



A TECHNICAL REPORT

ON

**STUDENT INDUSTRIAL WORKING EXPERIENCE
SCHEME (SIWES)**

HELD AT

PINNACLE EDUCATIONAL CONSULT

Bashorun Fajimi Road, Jegede Olunloyo, Ibadan, Oyo State Nigeria

BY

AKINYEMI ROKIBAT OPEYEMI

ND/23/BAM/PT/0729

SUBMITTED TO:

DEPARTMENT OF BUSINESS ADMINISTRATION AND
MANAGEMENT, INSTITUTE OF FINANCE AND MANAGEMENT
STUDIES, KWARA STATE POLYTECHNIC, ILORIN

IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE
AWARD OF NATIONAL DIPLOMA (ND) IN BUSINESS
ADMINISTRATION AND MANAGEMENT

SEPTEMBER – DECEMBER, 2024

DEDICATION

All praise and honour belong to the Almighty Allah the giver of wisdom and knowledge and also to my parent Mr. & Mrs. AKINYEMI for their moral, financial and spiritual support

ACKNOWLEDGEMENTS

I am thankful to Almighty Allah for His inspiration, guidance and strength throughout the course of this work. I am very grateful to my beloved Parents Mr. & Mrs. AKINYEMI, my Siblings and my friends for their dearest Love and Support in my course of study.

I also express my earnest gratitude to my industrial based supervisor for his guidance and knowledge instilled in me during the course of my SIWES Programme and to all members and staffs of PINNACLE EDUCATIONAL CONSULT who gave me training and provided a conducive environ for the exercise.

Furthermore, I also want to thank my supervisor from Kwara State Polytechnic, Ilorin for his encouragement and advices he disclosed to me during his visitations.

ABSTRACT

The Student Industrial Work Experience Scheme (SIWES) is an essential program designed to bridge the gap between theoretical knowledge and practical application in various fields of study. This report provides an in-depth account of my SIWES experience at Pinnacle Educational Consult, located in Ibadan, Oyo State.

During my internship, I was assigned multiple administrative, academic, and student support tasks. My key responsibilities included managing student attendance, organizing academic records, assisting in lesson delivery, mentoring students, and handling office documentation. These tasks provided me with hands-on experience in business administration within an educational environment.

Throughout the training period, I encountered several challenges, including balancing multiple responsibilities, managing students with different learning abilities, and adapting to a structured work environment. However, I was able to overcome these challenges through teamwork, problem-solving, and continuous learning.

The experience allowed me to acquire valuable skills, such as administrative management, communication, teaching support, customer relations, and time management. These competencies will be instrumental in my future career in Business Administration and other professional endeavors.

The report concludes with recommendations for students, employers, and academic institutions to enhance the effectiveness of the SIWES program. These include improving student preparation, providing structured training programs, and ensuring better supervision during industrial attachments.

TABLE OF CONTENTS

Title Page

Dedication

Acknowledgements

Abstract

Table of Contents

CHAPTER ONE: INTRODUCTION

1.1 Background of SIWES

1.2 Objectives of SIWES

1.3 Importance of SIWES

CHAPTER TWO: ORGANIZATIONAL STRUCTURE AND OPERATIONS

2.1 History of Pinnacle Educational Consult

2.2 Vision and Mission of the Organization

2.3 Organizational Structure

2.4 Services Offered by the Organization

CHAPTER THREE: DESCRIPTION OF DUTIES AND RESPONSIBILITIES

3.1 Roles and Responsibilities Assigned

3.2 Challenges Encountered

3.3 Skills Acquired

CHAPTER FOUR: SUMMARY, CONCLUSION, AND RECOMMENDATIONS

4.1 Summary of SIWES Experience

4.2 Conclusion

4.3 Recommendations

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF SIWES

The Student Industrial Work Experience Scheme (SIWES) was introduced by the Federal Government of Nigeria in 1973 through the Industrial Training Fund (ITF). The program was established to bridge the gap between theoretical knowledge gained in academic institutions and the practical skills required in industries.

Before the introduction of SIWES, most graduates lacked hands-on experience in their respective fields, making it difficult for them to adapt quickly to the demands of the professional workplace. SIWES was therefore designed to provide students with the opportunity to acquire practical knowledge and relevant skills before graduation.

The scheme is mandatory for students in technical, vocational, and business-related fields, including Business Administration, Engineering, Sciences, and Technology. It enables students to develop a deeper understanding of how industries operate and prepares them for employment or entrepreneurship. The program is usually undertaken for a period ranging from three months to one year, depending on institutional requirements.

