

**STUDENT SIWES REPORT WRITING IN THE DEPARTMENT OF  
BUSINESS EDUCATION**

**KWARA STATE POLYTECHNIC, ILORIN**

**DEPARTMENT OF BUSINESS ADMINISTRATION**

**A TECHNICAL REPORT ON A THREE MONTHS INDUSTRIAL  
TRAINING PROGRAMME FROM SEPTEMBER – NOVEMBER 2024**

**WITH**

**BECKLEY INTERNATIONAL AGENCIES LTD.**

**NO 10, BALOGUN STREET ALAWUSA IKEJA LAGOS STATE.**

**BY**

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**MATRIC NO: ND/23/BAM/PT/0323**

## **CERTIFICATION**

This is to certify that **SALAKO HALIMOT YETUNDE** with **Matriculation Number ND/23/BAM/PT/0323**, a student of the **Department of Business Administration**, has successfully completed the **Student Industrial Work Experience Scheme (SIWES)** at **Beckley International Agencies Ltd.** in the Department of the Business Administration, Institute of Finance and Management Studies, Kwara State Polytechnic, Ilorin.

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**SIWES SUPERVISOR**

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**HEAD OF DEPARTMENT**

## **ACKNOWLEDGMENT**

I am grateful to Almighty God for the opportunity to undertake this industrial training. My sincere appreciation goes to my institution, my lecturers, and the SIWES coordinator for making this training possible. I would also like to thank the management and staff of Beckley International Agencies Ltd. for their guidance and the knowledge they imparted during my training. Finally, my heartfelt thanks go to my family and friends for their support.

## EXECUTIVE SUMMARY

This report provides a comprehensive analysis of my **Student Industrial Work Experience Scheme (SIWES)** training at **Beckley International Agencies Ltd.**, where I gained valuable hands-on experience in business administration and technical operations. The primary objective of this training was to bridge the gap between **theoretical learning and practical application**, equipping me with the necessary industry-based knowledge and skills to excel in my future career.

During the training, I was actively involved in various **business operations**, including **sales, customer service, product identification, inventory management, and technical repairs** of industrial equipment such as generators. My responsibilities required me to interact with customers, provide product recommendations, manage stock, and assist in the maintenance and repair of mechanical tools. This exposure enhanced my understanding of **real-world business processes**, improved my problem-solving abilities, and refined my technical expertise in equipment handling and repairs.

Throughout the training, I encountered several **challenges**, such as adapting to a structured work environment, handling difficult customers, and initially struggling with technical repairs. However, with guidance from experienced supervisors and continuous practice, I overcame these challenges, developing **resilience, adaptability, and critical thinking skills**.

The **impact of this SIWES training** on my career development is significant. The experience has broadened my understanding of business administration, improved my customer relationship management skills, and enhanced my technical proficiency. The training also provided me with

valuable **networking opportunities**, allowing me to establish connections with industry professionals, supervisors, and fellow trainees, which may be beneficial for future career prospects.

This report details my **experiences, key responsibilities, challenges, and lessons learned**, providing insights into how the SIWES program plays a vital role in preparing students for real-world business and industrial environments. The knowledge and skills acquired will serve as a strong foundation for my career, enabling me to contribute effectively to any organization in the future.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Background of SIWES

The **Student Industrial Work Experience Scheme (SIWES)** was introduced to bridge the gap between theoretical knowledge acquired in classrooms and its practical application in the industrial sector. In Nigeria, SIWES is a program managed by the Industrial Training Fund (ITF) and is compulsory for students in disciplines that require hands-on experience, including engineering, business administration, computer science, and other technical fields.

The idea behind SIWES was born out of the realization that students needed to develop a deeper understanding of their chosen professions before entering the workforce. Many graduates found it challenging to secure employment due to a lack of practical experience. Recognizing this gap, SIWES was implemented to allow students to undergo supervised training in relevant industries, exposing them to real-world work environments, operational procedures, and organizational structures.

By participating in SIWES, students not only improve their technical knowledge but also develop the soft skills necessary to function effectively in their careers. The scheme provides students with hands-on experience that makes them more employable and better prepared to contribute meaningfully to their respective industries. Additionally, SIWES helps industries by creating a pipeline of skilled graduates who are already familiar with their operational procedures, reducing the need for extensive on-the-job training.

### 1.2 Objectives of SIWES

The primary objectives of SIWES are designed to ensure students gain maximum benefits from their industrial training. These objectives include:

- **Providing students with relevant work experience:** SIWES allows students to apply their theoretical knowledge in practical settings, helping them understand the real-world applications of what they have learned in school.



- **Exposing students to industry-based knowledge and skills:** Through hands-on work, students gain technical and managerial skills that cannot be fully understood through textbooks and classroom lectures alone.
- **Enhancing students' employability and technical expertise:** Many industries require graduates with both theoretical understanding and practical skills. SIWES equips students with valuable experience that makes them more competitive in the job market.
- **Fostering the ability to work in real business environments:** By working in an organizational setup, students learn how to communicate effectively, adhere to company policies, and work collaboratively in teams—skills that are crucial for career success.

Through these objectives, SIWES plays a critical role in helping students transition smoothly from academic life to the professional world, increasing their confidence and competence in their chosen fields.

### **1.3 Overview of Beckley International Agencies Ltd.**

Beckley International Agencies Ltd. is a reputable company specializing in the sales, repair, and distribution of industrial equipment, particularly generators and other mechanical tools. The company's primary goal is to provide high-quality industrial products while ensuring excellent customer service and technical support.

