**FUNCTIONS OF ADMINISTRATIVE DEPARTMENT OF**

**Emperor Educational Consultancy**

**Satdobato-15, Lalitpur**

**TITLE PAGE**

**AN INTERNSHIP REPORT**

**BY**

**Rekha Sharma**

**Exam Roll No. 6754/20**

**T.U. Reg No. 7-2-446-136-2020**

*An Internship Report Submitted to*

**Faculty of Management, Tribhuvan University**

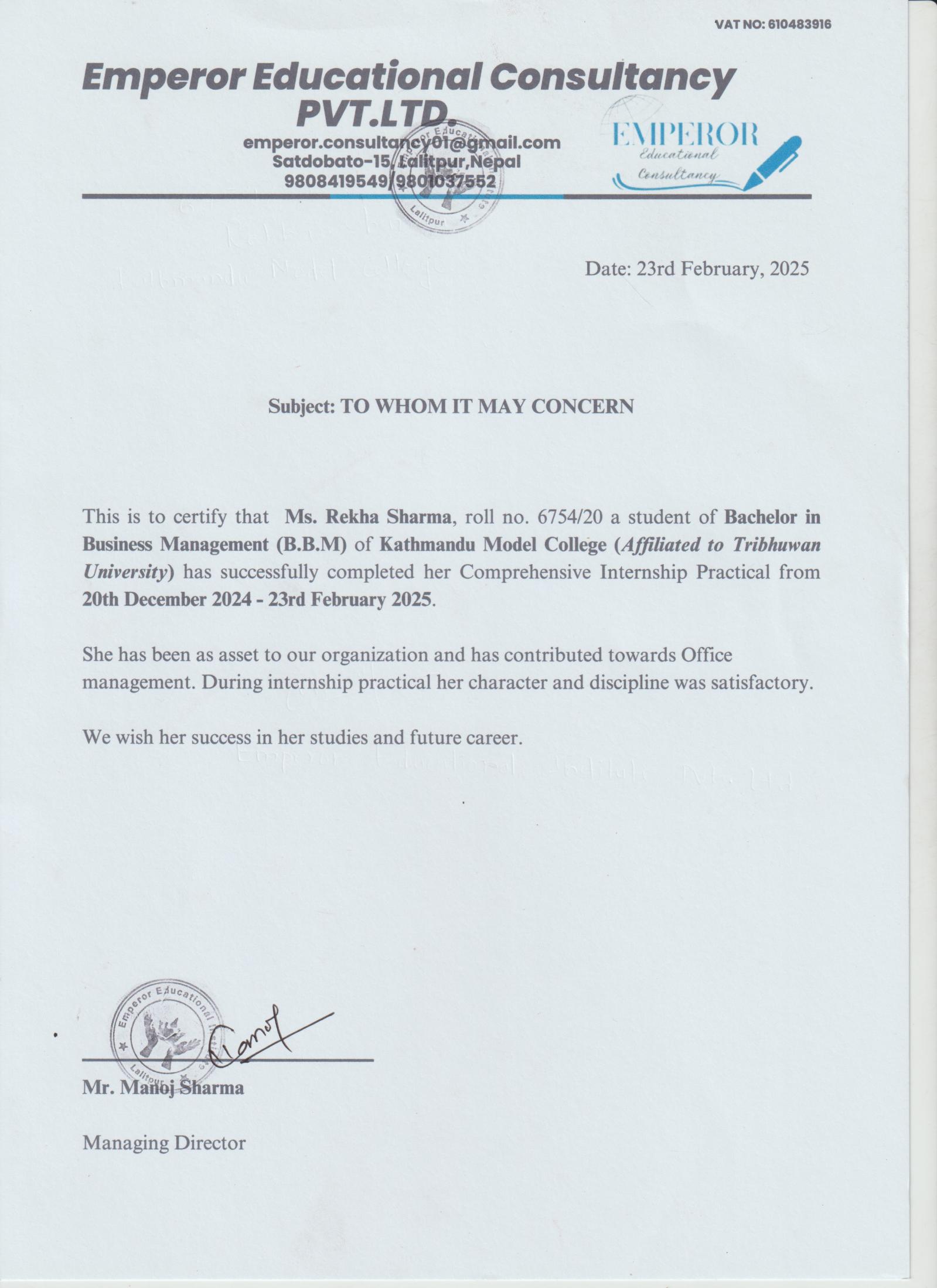
in the partial fulfillment of the requirements for the degree of **Bachelor of Business Management**