SIWES is a collaborative effort between the Industrial Training Fund (ITF), tertiary institutions, employers (organizations), and the students. The ITF provides supervision, coordination, and funding where necessary, while tertiary institutions ensure students participate in the program. Employers, on the other hand, offer placement opportunities and train students within their respective organizations.

1.2 OBJECTIVES OF SIWES

The primary objectives of the Student Industrial Work Experience Scheme (SIWES) include:

1. Bridging the Gap between Theory and Practice: SIWES enables students to apply theoretical concepts learned in the classroom to real-life work situations.
2. Providing Hands-On Experience: The scheme helps students develop practical skills in their chosen fields, making them more competent and employable.
3. Familiarizing Students with Workplace Ethics: Through SIWES, students learn about professional ethics, organizational structures, and work culture.

4. **Enhancing Problem-Solving and Decision-Making Skills:** By working in real-world scenarios, students develop analytical and decision-making abilities.
5. **Encouraging Self-Employment and Entrepreneurship:** The program provides students with insights into business operations, which can inspire them to start their own businesses.
6. **Boosting Employment Prospects:** Employers prefer graduates with industrial experience, and SIWES enhances students' chances of securing jobs after graduation.
7. **Facilitating Industry-Academic Collaboration:** The program strengthens relationships between educational institutions and industries, ensuring that academic programs align with industry needs.
8. **Developing Teamwork and Communication Skills:** Students learn how to work in teams, interact with colleagues, and communicate effectively in a professional setting.

1.3 IMPORTANCE OF SIWES

The Student Industrial Work Experience Scheme (SIWES) is essential for students, employers, and academic institutions in several ways:

1. Benefits to Students

- **Practical Knowledge and Skill Development:** SIWES enhances students' understanding of how theoretical concepts apply in a real-world business environment.
- **Improved Employability:** Industrial training increases students' job prospects by equipping them with relevant work experience.
- **Exposure to Workplace Culture:** Students gain firsthand experience in office procedures, teamwork, communication, and discipline.
- **Boosts Self-Confidence:** Working in an organization helps students develop confidence in their abilities and prepares them for future careers.
- **Networking Opportunities:** Students get the chance to interact with professionals in their field, which can be beneficial for mentorship and job opportunities.

2. Benefits to Employers

- Access to Fresh Talent: Organizations benefit from having young, energetic interns who can contribute new ideas and assist with various tasks.
- Cost-Effective Workforce: SIWES students help reduce workload at little or no extra cost to the organization.
- Future Employee Development: Employers can identify and train potential employees for future hiring.

3. Benefits to Academic Institutions

- Ensures Industry-Relevant Curriculum: Institutions receive feedback from industries about the skills students need, helping them update their curriculum.
- Enhances Institutional Reputation: Schools that produce well-trained graduates with practical experience gain recognition and credibility.
- Strengthens Industry-Academic Partnerships: Collaborating with industries enhances research opportunities and knowledge sharing.

CHAPTER TWO

ORGANIZATIONAL STRUCTURE AND OPERATIONS

2.1 HISTORY OF PINNACLE EDUCATIONAL CONSULT

Pinnacle Educational Consult was established to provide high-quality educational services to students, schools, and institutions. The organization was founded with the goal of enhancing academic performance through structured learning, professional guidance, and administrative support.

Over the years, Pinnacle Educational Consult has grown to become a reputable education service provider in Ibadan, Oyo State, known for its commitment to excellence in education. The organization offers a range of services, including private tutoring, academic counseling, and administrative support to help students achieve their educational goals.

The organization has successfully trained and assisted numerous students in preparing for examinations, improving their learning skills, and developing the necessary academic discipline for success. Its dedication to quality education has made it a preferred choice for parents and students seeking academic support.

2.2 VISION AND MISSION OF THE ORGANIZATION

Vision Statement

To be a leading educational consultancy that provides innovative and effective learning solutions, empowering students to excel academically and professionally.

Mission Statement

- To offer high-quality educational services that enhance student performance.
- To provide personalized academic support tailored to the needs of individual learners.
- To equip students with critical thinking and problem-solving skills necessary for lifelong learning.
- To create a positive learning environment that fosters academic growth and excellence.
- To support schools and institutions with professional administrative and academic services.

2.3 ORGANIZATIONAL STRUCTURE

Pinnacle Educational Consult operates with a structured management system that ensures efficiency in service delivery. The organization is divided into different units, each with specific roles and responsibilities. The structure is as follows:

1. Chief Executive Officer (CEO)

- Oversees the overall operations and strategic direction of the organization.
- Makes key decisions on policies and service development.

