



**A TECHNICAL REPORT ON  
STUDENTS' INDUSTRIAL WORK EXPERIENCE  
SCHEME (SIWES)**

**Held At:**

**THE ESSENCE CORPORATE  
AND BUSINESS HUB**

**SHOP 14 LINE A, WESTEND MARKET 7 KWARA  
STATE POLYTECHNIC, ILORIN**

**By:**

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*Submitted To:*

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

**October to December, 2024**

## **CERTIFICATION**

This is to certify that the bearer has successfully completed the Student Industrial Work Experience (SIWES).

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Department Coordinator

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Date

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SIWES Director

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Date

## **DEDICATION**

I dedicate this report to Almighty Allah and to my wonderful  
parents

## **ACKNOWLEDGEMENT**

I owe much gratitude to Almighty God the creator of all souls, the source of all inspiration, establishment, knowledge and wisdom for having made it possible for me to get to this present stage in life. My great and profound gratitude goes to CEO and the entire staff of ESSENCE CORPORATE AND BUSINESS HUB for their readiness to give rigid support at all time. May God continue to bless and grant you abundant favor.

Am also grateful to my HOD and to all my lecturers for their moral support and words of advice

Specials thanks goes to my able parent for their moral, spiritual and financial assistance before, during and after my programme. May Almighty God grant you long life (Amen). And to my sibling, May God Grant you abundant Blessing and favour.

## **ABSTRACT**

This report is aimed at giving the introduction to what was achieved during the SIWES program which will be used to business Administration and non-business Administration student. This technical report is written to improve the standard of learning and create awareness for continuity education in tertiary institution.

The report comprises of four different chapters. Chapter one describe the introduction, chapter two describes the department\unit of the organization, chapter three involve the student involvement in the organization, chapter four is the summary, conclusion, recommendation and relevance experience gained to student.

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# CHAPTER ONE

## 1.0 INTRODUCTION

Training is a key factor in enhancing the efficiency and expertise of the workforce. No society can achieve meaningful progress without encouraging its youth to acquire necessary practical skills. Such skills enable them to make use of available resources to meet the needs of the society. It was against this background that SIWES, otherwise referred to as industrial Training was introduced to Nigeria tertiary institutions.

SIWES is a skill development programme designed to prepare students of universities, polytechnics or monotechnics and colleges of education for transition from academic environment to labour market.

The scheme had given students the opportunity of getting familiar with and expose to the experience needed in handling the tools and materials which are not provided by the institutions of study.

This report is to keep record and to serve as a proof of my completion of the training exercise which covers a period of **four months** starting from September to December, 2024

## 1.1 BRIEF HISTORY OF SIWES

**SIWES (Student Industrial Work Experience Scheme)** was established by **ITF (Industrial Trust Fund)** in 1973 to solve the problem of lack of adequate practical skills preparatory for

employment in industries by Nigerian graduates of tertiary institutions.

The Scheme exposes students to industry based skills necessary for a smooth transition from the classroom to the world of work. It affords students of tertiary institutions the opportunity of being familiarized and exposed to the needed experience in handling machinery and equipment which are usually not available in the educational institutions.

Participation in **SIWES** has become a necessary pre-condition for the award of Diploma and Degree certificates in specific disciplines in most institutions of higher learning in the country, in accordance with educational policy.

**Beneficiaries:** Undergraduate students of the following: Agriculture, Engineering, Technology, Environmental, Science, Education, Medical Science and Pure, Applied Sciences and ICT.

**Operators:** Industrial Trust Fund (ITF), the Coordinating Agencies (NUC, NCCE, NBTE), Employers of Labour and Institutions.

**Funding:** The Federal Government of Nigeria.

**Duration:** Four months for Polytechnics and Colleges of Education, and Six months for the Universities.

## **1.2 AIMS AND OBJECTIVE OF SIWES**

- (i) To provide an avenue for students in Nigerian tertiary institutions to acquire industrial skills and experience during their course of study.
- (ii) To prepare the students for the work situation they are likely to meet after graduation.
- (iii) To expose the students to work methods and techniques in handling equipment and machinery that may not be available in their institution.
- (iv) To allow the transition phase from school to the world of working environment easier and facilitate students contact for later job placement.
- (v) To provide student with an opportunity to apply their theoretical knowledge to real work situation thereby bridging the gap between theory and practice.

