful because we believe every student is different and we never treat every student the same way, Every case and student is different. We are proud to say that we have direct partnerships with top universities and colleges in Australia. We also regularly hold seminars, expos and workshops to keep students updated and connected with their dreams of Australian education.

2.1.2 .Company purpose

The objective of StudyNet Pty Ltd is to assist international student through the provision of honest, transparent and professional education and migration services. The goal of the organization is to assist students in their academic journey while ensuring that their applications meet the requirement of the universities as well as the Australian immigration policies.

At studyNet Pty Ltd, The Organization is dedicated to the practice of ethical behavior, the prevention of fraud documents and the acceptance of tech based systems to ensure accuracy. By working in conjunction with students and educational institutions, the organization aims to provide a seamless service to students.

2.1.3 Organizational Structure

At Studynet, the organizational structure is tailored to offer effortless support to international students, education institutions, and partners across Australia. Studynet works with a team of managers who are experts in counseling students, admissions ,client relations and business development. Each team is headed by a manager who ensures that every student receives personalized counseling from an expert. The organizational structure of Studynet includes:

- Student Counseling Team: Friendly education counselors to assist students with course selection, applications and visa requirements.
- Admission Team: Experts who manage all university communication, paperwork and enrollment.
- Client Relations Team: Experienced staff to develop good relationship with educational institutions and external parties.
- Business Development and marketing Team: Experts who manage business development, marketing strategies and events.
- IT & Operations Team: Manages technology, website maintenance, and administrative reequipments.

