



Report on Assessing Human Resource Management Process of Future Connect Education and
Migration Services

Course Title- Internship

Department- BBA

Submitted To:

Nasrin Akter

Assistant Professor

United International University

Submitted by:

Umme Hafsa

ID-111 191 011

Date of submission

11th of October, 2023



“Connect with us for better future”

Letter of Transmittal

11th October, 2023

To

Nasrin Akter

Assistant Professor

Internship Supervisor

United International University

Subject- Submission of Internship Report

Dear Mam,

It is my pleasure to let you know that I've finished the internship at "Future Connect Education and Migration Services" that I needed to complete in order to graduate. It gives me great pleasure to present to you the report on the experiences I had and the things I learned while working as an intern at FCE. Being a management student, I constantly understood the need of having some practical experience in addition to theoretical knowledge. Due to the actual setting of the real business world I encountered during my internship, I became even more aware of this necessity.

In considering this, please accept my sincere thanks for all of your time, effort, and support throughout the internship.

Sincerely,

Umme Hafsa

ID- 111 191 011

Department- BBA

United International University

Acknowledgment

I want to begin by giving Allah the glory for allowing me to successfully complete my internship. I want to express my gratitude to Nasrin Akter, who managed my internship and provided guidance, supervision, and continual support as I wrote this report. Without her kind oversight, this report couldn't be finished.

The organization's business development manager, Mr. Rakib Zaman, has given me the opportunity to work for him, and I consider myself really fortunate to have him as my employer. Nonetheless, I want to express my sincere gratitude to everyone who shared their knowledge and information with me in order to assist me construct this study. I also appreciate the advice and knowledge that our CEO Mr. Imteaz and managing director Mr. Anisur Rahman have given me about the business.

And last, having such a welcoming workplace and good coworkers is a blessing.

Executive Summary

During my internship with Future Connect Education and Migration Services, a consulting company with a regional office in Bangladesh and authorization from Australia, I'm submitting this report. This report's major objective is to provide examples of my internship experience so that I may better understand the department's overall functionality and efficiency. I was given a position in the operations and human resources divisions of FCE. Payroll, training courses, hiring practices, workplace safety, and performance review systems are largely handled by this sector. This report provides a summary of the human resources policies and procedures followed by Future Connect Education and Migration Services.

I gathered all of the information in this report utilizing both internal and external analyses. I requested an internal analysis from the CEO of the business and my manager. For the external analysis, I consulted a number of sources, including the corporate website and the annual KPI report. This report's objective is to give readers helpful information on FCE's HR operations. Additionally, this report has special sections that are meant to highlight my individual viewpoints, experiences, successes, chores, observations, and epiphanies from my internship with the company. These sections discuss how my internship helped me grow personally, the difficulties I encountered, and how I overcome them.

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Chapter – 01

Introduction

Introduction

Rational of the study-

A portion of United International University's BBA degree requirements include an internship program. This program is the ideal bridge to close the knowledge gap between theory and practice. I spent three months working in the HR department of a company called "Future Connect Education and Migration Services" as part of my internship program. My decision to create a paper on "Assessing Human Resource Management Process of Future Connect Education and Migration Services" was influenced by this, and Nasrin Akter, an assistant professor at UIU, is the report's supervisor. I had the chance to gain actual experience working in a professional setting over these three months with FCE.

Objective of the study:

- To get practical knowledge of performance evaluation systems and human resource management practices.
- Categorizing the aspect that benefits employees and how it affects retention, job happiness, etc.

Specific Objective:

- To investigate Future, Connect Education's system for performance evaluation. to identify any gaps in this company's performance evaluation system, if any.
- To offer the appropriate suggestions for addressing any shortcomings (if any) in Future Connect's implementation of the performance rating system.

Scope

Working in these human resource operations is an experience of a lifetime. This study discusses HR practices from both a theoretical and practical point of view. The research will enable learning about HR procedures, their significance in an organization, and how to improve them. Additionally, the study will aid in making a distinction between the theories and methods that guide organizations to enhance their HR processes for the benefit of their employees.

Methodology –

There are two ways of finding those information-

- Primary source-** I personally asked our BDM and other members about our company, and research on our official website. Our internal data.
- Secondary source-** I have been searching on many websites including our website also.

Limitations-

Being an intern with FCE was a pleasant experience for me. Every employee, from the top to the bottom, was incredibly helpful, and the atmosphere was really welcoming.

Even so, I ran into some issues when writing this report.

These include:

- It was challenging for me as an intern to learn about the company's internal procedures because they were extremely confidential;
- It was challenging to learn about the different employees because of their time constraints.
- Theoretical predictions and actual implications may diverge since many things change in real life.

Chapter-02

Literature review

Human Resource Management:

The administration of an organization's human resources, or its personnel, is known as human resource management (HRM) or simply HR. It oversees organizational leadership and culture, as well as the recruitment, selection, training, evaluation, and rewards of personnel. It also makes sure that labor and employment regulations are followed. HR will also act as the company's main point of contact with the employees' representatives in situations where employees want and are legally permitted to hold a collective bargaining agreement. (Dessler, Human Resource management, January 10,2012)

The early 20th century human relations movement gave rise to HR, when researchers started to compile information on how to maximize organizational value by strategically managing the workforce. Initially dominated by transactional tasks like payroll and benefits administration, the function is now focused on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labor relations, and diversity and inclusion as a result of globalization, company consolidation, technological advancement, and additional research. (Dessler, Human Resource Management, 2015-2016)

Purpose of Human Resource Management:

HRM's goal is to make sure that a firm uses its employees in a way that maximizes their value to the employer while also providing them with material, psychological, and motivational benefits from their employment.

The goal of all multinational corporations is to hold on to the talent and expertise of their workforces. The retention of expertise and reducing employee turnover are the top priorities for all businesses. Employee relations often focus on preventing and resolving difficulties with people that could result from or affect the workplace environment. Healthy and safe working conditions are essential for strong employee relations. Healthy employee relationships provide more effective, motivated, and productive workers, who in turn enhance revenue. (MSG Management Study Guide, n.d.)

Functions of Human Resource Management:

Procurement, development, compensation, integration, and maintenance are some of HRM's primary duties. These tasks can be categorized as follows:

1. Procurement: This refers to selecting the appropriate amount and type of employees. Job analysis, manpower planning, recruiting, selection, placement, induction, promotion, demotion, and separation are some of the subactivities included in procurement.

2. Development: Improving an employee's knowledge, talents, attitude, and skills in order to achieve corporate goals. It consists of ancillary activities like as performance evaluation, operational training, development, career planning, succession planning, and dress code.

3. Compensation: This refers to paying employees fairly and equitably, and it involves related tasks like job evaluation and administration of wages and salaries.

4. Integration: This term refers to coordination, interaction, and unification across teams, such as the counseling team and the processing team, as well as between an organization and the government and between a person and their employer. It involves sub-activities including employee engagement, job satisfaction, grievance resolution, participation in management, collective bargaining, and disciplinary procedures in order to maintain harmony and a harmonic relationship between them.

