



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

Held At:

LEGIT VENTURES

OFF AFON JUNCTION, GANMO, KWARA STATE

By:

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Submitted To:

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**IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF
NATIONAL DIPLOMA (ND) IN PROCUREMENT AND SUPPLY CHAIN
MANAGEMENT**

September to December, 2024

CERTIFICATION

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

Department Coordinator

Date

SIWES Director

Date

DEDICATION

I dedicate this report to Almighty God 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.

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.

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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 October 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 OVERVIEW OF THE ORGANIZATION (LEGIT VENTURE)

LEGIT VENTURES is a trusted and customer-focused technology retail and service center located in the heart of Ilorin. Renowned for delivering exceptional quality, innovation, and professionalism, we have built a reputation as the go-to destination for all things gadgets and technology in the region. Our mission is to connect individuals and businesses with cutting-edge technology solutions that enhance productivity and lifestyle.

Our Services

At LEGIT VENTURES, we take pride in offering a wide range of products and services designed to meet the diverse needs of our customers:

- **Sales of Premium Gadgets:** We provide a broad selection of top-quality smartphones, laptops, tablets, smartwatches, gaming devices, and accessories from leading global brands.
- **Repairs and Maintenance:** Our team of certified technicians ensures your gadgets remain in perfect working condition. From screen repairs to battery replacements, we handle all technical issues with precision and expertise.
- **Gadget Customization:** Personalize your devices with our customization services, including unique casings, engraving, and tailored software solutions.

- **Trade-in and Upgrade Services:** Exchange your old gadgets for new ones through our seamless trade-in program and enjoy the latest technology at an affordable cost.
- **Computer and Internet Services:** We provide also internet services to our beloved customers, helping with online registrations, printing and other services.
- **Consultation and Support:** Need help selecting the best gadgets for your needs? Our knowledgeable staff offers personalized consultations to guide your purchasing decisions.
- **After-Sales Services:** We prioritize customer satisfaction by providing reliable warranties, support, and ongoing assistance even after your purchase.

Our Vision

To become the foremost hub for advanced technology and exceptional service delivery in Ilorin and beyond.

Our Core Values

- **Customer-Centricity:** We place our customers at the heart of all we do.
- **Innovation:** Continuously staying ahead by offering the latest technology.
- **Integrity:** Building trust through honest and transparent transactions.
- **Excellence:** Striving for perfection in every product and service.

To ensure efficiency and excellent service delivery, Legit Ventures operates with a well-defined organizational structure consisting of multiple departments. Below is an overview of our structure:

At Legit Ventures, we don't just sell gadgets; we create experiences that inspire and empower our customers to achieve more.

2.1 BENEFIT DERIVED FROM SIWES PROGRAMME

The experience, knowledge, skills and exposure acquired during the period of attachment in the industrial exercise cannot be over emphasized. I was exposed to certain areas in my course of study, such as:

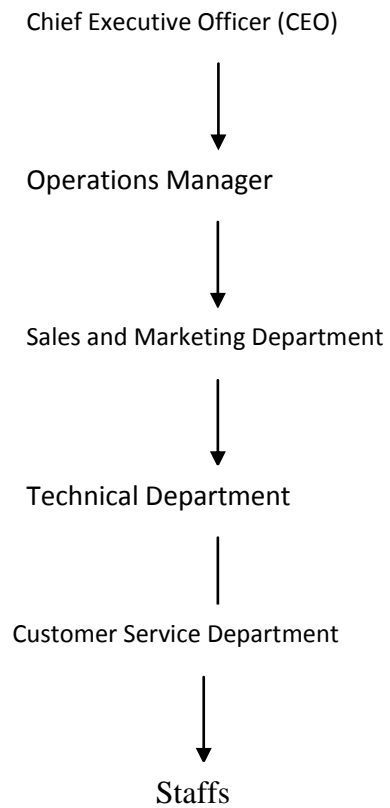
1. **Skill Development:** Students acquire practical skills and competencies that are essential for their professional growth.
2. **Industry Exposure:** The program provides students with firsthand experience of industrial operations, processes, and technologies.
3. **Networking Opportunities:** Students interact with professionals in their field, building valuable connections for future career prospects.
4. **Enhanced Employability:** Employers prefer candidates with practical experience, making SIWES participants more competitive in the job market.
5. **Improved Academic Performance:** The application of theoretical knowledge in real-world scenarios enhances students' understanding of their coursework.
6. **Contribution to National Development:** By producing a skilled workforce, SIWES contributes to the economic and technological advancement of the nation.

2.2 PRECAUTION TAKEN IN THE MALL

During my SIWES attachment at the mall, several precautions were taken to ensure safety, efficiency, and compliance with operational standards. These precautions included:

1. **Safety Measures:** Regular safety briefings and the use of personal protective equipment (PPE) were enforced to prevent accidents.
2. **Security Protocols:** Strict access control measures were implemented to safeguard the mall's assets and ensure the safety of customers and staff.
3. **Health Guidelines:** Compliance with health regulations, such as maintaining cleanliness and adhering to COVID-19 protocols, was prioritized.
4. **Operational Standards:** Standard operating procedures (SOPs) were followed to ensure smooth and efficient operations.
5. **Customer Service Training:** Staff were trained to handle customer inquiries and complaints professionally, ensuring a positive shopping experience.

2.3 ORGANIZATIONAL CHART OF THE COMPANY



CHAPTER THREE

DUTIES AND SKILLS LEARNT

3.1 ORIENTATION AND INDUCTION

Upon joining **LEGIT VENTURES**, I was given an orientation about the company's operations, policies, and customer service standards. I was introduced to my colleagues and briefed on my primary responsibilities as a sales girl.