The company's operations cover multiple aspects of business management, including product sourcing, inventory control, sales, customer service, and after-sales support. Beckley International Agencies Ltd. serves a broad customer base, including businesses, industries, and individuals who require industrial machinery and equipment for various purposes.

Key aspects of the company's operations include:

- **Sales of industrial equipment:** The company deals in a variety of products, including power generators, industrial tools, and mechanical spare parts.
- **Repair and maintenance services:** Customers can bring faulty equipment for repairs, with specialized technicians available to diagnose and fix mechanical issues.
- **Supply and distribution:** Beckley International Agencies Ltd. supplies industrial equipment to various businesses and ensures timely delivery of orders.

- **Customer support and technical assistance:** The company offers professional guidance to customers, helping them select the right equipment for their needs and providing maintenance tips.

This diverse range of activities makes Beckley International Agencies Ltd. an ideal company for students undergoing SIWES, as it provides exposure to both technical and business management skills.

#### **1.4 Importance of SIWES to Business Administration Students**

For students studying Business Administration, SIWES provides an opportunity to gain hands-on experience in managing business operations. Business Administration encompasses various aspects of running an organization, including finance, marketing, human resource management, sales, and customer relations.

SIWES allows students to:

- **Understand business operations:** By working in a structured business environment, students learn about organizational hierarchy, decision-making processes, and daily business functions.
- **Gain sales and marketing experience:** Working in sales helps students develop persuasive communication skills, learn negotiation techniques, and understand customer preferences.
- **Develop customer relationship management skills:** Handling customers, addressing their concerns, and ensuring satisfaction are critical business administration skills that students develop through SIWES.
- **Learn inventory management and logistics:** Business Administration students involved in warehouse operations and supply chain management gain practical knowledge of how products are stocked, distributed, and delivered.
- **Improve financial estimation and pricing strategies:** Exposure to real-world pricing, cost analysis, and profit margins enhances students' financial literacy and decision-making skills.

Overall, SIWES serves as a critical learning phase for Business Administration students, equipping them with the experience necessary to manage and operate businesses effectively.

## 1.5 Goals and Expectations of the Training

The SIWES training at Beckley International Agencies Ltd. was designed to provide practical knowledge and hands-on experience in business administration and industrial product management. The key goals of the training were:

- **Learning about business operations in an industrial company:** The training aimed to expose students to real-world business activities such as sales, inventory management, and supply chain operations.
- **Developing technical skills in handling and repairing industrial equipment:** While Business Administration students are primarily focused on managerial tasks, gaining technical knowledge about the products being sold enhances their ability to interact with customers and manage business processes more effectively.
- **Improving customer relationship management skills:** Since business success is heavily dependent on customer satisfaction, the training emphasized customer handling, problem-solving, and communication skills.

In addition to these goals, students were also expected to develop problem-solving skills, enhance their ability to work in teams, and adapt to the dynamics of a professional work environment. By the end of the training, participants were expected to have a clearer understanding of their career paths and be better prepared for future employment opportunities.

## CHAPTER 2

### ORGANIZATIONAL STRUCTURE AND OVERVIEW

#### 2.1 Overview of Beckley International Agencies Ltd.

Beckley International Agencies Ltd. is a reputable company known for its expertise in providing industrial solutions through the sale, supply, and maintenance of various mechanical and electrical equipment. The company specializes in **power generators, industrial tools, spare parts, and other essential equipment** required in different industries.

One of the key strengths of Beckley International Agencies Ltd. is its **commitment to customer satisfaction**. The company ensures that its clients receive high-quality products, along with excellent after-sales support, including repairs, maintenance, and spare part replacements. The organization operates within a structured framework that allows smooth operations across different departments, including **Sales and Marketing, Technical Repairs, and Logistics and Supply Chain Management**.

In addition to selling products, the company also provides **technical consultation and training**, helping customers understand the usage, maintenance, and troubleshooting of various industrial tools. The presence of a well-equipped **technical repair unit** ensures that faulty products are serviced efficiently, reducing downtime for businesses and individuals who depend on these industrial tools.

The **supply chain and logistics** department plays a crucial role in ensuring that products are delivered on time and that stock levels are well-maintained. Since industrial equipment requires specialized handling and transportation, the company has structured its logistics operations to cater to customer needs efficiently.

The company has built a strong reputation in the industrial sector by **maintaining high standards of service delivery, ensuring prompt supply of goods, and offering quality repairs and maintenance**. With a team of professionals dedicated to different areas of the business, Beckley International Agencies Ltd. continues to thrive as a leading provider of industrial solutions.

## 2.2 Organizational Structure and Departments

Beckley International Agencies Ltd. operates with a structured organizational framework, where different departments work together to ensure smooth operations. The company has a **hierarchical structure**, with clear roles assigned to each department to ensure efficiency in its business processes. Below is an overview of the major departments within the company:

### 1. Sales and Marketing Department

- Responsible for **customer relations, sales of products, and promotional activities**.
- Develops strategies to attract new customers while retaining existing ones.
- Ensures that customers are well-informed about product features, benefits, and usage.
- Handles **pricing, negotiation, and closing of sales** to maximize company revenue.
- Conducts market research to identify demand trends and customer preferences.