Five. Upkeep The maintenance of employee welfare, including suitable and hygienic meals, restrooms, employee health and safety, social security, and job security is another duty of HRM. (HRM) Human Resource Management. (Human Resource Management (Objective and Function), 2015)

Objectives of Human Resource Management:

The primary objective of HRM is to take care of the work life of the employees from the time they join the company to the time they leave it, while ensuring their best possible co- operation in achieving the organizational goals and objectives. The following specific goals can be categorized under this general goal of HRM:

- To support the business in attaining its goals.
- To ensure the most effective utilization and development of human resources.
- To encourage respect for individuals.
- To understand each person's needs and fulfill them.
- To make sure that personal and organizational objectives are in harmony.
- To foster and preserve a culture of high morale among workers.
- To supply the company with staff that are both motivated and well-trained.
- To maximize a worker's sense of self-actualization and job satisfaction.
- To create and preserve a high standard of living at work.
- To be socially receptive to societal needs.
- To cultivate each employee's multifaceted identity as a whole.
- To improve the employee's capacity to carry out their current duties.
- To give the employees the clarity and accuracy they need to conduct business.
- To foster a sense of teamwork, cooperation among teams, and team spirit. (Human Resource Management (objective and function), 2015)

The field of human resource management has a very broad and deep application:

1. Personnel aspect - This covers performance evaluation, allowances, disbursement of salaries, and other matters related to manpower planning, recruitment, selection, placement, transfer, promotion, training and development, layoffs and retrenchments, as well as compensation, incentives, and productivity.
2. The welfare aspect is concerned with the circumstances and conveniences of the workplace, including canteens, rest and lunch areas, housing, transportation, medical help, education, health and safety, and recreational facilities.
3. The aspect of industrial relations includes joint consultation, collective bargaining, grievance and disciplinary processes, conflict resolution, and other union-management relations-related issues. (Juneja)

The Value of HR Practices in an Organization:

There isn't a single HR Practice that a business desires to implement in order to keep its employees. A corporation may mix many HR practices to manage its HR system. For the survival and sustainability of the organization, a company should always combine the "Number of Best HR Practices" that they should put into place. HR "best practices" are arbitrary and ephemeral. It is commonly established that HR practices influence business performance. There has been a lot of research on the connection between HR practices and business performance, and it has been found that these connections include market value among other firm performance metrics. Return on Equity and operational performance indicators, 1995, A. Huseild. The body of literature supporting the link between HR performance and performance is extensive, but empirical research addressing the mechanisms underlying this link is sparse. Many authors have urged for greater theory and study on the mediating mechanisms by which HR practices affect organizational performance, referring to this as the "black box" dilemma. Recent research in this field has concentrated on how HR procedures might help workers develop an organizational commitment, a concept that is thought to affect workers' motivation and desire to remain with the company. However, there have been recent improvements in the conceptualizations of organizational environment and HR practices. (Doty, 1996)

Chapter-03

Company overview

Company Overview

Future Connect Education and Migration Services is a recognized provider of education and migration assistance which is committed to help p-people in realizing their aspirations of studding and migration to Australia. With a dedication to excellence and a thorough understanding of the intricate procedures, involved in education and migration, we offer comprehensive solutions that lead our clients through every step of their journey. We specialized in advising international students who want to study and immigrate overseas on professional pathways. For students who want to study in Australia, we offer a wide variety of institutions and universities. Along with student visa and immigration services, we provide English language preparation courses for students and professionals who want to get ready for further education and work abroad programs. Future Connect Education and Migration services established in 2005.

Moreover, At Future Connect, our team is dedicated to providing top-notch education and migration services. We can increase your customer satisfaction by developing a personal connection and rapport with each of our clients.

We have worked with and represent Australia's finest education providers with an eye toward your academic objectives. We don't simply deal with university placements; anytime we take on a new student, we make sure to look out for their welfare from the moment they arrive in Australia until they are close to success. This makes it possible for us to establish enduring relationships with our clients. Our proficiency in addressing your questions about education and immigration. We make sure that every step of our clients' migration and educational journeys is supported, mentored, and assisted. We adhere to the highest standards of confidentiality and authenticity when offering services, which shows our actual professionalism.

We speak more than 10 different languages, and we take pride in our diversity since it allows us to communicate with all of our clients in their native tongues, regardless of where they are from. We can identify with you.

“We’re a globally connected community”

Every intake, maximize the number of enrollments. Transparency with our shareholders continues to be our main guiding principle. Our relationships are what bind and support us, whether they result from professional or personal circumstances. changing, to create an interconnected community that will mentor and assist foreign students as they pursue their career and lifelong learning goals.

Mission Statement- We firmly believe that everyone has the skills and capacity to thrive and realize their full potential, given the right support. Our goal and duty are to move them one step closer to realizing their aspirations for migration and education.

Motivation- our unrelenting dedication to changing lives and influencing destinies keeps us motivated to carry on with our work. As a firm that provides education and migration services, we are motivated by the salient impact we have on people and their families as they turn their Australian dream into a reality.

Organization Background:

With the intention of establishing a carefully considered procedure for the immigration market in Bangladesh and overseas, Future Connect was established. We want to help students and migrants learn more about the higher education options and educational opportunities that are accessible both domestically and overseas. It has made it easier for migrants and immigrants to choose the best locations from a wide variety of institutions and immigration options. We specialize in offering qualified advice and direction, from identifying and selecting the ideal college or nation to obtaining the necessary visas. We are confident that with our assistance, people will move overseas in search of a better future, a more promising career, and a happier family. Now it has offices in 5 different countries in the world.



AUSTRALIA

Suite 702, Level 7, 79 George Street, Parramatta, NSW 2150.



INDIA

SCO 33, 3rd floor, B-Block, RAJNIT Avenue, Near Peddler Amritsar, Punjab region, on-14301



MAURITIUS

49, Avenue Victoria, Quatre-1 Bornes, 72103



PAKISTAN

Office No. 101, 1st Floor, AL Murtaza Commercial Lane Phase VIII, DHA Karachi, Pakistan



BANGLADESH

House No-17/1 (7th Floor), Road No -3/ A, Jhigatola, Dhanmondi, Dhaka- 1209.

Services:

Immigration Consultancy:

Offering advisory services regarding skilled immigration to nations like Australia. As a representative of Immigration Consultant of Australia Ms. Varni, they have the legal authority to deal with immigration to Australia. In addition to providing services like document preparation and visa applications, they assist people with families in applying for immigration based on their eligibility.

Student Consultancy:

FCE represents numerous institutions throughout the world that provide Bachelor's and Master's degrees to overseas students, and we help students apply to Bachelor and Masters programs in Australia. They help students select the program that best suits them and then support them while they apply to the school to be admitted to that program. They help students prepare the necessary paperwork for a visa application once they have been approved by the college.