HEAD OFFICE CORE STRUCTURE

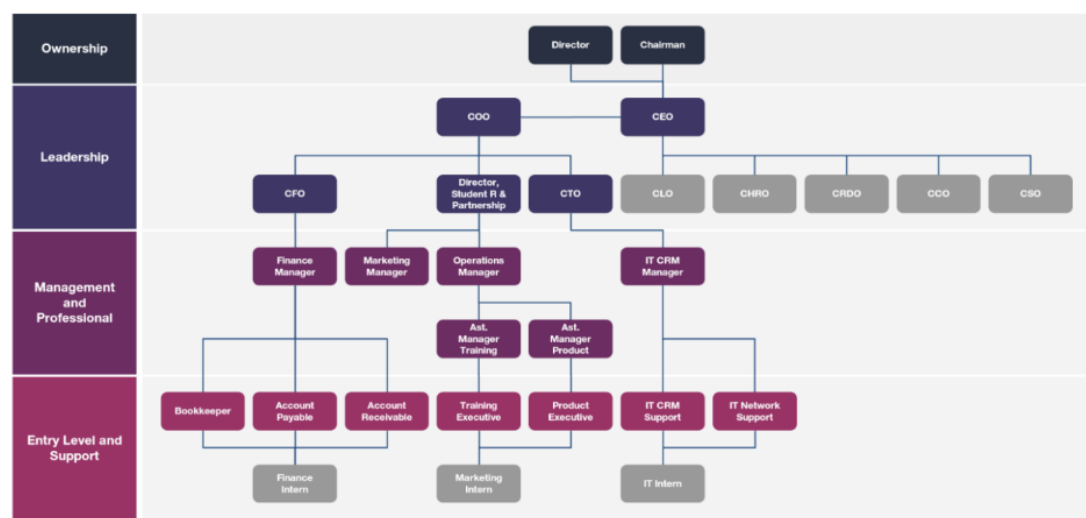


Figure 1 Head Office Core Structure

BRANCH OFFICE STRUCTURE

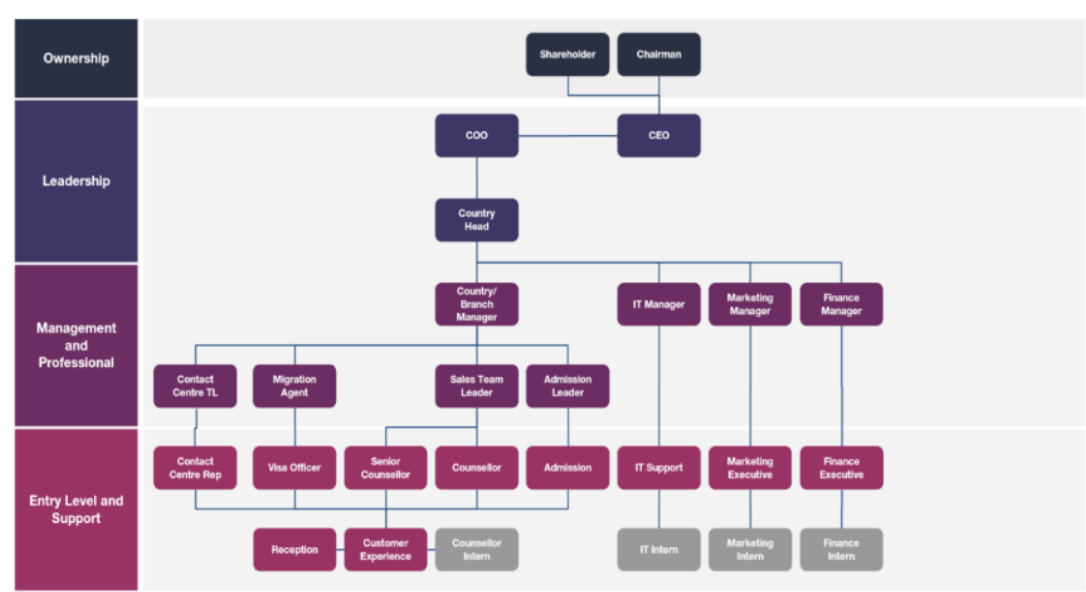


Figure 2 Brance office Structure

2.1.4 Main products & services

Studynet's main products and services include providing personalized education counseling to students to make the right choice in choosing their courses and universities . It offers full support in the process of application to their chosen universities. Studynet assists students in the visa process as well as in their pre-departure needs. Also the company organizes education expos and roadshows where students can directly engage with representatives from various universities.

Studynet's online platforms and mobile app allow students to compare courses, access scholarship information, track their applications, as well as provide tools for agencies and counselors.

Our Core Services

Education Services	What we do for them
<ul style="list-style-type: none"> • Postgraduate Student Admission • Undergraduate Student Admission • Vocational Education and Training (VET) • English Courses • Foundation • PHD • Year 11 & 12 Enrolment 	<ul style="list-style-type: none"> • Free Admission Guidance • Admission to University, College & TAFE • PR Pathway Courses • Scholarship Assistance • Genuine Temporary Entrance Guidance • Course & Institute Change • Counselling • Pre-departure briefing • Visa assistance

Figure 3 Services of StudyNet



2.1 StudyNet Products

StudyNet Connect	Insurance Booking	Studynet Apps	Scholly
<ul style="list-style-type: none"> Lead management CRM Application process Sales pipeline management Database management Team management & timing Reporting Finance and invoicing <p>https://sydney.studynetcrm.com.au/auth/login</p>	<ul style="list-style-type: none"> Insurance Booking Platform Helps to easily search compare and buy the right OSHC/OVHC OSHC for International Student OVHC for Overseas visitors <p>https://www.studynet.com.au/our-services/health-cover</p>	<ul style="list-style-type: none"> Refer your friend get rewarded Take full control of your students Enjoy easy money V.2 we will facilitate for students <p>https://referral.studynet.com.au/</p> <p>(To be launched in OCT 2024)</p>	<ul style="list-style-type: none"> EdTech platform streamlines the process of course search & selection Application process and acceptance in Single Platform Specialized in Australian Institution and Course search & Compare facility <p>(To be launched in Nov 2024)</p>

Figure 4 Products of StudyNet

2.1.5 Key Achievements

Studynet has achieved remarkable achievements that truly justify it as the best education consultancy service in Australia. Some of the key achievements include the following:

- **Trusted Education Consultancy Service in Australia:** Reconized by thousands of international students for consistently reliable and ethical service delivery.
- **Partnerships with Reupdated Universities:** Directly connected with more than 60 best universities and colleges across Australia providing students with priority access to a broad spectrum of coursed and scholarship programs.
- **High visa approval Rate:** Achieved a high rate of visa approva, exceeding 95% due to expert counseling, through documentation review and one on on coaching for interviews.
- **Leading Digital innovations:** Created the studynet portal, a cutting-edge digital innovation for students, enabling them to aces apply and track the entire application process, events, and resources in one place.