At

Kathmandu Model College

Tribhuvan University

Kathmandu March,2025

** INFORMATION SHEET**

|  |  |
| --- | --- |
| **Name of the Company** | **Emperor Educational**  **Institutional PVT.LTD** |
| **Address of the company** | **Satdobato-15, Lalitpur** |
| **Phone Number** | **01-5423526** |
| **Date of Internship** | **20th December 2024** |

|  |  |
| --- | --- |
| **Date of internship completion** | **23rd February 2025** |
| **Name of the Industry Guide** | **Mrs. Kamon Karki** |
| **Designation of Industry Guide** | **Business Development Executive** |
| **Student Name** | **Rekha Sharma** |
| **Student’s e-mail ID** | **Sharmarekha8686@gmail.com** |

**STUDENT’S DECLARATION**

I hereby declare that the internship report entitled , Functions of Administrative Department of Emperor Educational Consultancy submitted to the Faculty of Management, Tribhuvan University is an original piece of work under the supervision of Ujjwal Bhattrai, faculty member of Kathmandu Model College Bag-bazar, Kathmandu and is submitted in partial fulfilment of the requirements for the award of the degree of Bachelor of Business Management (BBM). This internship report has not been submitted to any other university or institutions for the award of any degree or diploma.

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**LETTER OF RECCOMENDATION**

This is to certify that the Internship Report entitled "Functions of Administrative Department of Emperor Educational Consultancy" submitted by Rekha Sharma for the partial fulfillment of the requirements for the degree embodies the bona fide work done by her under my supervision. I hereby recommend this Internship Report for final examination by the research committee of Kathmandu Model College, Tribhuvan University, in fulfillment of the requirements for the degree of Bachelor of Business Management.

Mr. Ujjwal Bhattrai

Internship Supervisor

Date: February 2025

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**RECOMMENDATION FOR APPROVAL**

This is to certify that the Internship Report on "Functions of Administrative Department of Emperor Educational Consultancy" prepared and submitted by Rekha Sharma for the partial fulfillment of the requirements for the degree of Bachelor of Business Management has found her original work. The report is, therefore, approved and recommended for its acceptance.

….…………….

Ujjwal Bhattrai

Research Head - KMC Research

Management Cell

Kathmandu Model College

….………………..

Sagar Kharel

Associate Director - BBM,

Kathmandu Model College

….…………….

Surendra Subedi

Principal

Kathmandu Model College

Date:

**ACKNOWLEDGEMENTS**

As a requirement of the BBM program and which will lead to the culmination of the course, I have chosen entrepreneurship as my area of interest in which to undertake my internship. I have chosen the Marketing and Functioning department of Emperor Educational Consultancy as a focus of my study.

During the internship, I got an opportunity to meet many respectable people and through them I gained lots of knowledge. I would like to express my sincere gratitude to Ms. Kamon Karki, Mr. Manish Adhikari, Miss. Stuti Koirala and the entire staff of Emperor Educational Consultancy.

I am delighted for this opportunity to accomplish the research work as a partial fulfillment of the requirement for the degree of BBM. It is a great pleasure to express thanks to my mentor and guide Mr. Ujjwal Bhattrai. His continuous guidance and keen interest helped in completing this study.

Finally, very special thanks to Mr. Govinda Raj Thapaliya who, despite his busy schedule, had provided me with a lot of valuable suggestions and encouragement for the preparation of this report. I would like to express my gratitude to my friends and sisters for their constant support and love.

Rekha Sharma

May,2025

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Chairperson

**Shree Krishna Sharma**

Executive Director

**Manish Adhikari**

Managing Director

**Manoj Sharma**

Business Development Excuetive

**Kamon Karki**

Office Secretary

**Santosh Shah**

**LIST OF TABLES**

**Table 1:** **Details of Internship at Emperor Educational Consultancy Pvt. Ltd:**

|  |  |
| --- | --- |
| Address | Satdobato-15, Lalitpur |
| Position | Internee |
| Department | Functioning and marketing department |
| Working Duration | 8 Weeks |
| Work hours | Eight Hours per day |
| Name & Designation of Internship Supervisor | Ms. Kamon Karki |
| Name of Internship Supervisor at KMC college | Mr. Ujjwal Bhattrai |

**Table 2:** **Duration of some basic activities performed in PACE in detail**

Sections From Total working days File handling and scanning 20th Dec to 5th Jan, Marketing maintenance 5th Jan to 25th Jan, Remaining days for counseling and client dealing.

