



TECHNICAL REPORT

ON

STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME

(SIWES)

HELD @

BRIGHTWAY MICROFINANCE BANK ILORIN KWARA STATE

COMPILED BY:

OLATINWO ABIMBOLA CHRISTIANAH

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DEDICATION

This report is dedicated to Almighty GOD who guides me throughout the completion of my SIWES program and for his mercies, loving, kindness towards me and provision of life.

ACKNOWLEDMENT

My praise goes to almighty God for his grace and mercy over my life, towards the success of my SIWES. And to my lecturers who guided me well diligently and to my entire staff in BRIGHTWAY MICROFINANCE BANK and my supervisor OJO BLESSING OLAJUMOKE who have help me getting more about the profession thank you sir.

PREFACE

This program, student industrial work experience scheme SIWES gives student technical fields of discipline, the opportunity of going out into the real world of works to replenish the theoretical experience they have gained at school with practical experience which can only be obtained by day working directly with those practicing it day by day.

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CHAPTER ONE

1.0 INTRODUCTION

Siwes simply means student industrial work experience scheme (siwe) and is the accepted, skills training programme which forms part of the approved minimum academic standards in the various degree programme for all the Nigeria universities. It is an effort to bridge the gap existing between theory and practical of engineering and technology, science, agriculture mechanic, management and other professional educational programme in Nigeria tertiary institutions and the industry can (employ of laboring) it aimed at exposing, professional work methods and ways of safe guarding the work area and workers in industries and other organization. It is for months industrial attachment PROGRAMME for the time student in national diploma.

1.1 THE IMPORTANCE

The student industrial work experience schemes (SIWES) is important in the science that it compliment with student theoretical experience gained if properly attended. Below are some of the importance of this program are:

1. The program gives student industrial work experience scheme (SIWES) student's technical field of discipline the opportunity they have gain at school with practicing night day by day.
2. It gives room for human relation and communication skill development which one needs in his her field.
3. It allows student to know the code of conducts i.e as stipulated by the government of the constitution of the organization
4. It serves as avenue for student to make use of the theoretical knowledge complement each

5. It gives confidence to student in the manipulative, coordination and technicality of their work especially in tasks involving engineering and machinery manipulation.

1.2 AIM AND OBJECTIVES OF SIWES

Specifically, the objectives of the students industrial work experience scheme is to

1. Provide an avenue for students industrial work experience in their course of student.
2. To enhance students contacts for later job placement.
3. Provide student knowledge in real work situation, there by bridging the gap between institution work and actual practices.
4. Prepare students to be familiar with work method and techniques in handling equipment and machinery that may not be available in the institution.
5. Prepare students for the work situation they are likely for the work situation they are likely for the work situation they are likely to meet after graduation.

CHAPTER TWO

2.0 HISTORY OF BRIGHTWAY MICROFINANCE BANK ILORIN KWARA STATE.

HISTORICAL BACKGROUND

Brightway Microfinance Bank is a Nigerian service agency cum bank that provides innovative solutions to the Banking sector. We are an indigenous company with international standards. The services we provide include investments, loan servicing, mobile/internet banking, deposits, among others. We are committed to providing our customers with comprehensive solutions that will give their businesses the lead they need. Our goal is to always go above and beyond, exceeding expectations and delivering tangible value to lives and businesses.

Brightway Microfinance Bank was established in May 15, 2014 and granted license to commence banking operation by the Central Bank of Nigeria in January 2015. The Bank was founded by passionate, aggressive and seasoned entrepreneurs with the sole aim of impacting directly on the economy in alleviating poverty with their numerous banking initiatives.

The vision of BMFB is to be the most prominent microfinance bank in Nigeria within the next decades with core values such as Discipline, Transparency, Customer satisfaction, Promptness and Efficient Service delivery. Over this short period of BMFB's existence, the bank has successfully been able to extend credit facilities to the tune of over 2 Billion Naira to over 10,000 of her clients ranging from artisans, traders small and medium enterprise (SMEs).

VISION

Vision To be the leading microfinance bank in Nigeria, To enhance the lives of customers, and To deliver excellent services.

MISSION

- To provide financial services and products to the underbanked and active poor

- To generate products and deliver excellent services
- To grant customers access to tailor-made financial services

CORE VALUES

- To uphold the highest standards of honesty, integrity, hard work, transparency, and professionalism
- To recognize that customers have different priorities in life

2.3 PROBLEM ENCOUNTERED DURING THE PROGRAMME

1. The major problem I encountered was the problem of finance as I had to transport myself from home to the station and the organization did not pay IT student.
2. Another problem I encountered was that in the station, they see IT student as clerk thereby sending us on errands like buying food, washing plate, making tea for the staff and so on.
3. Another problem I encountered was that they are bias and underrate IT student as if they are not human being.