Executive Body Overview

Management Team the Chairman, the Managing Director, and the Executive Directors make up the Management Team. Their mission and objectives are for the business to grow continuously and to take steps to advance. They are in charge of all other teams and assess the company's successes and failures before taking action to create fresher plans that will either guarantee success or prevent failure. To maintain financial sustainability, the management team also examines the company's finances and creates newer finance methods.

•Anisur Rahman- Founder and Director

Anisur Rahman is an entrepreneur who has vast experience of working in Senior Management positions such as CEO, Director, National Business Development Manager, NSW State Manager and Operational Manager for highly reputed companies in Australia. He is the founding member for AT Group, Services and currently serving as the Group CEO. He is a Business school Graduate from University of Baharat and currently undertaking Bachelor of Law in University of Charles Sturt. Anisur can communicate in English, Hindi and Bengali.

•Imteaz Nanette- Chief Operation officer

Having held several notable positions in highly reputed organizations around Australia, Imteaz Nanette has had over 15 years of career experience in the Education Sector. Skilled in Student Recruitment, Coaching, Sales Management, Business Development and Project Planning, Imteaz Nanette is the Chief Operating Officer of Future Connect Education and Migration Services. Graduated from Windsor Institute, Imteaz speaks Punjabi, Arabic and creole.

•Varni Sathasevam- Registered Migration Agent

Varni Sathasevam is a migration agent at Future Connect Education and Migration Services. Achieving a positive, outcome for her clients is her passion.

Future Connect Education and Migration provides high quality immigration services to, businesses, families and individuals.

Our comprehensive, visa and immigration services include immigration advice from a registered migration agent, document checking and visa lodgment. We assist clients with skill visa, family visa applications, including applicants applying for married spouse visas, de facto partner visas, same sex partner visas, student visas and parent migration visas. In addition, our services also include extensive experience in humanitarian visas at both department level appeals at IAA/ AAT level.

•Krishneel Kumar- International Student Education Advisor

I am, one of the International Student Education advisors with the Future Connect Education Migration Services based at the Parramatta Office. I'm working on assisting, providing educational support service, and visa application guidelines to the Fijian community on and

offshore and also engaging with Pasifika Communities with their potential education counseling and migration pathways. I am a professional educator and counselor with a Bachelor of Education, degree from the University of the South Pacific Fiji with an extensive experience of teaching in Secondary School in Fiji. Have recently discovered my passion and desire for sales and marketing and providing the best quality product possible to my clients.

•Vashish Rupoon- Marketing Manager

Driven and results oriented professional with a demonstrated history of working in the VET sector in Australia. Graduated with a Bachelor of Business

Administration majoring in Finance, Vashish has had noteworthy international experiences handling several responsibilities in consulting firms in Mauritius, Singapore and UAE. Vashish is fluent in both English and French.

•Yusra Khan- Team Leader

Creative and confident, I started my professional journey as a model and a program host during my teen years in Pakistan. While pursuing my passion

for modelling and TV, on the side. I also graduated with a bachelor's degree in anthropology and sociology. I have been trained as a certified therapist by CPCAB UK and currently pursuing a career as a professional career counsellor.

Rishta Bissoonauth Dyal- Amin Executive Migration

Rishta is a passionate determined employee who has joined team FC from Mauritius. Working since a very young age, with her determination Rishta has been able to achieve all her missions and vision in both her professional and personal life and has managed to strike a perfect work life balance. She tackles problems at hand logically and realistically and stands firm on ground in all affairs. Her strengths lie in the ability to manage her time well, effective communication and warm nature that enable her to build rapport.

Lakshmi Giwani- Indian Student advisor

As an education counselor, I am dedicated to helping students achieve their academic and professional goals. I work closely with migration, agents to stay up to date. I am well-equipped to guide students through the complexities of the application process and help them find the right courses and universities/institutes/colleges. In addition to my work as an education counselor, I have an extensive experience as an event and influencer manager, as well as working as an influencer myself who worked with different famous brands as a freelancer and promoted them on my social media.

I understand the importance of building relationships, promoting content, and engaging with audiences, and I bring this expertise to my work as an education counselor and a part of the Marketing team at Future Connect. Whether you're a student looking to study in Australia or an institution seeking to connect with prospective students, I am committed to providing: personalized guidance and support every step of the way.

Bangladesh Chapter-

Bangladesh chapter and its opportunity

Bangladesh office started its journey on February 2023. Our headquarter is in Sydney's Parramatta neighborhood. Our business is equipped to meet the rising demand for immigration and international possibilities. When it comes to helping students choose colleges and universities in Australia, we offer authentic services. Almost all Australian providers are partners with us. As a result, we are quite capable of helping any student. Additionally, we offer general skill migration, skills assessment, and application services for permanent visas with the help of our in-house migration agent. As the desire to pursue higher education overseas is strong among Bangladeshis. Services related to study abroad, such as assistance with university admissions, visa support, and scholarship guidance, are greatly needed. To guide them down the right path, we extended our helpful hand in response.

In addition, because our head office is in Sydney, we are well-versed in industry trends and can provide people with timely assistance and reliable guidance.

FCE team in Bangladesh-

- **Rakib Zaman (Business Development Manager)**

Rakib Zaman is a prominent business strategist and facilitator; over 15 years of experience with MNCs and top FMCG industry experience, he creates sophisticated businesses and changes hundreds of lives. His specialties are facilitation resources (human/ brand/ communications), leadership behavior, performance and talent management.

- **Sumaya Tasnim (Education Counsellor)**

Greetings! I am here to help you navigate the thrilling process of achieving your academic goals overseas. My in-depth familiarity with visa procedures and rules matches my passion for encouraging students to pursue international educational options. I take a specialized and thorough approach to answer your unique requirements and problems as your counsellor. I will be your trust worthy advisor at every turn, helping you choose the best program and University, gather the required paperwork, and navigate the visa application procedure. My method of counselling is founded on active listening, empathy, and a sincere desire to comprehend each student's individual experience. I am here to offer you the, direction and help you require, whether you have inquiries regarding visa applications/ financial planning, or acclimating to a new culture. Your educational endeavors are an investment in your future and I am proud to assist you in achieving your goals.

- **Mehjabin Binte Bashir Farisa (Education Counsellor)**

Mehjabin is a dedicated education counsellor with a passion for helping individuals achieve their academic and personal aspirations on an international level. She has established herself as a reusable advisor to help students in terms of achieving their academic objectives. Mehrabian's commitment extends beyond securing admissions; she is passionate about fostering a positive and successful transition for students moving abroad. Her pre-departure guidance equips students with essential skills to adapt to new environments and cultures, helping them thrive both academically and personally.