**LIST ABBREVIATIONS**

BBM: Bachelor of Business Management

ECAN: Educational Consultancy Association of Nepal

IELTS: International English Language Testing System

PTE: Pearson Test of English

CMAT: Central Management Admission Test

HR: Human Resources

**CHAPTER I: INTRODUCTION**

**1.1 Background**

The internship program of BBM is a partial requirement to gain real-life experience through practical exposure. It is an essential part of the BBM program, covering a duration of 8 weeks of organizational attachment. Graduates from this program develop business acumen and gain firsthand experience of the corporate world. The primary goal of this internship program is to provide students with on-the-job exposure and an opportunity to apply theoretical concepts in real-life situations. Students are placed in enterprises, organizations, financial institutions, research institutions, and development projects, where they learn through practical involvement. They encounter various challenges, develop problem-solving skills, and collaborate within a dynamic work environment. This experience allows them to understand organizational culture and adapt accordingly

Internships provide students with opportunities to gain hands-on experience in their field of interest. Interns also benefit from networking and establishing professional connections. Many companies offer stipends to interns, allowing some students to earn while they learn. The possibilities are vast, as interns acquire new skills and discover their true potential. An internship provides a real sense of the chosen industry and enhances career prospects. One of the key advantages is that it may also lead to a full-time job offer upon successful completion

As a part of the partial fulfillment of Tribhuvan University for the BBM course requirement, I joined Emperor Educational Consultancy, one of Nepal's emerging educational consultancies with its head office in PutaliSadak, Kathmandu. I was assigned to the Marketing and Functioning Department at the head office under the supervision of Ms. [Kamon Karki] and Mr. [ Manish Adhikari]. The duration of my internship program was 8 weeks, from [20th December 2024] to [14th February 2025].

During my internship period at Emperor Educational Consultancy, I gained insights into the consultancy's work process and learned about various marketing strategies and services provided to clients. Additionally, I had the opportunity to interact with experienced professionals who shared valuable knowledge about the educational consultancy sector. I became familiar with management-related tasks and gained practical learning experience. These experiences have been invaluable, and I believe the knowledge acquired during my internship will significantly contribute to my future career.

**1.2 Objectives**

The major objective behind including internship in the BBM program is so that the students would be able to see and face the business concepts and theories applied to real decision making by being part of it. The students also can expand and explore their creativity, efficiency, leadership traits, networking and communicative skills in the platform that would certainly benefit them in their future. In today’s competitive environment, gaining practical experience alongside theoretical knowledge is essential. The primary objective of this internship was to effectively carry out the assigned tasks and responsibilities while gaining hands-on experience.

The specific objectives of this internship were as follows:

1.To understand the role and significance of a Bachelor of Business Management (BBM) degree in the Nepalese educational consultancy sector.

2.To explore and analyze the various services and offerings provided by Emperor Educational Consultancy to students.

3.To gain insights into the overall operations of the Marketing Department at Emperor Educational Consultancy.

4.To enhance interpersonal and communication skills by actively engaging with professionals and clients within the organization

**1.3 Organization selection**

For my internship, I chose Emperor Educational Consultancy among various educational consultancies in Kathmandu Valley. As an emerging institution in its introductory phase, the consultancy is striving to establish itself in a highly competitive market. This dynamic environment provided me with a valuable opportunity to gain hands-on experience from the foundational level. I believe that this internship has been instrumental in enhancing my management skills and practical knowledge. Furthermore, my BBM program facilitated this opportunity by providing the necessary recommendation letter to undertake the internship

**1.3.1 Methodology Used for the selection of Organization**

The selection of an organization is an integral part of the internship program, as the learning experience is largely determined by the type and nature of the organization. For my internship program, I followed the following procedure while selecting the organization:

sought guidance from my teachers to identify the best industries for an internship.

Consulted with my friends to understand their internship experiences and the work they were involved in.

I researched various service sector organizations and submitted my resume and application letters.

Visited Emperor Educational Consultancy and submitted my resume and application letter.

Received a call from the Human Resources Department after two days.

Finally, I joined Emperor Educational Consultancy as an intern in the marketing department.

**1.3.2 Placement**

For the placement to be done after the selection of the organization. The respective college sends the students with a recommendation letter. The letter is given to the organization, and the organization accepts the student as an intern. There is a small interview performed before the formal placement. The students are then introduced to some basic terms and aspects of the organization. Then, the internship begins. The organization places the student at the administrative department of the organization. The student is required to assist the organization in their administrative tasks. The student’s task will involve assistance and execution of the tasks given. The department has a job rotation policy due to which the intern will have to work at different work points as well.