2.1.6 SWOT Analysis of StudyNet

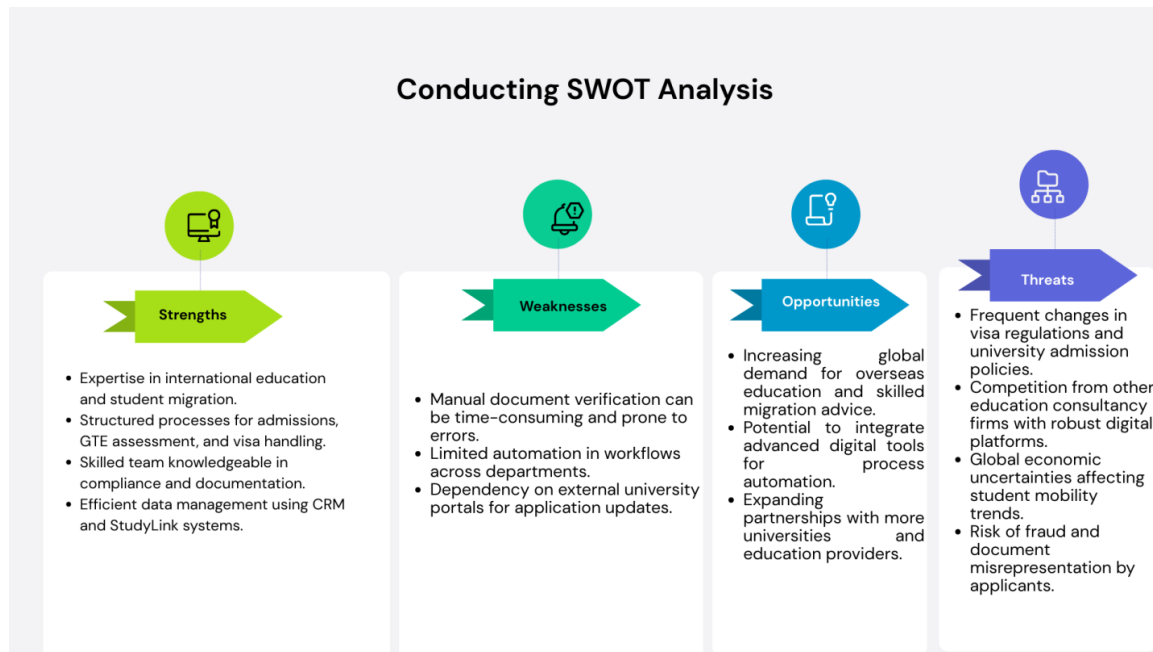


Figure 5 : SWOT Analysis

2.2 Industry Analysis

2.2.1 The industry in which the company operates is the the international Education consultancy and migration services industry. This industry mainly focuces on providing the services to students who want to pursue their higher education in foreign countries.

This industry has been growing rapidly in Bangladesh due to the increasing demand for higher education in foreign countries. Students wants to pursue their higher education in countries like Australia due to their better education opportunities available in those countries. These countries provide better career opportunities for students. Education consultancy firms operate as mediators between students and foreign universitites. These firms ensure that the process of admission to foreign universites is done accurately.

2.2.2 Size, Trend, and Maturity of the Industry

The size of the International education consultancy industry in Bangladesh has seen a considerable rise with the growing demand for education in overseas countries. Every year thousands of Bangladeshi students apply to foreign universities to pursue higher education, and the demand for consultancy agencies to assist them with admission and visa process remains high.

The trend of the industry has witnessed the growing popularity of the use of technology including CRM, online platforms and application systems to manage student data and university communication. With regards to the maturity of the industry, it remains to be seen but the growth rate of the industry has accelerated rapidly due to globalization and the awareness of the foreign education opportunities.