3.2 KEY RESPONSIBILITIES

During my time at LEGIT VEVTURE, I performed the following duties:

1. Customer Service

- Assisted customers in locating and selecting products.
- Answered inquiries about product availability and usage.
- Provided excellent service to ensure customer satisfaction.
- Built strong relationships with regular customers by addressing their specific needs and preferences.

2. Sales and Cash Handling

- Operated the cash register to process sales transactions efficiently.
- Issued receipts and managed cash inflows and outflows accurately.
- Balanced the cash register at the end of each shift to ensure accuracy in financial transactions.

3. Inventory Management

- Restocked shelves with products and ensured proper labeling.
- Conducted inventory checks to maintain stock levels and prevent shortages.
- Monitored product expiration dates and removed expired items from shelves.

- Reported stock shortages or surpluses to the supervisor for timely replenishment.

4. Store Maintenance

- Ensured the store was clean, organized, and visually appealing at all times.
- Created attractive product displays to enhance customer experience and boost sales.
- Maintained a hygienic environment by cleaning surfaces, organizing shelves, and ensuring proper waste disposal.

5. Budgeting and Forecasting

- Assisted in budget preparation monitoring expenses and forecasting of future financial performance.

6. Product Promotion and Marketing

- Educated customers about ongoing promotions, discounts, and new product arrivals.
- Encouraged customers to explore complementary products, enhancing their shopping experience.
- Supported promotional events by distributing flyers and offering samples to customers.

7. Administrative Support

- Maintained accurate records of daily sales and inventory updates.
- Assisted in preparing weekly reports on sales trends and stock movement.
- Supported the management team by handling minor administrative tasks, such as filing and data entry.
- Supervision of other staffs by ensuring accurate and financial procedures.

8. Conflict Resolution

- Addressed customer complaints and resolved minor issues promptly.

➤ Referred complex matters to the supervisor while maintaining a professional demeanor.

3.3 SKILLS ACQUIRED

- Learnt how to input data into system
- Was taught how to take stock and stock control
- Developed organizational and time-management abilities.
- Acquired basic knowledge of project management.
- Improved problem-solving skills by addressing customer concerns effectively.
- Strengthened teamwork and collaboration through consistent interaction with colleagues.
- Gained experience in marketing strategies and promotional activities.

CHAPTER FOUR

4.0 CHALLENGES AND SOLUTIONS

4.1 Challenges Faced

1. **Learning Curve:** Initially, it was challenging to remember the names, uses, and categories of the numerous pharmaceutical products available in the store. Customers often asked for specific medications, which required familiarity with the inventory.
2. **Demanding Work Environment:** The store frequently experienced high customer traffic, especially during peak hours. This often resulted in long queues and increased pressure to deliver fast and accurate service.
3. **Inventory Management:** Keeping track of stock levels was a meticulous and time-consuming task. Ensuring that products were correctly labeled, restocked, and accounted for required constant attention and coordination.
4. **Handling Customer Complaints:** On several occasions, customers expressed dissatisfaction due to unavailability of specific products or perceived delays in service. Addressing these concerns while maintaining professionalism was sometimes difficult.
5. **Adapting to Multitasking:** Balancing responsibilities such as attending to customers, processing transactions, and organizing inventory simultaneously was initially overwhelming.

4.2 Solutions Implemented

1. Learning Curve:

- I attended regular briefings conducted by the pharmacists and supervisors to understand the product range better.
- Took notes and created a quick-reference guide for commonly requested items and their locations in the store.
- Asked questions and sought clarification whenever I was uncertain about product details.

2. Demanding Work Environment:

- Developed time-management skills by prioritizing tasks and focusing on efficiency.
- Worked collaboratively with colleagues to share the workload during peak hours.
- Maintained a calm and professional demeanor to ensure quality service despite the pressure.

3. Inventory Management:

- Adopted a systematic approach by creating checklists for restocking and verifying stock levels.
- Utilized the store's inventory management software to track and report shortages promptly.

- Worked closely with the supervisor to streamline the process of ordering and replenishing stock.

4. Handling Customer Complaints:

- Actively listened to customers' concerns and empathized with their frustrations.
- Offered alternatives or substitutes when specific products were unavailable.
- Escalated unresolved issues to the supervisor to ensure satisfactory resolution.

5. Adapting to Multitasking:

- Practiced dividing tasks into manageable steps to improve focus and efficiency.
- Leveraged teamwork by delegating specific responsibilities to colleagues when appropriate.
- Gradually built confidence through consistent practice and feedback from supervisors.

CHAPTER FIVE

5.1 CONCLUSION

The student industrial work experience scheme (SIWES) helps students to expand their knowledge and experience in their field of study. It will also help student whenever they come across it in future career.

5.2 RECOMMENDATION

Based on my experience during the SIWES program, I recommend the following:

- ☐ Increased Collaboration Between Institutions and Industries: Educational institutions should strengthen their partnerships with industries to ensure that students are exposed to the latest trends and technologies in their fields.
- ☐ Extended Duration of SIWES: Extending the duration of the program would allow students to gain deeper insights and more hands-on experience in their chosen fields.
- ☐ Regular Monitoring and Evaluation: Supervisors from both the institution and the industry should conduct regular monitoring and evaluation to ensure that students are meeting their learning objectives.
- ☐ Provision of Resources: Organizations should provide students with the necessary resources, such as access to software and equipment, to enhance their learning experience.

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