**1.3.3 Duration**

The duration of the internship as per the requirement of the 8th semester course is 48 days i.e 8 weeks. The students were supposed to perform the role of an intern for 48 days in the respective organization. The shift was 7 hours, which was from 10:00 a.m. to 5:00 p.m. During the internship period, the students were given different tasks to be performed. The organization offered a variety of experiences for the students which were of immense value for professionalism during the period. The organization also had the opportunity to become a part of their periodic meeting which was usually held for a cause. And, so to explain the activities performed with their duration period, the following table is given.

**1.3.4 Activities performed**

This section considers the study based on the internship period and the various activities performed in Emperor Educational Consultancy. As an intern in the Marketing Department, the intern performed the following activities:

a. To learn to develop Marketing Strategic

b. Learned to segment the whole market into a niche market.

c. Conduct various events and programs

d. Learned various marketing activities

e. Dealing with various people and the students

f. published various marketing tools

g. Various field visits

h. Analysis of various marketing strategies of competitive organization

I. Coordinate with different coworkers in an organization.

**1.4 Source of Data**

Both the primary as well as the secondary data is used to prepare this internship report. I have used both data in this report. All the data used to prepare this report is authentic. They are.

Primary Data:

Personal Interview observation Informal talks with the staff

Secondary Data: Annual Report

**1.5 limitation of the study:**

1. The short internship duration limited the depth of research and understanding of the consultancy's operations.

2.Employee and client responses may include personal biases, affecting the objectivity of the study.

3. Limited practical exposure to decision-making and strategic activities restricted the ability to analyze internal processes in detail.

**CHAPTER II**

**INTRODUCTION TO EDUCATIONAL CONSULTANCY**

**2.1 Meaning and Definition of Educational Consultancy**

An educational consultant is an independent consultant who helps parents, students, and organizations with educational planning. They are classified as” educational, vocational and school counselors.” Educational consultants, however, are normally self-employed or employed by consulting firms while school counselors are employed by schools. An educational consultancy was established with an objective of catering proper information and guidance to parents interested in sending their offspring to Abroad Studies. Educational consultants are professionals keeping abreast of knowledge on every detail in study abroad and subsequent student counseling. Educational consultancy was established with crystal clear motive to provide quality services to students whose endeavor is to earn qualifications and experience from overseas. The history of educational consultancy in Nepal is not very long. After the end of the autocratic Rana regime, international studies were exposed in Nepal. Recently, the industry of educational consultancy has been growing widely. Nowadays there are lots of educational consultants available in Kathmandu valley.

**2.2 Association of Educational consultancy (ECAN)**

Educational Consultancy Association of Nepal, with its acronym ECAN, formally registered under the Government of Nepal. Chief District Administration Office in Kathmandu in the year 1997. The establishment of ECAN was to develop, foster and safeguard the study consultation services. Had ECAN not formed, Nepal as a nation would be vulnerable to external forces in international education. Since its establishment, ECAN has been playing a significant role in facilitating students to gain access to international education. ECAN's role changes as the pace of time. In 1997, it was just about clustering like-minded people at a table. In the millennium (2000), it was to revitalize all its members with the feel of cooperation, less the competition. After four years in 2004, it was to have varieties and for exploration of study options, identifying the key destination countries for students towards their further study options.

ECAN was much matured when it arrived in 2007 and envisioned to have a role to provide proper information, guidance and counseling to students and parents. Just admission counseling was a trend in the past, and in 2009, ECAN stepped ahead with a mission to equip every member, students and parents with updated information on almost everything: policies and requirements, courses and the destination, places and the people. At the same time, ECAN, with its 2nd series of Education Fair on the go, received a few complaints by emails from the students that boarded planes to foreign land for their further studies. This was an intriguing role for ECAN to monitor issues around and solve the problems therein, and at the same time collaborate with the government to tackle such issues and address them as relevant. ECAN faced numerous such occurrences in the past and succeeded in resolving almost every single of them by rewarding justice to the victims and penalizing the malefactors.

As an organization of elite, and for everyone, ECAN now boasts everything from hosting the compliance office of discipline to the international liaison committee, from the monitoring department to the national coordination team. With such organization, ECAN ensures the current practice within the established code of conduct and maintains study service abroad within its scope. ECAN from its inception values its responsibility towards the society, and therefore hosts a few scholarships on timely manner to Nepali citizens from the indigenous background

**2.3 Varieties of consultancy**

Educational consultants provide different types of services depending on students' needs. Some consultants help students with college admissions, while others assist those looking for private secondary schools. Some specialize in supporting students with learning difficulties or behavioral challenges. Others focus on guiding college students who want to pursue graduate studies.

Apart from working with students, some consultants assist schools and other institutions in developing educational programs. The fees for these services vary-some charge per hour, while others offer complete service packages. Some consultants also provide discounted rates or free services for students from low-income families.