- **Umme Hafsa Trisha (Education Counsellor)**

Hafsa is an education counsellor of Future Connect Education and Migration Services and the Operations Head of Bangladeshi Office. She was born in Dhaka. She, has a Bachelor's Degree in Business Administration from United International University. Hafsa has worked with individuals of all levels and interests and understands the dynamics of making decisions about choosing the right program for their higher education and also the paths for career development. She is committed to, the belief that each individual has a unique set of abilities and interests that can be enriched and developed with the proper opportunity. She is familiar with the complexities in terms of choosing a university. Therefore, she provides valuable guidance in navigating the, admission process.

Our Agenda

“Connect with us for better future”

1. Correctly guide students so they can study in Australia under the right supervision.
2. Develop and offer specialized courses tailored, to meet the evolving needs of students and the Job market.
3. Offer comprehensive migration services that stream line the process for international students who are aiming to attain the permanent residency.
4. Provide personalized academic and career counseling to help students make informed decisions about their educational paths.
5. Foster a supportive environment where students can seek advice, share concerns, and receive assistance at every step of their journey

Our Goal

1. Our main focus is to create exclusive pathways.

2. By setting up employment opportunities, we provide our customers with sustainable futures.
3. We provide chances for individuals to improve the economy through their contributions.
4. We're dedicated to become a model of excellence, offering students and migrants the best advice, instruction, and assistance possible, fostering their personal development, professional achievement, and general well-being.

Why Future Connect?

We not only have a physical location in Bangladesh but also have a global head quarter in Sydney, Australia. We assist our clients in opening bank accounts in Australia, which is a challenging process to accomplish in a foreign nation. We set up workshops for students to provide them an introduction to the Australian academic system and employment opportunities. We also provide jobs to prospective clients so that they don't have to be concerned about obtaining employment to cover their utility costs. Besides we provide certain information with our customers about Australian lifestyles. Additionally, we offer language and communication workshops to enhance cultural adaptability and communication skills.

Objective

To promote all round development of student's abilities and personalities, and empower the potential. To provide effortless and distinctive quality service and commit to improve continually.

Creating a successful brand image through online marketing: We engage with our clients through online marketing channels like Facebook, YouTube, and Instagram by providing illuminating information and practical excursions for application abroad. We were able to establish a brand image in the minds of potential customers thanks to our effective marketing strategy of growing audience through social media.

Chapter 04

Analysis

And seven basic process of HRM-

7 HRM Basics



Recruitment & selection-

One of the main responsibilities of HR is to find people and choose the finest ones to work for the business. The organization's lifeblood is its people, thus identifying the right candidates is an important endeavor. When a new position is created or an existing position becomes available, the demand for new hires typically begins. The job description is subsequently forwarded by the direct manager to HR, who then begins hiring candidates. HR might utilize a variety of selection tools during this procedure to locate the ideal candidate for the job.

✚ External recruiting process of FCE-

1. CV submission: Applicants who are interested in working for the company must send a complete curriculum vitae.
2. Application Evaluation: All applications are assessed by HR against the necessary knowledge, skills, and competencies for all open positions.
3. Capability-based Interview: All candidates who pass the first session of exams are invited to a capability-based interview to determine whether the hiring process is fair and consistent. Interviews are focused on each candidate's necessary qualities.

the position for which the applicant is being interviewed. A capability or competency is an ability described in terms of skills and behaviors that are necessary to perform within a job effectively, and this test basically involves giving the interviewee a hypothetical situation and asking them to act professionally based on it with the appropriate examples.

4. Job Offer: If an applicant successfully completes the capability stage, a position is offered along with a lucrative compensation package. Internal selection is carried out using a succession planning and competency-based recruiting procedure. FCE recruits from a few outside sources. Internet advertising, offshoring, and referrals are among them.

Selection of FCE-

The candidate will receive a mail inviting them to the office location for the interview session. In the head HR department's office, where the position is eventually detailed, face-to-face selection is conducted. A candidate has the chance to interact with them and learn as much as they can about their experiences. Candidates should receive an offer in this situation so they can decide with knowledge. The following are some techniques:

Presentation Face-to-face interview

This is our chance to assess candidates' performance in various scenarios in comparison to a set of predetermined standards.

Performance management

A graphical rating scale is usually used to evaluate employee performance. In this method, the HR director rates the performance on a Likert scale ranging from exceptional to excellent to mediocre to horrible. The ratings' purpose is to divide individuals into performance groups so that decisions about pay raises and promotions can be made with that information in mind.

The management by objectives (MBO) method, which is customized for each company, entails creating goals with staff members, regularly reviewing performance, and rewarding accomplishment. The MBO technique emphasizes tangible outcomes. (8 performance evaluation techniques to be aware of in 2018)

Balanced Scorecard: A balance scorecard explains what management means when it says that the performance appraisal process includes a requirement that individual development plans be

established and discussed. This enables people to make wise decisions about the skills and competencies they should develop in order to contribute more to the company. They consequently improve their chances of promotion and decrease their chances of being laid off.

The value of performance evaluation

1. Feedback: This offers a formal framework for routinely discussing performance-related issues.
2. Inspirational Superior performance: There are various ways that performance appraisals can inspire workers to give superior performance.
3. Offering guidance to those who do poorly: Not everyone satisfies the organization's expectations. Supervisors are forced to face employees whose performance falls short of what the organization expects.
4. Establishing and monitoring goals Setting goals has been repeatedly shown to be a management strategy that results in greater performance.
5. Determining Personal Development and Training Needs: People can make wise choices about the skills and competences they need to improve to contribute more to the firm if the performance review method includes a demand that an individual growth plan be established and addressed. They consequently improve their chances of promotion and decrease their chances of being laid off.

Instruction and Development

If a company views its people as one of its most valuable assets, training and development is one of the most important continuing expenditures it can make in these assets. Each employee should have the chance to update their knowledge and skills through HRD interventions, which may combine training, workshops, exposures, exchange visits, and other types of change opportunities provided by the company.

- Training Needs Assessment

The training program for the improvement of employee abilities was built on an examination of training requirements that established the actual need for training for employees. The human

resources department created this training course to update employees on the most recent immigration laws and regulations while also enhancing their communication skills. Among other demands, employees most frequently mentioned wanting to get better at communicating at work. Because effective communication can boost team performance and help teams achieve goals and targets, it was necessary for the employee to complete a training program on negotiating and communication skills in order to perform better at work.

- Budget and Employee Development Plan:

Before developing a yearly expense plan, it is necessary to do a continuous assessment of the requirement for employee development and training. At the time of budget preparation, each department will propose a yearly training plan and budget. Every year in December, the HR Training and Development Section will receive duplicate annual arrangements from each department to be incorporated into the company's annual training plan.

- Compensation and benefits

Festival Bonus: -

1. Permanent employees will be eligible for a Pohela Boishak Bonus worth 2500 Taka, while probationary employees will be eligible for a bonus worth 2000 Taka.
2. If an employee has been with the organization for at least a year or more, they are eligible for a 1-month salary boost as an Eid bonus.
3. Employees who have been with the company for less than a year are not eligible for festival bonuses.
4. During Eid-UI-Fitr, the first bonus (one month's salary) will be paid, and the payment will be sent along with the paycheck for that month.
5. During Eid-UI-Adha, the remaining half of the salary bonus will be paid, and it will be sent along with that month's income.