2.2.3 Industry Factors Analysis

External Economic Factors:

Economic conditions play an important role in the education of students abroad. Economic conditions affect the number of students who want to study abroad. The Bangladeshi economy is growing, so the number of people who can afford to send their children to study abroad is increasing.

Technological Factors

Technology is playing a significant role in the industry. Today, consultancy agencies use technology to communicate with students as well as universities.

Barriers to Entry

The barriers to entry for the industry are moderate. Through the infrastructure needed to run a consultancy business is relatively low, the experience needed to run the business high

Threat of Substitutes
 Substitutes for consultancy agencies would be students who want to study abroad directly through the universities. But the students still want to consult agencies to study abroad as the chance of making mistakes is high during the application process.

Industry Rivalry

Industry rivalry is high in the education consultancy business. The competition is high in Bangladesh as many agencies operate in Bangladesh that also in large scale such as IDP, GO STUDY, STUDY Australia etc. among them IDP is valued at 1B \$.

Chapter 3 Internship Experience & Job Description

During my internship period of three months in StudyNet pty ltd, I gained practical experience in the areas of admissions, GTE checks, COE services, migration services and interactions with clients. These include document checks, application tracking management of customer relations data and RDS data management, as well as interactions with counselors and team leaders. These experiences helped me in the development of administrative skills.

3.1 GTE PROCESS

3.1.1 GTE Evaluation for Bachelor's Applicant

During my Internship at studynet pty LTD, I was engaged in a evaluating the Genuine temporary Entrant Criteria for undergraduate candidates. This Procedure is crucial in establishing whether a student fulfills the academic and compliance and department of home Affairs.

The GTE Process Supports each student's application, ensuring the legitimacy and intentions Of applicants are confirmed. I worked the committee team to ensure all the documents were submitted with rules and guidelines before moving to the next stage . I went through every student's profile double checked the uploaded documents on the RDS and verified all the files which included passports,,academic transcripts IELTS,PTE and employment certificates,

If I find missing or non compliant documents, I create CRM tasks directed to the counselor, clearly writing what was required. Each follow up cycle gets recorded and the task are Marked as complete only after full compliance are achieved . This repetitive yet detail task focused workflow allowed me to appreciate the importance of administrative precision and communication between departments.

After concluding the document verification process I uploaded the GTE checklist to show complete and advanced the case to the Application Phase.

Every approved task are given with a note such as, "GTE-verified academic English and gap documents were reviewed and approved on[date]". This careful documentation makes sure that every case maintained an audit trail for future reference.

Applicants seeking bachelor's degree the evaluation Starts with the passing years of SSC and HSC. HSC's passing year is an important indicator of an applicant's academic journey.If there is a gap from applicants passing year and if HSC and the applicant's bachelor program starting more than 1 year than the applicant have

to submit a gap document explaining what was the reason of the delay for joining 1 year late. This helps the university to understand applicant's reason for starting his/her program late whether the reason was employment, family problem or medical issues.

The next step is to check the applicants Results of SSC and HSC most of the university require minimum of 4.00 some even accept less than 4.00. Low GPA are often encouraged to explore pathway programs or foundation courses that can enhance their Qualification before applying for full degree programs .

Following academic verification the passport and English proficiency results such as IELTS ,PTE are examined .Most University Require IELTS of minimum 6.00 .The English Requirement change university to university but to every applicant must meet these to get to the next stage of the admission process. If a student's English does not match the minimum requirement they are advised to retake the exam. Student already studying in Australia if they have been studying there for more than 2 year they do not require English.

Another important part of the GTE process is checking that the student's academic background matches with the course they are trying to apply for sometimes happens that the course does not match the background of the student .When this happens the councilors give them personal advice the best course available for them and improve their chances of being accepted .This shows the commitment of the councilors to make sure that every applicant is guided through the best way possible and a realistic study option.

3.2.2 GTE Evaluation for Master's Application

The GTE process for master application is more thorough and focuses the applicant's academic standing the reliability of their Prior university an Important part of this proves is if an applicant's University that he/she did their Bachelors from is a Section 1 or Section 2 university .