When choosing an educational consultant, families should check their qualifications, experience, and professional memberships to ensure credibility. Trusted consultants follow ethical guidelines and do not accept money from educational institutions in exchange for student placements. Families should also ask for references and ensure that consultants clearly explain their fees, counseling process, and expectations before starting the service.

Educational consultancy has grown significantly in recent years. Those interested in starting a consultancy should evaluate their skills and experience. Successful consultants enjoy working with students and helping them achieve their goals. While some consultants charge high fees, most do this work for professional satisfaction rather than high earnings. As competition increases, new consultants should research the demand in their area before starting a business.

To stay updated, consultants should attend workshops, conferences, and school visits. Many professional organizations provide training for new consultants, and some universities offer courses to enhance their knowledge. Although there are no strict legal regulations, many consultancy organizations have ethical standards that members must follow. However, some education agents assisting students with international admissions engage in unethical practices, such as writing application essays for them.

**CHAPTER III**

**INTRODUCTION TO ORGANIZATION**

**3.1 About Emperor Educational Consultancy:**

Emperor Educational Consultancy is a team of experienced professionals dedicated to assisting schools, educational institutes, organizations, as well as parents and students in overcoming challenges related to education. The consultancy was founded with the primary objective of providing accurate information and expert guidance to parents seeking to send their children abroad for higher studies. Educational consultants are well-informed about every aspect of studying abroad and play a crucial role in student counseling.

Emperor Educational Consultancy was established with a clear mission to offer top-quality services to students aspiring to gain international qualifications and experiences. Founded on 28th October 2015 by a group of seasoned professionals, the consultancy has remained committed to its goal of delivering reliable and high standard support to students aiming to pursue higher education abroad. Emperor Educational Consultancy strives to be a leading global service provider for students who dream of studying in foreign countries. The field of educational consulting has witnessed significant growth in recent years.

With increasing globalization, students today prefer pursuing their intermediate bachelors and master’s degrees in foreign countries. Destinations such as Australia, Canada, Germany, Denmark, New Zealand, Finland, and the United States are among the most popular choices. Globalization has created numerous opportunities for students to study abroad, offering benefits such as high academic standards, cutting-edge teaching methodologies, technological advancements, state-of-the-art infrastructure, and a welcoming multicultural environment. These factors contribute to a superior quality of education and lifestyles in a safe and supportive setting. Many students choose to study abroad to gain independence, financial self-sufficiency, and practical learning experiences. Those who seek freedom, a higher standard of living, and career- focused education prefer overseas education for their academic and professional growth.

**3.2 Vision**

“To serve aspiring students globally with life changing educational programs”

**3.3 Mission**

To lead the industry in terms of quality by investing on competent human resources, state-of-the-art facilities and cutting-edge technology.

To provide every student with a life-changing educational experience and support their steps on that journey.

To recruit, train and retain the best talents providing career opportunities and financial rewards.

**3.4 Goals**

The goal of the emperor is to serve the students locally and internationally and expand its service worldwide.

To create a conducive environment where students can learn, motivate and enrich their potential.

**3.5 Types of Educational Consultancy Services offered by the company.**

**Bridge course:**

A short-term entrance preparation course designed for students transitioning from secondary to higher secondary education. It helps them revise previous course work and get ready for the entrance exam. Emperor educational consultancy organizes bridge courses for both science and management students, ensuring they achieve good scores for admission into top colleges.

**CMAT Preparation:**

CMAT (Central Management Administration Test) is an essential entrance exam for students seeking admission to management programs. The consultancy provides training in verbal ability, quantitative ability, logical reasoning and general awareness.

Regular tests, practice sessions, and mock exams help students score well and secure admission into top management colleges.

**Tuition classes:**

For students needing extra academic support, tuition classes are offered in subjects like accounts, taxation, finance, math, physics, biology, statistics etc. These classes help students strengthen their understanding and perform well in exams

**Interview skills workshop:**

Mock interviews and stress interviews are conducted to prepare students for real life interviews. The program teaches a) How to confidently answer interview questions b) Body language and presentation skills c. Overcoming fear and nervousness

**IELTS and PTE Preparation:**

**E**mperor Educational Consultancy offers IELTS (International English language testing System) and PTE (Pearson Test of English)classes for students planning to study abroad. It also conducts mock exams, practice tests and personalized guidance to ensure students achieve their desired scores.