Profit division:

1. All divisions will have additional bonus goals as part of the profit-sharing system for the organization. All employees who qualify for such bonuses will have access to the departmental targets, which will be set by management.
2. Permanent employees are only eligible to receive profit sharing money.
3. The management is free to modify the bonus target's structure at any time with a 7-day notice and to decide to suspend it at any time if necessary.

Salary Increment:

An employee will be eligible to ask for a salary review appraisal after every one year. An employee must email or write a letter to management outlining their performance over the previous year that qualifies them for a pay raise. The FCE management will decide whether to apply a wage increase depending on the performance of the previous year after analyzing the application. The employee life cycle document will serve as the basis for salary increment structure, which may be amended or updated at any time by management with a 7-day notice, if necessary.

 **Promotions:**

1. All employees are eligible for promotions in accordance with the standards outlined in the employee life cycle document, which may be altered or updated at any time by management with a 7-day notice if necessary.

Probation term Policy:

1. New hires are subject to a three-month probationary term. Employees on probation will be paid according to the framework. During an employee's probationary period, the Company is fully entitled to make any decisions. Seven days prior to any decision, a notification will be made.

 **Human Resource Information System**

Employee data is gathered, stored, processed, and retrieved using CRM, a cloud-based all-in-one system. There are also on-premise HRIS options that serve as a consolidated database for

personnel management. The goal is to free up your HR personnel from doing the tedious labor so they can concentrate on true people management—creating a contented, effective workforce. Bangladesh is a regional office, so it is crucial to have a CRM gateway to compile all of the personnel information.

HR data and analytics-

Data analysis is now a new stage for HRM in Bangladesh. Where we can easily do performance appraisal of an employee. Our company use this mainly in the probationary time. After collecting all the data our company do the analysis and took the further decision.

Our others internal services-

- Visa
- Visa Extension
- PR Pathway Courses
- Regional study option
- Admission to Colleges and Universities
- Scholarship
- Professional year
- Event

Visa- We provide our clients with comprehensive and professional migration advice & assistance comprising of preparation and lodgment of client's visa application, with the guidance of our in-house registered migration agent. We also extend our services towards skilled assessment and migration services.

We work on various visa subclass;

Student visa

- Student visa (subclass 500)
- Student Guardian visa (subclass 590)

- Training visa (subclass 407)

Migration Visa

- Business Innovation and Investment (permanent) visa (subclass 888)
- Business Innovation and Investment (provisional) visa (subclass 188)
- Business Owner (subclass 890)
- Global Talent visa (subclass 858)
- Employer Nomination Scheme (subclass 186)
- Investor visa (subclass 891)
- Permanent Residence (Skilled Regional) visa (subclass 191)
- Regional Sponsored Migration Scheme (subclass 187)
- Skilled Employer Sponsored Regional (provisional) visa (subclass 494)
- Skilled Independent visa (subclass 189)
- Skilled Nominated visa (subclass 190)
- Skilled-Recognized Graduate visa (subclass 476)
- Skilled Regional (provisional) visa (subclass 489)
- Skilled Regional visa (subclass 887)
- Skilled Work Regional (Provisional) visa (subclass 491)
- State or Territory Sponsored Business Owner visa (subclass 892)
- State or Territory Sponsored Investor visa (subclass 893)
- Temporary Activity visa (subclass 408)
- Temporary Graduate visa (subclass 485)
- Temporary Work (International Relations) visa (subclass 403)
- Temporary Work (Short Stay Specialist) visa (subclass 400)

- **Temporary Skill Shortage visa (subclass 482)**

Visa extension- An international student has to apply for student visa at least 6 weeks before the course begins if the student lives outside of Australia.

Allow a student enough time in Australia to file for a visa extension. Even though requesting for an extension in Australia may appear to be a simple process, doing so on time assures a student has enough time to acquire the necessary documentation.

If one wants to stay longer than his/her visa's initial authorized stay duration, that person must first apply for a new visa. It is very important to know that if their first visa contains a "no further stay" restriction, such as 8503, anyone cannot apply for a new visa. So, before he/she can apply for a new visa while they are in Australia, they must ask for a waiver of this requirement for their current visa.

One can apply for a new visa or extend your current visa while you are onshore if your visa does not have a "no further stay" restriction or if you have successfully requested that it be waived.

However, you must submit the application for a new visa while your present visa is still in effect. If you do, you will be given a Bridging Visa to remain in Australia legally while the fate of your new visa is being considered. If you don't, you'll overstay your visa and lose your legal status in Australia.

PR Pathway Courses-

To get a Permanent Residency (PR) in Australia, you can pursue main pathways like Skilled Migration, Employer Nomination Scheme or State Nomination. International students can pursue courses in these occupations to become eligible for PR in Australia.

PR in Australia: Things to Remember

To take the PR Opportunities in Australia, company always need to take care of these points:

- You need to take care of the Australian Study Requirements. You must study for at least 2 years in vocational or higher education courses in Australia
- Your occupation should be included in ANZSCO Job Description
- Apply for a visa for 6 months

- Your program should be CRICOS approved
- Eligibility for PR in Australia

Australia is home to a number of well-known educational institutions that provide a wide range of courses and specializations. Because of its superior educational standards and cutting-edge facilities, the country is a sought-after destination for international students. Aspirants who want to live and work in the country and receive PR can do so through a variety of channels.

- Those who finish their study in Australia may apply for PR afterwards.
- After completing two years of education in the country, students may apply for a post- study work visa under Subclass 485. This is also known as a Temporary Graduate Visa.
- The Graduate Temporary visa is for migrant students studying in Australia for a couple of years. They can thus stay and work in the country for a period ranging from 18 months to four years.
- Latest Changes to 485 Visa Duration

Here are the latest changes to the 485 visa Duration:

- Students can look for a permanent residency pathway in Australia
- If your employer is willing to sponsor you for a TSS Visa or permanent ENS 186/RSMS 187 visa.
- If applying through General Skilled Migration, you must have positive skills assessment from relevant skills and have an occupation that is eligible for the visa type
- Your study area and nominated occupation must match either directly or indirectly

Admissions to Colleges & Universities

Eligibility Criteria to Study in an Australian University:

- For International Students-

Another well-liked location for international students to seek higher education is Australia. Here, we shall discuss the prerequisites for several undergraduate and graduate programs in Australia.