For Example United International University is a section 1 University so if and applicant wants to apply to a masters the applicant will not have any problem but if an applicant is from Cumilla University the applicant. While many of State University only accept Section 1 graduates, institutions like Charles Darwin University and Latrobe University are open to students from both sections.

If an applicant has done his masters from section section 2 University and applying for 2nd masters there will be no issues but If an applicant has a bachelor's degree only from section 2 their options are restricted many universities do not allow section 2 University.

In such cases a Studynet counseling team assists students in identifying universities that exhibit more leniency. This can involve exploring specialized programs bridging course or institution that provide pathways for graduates from Section. By connecting students with appropriate choices counselors the discovery of feasible and credible educational opportunities. This approach ensures that every masters applicant is assessed equally based on their academic performance, the caliber of their previous tuition, and the relevance of the selected course. It also helps them in making more informed choices decreases the likelihood of regulation and enhances overall success in admission and visa processes.

3.2.1 Communication Process

The communication process starts After GTE is approved and this a different department. Once the GTE is approved Of an applicant I was responsible to apply through the university portal to the relevant university .Using the CRM and RDS, I double check every students personal details course choice and the year and the month they're getting into and the And universities requirement . In some cases, I also have submit uh applications to the university portal and study link. Every submission needed a proper record including The date institution name course code and application ID. I also saved all emails and updates of the applicants in the CRM under each student's timeline. Well university asked what I said documents I immediately went to the counselors and asked asked for the extra documents to give me gave it to the university as soon as possible.

3.2.2 Communication and Offer Management

After the university gives the applicant condition of letter I immediately follow up communication. In this stage I check all the required documetns such as financial proof, English documents, COL or updated SOPs. I also work with the students and councilors to make sure all the conditions were completed. Using the CRM, I record all messages and updates and make sure everything was ready before asking for the full offer letter.

3.2.3 Fraud Detection

One important task was to check for fraud which help to prevent fake documents in the application. The fraud detection was an important part for the institution to keep it trustworthy and making sure every application Followed the rules given by the Australian Government. If an applicant gets Rejected because of false documents it will be a bad impression for the company also .

A major focus of this process was to check the bank statements submitted by the applicants as proof of their financial ability. The statement was carefully looked at and made sure it is at least six months old. If not we communicate with the bank to make sure they get the clearance from the accounts statement. This process stopped the fake financial documents being submitted.

There were many times we found that a bank statement with unusual transactions, for example sudden amounts of large deposits or missing account details. So when we investigated we learned that many banks were giving proof of funds in exchange of substantial amounts of fees. To reduce that Studynet made an internal blacklist of high risk banks that did those irregular practices. These included:

1. NRBC Bank
2. Premier Bank
3. Rupali Bank
4. Padma bank
5. Pubali Bank
6. SBAC Bank

Fraud detection goes beyond the bank statement; we also look for academic and professional documents, like degree certificates and Employee certificates. If a certificate is suspicious, we directly go to our supervisor and the supervisor talks with the institution until we get confirmation from the institution itself. We do not move forward with the next stage.

Checking for fraud carefully played a good role on reducing the number of fake dishonest applicants going through the system. By focusing on real and correct documents, this department made the company more reliable to the universities and visa authorities.

3.3.1 Confirmation of Enrolment (CoE) Process

The last stage of the application process was confirmation of enrollment (COE). I work with the CEO team to make sure all final financial documents were completed before we apply for the COE to the University. Also, I checked a tuition

payment receipts, OSHC confirmation and sign letters to make sure everything was in order because if we miss anything it would only delay the process which students are not willing to do it. After receiving the data I compared it to the CRM data and upload it to the RDS and inform the students and counselors using the COE Email .

Also we were given a standard template to look for to compare the referrals mistakes and payment issues using the Template , Working on all this process help me to understand how academic visa processing and financial documents are corrected.

3.4.1 Operational Coordination and Communication

StudyNet's Work depends on clear communication and good workflow between all the departments .I regularly work with the vision officers team leaders and Councilors from different departments. I learned the CRM navigation path thoroughly: Dashboard → Applications → Search → Process Tab → Status Update. I had to write clear notes at every step so the students was easier to understand.