### 2. Technical Repairs and Maintenance Department

- Manages the **repair, servicing, and maintenance** of industrial equipment.
- Diagnoses faults in machines and recommends necessary repairs.
- Ensures that spare parts are available for repairs and replacements.
- Conducts regular **testing of equipment to ensure efficiency** before delivery to customers.
- Provides **technical support and training** to customers on proper equipment handling.

### 3. Logistics and Supply Chain Department

- Ensures **timely distribution and supply of goods** to customers.
- Manages **inventory, warehouse operations, and product dispatch**.
- Coordinates with suppliers and transport companies to ensure smooth delivery of equipment.
- Oversees proper **handling and packaging** of industrial tools before transportation.
- Works closely with other departments to maintain product availability and stock levels.

Each department plays a vital role in ensuring the overall efficiency of the company. The **Sales and Marketing Department** generates revenue and attracts customers, while the **Technical Repairs and Maintenance Department** ensures that customers receive functional and well-maintained products. Additionally, the **Logistics and Supply Chain Department** guarantees timely deliveries and efficient stock management.

## 2.3 Roles and Responsibilities of Departments

Each department at Beckley International Agencies Ltd. is assigned specific tasks and responsibilities to ensure seamless business operations. During my training, I was placed in the **Sales and Technical Repair Departments**, where I was actively involved in handling customer service, product identification, and repair activities.

### 1. Sales and Marketing Department – My Role and Experience

- I was responsible for **interacting with customers** to understand their needs and recommend suitable products.
- I learned how to **identify different industrial equipment**, including power generators, machine parts, and other essential tools.
- I assisted in preparing **sales quotations and pricing estimations** for potential customers.
- I gained experience in **persuasive selling and negotiation techniques**, helping customers make informed purchasing decisions.
- I participated in **inventory checks** to ensure stock availability and prevent shortages.
- I observed and assisted in **handling customer complaints and providing solutions**, which helped improve my problem-solving and customer service skills.

### 2. Technical Repairs and Maintenance Department – My Role and Experience

- I was introduced to the **diagnosis and repair** of industrial equipment, particularly generators.
- I assisted in **servicing machines**, learning how to handle tools such as **screwdrivers, spark plugs, powerful batteries, wheel belts, and spanners**.
- I learned the **importance of preventive maintenance**, ensuring that equipment remains functional for an extended period.
- I observed and participated in the **testing of repaired machines** before they were handed back to customers.
- I was trained in **safety measures and precautions** when handling industrial equipment.
- I was given assignments to research **common industrial machine problems** and their possible solutions, which helped me develop **problem-solving and analytical skills**.

The organizational structure of Beckley International Agencies Ltd. is designed to ensure efficiency in business operations. Each department plays a critical role in maintaining smooth workflow, from **sales and customer service to technical repairs and logistics management**.

Through my training in the **Sales and Marketing Department**, I gained practical knowledge of customer interaction, inventory management, and business operations. Similarly, my experience in the **Technical Repairs and Maintenance Department** provided me with hands-on exposure to machine diagnostics, repairs, and safety protocols.

This industrial training not only enhanced my technical abilities but also improved my business management and customer service skills. Understanding how a structured business operates has prepared me for future career challenges, equipping me with the necessary experience to function effectively in a business environment.

# CHAPTER 3

## ACTIVITIES AND RESPONSIBILITIES DURING TRAINING

### 3.1 Overview of Assigned Duties

During my Student Industrial Work Experience Scheme (SIWES) at **Beckley International Agencies Ltd.**, I was assigned various tasks that enhanced my practical knowledge of business operations, customer service, and technical repairs. The experience was hands-on and covered different aspects of industrial equipment sales, servicing, and supply chain management. My key responsibilities during the training included:

- **Identifying Different Products:** One of my primary tasks was learning how to identify and differentiate the various industrial products sold by the company. These included **generators, spare parts, industrial tools, and mechanical equipment**. Understanding these products helped me guide customers in making informed purchase decisions.
- **Assisting Customers with Inquiries and Purchases:** I was actively involved in handling **customer inquiries**, providing information on product specifications, and helping customers choose the right equipment based on their needs. I also learned how to **negotiate prices, prepare quotations, and complete sales transactions**.
- **Learning Repair Techniques for Generators:** I was introduced to **basic and advanced repair techniques** for generators and other mechanical equipment. This included troubleshooting common generator faults, replacing faulty parts, and performing routine maintenance to ensure efficiency and longevity.

Through these tasks, I gained **technical knowledge, problem-solving skills, and customer relationship management experience**, all of which are essential in the field of Business Administration.

### 3.2 Departmental Work Experience

During my training, I worked in three key departments: **Sales and Customer Service, Technical Repairs and Maintenance, and Inventory and Supply Chain Management**. Each department had unique roles, and I was able to gain valuable experience in each area.



### 3.2.1 Sales and Customer Service

- I worked closely with **sales representatives** to learn how to interact with customers, explain product features, and **recommend suitable products** based on customer needs.
- I gained experience in **price negotiation, handling customer complaints, and resolving sales-related issues**.
- I observed and participated in **stock management** by checking product availability and arranging items for better accessibility.
- I learned how to **prepare invoices, receipts, and quotations** using standard company procedures.
- I was introduced to the **importance of maintaining positive customer relationships** to ensure repeat business and customer satisfaction.