## **CHAPTER TWO**

### **2.0 BRIEF HISTORY OF THE ORGANIZATION (ESSENCE CORPORATE AND BUSINESS HUB)**

**ESSENCE CORPORATE AND BUSINESS HUB** was established to provide essential digital and business support services to students, professionals, and business owners. The organization is well known for its efficiency in handling online registrations, photocopying, typesetting, and other computer-related services.

The professions been taken or taught in the organization are such as ICT center, computer training institute, café generally.

### **2.1 DEPARTMENTS AND THEIR FUNCTIONS**

#### **1. Online Registration Department**

- Handles applications for JAMB, WAEC, NECO, NABTEB, and recruitment exercises.
- Assists students with school portal logins, result checking, and admission processing.
- Guides clients on how to complete government and corporate online applications.

#### **2. Typesetting and Document Processing Department**

- Engages in the formatting and editing of official, academic, and business documents.
- Ensures proper document structuring, proofreading, and printing services.

#### **3. Graphics Design and Printing Department**

- Designs business cards, flyers, posters, and customized materials for customers.

- Utilizes CorelDRAW and Adobe Photoshop for branding and marketing materials.

#### **4. Photocopying and General Business Services**

- Provides high-quality photocopying, scanning, and laminating services.
- Assists in binding and compiling large documents.

#### **5. Customer Service and Consultancy Department**

- Engages in handling customer inquiries and complaints.
- Advises clients on the best digital solutions for their needs.

## CHAPTER THREE

### MAIN WORK DONE DURING SIWES

#### 3.1 Internet Services

During my SIWES at **ESSENCE CORPORATE AND BUSINESS HUB**, one of the major tasks I handled was internet services. Many students and job seekers came to the center for help with their online registrations and result checking. My work involved guiding customers on how to access different websites, fill out forms correctly, and submit their applications without errors. I also helped them retrieve lost login details and reset passwords when necessary. This experience helped me understand how online platforms work and how to assist people who are not familiar with using the internet.

One of the most common services I provided was assisting students with the **Kwara Polytechnic portal**. Many students had issues logging in, checking their results, or making school payments. I helped them reset their passwords, check their semester results, and complete their course registration. Some students also needed assistance with printing their admission letters and payment receipts, which I was able to help with. This process required patience because some students were not familiar with how the school portal worked.

Another important task I performed was **checking WAEC, NECO, and NABTEB results** for students. Some customers bought result-checking cards but did not know how to use them. I assisted them in entering their details correctly,

checking their results, and printing them out. Sometimes, we faced network issues, which delayed the process, but I learned how to handle such problems by refreshing the system and trying again later. I also advised students on how to keep their result details safe for future use.

Apart from academic registrations, I also helped with **recruitment registrations** for different government jobs, such as the Nigeria Immigration Service, Police Force, and Civil Defence. Many job seekers found it difficult to navigate these websites and upload their documents. My job was to help them fill in their personal information, scan and upload required documents, and submit their applications successfully. I also guided them on how to check for updates on their applications. This part of my work taught me the importance of accuracy because a small mistake could lead to an applicant being disqualified.

Overall, working in the internet services section exposed me to real-life challenges that people face when using technology. I learned how to be patient with customers, solve internet-related issues, and ensure that online applications were completed successfully. It was a great experience that improved my computer skills and taught me how to assist different types of customers professionally.

### **3.2 Photocopying Services**

One of my main responsibilities was **operating the photocopying machine**. I learned how to load paper correctly, adjust the settings for different document sizes, and ensure

that copies were clear and readable. Some customers needed black-and-white copies, while others requested colored copies. I had to make sure the machine settings were adjusted properly before printing to avoid wasting paper and ink.

Another important aspect of photocopying services was **handling large-volume requests**. Some customers came with a single document to copy, while others needed multiple pages copied in bulk. I had to ensure that all copies were correctly arranged and that no pages were missing. For large jobs, I learned to be patient and work quickly to avoid keeping customers waiting too long.

Sometimes, I encountered technical issues with the photocopy machine. At times, the machine jammed, or the prints came out too light or too dark. I was taught how to fix minor problems, such as clearing paper jams, refilling toner, and cleaning the scanner glass to improve copy quality. This experience helped me understand how to troubleshoot common photocopying errors without always relying on a technician.

I also learned about customer service in photocopying. Some customers were in a hurry and needed urgent copies, while others were not familiar with how many copies they needed. I had to be polite and patient, guiding them to ensure they got exactly what they wanted. I also made sure to count the copies properly before handing them over to avoid mistakes.