3.4.2 Data Systems, Reporting, and Performance Tracking

One important task was I worked on Connecting the CRM with studylink. Most of the applications were sent through Our own System, So I have to make sure each course university important was correctly matched. I checked it onshore and offshore matched proeprly. I also create a student's profile and submitted the

application from the CRM to the relevant counsilor .This connection helped me to reduce the manual work and lower the chances of mistakes.

Using the R22 after application I also have the tracking process. This tool helped me to check the visa of students that are living outside of the country

3.5 Visa processing

3.5.1 Visa and Offshore Application Tracking

During this part of my internship I help with visa tracking for allthestudentsthat were living outside of Australia using the R22 application tracker. This tool help me to connect all the teams admission teams COE and counselor teams and make sure every student applying from Another country has their visa progress correctly recorded .

My daily work started by opening the R22 tracker and checking every student's visa status using the CRM. I was instructed to mark each case as Applied, Under Assessment, Approved, or Refused based on the COE records. If a visa approval letter was missing I create a CRM task to the relevant Councilor for an update or scan copy. Once I get the document I rename it as saved and in the RDS and it becomes easy to find later during the audits.

A very important part of this work was to communicate with the COE Team. So once I got the visa approved this my job was to make sure the status was updated in both CRM and the R22 tracker so the Pre-departure briefings and orientation could start on time.

3.5.2 StudyLink Integration and Automation Process

Studynet Automation system is an important work that works in the CRM to send university application automatically.I was responsible to take for all the courses university name and student details before submitting the application through the

Each application needed a few things course name, course code, course ID and provider ID in CRM to match study link. If anything was missing my job was to fix it and avoid rejection and keep the data correct.

After double checking all the details I create study links applicant using CRM automation feature and upload their academic And supporting documents directly into the CRM . This saved a lot of time and avoid that entering the same data manually. This system also make sure that the communication was easier as for every update email and documents and through study link Could be seen in the CRM under each student's record.

When university used to reply to the through our system I checked the messages download the offer letters and And I need the admission team know about it. Using this system has showed me how using the university portal and our CRM has made the work much easier for both sides.

3.5.3 Onshore vs Offshore Application Differences

It was very important for me to understand the difference between onshore and offshore applications. And onshore means a student A student already living in Australia With a valid visa. And offshore means a student is from another country and needs a visa before enrolling. Each type has different documents and steps to follow.

During my time here I had learn to check the correct document for each type of student.offshore applicants need extra document like visa history mspouse details and gap docs but onshore were focused on COR checks visa validity.By keeping different folder for both types I had to make sure all documents followed the university and immigration rules.

3.6 Migration

3.6.1 Migration Department

During my work with the migration department I work on the whole visa application process from starting the request to managing the case and collecting final feedback. With the guidance from the team visa coordinators I work directly on task like talking with the clients and tracking the documents before submitting to the visa departments .This experience helped me to understand how migration procedure works and how can it improve and also it helped me to improve my.

3.6.2 Request Initiation

The visa process starts when the registers migration official (RMA) asks for a service agreement(SA) for a new client.After that the communication team makes a detailed folder for the client on the RDS .The folder is organized in many sections for example there's an folder called Accounts another one called Invoice received And many more. I help by sending the essay invoice and form 956 to the client. I also have to make sure that the documents are in order and they're correctly named saved and recorded in the CRM for tracking Being accurate at this stage was very important to keep everything professional and follow the rules. Because of one mistake the visa can get rejected and it will impact the organization very badly.

3.6.3Task Assignment

After the folder was made the team leader gives the case to visa coordinator or administrator officer as an intern I was also So assign some of those cases after the initial training was done. I also noticed that the case was signed based on how important it was or how difficult it was since since as an intern I was I was given some files which are not that urgent and had the time for my seniors to double check.