### 3.2.2 Technical Repairs and Maintenance

- Under the supervision of experienced technicians, I was trained in **troubleshooting generator faults** and performing **minor repairs**.
- I learned how to use **technical tools like screwdrivers, spanners, spark plugs, batteries, and industrial tools** to repair and maintain machines.
- I was taught **safety precautions** when handling electrical and mechanical equipment.
- I participated in **servicing generators**, which involved **changing oil, checking wiring connections, and replacing faulty parts**.
- I gained **practical knowledge of mechanical and electrical repairs**, which will be beneficial for future business management in the industrial sector.

### 3.2.3 Inventory and Supply Chain Management

- I was responsible for **arranging products in the store**, ensuring that items were properly labeled and easy to locate.
- I assisted in **loading and unloading goods** during product deliveries.
- I participated in **stock-taking exercises** to keep track of inventory levels and ensure that products were adequately stocked.
- I learned how to **process supply orders and coordinate product deliveries** to different customers.
- I observed how the **supply chain operates**, from product acquisition to distribution and final delivery to customers.

### 3.3 Tools and Technologies Used

During my SIWES training, I used several tools and equipment, particularly in the **Technical Repairs and Maintenance Department**. Some of the primary tools included:

- **Screwdrivers:** Used for opening and assembling different parts of generators and other industrial machines.
- **Spanners:** Essential for loosening and tightening bolts and nuts on mechanical parts.
- **Spark Plugs:** Used in generators to create the spark that ignites the engine. I learned how to **replace spark plugs and ensure they were functioning correctly**.
- **Batteries:** Used to power generators and other industrial equipment. I was trained in **battery maintenance and replacement procedures**.
- **Wheel Belts:** Used in generators and other machines to transfer rotational motion. I learned how to **replace and adjust belts for proper functioning**.
- **Industrial Tools:** These included **pliers, wrenches, voltage testers, and lubricants**, all of which played an essential role in generator maintenance and repair.

By using these tools, I gained **hands-on experience in technical repairs and equipment maintenance**, which enhanced my mechanical knowledge and problem-solving abilities.

### 3.4 Challenges Encountered

Despite the valuable experience I gained, there were several challenges I encountered during my training. These challenges helped me **develop resilience, adaptability, and problem-solving skills**.

#### 1. Difficulty in Technical Repairs Initially

- At the beginning of my training, I **struggled with understanding the complex mechanisms of generators**. Many of the technical processes, such as **fault diagnosis and engine troubleshooting**, were challenging to grasp.
- Handling **tools like spanners, screwdrivers, and electrical testing devices** required practice and patience. I overcame this by **observing experienced technicians and gradually applying my knowledge in practical situations**.
- Some repairs required **heavy lifting and technical precision**, which made certain tasks physically demanding.

## 2. Managing Customer Expectations

- I encountered **difficult customers** who had high expectations and demanded quick solutions.
- Handling complaints and **explaining repair delays** was challenging, but I learned to communicate effectively and **manage customer expectations professionally**.
- Some customers were **unfamiliar with technical equipment**, so I had to simplify explanations and **guide them on proper usage and maintenance practices**.

## 3. Balancing Multiple Responsibilities

- Working in **different departments simultaneously** required **time management and multitasking skills**.
- I had to switch between **sales duties, technical repairs, and inventory management**, which sometimes felt overwhelming.
- However, through **proper planning and coordination with colleagues**, I was able to **adapt to the fast-paced work environment** and handle multiple tasks efficiently.

The training experience at **Beckley International Agencies Ltd.** provided me with a well-rounded exposure to different aspects of business operations, technical repairs, and customer service. I developed **technical, interpersonal, and problem-solving skills**, which are essential for a career in Business Administration.

Despite the challenges faced, such as **initial difficulty in technical repairs and managing customer expectations**, I learned how to **adapt, work efficiently, and communicate effectively**. The practical knowledge I gained during my SIWES training will be invaluable for my future career, helping me **bridge the gap between theoretical knowledge and real-world industrial experience**.

# CHAPTER 4

## SKILLS ACQUIRED AND LESSONS LEARNED

During my **Student Industrial Work Experience Scheme (SIWES)** at **Beckley International Agencies Ltd.**, I gained a wealth of knowledge and practical skills that have significantly enhanced my professional development. These skills cut across **technical, interpersonal, problem-solving, and decision-making** areas, all of which are crucial for a successful career in **Business Administration**. The training provided a balance between theoretical knowledge and real-world industrial practices, equipping me with **relevant skills** that will be useful in my future career.

### 4.1 Technical Skills

One of the most valuable aspects of my SIWES experience was the **technical skills** I acquired in handling industrial equipment, particularly **generators and mechanical tools**. Before my training, my knowledge of these machines was primarily theoretical, but through hands-on practice, I was able to **develop proficiency in their identification, operation, and maintenance**.

Some of the key **technical skills** I acquired include:

- **Product Identification:** I learned how to differentiate between various types of **generators, industrial tools, and spare parts**. This knowledge was crucial when assisting customers in making **informed purchasing decisions**.
- **Routine Maintenance and Repairs:** Under the guidance of experienced technicians, I learned how to **service and repair generators**. This involved tasks such as:
  - Changing **spark plugs** to improve engine efficiency.
  - Adjusting **wheel belts** for proper mechanical function.
  - Using **screwdrivers and spanners** to dismantle and assemble mechanical components.
  - Checking and replacing **powerful batteries** for optimal performance.
  - Diagnosing **common mechanical faults** and implementing solutions.
- **Quotations and Price Estimation:** I was introduced to the **business aspect of industrial equipment sales**, which included learning how to **estimate costs, prepare quotations, and negotiate prices** with customers. This experience strengthened my ability to analyze product pricing and manage transactions efficiently.