**CHAPTER IV**

**ACTIVITIES DONE AND REFLECTION ON THE INTERNSHIP**

**4.1 Activities Done**

**1. File handling and scanning:**

To maintain digital records, I was assigned the task of scanning documents for university applications. They included:

-Scanning academic certificates, recommendation letters, and other supporting documents for university applications.

-Converting physical forms into digital format for easy retrieval and backup.

-Organizing scanned files in a structured manner using folders categorized by student names and application status.

-Ensuring confidentiality and data security while handling sensitive student information.

**2. Assisting in Student Counseling**

One of the major responsibilities of the consultancy is to guide students in their educational journey. As an intern, I assisted in:

-Providing basic information about available courses, universities, and application procedures.

-Scheduling appointments for students with senior counselors.

-Guiding students by filling out application forms correctly.

-Assisting students in document verification and ensuring all required papers were submitted on time.

**3. Marketing and promotion:**

-To attract more students, the consultancy uses various marketing strategies. I contributed to:

-Making calls to inquiries and following up on interested candidates.

-Assisting in social media promotions by making videos, by sharing posts and responding to queries.

-Participating in market research to understand student preferences and respond to queries.

**4. Assisting in Visa Processing:**

Visa application is a crucial step for students planning to study abroad. My responsibilities included:

-Helping students compile visa application documents.

-Checking for accuracy in financial statements and sponsor documents.

-Coordinating with seniors to schedule visa interview preparation sessions.

**5. Client dealings:**

Effective communication with clients (students and parents) was a key part of my internship. I was involved in:

-Handling inquiries from students and parents regarding study options, admission procedures, and visa processing.

-Explaining different university programs and helping clients select suitable courses based on their academic background and career goals:

-Following up with potential clients via phone calls and emails to ensure they completed their application process on time.

**6. Office Administration Support:**

Apart from major tasks, I also handled several administrative duties, such as:

-Managing students' inquiries via phone and calls.

-Assisting in maintaining attendance records for seminars and counselling sessions.

-Ensuring the office environment was well-organized and assisting in day-to-day operations.

**4.2 Reflection of internship:**

\***Organizational Culture:**

I completed my internship program in emperor educational consultancy. The motto of consultancy is to provide innovative services to everyone, every time and everywhere for the economic development of the nation. It has a diversified culture and working environment. It has created a friendly environment for every staff member. The coordination among the employees is well. Everyone behaves politely, which helps to create a homely environment. During my internship I observed various activities performed in the educational consultancy. Though I just worked for eight weeks I was easily coalesced with the environment and kind behaviors of the staff towards me. Employees in this consultancy are regular, motivated and punctual. There was no exact dress code for interns and staff too, but I used to attend office in a formal dress code.

Emperor educational consultancy has a hierarchy organizational structure where flow of the information is carried out from top level managers to lower level. In this organizational structure the employee works under the managing directors. Meetings are conducted once a month and conclusions carried out from the meeting are immediately carried out in day-to-day activities of the consultancy. A reward is provided to employees according to the overall performance. The filing processing of emperor educational consultancy is traditional as well as modern (computer Based)

**\*Changes:**

Changes are important for the improvement in human life. It is an ongoing process that can be positive as well as negative. Through this internship in educational consultancy, I have found changes in my behavior, attitude and concept of consultancy. I can understand various human behaviors and how those behaviors change according to different situations. It helped me with time management. Most importantly, I can raise the level of my confidence, the way of interaction with customers and communication skills. Before my internship, I felt offended to communicate and deal with costumes, management of time and interaction with new people.

During my internship I was assigned most of the time in marketing Departments which helped me to know more about customer and potential customers behaviors. It helped me to improve my communication skills and my reaction toward the different nature of consumers and their behaviors, and every customer is accounted equally.

**\*Learning Objectives:**

Learning is a lasting change in behavior that results from experience. During my internship in emperor educational consultancy, I got a chance to learn about the working environment and several departments like marketing, accounting, and human resources. I knew about the working methodology of these departments and their functions. One of the most important things I learnt through this internship was to handle customers and deal with the clients. I was able to handle customers in various situations and satisfy the customers by providing information for their queries. This internship also helped me to work in a team. I was able to work with others, able to communicate, negotiate, and influence the team. Throughout my internship, I learnt organizational culture, activities and various organizational skills. I have developed some leadership qualities and decision-making skills. I also became familiar with different consultancy procedures. Overall, the internship helped me to gain good learning experience in various areas which I believe would help me in my future career.

**\*Academic connection:**

An internship is an educational plan which integrates classroom knowledge and practical work experience in industrial, business, and government work situations. It gives students the opportunity to imply academic theories and principles to action, to test career interests and to develop skills and abilities through-out carefully planned and supervised programs related to the career of their choices. The subjects such as organizational behavior and business strategies helped me learn about the different culture and perception of people, decision making and communication style, understand the working culture and behavior of the organization, structure and how the duties and responsibility get delegated and know the people's perspective, view and organization strategies.