UG Programs

As is well known, prerequisites essentially describe the qualifications applicants must fulfill in order to be admitted to Australian institutions. It should be mentioned that if a prospective student's application is denied or their application fee is not reimbursed because they did not meet the conditions, their application will be rejected. Therefore, it is crucial to grasp the eligibility factor. The following are the numerous things to think about:

- The applicant must first confirm that they have attained the 10+2 level of education from an accredited educational board and are at least 17 years old.
- A candidate must meet a minimal score cut-off at the majority of universities in order to be considered for admission. The same applies to universities in Australia. The required minimum score from an accredited educational board is 60% in this case.
- An aspirant student should also have strong letters of recommendation and a strong Statement of Purpose (SOP), commonly referred to as a personal essay.
- Candidates must also meet the aforementioned educational prerequisites and demonstrate their English language ability by passing a series of standardized examinations. One may take the GMAT, TOEFL, PTE or IELTS tests. For this purpose.
- Other added requirements may include past work experience.

English Proficiency Requirements for Bachelor's Degree

For prospective students who want to pursue bachelor's degrees in Australian universities, different universities have different criteria for English language competency. First, let's examine the English proficiency exams that Australian universities accept:

- The TOEFL is an internet-based version of the International English Language Testing System (IELTS), but some countries still take the paper version.
- Advanced Cambridge English (CAE)
- The PTE, or Pearson Test of English Occupational English Test (OET) for Academics

Let's examine the minimum requirements for these English language examinations in terms of scores now:

- IELTS score must be between 6.0 and 6.5; TOEFL score must be between 60 and 90; and CAE score must be between 169 and 176 while achieving a minimum score of 169 across all sections.

- PTE score – A minimum score of 50-65

PG Programs

Let us now move on to the eligibility requirements for PG programs:

- The primary requirement that a PG aspirant must fulfill is to have completed a course in graduate studies for a minimum of 3 years from a recognized board of education.
- Similar to UG requirements, candidates must take a standardized test to prove their mastery of the English language. For PG programs, some Australian universities prefer tests like GMAT Exam and GRE Exam.
- Finally, to complete their eligibility requirements and proceed with their admission application, the aspiring candidate must submit letters of recommendation along with their previous scorecards from their 10th, 12th, and graduate courses.

Intake & Application Cycle

Application deadlines for UG and PG courses typically vary by program. In Australia, the course period normally begins in late February and lasts through mid-November.

The start of course enrollment is often in January or February, but application deadlines are normally in November. Additionally, several Australian universities provide a mid-year admission (often in July) for particular degrees.

Tuition Fees for Studying in Australia-

Undergraduate Bachelor Degree- AUD 20,000 – 45,000

Postgraduate Master's Degree - AUD 22,000 – 50,000

Operations of BD office

The BD office operates from 9:00 am until 6:00 pm. The BD office employs 5 people. Mr. Rakib Zaman is the head of the BD office. Three management trainees and one coordinator are present

in the office. There is a division of responsibility between the operations, administrative, and public relations departments and they are also the student counsellor.

How to deal with clients?

When a client comes to our office, our coordinator welcomes them. Students fill out an EOI form provided by our company with their contact information on it. Following that, one of our counselors calls the customer and offers assistance in accordance with our corporate policy. Midway through, the counselor opened a new profile for that student and entered the data into the CRM. Assisting applicants in finding the program that fits them best We collaborate with various programs all across the world. Australia included; consumers have additional options because the programs we help with application are available globally. We verify each client's eligibility and arrange for them to consider all of their options, including studying abroad or applying for immigration. This gives people more confidence in their application since they know we are here to help.

Operational Process Step 01-

First of all, contact with the client and receive all the required documents. Which is must initial documents to start the process. The required documents are;

- All academic certificates
- IELTS/PTE score sheet
- All financial documents
- Passport
- Marriage certificate (if has)
- Work experience
- CV
- Recommendation letter
- SOP- Statement of Purpose

- GTE- Genuine Temporary Entrant Requirement (GTE or Genuine Temporary Entrant is a formal statement of purpose that international students have to submit while applying for a student visa 500. The GTE is a means for international students to put their reasons forward – their intent to study in Australia).

Step-02

Once every necessary document has been obtained, it is time to verify the student's eligibility with the university. A SOP and GTE paper will now be prepared by the employee for the application. The university will receive all of the academic papers, bank statements, and certificates with the aid of these documents. Students have to pay the file opening charge at the very start of the application process.

Step-03

After that students will get offer letter from the university. That offer letter called as conditional offer letter. That's mean a student can get admission to that intuition.

Offer Letter

Obtaining an offer letter from the institutions of your choosing is the next step after completing your application. An offer letter essentially means that you have been accepted for the program you applied to. There are two types of offer letters that universities can send: conditional and unconditional. Here we will discuss a few differences between the two.

A conditional offer letter, if you didn't submit your English language proficiency test scores when sending your application, the university may give you an offer letter which will be conditional on your English language proficiency test results. Most universities require a band of 6.5 overall out of 9.0 in IELTS with no subset less than 6.0 which includes Listening, Reading, Writing and Speaking.

Unconditional offer letter signifies that a student has satisfied all requirements of that university and is exempt from submitting any further papers).

Step-04

After getting the offer letter the financial documents will get rechecked.

Step-05

Now student will be starting their further process with Future Connect. Our Migration agent will lodge the visa. And Sydney office will provide a service agreement paper. Where all the condition will be written. On that time, student will pay the due payment.

Step-06

In the mid time student will get the COE letter from the University.

COE- A Confirmation of Enrolment (COE) is an official document issued by an Australian educational institution to international students who have been accepted into a specific course or program of study. It serves as proof of enrolment and is a crucial requirement for obtaining a student visa to study in Australia. The COE contains important information such as the student's personal details, the educational institution's details, the course details, including start and end dates, and any prerequisites or conditions of enrolment. It serves as a confirmation of the student's intention to study in Australia and is an essential document throughout the visa application process.

CRM- Customer Relationship Management

CRM is the website of Future Connect Education and Migration Services. Where every regional office's employees attached with Head Office.

An employee needs to follow some steps while he/she is working on CRM. Like;

First of all, an email address will be provided to new employees from Sydney office.

- After having the address, new employee will join the website.
- The website link is- <https://crm.futureconnect.net.au>
- When the employee will do the step after that, she/he has will go to profile area. Where they will provide their information and save the data.
- In the section of leave there are 2 criteria one is sick leave and another one is annual

Leaves-

Annual Leaves	14 days
Sick Leaves	10 days

1. The employee must write the team leader an email and include management at least seven working days in advance.
2. The line manager will review and confer with management before making a decision.
3. An employee may apply for a maximum of seven days at a time.
4. In rare circumstances, these 7 days may be extended to 14 days. However, in certain situations, the employee must notify their line manager at least 15 working days in advance (For Line Manager Management).
5. If an employee does not use up all of their yearly leave in a year, they may convert the unused time into additional pay.
6. In order to allow everyone to take long vacations, companies may grant common yearly leave during the Eid holidays with advance warning. The employee's allotted annual leaves for the year will be subtracted from the common leaves.