These technical skills will be particularly beneficial for me in any **business-related environment**, as they enhance my ability to understand **product quality, pricing strategies, and equipment maintenance**.

#### 4.2 Interpersonal Skills

Working in a **customer-focused environment** enabled me to develop essential **interpersonal and communication skills**. Since **Beckley International Agencies Ltd.** is a company that sells, repairs, and supplies industrial equipment, effective communication with customers was a key part of my responsibilities.

The **interpersonal skills** I developed include:

- **Effective Communication:** I learned how to **engage with customers professionally**, explain product specifications clearly, and assist them in making purchasing decisions based on their needs. This skill is crucial for a career in **Business Administration**, where client relations play a significant role in business success.
- **Customer Service and Relationship Management:** Throughout my training, I had direct interactions with customers, which helped me understand how to **handle inquiries, manage complaints, and build strong customer relationships**. I realized that **customer satisfaction is essential for repeat business** and that patience, professionalism, and active listening are key to maintaining good customer relationships.
- **Patience and Adaptability:** Some customers had little or no knowledge of industrial equipment and required detailed explanations. Others were impatient or had specific demands. I learned to **adapt my approach** based on the situation, remaining **calm and professional** even when handling difficult customers.
- **Teamwork and Collaboration:** I worked closely with my supervisors and colleagues, learning how to function effectively as part of a team. In the sales department, we collaborated to **meet customer demands efficiently**, while in the technical department, we assisted each other in repairing equipment.

By improving my interpersonal skills, I am now more confident in handling **customer relations, negotiations, and teamwork**, which will be valuable in any business setting.

### 4.3 Problem-Solving and Decision-Making Skills

One of the most **challenging but rewarding** aspects of my SIWES experience was learning how to **think critically and solve problems efficiently**. Working in both the **sales and technical repair departments**, I encountered different situations that required **quick decision-making and problem-solving abilities**.

Some of the key **problem-solving skills** I developed include:

- **Troubleshooting Faulty Equipment:** I learned how to **diagnose and resolve generator issues**, such as power failures, battery malfunctions, and mechanical breakdowns. This required **logical thinking, patience, and technical knowledge**.
- **Handling Customer Complaints:** Not all customer interactions were smooth. Some customers had **issues with their purchases or required urgent repairs**. I had to **listen carefully, analyze the problem, and provide reasonable solutions** while maintaining a professional attitude.
- **Decision-Making in Sales and Inventory Management:** In the sales department, I was involved in **pricing discussions and stock organization**. I had to **make quick decisions** when attending to multiple customers or identifying **low-stocked products that needed urgent restocking**.
- **Managing Multiple Responsibilities:** Balancing tasks in **different departments** helped me **prioritize work, manage time efficiently, and make decisions under pressure**.

These problem-solving and decision-making skills are **transferable** to many business settings, as they enhance my ability to **analyze situations, make informed choices, and manage customer relationships effectively**.

### 4.4 Relevance of Skills to Future Career

The skills I acquired during my SIWES training will significantly impact my **career in Business Administration**. This training has given me a **practical understanding of real-world business operations**, which complements the **theoretical knowledge** gained in my academic studies.

Some of the key ways these skills will be useful in my future career include:

- **Business Management and Operations:** I now have a better understanding of **how businesses operate, from sales to inventory management and customer service**. This knowledge will be crucial if I work in **business development, supply chain management, or sales management**.

- **Customer Relationship Management:** My experience in handling customers, **negotiating prices, and addressing complaints** will be beneficial in any customer-focused business environment.
- **Technical and Product Knowledge:** Understanding **industrial equipment, product maintenance, and repair processes** gives me an advantage in industries related to **sales, logistics, or manufacturing**.
- **Leadership and Teamwork:** Working in different departments has improved my ability to **collaborate with colleagues, manage tasks efficiently, and contribute to achieving business goals**. These skills will be useful if I take on leadership roles in the future.
- **Adaptability and Problem-Solving:** Business environments are **dynamic and constantly evolving**. The ability to **think critically, solve problems, and make quick decisions** will help me adapt to any challenges I encounter in my career.

Overall, my **SIWES training at Beckley International Agencies Ltd.** was a **transformational experience** that allowed me to **develop both technical and business-related skills**. From learning how to **repair and maintain industrial equipment** to improving my **interpersonal and customer service skills**, the knowledge gained will be invaluable in my professional journey.

This training has provided me with **practical exposure to business operations, customer relations, and problem-solving techniques**, all of which will contribute to my growth in the **field of Business Administration**. By applying these skills in my future career, I will be well-prepared to handle **business challenges, interact with clients effectively, and contribute positively to any organization I work with**.

# CHAPTER 5

## IMPACT OF SIWES ON CAREER DEVELOPMENT

The **Student Industrial Work Experience Scheme (SIWES)** plays a **crucial role** in the professional growth and career development of students, particularly those in **Business Administration**. The knowledge and practical experience gained during my **industrial training at Beckley International Agencies Ltd.** have given me **valuable insights** into business operations, customer relations, sales management, and technical skills related to industrial equipment.

This chapter will highlight the impact of **SIWES on my career development**, focusing on how it has helped bridge the gap between theory and practice, contributed to my professional growth, and provided networking opportunities that may benefit my future career.