2. Administrative Department

- Handles student enrollment, attendance records, and general office administration.
- Manages communication between students, parents, and staff.
- Ensures the smooth running of daily office operations.

3. Academic/Teaching Department

- Responsible for teaching, tutoring, and mentoring students.
- Develops lesson plans and instructional materials.
- Conducts student assessments and provides feedback on academic progress.

4. Student Support Services

- Provides academic counseling and guidance to students.
- Assists students with study strategies and exam preparation.
- Monitors students' academic progress and provides necessary support.

5. Financial/Accounts Department

- Manages financial transactions, budgeting, and fee payments.
- Ensures proper financial records are maintained.

2.4 SERVICES OFFERED BY THE ORGANIZATION

Pinnacle Educational Consult provides a wide range of educational and administrative services designed to improve students' academic performance and support schools in achieving their objectives. The key services include:

1. Private Tutoring and Coaching

- Personalized one-on-one tutoring for students in primary, secondary, and tertiary institutions.
- Coaching for external examinations such as WAEC, NECO, JAMB, and other standardized tests.

- Special academic support for students struggling with specific subjects.

2. Educational Counseling and Guidance

- Academic counseling to help students choose the right courses and career paths.
- Guidance on study techniques and time management.
- Support for students dealing with academic challenges.

3. School Administrative Support

- Assisting schools with student record management and attendance tracking.
- Providing administrative support for school operations.
- Developing educational programs and training teachers on effective teaching methods.

4. Professional Development and Training

- Organizing workshops and training sessions for students, teachers, and parents.
- Providing professional development programs to improve teaching and learning methods.

5. Examination Registration and Preparation

- Helping students register for external examinations.
- Conducting intensive revision and exam coaching sessions.
- Providing past question materials and mock exams to prepare students.

6. Educational Consultancy for Schools and Parents

- Advising schools on curriculum development and effective teaching strategies.
- Assisting parents in choosing the right educational path for their children.
- Offering mentorship programs for students aiming for academic excellence.

Pinnacle Educational Consult remains committed to delivering top-notch educational services that contribute to the academic success of students and the overall improvement of educational standards.

CHAPTER THREE

DESCRIPTION OF DUTIES AND RESPONSIBILITIES

During my Student Industrial Work Experience Scheme (SIWES) at Pinnacle Educational Consult, I was assigned several responsibilities that allowed me to gain hands-on experience in both administrative and academic tasks. These roles helped me develop practical skills relevant to my field of study—Business Administration—while also contributing to the organization's operations.

3.1 ROLES AND RESPONSIBILITIES ASSIGNED

As an Administrator at Pinnacle Educational Consult, I handled multiple responsibilities, including:

1. Administrative Duties

- Student Attendance Management: I maintained attendance records, monitored student participation, and ensured proper documentation.
- File and Record Management: Organized students' academic records, admission forms, and examination schedules.
- Office Coordination: Assisted in managing office supplies, responding to inquiries, and organizing meetings.
- Data Entry and Documentation: Input student details into the system for easy retrieval and reference.
- Communication Management: Assisted in handling correspondence between students, parents, and the management.

2. Teaching and Academic Support

- Lesson Assistance: Helped teachers in preparing lesson plans and instructional materials.
- Student Tutoring: Provided academic support for students struggling with specific subjects.
- Exam and Test Supervision: Assisted in setting up examination halls and monitoring students during tests.
- Assignment and Homework Assistance: Guided students in completing homework and research assignments.

3. Customer Relations and Support

- Interacting with Parents and Guardians: Provided parents with updates on students' academic progress and school activities.
- Student Mentorship: Encouraged students to develop good study habits and improve their learning skills.
- Feedback Collection: Gathered feedback from students and parents to help improve service delivery.

3.2 CHALLENGES ENCOUNTERED

While working at Pinnacle Educational Consult, I faced some challenges, including:

1. Balancing Multiple Roles

Managing administrative tasks while assisting with teaching and student support was challenging. I had to learn time management and prioritization to complete my assignments effectively.

2. Handling Different Student Learning Abilities

Some students needed extra attention and struggled to grasp concepts, making it necessary to adjust teaching methods to accommodate different learning paces.

3. Managing Large Amounts of Data

Keeping track of student attendance, academic records, and office documentation required accuracy and attention to detail. At times, sorting and organizing files became overwhelming.

4. Adapting to the Workplace Environment

Adjusting to the professional environment, adhering to office rules, and maintaining proper workplace communication required some level of discipline and patience.