Leave Notices-

1. If an employee wishes to leave FCE, he or she must provide the company at least one month's notice. Additionally, they must give compelling explanations for leaving the business so that management may, if at all feasible, try to resolve the problems.
2. FCE Management reserves the right to deduct 30 days of full compensation, including any bonus amounts, from the employee's final payment if the employee violates the regulation regarding the 30-day notice period.
3. If an employee's performance falls short of expectations or if they engage in actions that are against company policy or damage the firm's reputation, FCE Management has the right to fire them.

Analysis of Performance appraisal system In Future Connect Education:

The performance evaluation and key performance indicator analysis are extremely rigorously adhered to by FCE. They assess each employee's performance, focusing primarily on the goals that have been set for them and the methods through which they are attaining them. To help them reach the objectives, employees are given weekly goals. They perform personnel evaluations in order to find out:

- Whether or not they are carrying out their obligations.
- To provide employees with a respectable wage, opportunities for advancement, and rewards— regardless of whether they met the goal.
- To inspire and encourage the finest performance and effectiveness at work.

Performance Development Plan: Through the Performance Development Plan, the year's objectives are set. Employers can more effectively assess employees' performance thanks to it. Employees propose that others increase their skill, knowledge, and ability based on the PDP since doing so will assist everyone improve the organization's proficiency and quality. FCE's suggested methods for declaring, computing, evaluating, and compensating employee performance are included in PDP software. The process includes defining goals and gauging performance

FCE conducts a performance evaluation at the end of each month. The processing department, every supervisor, the CEO, and all managers assemble in one location to talk and formally assess performance. When evaluating the performance force, it is important to consider factors such as target accomplishment, service quality, customer relations, selling ability, knowledge of competitors, completion of authorized work, capacity to sort work, activity, nature of reporting, behavior towards bosses and peers, active interest in conference and meeting, viable usage of promotional materials, dependability and honesty, and attention to safe working conditions.

Here, each thing is scored according to a point system. Outstanding, Very Outstanding, or Good (Performance Exceeds Expected Standard of Performance) Unacceptable, need improvement Compared to the anticipated level of performance.

Key Performance of FCE:

To ensure that the business aims are met in accordance with the management's established guidelines.

Included is to surpass all job criteria.

Contribute extraordinary accomplishments

Level V (Excellent):

Business objectives are met.

Contribute to everyday success

The majority of job requirements are met.

Grade-G (Good)

Meets job performance requirements

Only fulfill a portion of the work requirements at Level-I (Improvement Needed).

This has to be fixed.

Level-U (Insufficient):

Unable to comply with any standards

Consistently fails to live up to norms and expectations

KPI for the department of processing and counseling:

1. Minimum file opening: Each counselor needs to open 15 files.
2. A minimum of 20 sessions per day. Call the potential clients for a second interview if there has been fewer than one counseling session.
3. Making sure to respond to all phone inquiries about the file that was collected for the evaluations.
4. Ensuring that clients' emails, Facebook messages, and SMS messages are answered.

5. Prior to submitting any client documents, make sure you thoroughly review them.
6. Making sure to call former clients who are qualified to submit an immigration application.
7. Daily updates and follow-up procedures provided by HR according to JD
8. The processing department must reassure the clients about the authenticity of the papers after opening the file. Additionally, the second stage of document preparation must be completed on at least 30 files per month.

Uses of Performance Appraisal:

The management's ability to increase the organization's human resources' agility and responsiveness through performance appraisal is vital. The basis for many decisions on human resources is performance evaluation. As a result, it has a variety of uses, as seen below:

- Performance Improvement: By providing feedback on performance, management, HR professionals, and employees may intervene and take the required actions to improve performance.
- Placement decisions: Past or anticipated performance is frequently taken into account when making promotions and demotions. Promotions are usually given as compensation for earlier success.
- Retention standards: Poor performance may indicate a need for development and training. Similar to this, a strong performance could point to unrealized potential that has to be developed.
- Compensation adjustments: With the use of performance reviews, leaders or team operations can decide who should receive pay raises.
- Informational errors: Inaccuracies in the job analysis data, the human resource plan, or another section of the people management information system may be a symptom of poor performance.
- Inadequate job design: Poor performance may be a sign of inadequate job design. Analysis of these mistakes is made easier through evaluation.
- Equal employment opportunity: An objective evaluation of work-related performance in a performance review ensures that internal placement decisions are not skewed.

- Positive or poor performance across the board can give human resources information about how well their efforts at hiring and retaining talent are working.
- External Challenges: On occasion, external issues like family, money, health, or other personal worries might affect performance.

Performance Appraisal of FCE's Strengths and Weaknesses

- FCE uses the highly effective MBO strategy when using an appraisal technique. Businesses and representatives support the procedures to be employed to survey satisfaction and dissatisfaction.
- Consistent Appraisal System: FCE regularly monitors execution evaluation to ensure that reps perform properly. The process of observation, follow-up, and giving the subordinates constructive criticism is ongoing.

Infirmity

- Lack of Graphical Rating Scale: Complicated to utilize when deciding on pay and promotions.
- Unpredictability in Assembling Final Grade: The evaluation of an officer's performance is based on the frequency of events identified in a certain area. There is a potential that the raters will be biased.
- Personal Biases: Since FCE raters are permitted to review any number during evaluation, there is a chance for cruelty or toleration errors.

Academic Preparations

If I'm talking about the theoretical portion of preparation, UIU Business School has done a good job during the last four years of my education. The theories and experiences I had obtained while working on term papers for various subjects truly helped me when it came to performing my duties on a regular basis in a corporate setting.

In my opinion, it would be very beneficial for me during the learning process if some of the business classes included real-world corporate experience. It was challenging to choose which statistics are relevant and which are not because the internship is such a brief period.

Chapter 05
Findings and
recommendation of
Internship program

Findings-

Major Takeaways:

- Their main issue is they charge too much service charges
- Without visa lodgment fee they don't do the visa lodgment.
- Whereas other consultancy centers do it within very less charges.
- They should focus on their marketing because Australia market and Bangladesh market are not same.
- Another problem is that their office area is narrow for this kind of big company.

Recommendation

- My opinion on this company is to increase their office area.
- They must follow a time chart for communication with Head office.
- They should hire some part time employees who can
- Their service charges should decrease.

Implications to Organization/Company:

Recent graduates can enter the corporate world through a program called internships. This is a great chance for us to learn about corporate culture. This also offers us the possibility to acquire fresh knowledge and practical experience. I encountered a number of things connected to this development factor during my lengthy three-month internship with the firm. It has helped me grow personally in a number of ways. I want to underline how professional and punctual I have become first and foremost. My capacity for multitasking, another area where I previously lacked, has also seen improvement. In the business setting, a worker frequently has to handle multiple projects at once. I carefully observed how members of my department used to react in various situations. I learned how to prioritize tasks according to their due dates and how crucial it is to respond effectively to pressure of this kind. After putting this method into practice, I was able to do the tasks I was given as an intern. The capacity to encourage oneself is unquestionably crucial in the profession. Because they commonly occur in the corporate world, everyone's actions in stressful situations are observed by others around them.