### 5.1 Bridging the Gap between Theory and Practice

One of the most significant benefits of **SIWES** is its ability to **connect classroom learning with real-world business operations**. Before starting my industrial training, most of my knowledge was based on **textbooks, lectures, and academic discussions**. However, through hands-on experience, I was able to **apply the theoretical concepts I had learned in school to actual workplace situations**.

Some of the **key areas where theory met practice** during my SIWES training include:

- **Inventory Management:** In my Business Administration courses, I had learned about inventory control, stock-taking, and supply chain management. During my training, I got **firsthand experience in arranging, tracking, and managing the inventory of industrial equipment** such as generators and mechanical tools.
- **Marketing Strategies and Customer Engagement:** The principles of **marketing, sales, and customer relationship management** were put into practice as I interacted with customers, assisted them in selecting products, and explained the features of different items. The experience improved my ability to **understand customer needs, handle inquiries, and influence purchasing decisions**.



- **Financial Estimations and Pricing Strategies:** I learned about **business finance, quotations, and pricing strategies** in school, but during my training, I saw how businesses **evaluate product pricing, estimate costs, and determine profit margins** in real-life transactions.
- **Business Ethics and Professionalism:** In the classroom, we discussed the **importance of ethics in business operations**. SIWES allowed me to observe and practice professionalism in dealing with customers, suppliers, and colleagues, reinforcing the values of **honesty, integrity, and accountability** in the workplace.

By **bridging the gap between theory and practice**, SIWES has **deepened my understanding of business operations**, giving me the confidence to apply my knowledge in a professional setting.

## 5.2 Contribution to Professional Growth

The **practical experience and skills** I gained from my SIWES training have **greatly contributed to my professional development**. This training provided me with a **realistic perspective on business administration and management**, enhancing my ability to work effectively in a business environment.

Here are some key areas where **SIWES contributed to my professional growth**:

- **Improved Business Management Skills:** By working in different departments such as **sales, marketing, and inventory management**, I developed a better understanding of how businesses operate. I now know how to **handle product sales, interact with customers, manage inventory, and contribute to business decision-making**.
- **Technical and Problem-Solving Skills:** My exposure to **repairing and maintaining industrial equipment** enhanced my technical skills, making me more versatile in handling different business challenges. Learning how to **diagnose and fix mechanical issues** was a new experience that added to my skill set.
- **Workplace Adaptability and Time Management:** Adjusting to a structured work environment required **discipline, punctuality, and time management skills**. I learned how to balance multiple responsibilities and complete tasks efficiently within deadlines.

- **Confidence and Professionalism:** Engaging with supervisors, colleagues, and customers **improved my communication skills and confidence** in handling workplace interactions. I am now more comfortable **working in a team, taking responsibility, and handling workplace challenges professionally.**
- **Preparation for Employment:** SIWES has **prepared me for future employment opportunities** by giving me a practical understanding of business processes and customer service. The skills I acquired will be beneficial when applying for jobs, internships, or even starting my own business.

This training has **helped shape my professional identity**, equipping me with the necessary skills to succeed in a competitive business environment.

### 5.3 Networking Opportunities

One of the often-overlooked benefits of **SIWES** is the opportunity to **network with professionals, supervisors, and fellow trainees**. Networking is a key factor in **career advancement**, as it helps in building **relationships that can lead to job opportunities, mentorship, and industry connections.**

During my SIWES training, I was able to:

- **Connect with Industry Professionals:** I had the opportunity to interact with **experienced supervisors, managers, and technicians** who provided valuable career advice and insights into the industry.
- **Learn from My Peers:** Working alongside other trainees allowed me to exchange knowledge and experiences, which helped me broaden my understanding of business operations and customer service.
- **Establish Career Contacts:** I made connections with professionals who **could serve as mentors or references** for future job opportunities. Building these relationships could potentially lead to **internships, job placements, or business collaborations in the future.**
- **Understand Workplace Culture:** Interacting with colleagues and observing workplace behavior helped me understand **corporate etiquette, teamwork, and professional conduct.**

Networking is essential in today's competitive job market, and **SIWES has given me a head start in creating valuable professional connections** that may benefit my future career.

The **Student Industrial Work Experience Scheme (SIWES)** has had a **tremendous impact** on my **career development** by bridging the gap between **theory and practice**, improving my **professional skills**, and providing me with **networking opportunities**.

This experience has:

- ✓ Allowed me to **apply classroom knowledge in real-world business operations**.
- ✓ Enhanced my **business management, technical, and customer service skills**.
- ✓ Increased my **confidence, professionalism, and workplace adaptability**.
- ✓ Provided me with **valuable connections that could lead to future career opportunities**.

As I continue my academic journey, I am **more prepared for future employment**, having gained a **solid foundation in business operations, customer relations, and technical knowledge**. The skills, experiences, and connections I built during my SIWES training at **Beckley International Agencies Ltd.** will be **instrumental in shaping my future career in Business Administration**.

# CHAPTER 6

## CHALLENGES AND RECOMMENDATIONS

The **Student Industrial Work Experience Scheme (SIWES)** serves as a **bridge between theoretical learning and practical work experience**, offering students invaluable exposure to real-world business operations. However, like any learning experience, **SIWES presents certain challenges that can impact the effectiveness of the training.**

During my time at **Beckley International Agencies Ltd.**, I faced several **difficulties**, ranging from **technical and customer-related challenges to workplace adaptation issues**. Despite these challenges, I learned how to **overcome them through patience, adaptability, and a willingness to learn.**

This chapter will discuss the **challenges I encountered, recommendations for improving SIWES, and advice for future participants** to maximize their industrial training experience.