Business communication has helped me to write effective memos and official letters and helped me to communicate with staff and customers. This course specializes in teaching effective oral, verbal and written communication, business etiquettes, right posture and gestures etc. which ultimately helps to build the personality, principle of management, human resource management, critical thinking and so forth helped me understand the planning, controlling decision making and recruitment process of consultancy. This subject helped me while filing the form and other documents. Economics and financial management have been helpful as the subjects teach us about monetary policy. This banking law and regulation helped me to work under the ethics of the organization. Hence academic knowledge helped me in various fields of organization. Thus, there are the connections of academic knowledge with practical fields.

**\*Personal Development:**

Internship on Emperor educational consultancy helped me to develop confidence level, communication skills and working environment knowledge. It also helped me manage time, make decisions and proper utilization of resources. During my internship I made many small mistakes, but the friendly environment of consultancy helped me to improve my mistakes and uplift my level of confidence. I have learnt socializing with the people, dealing with the co-workers or a senior, which makes the working environments cozier and friendlier. I developed the habit of working with different people from diverse backgrounds.

**4.3 Problem Solved:**

During the internship at emperor educational consultancy, several challenges were encountered that required analytical thinking and effective solutions. Below are the key problems faced and how they were resolved:

**1.Handling confused clients:**

Many students were unsure about choosing the right country, university, or course. They often had doubts regarding tuition fees, career prospects, and visa processes. To address this, personalized counseling sessions were conducted where students were provided with comparative insights into different universities, scholarships, and career paths. Success stories and case studies of previous students were also shared to help them make informed decisions.

**Document Errors and incomplete applications:**

A common issue was students submitting incorrect or incomplete documents, such as missing transcripts, improperly formatted recommendation letters, or errors in personal details. To solve this, a detailed document checklist was prepared for each university, and every application was carefully reviewed before submission. Students were guided on obtaining missing documents, and digital copies were maintained for better record-keeping.

**Time Management Issues:**

Balancing multiple tasks, including counseling, documentation, research, and event coordination, sometimes led to work overload and tight deadlines. To improve efficiency, a structured schedule was created, prioritizing tasks based on urgency. Task delegation among team members and the use of reminders helped ensure smooth workflow and timely completion of assignments.

**Technical Issues and Technical delays:**

Occasionally, the consultancy software experienced technical glitches, causing delays in student record management. Additionally, some universities took longer than expected to respond to application queries. To handle this, IT support was contacted immediately for technical fixes, and manual backups of important data were maintained. Regular follow-ups with universities via emails and calls helped minimize delays in responses.

**Managing Overwhelming Workload During Peak Admission Season:**

During peak admission months, the workload surged drastically, leading to exhaustion among the staff. Interns had to manage counseling, application processing, and marketing simultaneously, often exceeding working hours. To handle it, work was divided more efficiently by categorizing tasks based on urgency and complexity.

**4.4. Intern’s Key Observation (Positive and Negative):**

**\* Positive Observation:**

**-Supportive work environment: The** consultancy provided a friendly and encouraging atmosphere for interns to learn the interns.

**-Hands- on Experience:** The internship allowed active participation in real-world tasks rather than just theoretical learnings.

**-Guidance from Experts:** Mentors and senior counselors were helpful in providing knowledge about study abroad opportunities and visa processes.

**-Use of Technology:** The consultancy effectively utilizes digital platforms for student applications, marketing, and communication.

**-Growth Opportunities:** The experience enhanced professional skills, making it beneficial for future career prospects.

**\* Negative Observation:**

- **Work Pressure and Deadlines:** At times, managing multiple tasks within tight deadlines became stressful.

- **Repetitive work:** Some administrative tasks, such as data entry and document verification, were repetitive and time-consuming.

**-Lack of Structured Training:** A more organized orientation or training session at the beginning could have helped interns adapt faster.

**-Communication Gap:** Occasionally, there were miscommunications between departments, leading to delays in processing student applications.

**-Limited Decision-Making Authority:** Interns had limited authority in resolving certain issues, requiring frequent approval from senior staff.