Consequences for the University's Internship Program

I had to work more than 8 hours a day, six days a week, for the duration of the internship program, which occasionally made it difficult for me to write the report. I had the idea of continuing to work from my regular place of employment and maintaining regular contact with my advisor, which was quite difficult for me and complicated as well. But fortunately, my adviser made finishing the project I was assigned very straightforward for me. Getting along with everyone at work is always crucial, even if an internship program only lasts a short while. As a result, I think that if students had prior exposure to a business setting during their coursework, they will stand out from other job candidates. In light of this, I believe that students who have had prior exposure to a corporate environment will stand out from other job prospects.

CONCLUSIONS

Not every employee is aware of the performance review method, according to the research. Because they motivate employees to achieve their goals through the performance appraisal system, management should make the systems more transparent to the staff. The vast majority of organizations do not fairly apply their performance review and HR regulations. Every company needs a separate HR department to deal with a range of HR-related challenges. Training and development should make sure that the rules are applied correctly, just like how HR rules are created. FCE wants to grow internationally, offer migration consulting services, and guarantee students' bright futures while they study abroad. The company is currently in a developing stage. They are attempting to strengthen the HR strategies. To maintain quality and ethics, the organization needs to exercise extra caution in this area.

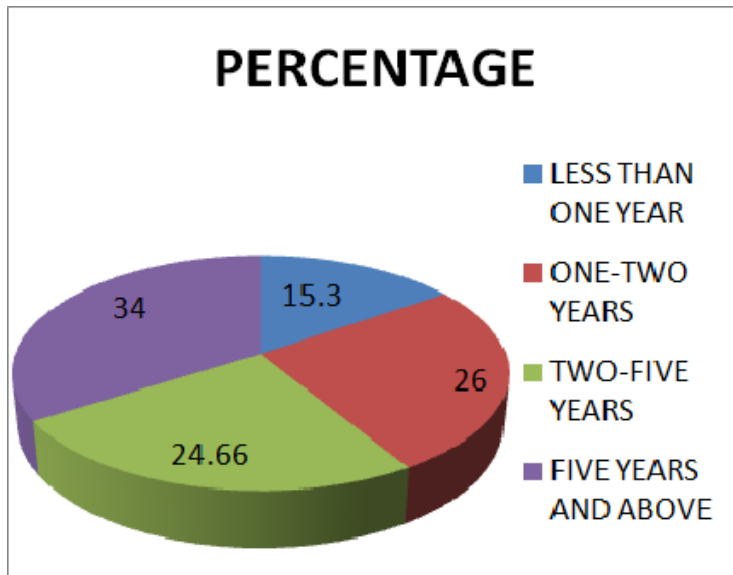
According to my research and analysis of my professional experience, top management positions require a significant shift toward facilitator roles. Positive performance reviews encourage employees to perform better while also giving employers the chance to pinpoint areas where their assignments need development or improvement.

References

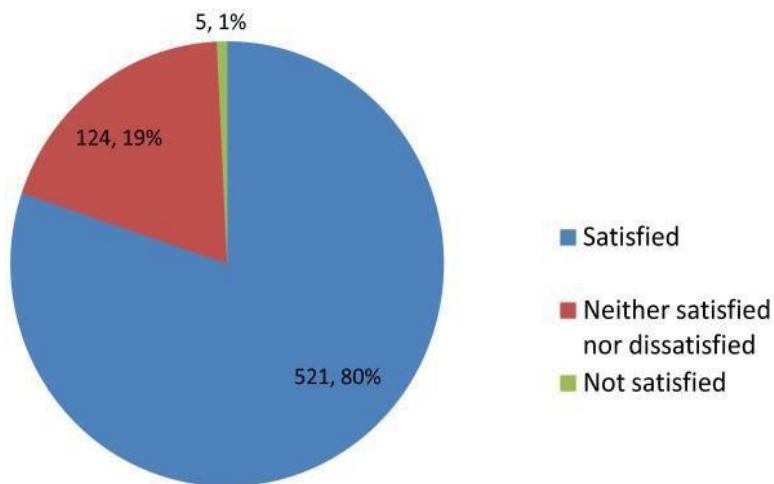
- https://www.google.com/search?q=future+connect+education+and+migration+services&client=firefox-b-d&sc_e
- <https://futureconnect.net.au/>
- <https://futureconnect.net.au/services/>
- <https://www.homeaffairs.gov.au/>
- <https://futureconnect.net.au/study-in-australia/>

Appendix

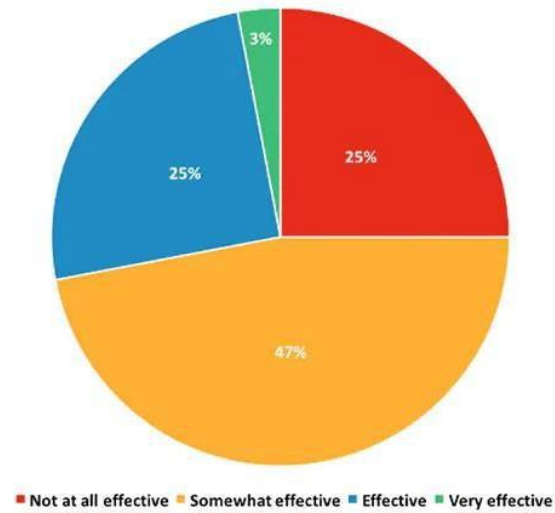
Diagram Chart Obtained from Primary Survey- Do the performance apprise system conduct properly?



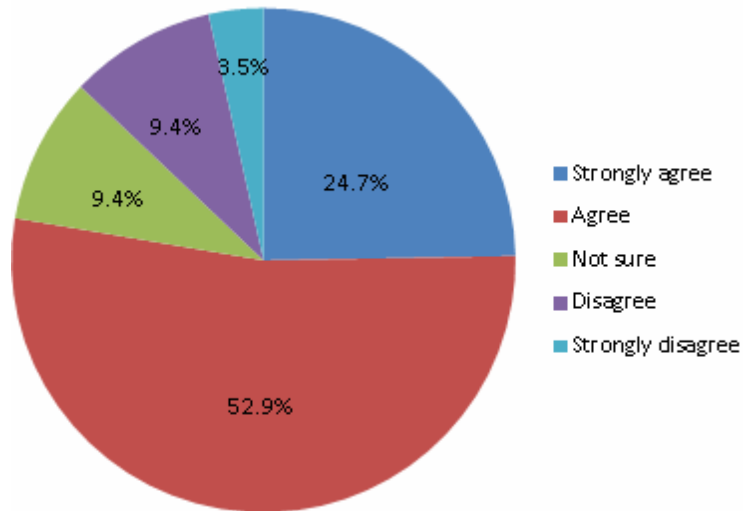
Are you satisfied with the current HR practice?



Is the current appraisal system being an effective tool for evaluating employee performance?



Does the management concern with employees before taking any major decision?



Thank You