### 6.1 Challenges Faced During the Training

During my **SIWES training at Beckley International Agencies Ltd.**, I encountered several challenges that tested my **technical skills, adaptability, and interpersonal abilities**. The following were the key difficulties I faced:

#### 1. Initial Difficulty in Handling Technical Repairs

One of the **biggest challenges** I faced during my training was **learning how to handle and repair industrial equipment such as generators and other mechanical tools**. Having little prior experience with technical repairs, I initially struggled to:

- **Identify mechanical faults** in generators and other equipment.
- **Use technical tools effectively**, such as **screwdrivers, spanners, spark plugs, and industrial batteries.**
- **Follow troubleshooting procedures** to fix damaged products.

I overcame this challenge by **observing my supervisors closely, asking questions, and practicing consistently**. With time, I became more comfortable handling repairs and was able to **assist in fixing generators and other products independently**.

## **2. Managing Demanding Customers**

Another major challenge I faced was **dealing with customers, especially those who were impatient or had complaints about the products**. Some customers were:

- **Difficult to satisfy**, as they expected immediate solutions.
- **Unfamiliar with the technical aspects of the products**, making it challenging to explain certain product functions.
- **Demanding price reductions and urgent repairs**, which sometimes went beyond company policies.

To manage this challenge, I improved my **customer service skills** by:

- **Remaining calm and professional** in difficult situations.
- **Listening attentively** to customer concerns and addressing their needs effectively.
- **Consulting my supervisors** whenever I needed assistance in handling a demanding customer.

## **3. Adapting to a Structured Work Environment**

Adjusting to the **structured and disciplined work environment** at Beckley International Agencies Ltd. was another challenge. Unlike the **flexibility of academic life**, industrial training required:

- **Strict adherence to work schedules** and punctuality.
- **Following organizational rules** and workplace ethics.
- **Balancing multiple responsibilities**, such as sales, repairs, and inventory management.

At first, adapting to this structured routine was difficult, but I learned how to **manage my time effectively, prioritize my tasks, and maintain a professional attitude** in the workplace.

## **6.2 Recommendations for Improvement of SIWES**

While SIWES is an **essential training program**, certain improvements can make it **more effective** for students. Based on my experience, I recommend the following changes:

### **1. Institutions Should Provide Pre-Training Workshops**

Many students begin SIWES with **little to no practical experience**, making it difficult to adapt quickly. To **prepare students in advance**, institutions should organize **pre-training workshops that cover**:

- **Basic technical knowledge related to their field of study** (e.g., tool handling for industrial training).
- **Workplace expectations and ethics** to help students transition smoothly into the professional environment.
- **Communication and customer service training**, especially for students working in business-related industries.

### **2. Companies Should Assign Mentors to Guide Trainees**

One of the most effective ways to **enhance the SIWES experience** is to assign **mentors or supervisors** to guide trainees through their tasks. Many students struggle because:

- They **lack direct supervision**, making it difficult to learn effectively.
- They are given **tasks without proper instructions or demonstrations**.

If companies assigned **experienced employees to mentor trainees**, students would be able to **learn faster, ask questions freely, and gain confidence in their roles**.

### **3. More Hands-On Training Opportunities Should Be Made Available**

Some students **do not receive enough practical exposure** during SIWES, which limits the effectiveness of the program. To address this issue:

- **Companies should ensure trainees are actively involved** in hands-on activities rather than just observing.
- **Students should be allowed to work on real tasks** under supervision to improve their practical skills.
- **Training periods could be extended**, allowing students to gain more experience.

By implementing these recommendations, **SIWES can become more beneficial, equipping students with the skills and confidence needed for their future careers.**

### **6.3 Suggestions for Future Participants**

For students who will be undergoing **SIWES in the future**, it is important to **maximize the opportunity to learn and develop professional skills**. Based on my experience, I have the following advice for future participants:

#### **1. Be Proactive and Eager to Learn**

- Take the initiative to **ask questions and request additional tasks**.
- Show enthusiasm and **willingness to learn from experienced employees**.
- Don't wait for supervisors to assign tasks—**volunteer to assist** in different areas.

#### **2. Take Notes and Ask Questions Whenever Necessary**

- Keep a **daily log of experiences, challenges, and lessons learned**.
- If something is unclear, **ask for explanations rather than making assumptions**.
- Pay close attention to **demonstrations and practical lessons** to ensure understanding.

#### **3. Develop Strong Time Management and Teamwork Skills**

- **Arrive on time** and follow the workplace schedule.
- Learn how to **prioritize tasks and manage responsibilities effectively**.
- Work well with colleagues, be respectful, and maintain professionalism at all times.

Following these suggestions will **help future SIWES participants have a productive and rewarding training experience**.

SIWES presents both **opportunities and challenges**, and overcoming these challenges **requires patience, adaptability, and a proactive attitude**.

This chapter has discussed:

**The challenges I encountered** during my training, including technical difficulties, customer service issues, and workplace adaptation.