**4.5. SWOT/SWOC ANALYSIS**

Strengths:

- Experienced and supportive staff

- Digital marketing and filing system

- Strong network with international institutions

Weaknesses:

-Limited decision-making power to interns

-Repetitive administrative tasks

-Occasional communication gaps

Opportunities:

- Growing demand for international education

- Expansion into online education consultancy

- Increased global partnerships

Threats:

- Rising competition among consultants

- Changing visa policies

- Technological disruptions

**CHAPTER V**

**LESSONS LEARNT AND CONCLUSION**

**5.1 Lessons learnt: Key Skills and Attitude Learnt**

Skills are the learnt capacity to carry out pre-determined results often with the minimum outlay of time, energy or both, following given are the specific skills internees have learned in the organization as an intern.

**Time Management:**

I have learned the way of time management during my internship period such as which activities of the jobs should be prioritized, which job is to be done at time, when to report and many more.

**MS Office Application:**

Throughout my internship I have used the MS office package for conducting various activities, I have used the MS EXCEL to record detailed information about customers, income and expenses. I have used the MS WORD to make various types of letters and prepare various reports.

**Proper Filing and Indexing:**

Practically, I obtained the basic skills of proper filing and indexing to record the reference of needed documents. All the documents which have done proper filing and indexing help us to get them easily and quickly.

**Communication Skills:**

Daily interaction with staff of emperor educational consultancy and consumers has increased communication skills. It has helped me to be a good listener and good speaker as well. It has also proven that one cannot be a good speaker unless he or she is a good listener.

**Discipline:**

Discipline to follow the organizational rules and regulations, norms and values are very important for efficiency in job performance. A disciplined employee can add value to the organizational resources very well. I have realized the various kinds of disciplined behaviors when working as an intern.

**Punctuality:**

Punctuality gains respect in almost any place but it is essential in the workplace. Being on time says a lot about you and how you feel about your company and your colleagues. Understanding the importance of punctuality can go a long way in helping you increase your value to your company and climb the career ladder.

**Cooperation:**

Cooperation between employees is very much needed in the organization for better performance. Without proper cooperation and communication organizational success cannot be imagined in this age of integrated business scenario. Cooperation between colleagues can enhance and enrich job performance.

**5.2. Feedback To the Organization/College/ University:**

During my internship at Emperor Educational Consultancy, I had the opportunity to gain valuable insights into the education consulting industry. The experience was both enriching and practical, helping me develop professional skills relevant to career counseling, documentation processing, and student guidance.

**Positive Aspects:**

**\*Supportive Work Environment:** The team at Emperor Educational Consultancy was highly supportive, ensuring interns felt welcomed and encouraged to ask questions.

\***Effective Mentorship:** My supervisors provided clear guidance, allowing me to understand the industry's best practices. Their willingness to share knowledge significantly enhanced my learning experience.

\***Hands-on Experience:** The opportunity to engage with real student applications and participate in counseling sessions gave me a practical understanding of how educational consultancy operates.

\***Professional Growth:** The internship helped me improve my communication, teamwork, and problem-solving skills, which are essential for professional development.

**Areas For Improvement:**

**\*Structured Training Sessions:** While the hands-on approach was beneficial, more structured training sessions at the beginning of the internship could help interns grasp key concepts faster.

\***Task Allocation:** At times, workload distribution was uneven, which made it challenging to balance multiple responsibilities. A more structured approach to task assignments could enhance efficiency.

\***Exposure to More International Study Destinations:** Expanding the focus beyond major study destinations would provide interns with a broader perspective on global education opportunities.

Overall, my internship at Emperor Educational Consultancy was an invaluable experience that contributed to both my academic and professional growth. I am grateful for the opportunity and look forward to applying the skills and knowledge gained in my future career.

**5.3 Conclusion**

In conclusion, Emperor Educational Consultancy does not only provide products and services but even aims at total customer satisfaction by providing extra support and guidance to the students for further career. So, Emperor Educational Consultancy can win the beliefs of customers.

As it was a newly established organization, it can also penetrate the segmented market and found itself to be one of the emerging organizations in the business industry. It can be said that Emperor Educational Consultancy is marching on the path of success by running in profits as well as providing different services and features to its consumers and even seems successful in creating a goodwill and image in the minds of its customers and even seems successful in creating a goodwill and image in the minds of its consumers through the service provided.

The period of internship in Emperor Educational Consultancy was a very fruitful experience. From this internship, knowledge about working environment, the educational consultancies activities were gained, and on-the-job experience of educational consultancy was realized which shall prove to be a great experience. Due to the interaction of different people, a variety of skills are gained and learned to face different people with different personalities

I want to conclude that Emperor Educational Consultancy is excellent in terms of their services despite some pros and cons with the issue related to limited products and services. It can perform better in future by updating its work style and strategy and by regulating its drawbacks, overcoming their weakness and doing their best.

**References**

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