CHAPTER THREE

3.0 DEPARTMENT IN BRIGHTWAY MICROFINANCE BANK ILORIN KWARA STATE.

- 1. Loan Products:** This department provides tailored loan options, including:
 - Commodity Loans: Financing for purchasing trade goods and inventory.
 - Bright Asset Finance: Loans for acquiring essential assets or property.
 - Individual Lending: Personal loans for emergencies, education, or projects.
 - Salary Loans: Flexible loans designed for salaried individuals.
 - Agric Loans: Support for agricultural needs like equipment and supplies.
 - Ajo Loans: Group savings and lending schemes to empower communities.
- 2. Account Services:** This department manages various account types, such as:
 - Current Accounts: For daily transactions.
 - Savings Accounts: For personal savings.
 - Target Accounts: For goal-oriented savings.
 - Hybrid Accounts: Combining features of savings and current accounts.
 - Corporate Accounts: Designed for businesses.
 - Kid Accounts: Focused on children's savings.
- 3. Digital Banking Services:** This department offers:
 - Internet Banking: Online account management.
 - Mobile Banking: Banking services via mobile devices.
 - POS/Credit Cards: Payment solutions for transactions.
- 4. Payment Services:** This department facilitates payments for:
 - Electricity
 - Airtime
 - Internet
 - Gift Cards
 - TV Subscriptions
 - Cardless Payments

5. Customer Service Department

The Customer Service Department in a bank is responsible for handling customer inquiries, complaints, and providing general assistance. Their key functions include:

- Opening new accounts (savings, current, etc.).
- Assisting customers with loan applications and inquiries.
- Resolving complaints regarding transactions, bank services, or technical issues.
- Providing information about bank products and services.
- Helping customers with internet/mobile banking setup and troubleshooting.
- Ensuring excellent customer experience and satisfaction.

6. Teller Department

The Teller Department is responsible for handling cash transactions and providing banking services at the counter. Their key functions include:

- Receiving deposits from customers.
- Processing cash withdrawals.
- Handling check deposits and payments.
- Issuing bank drafts and money transfers.
- Balancing cash at the end of each day.
- Verifying and ensuring the accuracy of financial transactions.

3.1 EXPERIENCE ACQUIRED DURING SIWES

I started my SIWES training on 10th August, 2024. The day I started I and other it was introduced to the staff of CUSTOMER SERVICE DEPARTMENT, TELLER DEPARTMENT, BRIGHTWAY MICROFINANCE BANK ILORIN KWARA STATE I was attached to my supervisor MRS. OJO BLESSING OLAJUMOKE She taught me a great thing I can never forget as this has greatly added a great value in my life, some of them are how to monitor news and how to edit news story online.

Also she has trained me what Banking is all about

CUSTOMER SERVICE

1.how to attend to customers

2.tell them about types of account

3.how to open account

TELLER DEPARTMENT

1.how to count money

2.how to bounce count money

3.how to make money analysis

4.how to post

CHAPTE FOUR

4.1 SUMMARY

The period of SIWES training as made it possible for the student to acquire the necessary fundamental experience the field of journalism and broadcasting.

The experience and entail the news gathering and writing for broadcasting and print medias well as various process involve in preparing magazine programmed a typical broadcast media this include on how to anchor interview programme news casting and delivery and presenting and the theoretical aspect of handling camera, the list is endless.

4.2 RECOMMENDATION TO SIWES

As matter of responsibilities the federal government to contribute, immensely to the upliftment of this programme by putting in place a considerable compensation for the student who embarked on this kind of stressful and dreary programme. The federal government has a lot of role to play in building up a brighter future (the next penetration) in order to maintain the peace and stability of the state.

Furthermore, a lot of task also lies on the school authority to the orientate and enlighten their student on the expected things they are going to face or encountering pleasantly or in the other hand when they got their various placement of works before the commencement of the programme.

4.3 CONCLUSION

I am appealing to all institution that they should get their student involve in the SIWES programme because I believe that they can be able to know more about their profession and be able to relate with people anywhere they go for their programme because it will expose them to various technical aspect of their profession which may not be privilege to undergo in the institution.