### **3.4 Typesetting, Document Formatting, and a Little Graphic Design at ESSENCE CORPORATE AND BUSINESS HUB**

One of my main tasks was typing and formatting different kinds of documents. Customers brought handwritten notes, CVs, reports, and assignments that needed to be typed and printed. I used Microsoft Word to type these documents, checking for spelling mistakes and ensuring proper arrangement. Some customers wanted their work bold, underlined, or in a special font, so I had to adjust the settings to meet their needs.

I also learned about document formatting, which involves making a document look neat and professional. Some customers wanted tables, bullet points, page numbers, and proper spacing in their work. I adjusted margins, aligned text properly, and used the right font size. For school projects and business proposals, I added headings and subheadings to make them easy to read.

Another important part of my job was proofreading. After typing and formatting, I checked the document for errors before printing. Some customers made mistakes in their writing, so I had to correct grammar, spelling, and punctuation errors. This helped in producing high-quality documents that looked professional and error-free.

Aside from typesetting, I also learned basic graphic design. Customers often needed simple designs for business cards, posters, and flyers. I used CorelDRAW and Canva to create attractive designs. For example, a customer requested a poster

for a church program, and I helped in selecting the right colors, fonts, and images to make it stand out.

I also worked on document resizing and layout adjustments. Some customers needed their documents resized to fit a specific paper size before printing. For example, some wanted A4, A3, or half-page prints. I learned how to adjust layouts to ensure that the printed document came out correctly without cutting off any important details.

### **3.5 Customer Service**

One of the key things I learned was how to communicate with customers politely and professionally. Some customers were in a hurry, while others needed help understanding how certain services worked. I had to explain things in a simple way, answer their questions, and sometimes guide them step by step. Being patient and respectful helped me build good relationships with customers and made them feel comfortable.

I also handled customer complaints and challenges. Sometimes, the photocopier machine would jam, or an online registration process would fail due to a network issue. Some customers would get angry or frustrated. I learned how to stay calm, apologize when necessary, and find quick solutions. If the problem was beyond my control, I would call my supervisor for assistance. This experience taught me how to handle pressure and difficult situations.

Another important part of customer service is keeping the workspace organized and making sure customers are attended

to on time. I made sure that files, printed documents, and registration forms were arranged properly so that we could find them easily. I also learned to manage time well so that no customer had to wait too long before getting their service.

## **CHAPTER FOUR**

### **4.1 PROBLEMS ENCOUNTERED DURING THE PROGRAM**

During my SIWES training at ESSENCE CORPORATE AND BUSINESS HUB, I encountered several challenges that affected my workflow and learning experience. These problems can be categorized into the following areas:

1. **Time Management and Workload Pressure:** On busy days, I had to multitask between typesetting, printing, photocopying, and online registration, leading to occasional delays and errors. Learning to prioritize tasks and stay organized helped me manage workload effectively.
2. **Learning New Software and Skills:** Adapting to new programs such as CorelDRAW and Adobe Photoshop for basic graphic design was initially challenging. However, continuous practice and guidance from my supervisor helped me improve my proficiency.
3. **Unstable Power Supply:** Power outages disrupted printing, photocopying, and internet-related tasks, causing delays in service delivery. At times, customers had to wait for electricity restoration or the use of alternative power sources.
4. **Lack of Transport Fare:** Due to the lack of transport fare, there are limited days to go for training.

## **4.2 CONCLUSION**

My SIWES experience at ESSENCE CORPORATE AND BUSINESS HUB was highly beneficial. It provided me with practical knowledge in online registrations, document processing, customer relations, and the use of digital tools in a business environment. The training helped me develop technical and interpersonal skills that are crucial for a successful career in business administration

## **4.3 RECOMMENDATION**

Although SIWES undergone did achieve quite a lot of its stated objectives, nevertheless, the following recommendations are suggested to improve the qualitative context of the programme:

- i. Participation of private corporate organization to minimize the problem of low funding as recently complained by the director of ITF and payment of befitting student allowance to assist in student's finances during the period of training should be done on monthly basis and promptly.
- ii. Participation of various professional, regulatory and statutory bodies such as CPN, NCS in the supervision of students.
- iii. Sending students specifically to establishment where the stipulated aims and objectives of SIWES would be achieved.

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