**Recommendations for improving SIWES, such as pre-training workshops, mentorship programs, and increased hands-on training.**

**Advice for future participants, including being proactive, asking questions, and developing strong workplace skills.**

By addressing the challenges and implementing these recommendations, SIWES can be made more **effective in preparing students for their future careers.**



# CHAPTER 7

## CONCLUSION

The **Student Industrial Work Experience Scheme (SIWES)** is an essential program that bridges the gap between **academic learning and practical industry experience**. It provides students with the opportunity to **apply theoretical knowledge in real business environments**, equipping them with essential **technical, administrative, and interpersonal skills** that contribute to their professional development.

During my **SIWES training at Beckley International Agencies Ltd.**, I was exposed to **various aspects of business operations**, including sales, marketing, customer service, technical repairs, and logistics. This experience provided me with a **hands-on understanding of business administration principles** while also improving my **problem-solving, communication, and decision-making skills**.

In this chapter, I will summarize my **overall experience** during the training and discuss the **impact of SIWES on my career development and future aspirations**.

### 7.1 Summary of Experience

My industrial training at **Beckley International Agencies Ltd.** was a **transformative and educational experience** that allowed me to gain practical insights into the business world. Throughout the training period, I was actively involved in:

✓ **Sales and Marketing:** I learned how to identify different products, attend to customers, and contribute to sales transactions. This helped me understand **customer preferences, pricing strategies, and product promotion techniques**.

- **Technical Repairs and Maintenance:** I gained hands-on experience in **repairing and maintaining industrial equipment, particularly generators**. Through this, I developed **technical problem-solving skills and learned how to use various mechanical tools**.
- **Customer Service and Relationship Management:** I improved my **communication and negotiation skills** by interacting with customers, addressing their inquiries, and handling their complaints professionally.

- **Logistics and Inventory Management:** I was involved in **arranging goods, ensuring timely delivery of products, and assisting with inventory tracking**. This experience helped me understand **supply chain processes and stock management techniques**.
- **Challenges and Adaptation:** Initially, I faced difficulties with **technical repairs, customer interactions, and adapting to the structured work environment**. However, through continuous learning, mentorship, and practical exposure, I **overcame these challenges and became more confident in my role**.

Overall, my **SIWES experience was rewarding** as it provided me with **both technical and administrative knowledge** that will be useful in my future career.

## **7.2 Overall Impact of SIWES**

The **impact of SIWES on my academic and career development** cannot be overstated. The program has **significantly enhanced my skill set, broadened my industry knowledge, and prepared me for future job opportunities**. The following are some of the key areas where SIWES has impacted my professional growth:

### **1. Practical Application of Theoretical Knowledge**

Prior to SIWES, most of my knowledge of **business administration and industrial operations** was based on classroom learning. Through this training, I was able to **apply business theories and concepts in real-life situations**, which helped me **better understand how businesses operate and make strategic decisions**.

### **2. Development of Technical and Managerial Skills**

I acquired a combination of **technical, administrative, and managerial skills** that are essential for success in the business world. I learned:

- **How to repair and maintain mechanical equipment**, enhancing my problem-solving skills.
- **How to manage customer relationships and improve sales performance**, strengthening my business communication skills.
- **How to organize inventory, estimate product costs, and contribute to business operations**, improving my analytical and organizational abilities.

These skills will be **invaluable in any future business or entrepreneurial venture** I choose to pursue.

### **3. Improved Work Ethic and Professionalism**

Working in a structured business environment taught me **discipline, time management, and teamwork**. I learned to:

- **Adapt to a professional workplace culture**, including following company policies and maintaining ethical standards.
- **Communicate effectively with supervisors, colleagues, and customers**, fostering good professional relationships.
- **Handle responsibilities independently and contribute to the success of the organization**, enhancing my leadership abilities.

### **4. Career Readiness and Increased Employability**

The **practical experience gained during SIWES** has made me more prepared for the **job market**. I now have:

- **Hands-on business and technical experience** that gives me an edge over students with only theoretical knowledge.
- **A better understanding of workplace expectations**, making me more confident in handling future job responsibilities.
- **Valuable connections with professionals and industry experts**, which could lead to future job opportunities.

### **5. Boost in Entrepreneurial Mindset**

Aside from preparing me for employment, SIWES has also **shaped my entrepreneurial mindset**. By observing **how Beckley International Agencies Ltd. operates**, I learned important lessons on:

- **How to run a successful business**, from **sales and marketing** to **customer service and financial management**.
- **The importance of quality service delivery and customer satisfaction** in ensuring business growth.

- **How to manage industrial equipment and handle repairs efficiently**, which could be useful if I venture into a related business in the future.

This experience has **motivated me to consider business opportunities** and apply my newly acquired skills in a **self-owned enterprise** someday.

## **Conclusion**

My **SIWES training at Beckley International Agencies Ltd.** was a **highly beneficial and enlightening experience** that has significantly contributed to my **personal, academic, and career growth**.

✓ I gained **practical knowledge** in **business operations, sales, customer service, and technical repairs**.

✓ I developed **critical skills**, including **communication, problem-solving, teamwork, and professionalism**.

✓ I learned how to **adapt to a structured work environment** and **handle real-world business challenges**.

✓ The experience **enhanced my employability and entrepreneurial mindset**, preparing me for **future career opportunities**.

The **Student Industrial Work Experience Scheme (SIWES)** is an **essential component of academic training**, and I am grateful for the opportunity to have participated in this program.

Moving forward, I will continue to **apply the knowledge and skills I gained during SIWES** to **achieve my professional and career goals**.

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