3.6.4 Client Action

At this stage the client signed the service agreement and found 956, paid the invoice, and send the payment confirmation. My job was to make sure the sign forms and the receipts were correct and to match it with the CRM records. My job was also to mail the clients to make sure they pay properly so it my job was to guide them through the documents and answer any questions. The stage needed both careful work and good communication because of mistakes from inside could cause the applicant it's visa.

After getting all the signing agreements and payment confirmations I held the visa coordinators in the documents in RDS under Accounts and record them in CRM. My job was also to prepare for the first email to the client which included the visa checklist and the personal information Questionnaire is which are for the applicants to fill up .

3.6.6 Document Follow-Up

After sending a Checklist we had to wait for two business days before asking for the documents again if not given by than. If clients were late I followed up with them by email And if the clients wanted more time we would change the expecting time in the CRM. Communicating on time with the clients helped avoid delays and we have to make sure All the departments work efficiently.

3.6.7 Document Collection and Storage

When we receive the documets it was a job to store it in RDS folder and upload the copies to Sharepoint the team could access it At any time. I was also taught to check each document to make sure it was clear readable and valid before saving it. Following these rules are very important so the file could be found later for

Internet checks or audits. If the files were misplaced it would cause more delay and more confusion so it was very important to us to follow the rules by the book.

3.6.8 Drafting the Visa Application

When we had enough documents I started working with the coordinator to start preparing the visa application draft. Even if some documents were still missing we started early to avoid delays at the last minute. I had to organize the supporting documents according to the type of the visa making sure every form and attachment had the correct This helped me understand how migration applications are structured and why it's important to put documents in the right order.

3.6.9 Draft Review

After the draft was finished we sent it to the army to double check. Once it was approved internally we sent it to our clients to have a final review and confirmation. I also noticed that each review needed careful attention checking the dates and documents and making sure the forms were correctAfter each review I was asked to update in the CRM with the date who reviewed it and any comments.

3.6.10 Application Lodgement

After getting the clients final approval I immediately upload all the initial documents to the immigration portal. The visa coordinator then officially lodged the application. I also kept track of any missing documents and made sure extra items were uploaded quickly. This was very time sensitive be uh because if the documents were incomplete the visa could get rejected or sent back.

3.6.11 Post-Lodgement Process

Onec we are done with the lodgement ml help in sending acknowledgement letters,Briging Visa (If applicable). And helath examination requests to clients, making sure all the communication are recorded in the CRM system for

transparency and a better client experience. I also had to follow up on the health examination to book their appointments within 28 days of the deadline. I also helped cases by answering queries for the clients regarding their documents, keeping track of multiple cases efficiently and taking care of urgent cases

3.6.12 Final Updates

Once the decision was made about the visa, My task was to assist with the sending the visa decision letter to the client, as well as keeping track and updating all the spreadsheets and marking the case as complete in the CRM, I also had to send the client a feedback form and helping them any further migration services they might need. This is a very important part of the closing stage of the migration service.

Chapter 4 : Conclusion and Recommendation

4.1

Completing my internship with StudyNet Pty Ltd has allowed me to learn about international education and migration services through hands on experience. During the internship, I had the opportunity to work within several of StudyNet's departments including GTE assessment, Admissions, Communication, COE processing and Visa Management. Gaining an understanding of the workflows from each department and their respective compliance requirements was extremely beneficial as it has helped me build my skills related to document verification, the use of a CRM, professional communication, and working in a team environment. The operation of StudyNet is supported by systematic business processes and the use of technology, which allows for effective and reliable processes, and has improved my skill set tremendously. Overall, this internship

has helped prepare me to pursue a career in the International Education and Migration sector, and further develop my professional capabilities.

4.2 Recommendations

- Automation of the CRM and StudyLink systems should be enhanced to prevent more errors due to manual data entry.
- Regular training sessions should be conducted to keep the up to date regarding any latest information of the industry for visas, GTE and University compliance.
- The documentation of checklists should be introduced for onshore and offshore students to ease the process.
- Fraud detection should be improved through the use of verification tools and bank validation process.

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Figure 6 Expo at Hotel Sarina

Celebrating



07.11.2025

Great Vibes

STUDYNET MOHAKHALI

Figure 7 Launching day of Studynet.IO