5. Limited Access to Modern Administrative Tools

Some processes, such as manual record-keeping, made administrative work tedious. The absence of automated systems slowed down some tasks.

3.3 SKILLS ACQUIRED

My SIWES experience at Pinnacle Educational Consult helped me develop several professional skills, including:

1. Administrative and Organizational Skills

- Learned how to manage student records, keep proper documentation, and handle office tasks efficiently.

2. Communication and Interpersonal Skills

- Improved my ability to interact professionally with students, parents, and colleagues.
- Developed confidence in handling inquiries and providing necessary information.

3. Teaching and Coaching Skills

- Gained experience in tutoring students and simplifying complex topics to enhance their understanding.
- Learned how to assess students' learning progress and adapt teaching methods accordingly.

4. Time Management and Multitasking

- Learned to balance different responsibilities effectively, ensuring tasks were completed on time.

5. Problem-Solving and Decision-Making Skills

- Developed the ability to address student challenges, resolve administrative issues, and make informed decisions under pressure.

6. Customer Service and Relationship Management

- Gained experience in handling inquiries from parents and students professionally.
- Learned how to manage complaints and provide appropriate solutions.

These skills will be beneficial in my future career in Business Administration, as they align with administrative, managerial, and organizational responsibilities in any professional setting.

My time at Pinnacle Educational Consult was a valuable learning experience that exposed me to real-world business operations while also enhancing my practical knowledge and skill set.

CHAPTER FOUR

SUMMARY, CONCLUSION AND RECOMMENDATIONS

4.1 SUMMARY OF SIWES EXPERIENCE

My Student Industrial Work Experience Scheme (SIWES) at Pinnacle Educational Consult was a valuable and enlightening experience. It provided me with firsthand exposure to the practical aspects of business administration, particularly in an educational setting.

During the training period, I performed various administrative, academic, and customer relations duties, which enhanced my understanding of workplace operations. My key responsibilities included managing student attendance, handling administrative records, assisting in lesson delivery, mentoring students, and supporting office activities. These tasks enabled me to apply my theoretical knowledge in real-world situations, improving my problem-solving and organizational skills.

While working at Pinnacle Educational Consult, I encountered some challenges, such as managing multiple responsibilities, dealing with students of varying learning abilities, and adapting to the professional work environment. However, I was able to overcome these challenges through patience, teamwork, and continuous learning.

The skills acquired during my SIWES include administrative management, communication, teaching support, time management, problem-solving, and customer service skills. These competencies will be highly beneficial in my career as a Business Administrator, as they align with the key functions of managing people, processes, and organizations efficiently.

Overall, my SIWES experience was enriching and provided me with insights into how businesses operate, particularly in the education sector. It also prepared me for future job opportunities by equipping me with practical skills and workplace ethics.

4.2 CONCLUSION

The Student Industrial Work Experience Scheme (SIWES) is an essential part of academic training that bridges the gap between theoretical knowledge and practical application. Through this program, students gain valuable workplace exposure, which enhances their employability and professional development.

My internship at Pinnacle Educational Consult has greatly improved my understanding of administrative operations, business processes, and customer relations. I was able to contribute meaningfully to the organization while learning essential skills that will help me in my career.

Despite the challenges I encountered, the experience helped me develop resilience, adaptability, and a strong work ethic. The SIWES program has reinforced the importance of teamwork, discipline, professionalism, and continuous learning in the workplace.

I can confidently say that my industrial training was a success, and I now feel more prepared for future job roles in business administration, education management, and other professional fields.

4.3 RECOMMENDATIONS

Based on my SIWES experience, I would like to make the following recommendations for improving industrial training for students, employers, and educational institutions:

1. Recommendations for Students

- Students should take SIWES seriously as it provides practical exposure and career-building opportunities.
- They should be open to learning new skills and taking on responsibilities beyond their initial assignments.
- Good time management and adaptability are crucial for balancing multiple tasks effectively.
- Developing good communication and teamwork skills will help in building positive workplace relationships.

2. Recommendations for Employers (Pinnacle Educational Consult and Other Organizations)

- Organizations should provide more structured training programs to ensure students gain the most from their industrial training.
- Employers should encourage interns to take on more challenging and meaningful roles rather than limiting them to basic tasks.

- Companies should consider introducing modern administrative tools and technology to improve efficiency in record-keeping and workflow management.

3. Recommendations for Academic Institutions

- Schools should ensure that students are placed in relevant organizations that align with their field of study.
- Institutions should provide better guidance and mentorship for students before and during SIWES to help them adapt to the work environment.
- Regular monitoring and supervision should be conducted to ensure students are receiving quality industrial training.