



A TECHNICAL REPORT
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME
(SIWES)

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DEDICATION

I dedicate this technical report to the Almighty Allah, the giver of knowledge, the beneficent and the merciful for his protection and provision throughout this SIWES programme.

ACKNOWLEDGEMENT

I'm using this opportunity to express my profound gratitude and deep regards to the creator of heaven and earth, the one who knows the beginning and the end, the Almighty Allah and also to my guardian (MR & MRS. GARUBA), and to all those who has helped me during my SIWES programme. The blessings, help and guidance given by them, time to time has carry me so this far and shall carry on the journey of life on which I am about to embark. I 'm using this opportunity to express a deep sense of gratitude to compliment my mentors for their cordial support valuable information and guidance which helped me in completing my SIWES through various stages.

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TABLE OF CONTENT

Title page	i
Table of content	ii
Dedication	iii
Acknowledgements	iv

TABLE OF CONTENTS

CHAPTER ONE

1.1 Introduction of SIWES	1
1.2 History of SIWES	2
1.3 Objectives of SIWES	3
1.4 Objectives of Establishment	4

CHAPTER TWO

2.1. Benefit derived from SIWES programme	5
2.2 Overview of the company	6
2.3 Precaution taken in the store	6
2.3. Introduction to the apparatus and equipment	6
2.4 Organizational Chart of the store	14

CHAPTER THREE

3.1 Overview of business administration process	17
3.2 Supply chain management in the store	17
3.3 Roles and responsibilities during siwes	18
3.4 Skill acquired	18
3.4 Challenges and solutions	18

CHAPTER FOUR

4.1 Conclusion	19
4.2 Recommendation	19

REFERENCE

CHAPTER ONE

1.1 INTRODUCTION TO STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME

The student's industrial work experience scheme (SIWES) is a skill training programme designed to expose and prepare students of Universities, Polytechnics, Colleges of Technology\Colleges of Agriculture and Colleges of Education for industrial work situations they are likely to meet after graduation. The scheme also affords students the opportunity of familiarizing and exposing themselves to the needed experience in handling equipment and machinery that are usually not available in the institutions. It is a cooperative industrial internship program that involves institutions of higher learning, industries, the Federal Government of Nigeria, Industrial Training Fund (ITF), and Nigerian Universities Commission (NUC).

The student's industrial work experience scheme (SIWES) was initiated in 1973 by the industrial training fund (ITF). This is in response to the mandate given to the ITF, through decree 47 of 1971, charging it with the responsibility of promoting and encouraging the acquisition of skills in industry and commerce with the view to generating a pool of trained indigenous manpower sufficient to meet the needs of the economy. SIWES has come to be recognized as the major avenue of bridging the gap between the theory acquired by student of tertiary institutions and to the various professions and disciplines essential to the technological and economic development of Nigeria. The scheme has, over the years contributed immensely to the personal development and motivation of students to be able to understand the important connection between the taught and learnt content of their academic programs and what knowledge and skills will be expected of them in professional practice after graduation.

More so, SIWES is a program designed by ITF to prepare students for the challenges they will face in their respective fields when they become part of the nation's workforce. Furthermore, ITF through SIWES, aims at ensuring that Universities and Polytechnics do

not produce “half-baked graduates” that will not be useful industrially because of their inability to relate the theoretical knowledge acquired to the necessary industrial practice.

Over the years, SIWES has contributed immensely to building the common pool of technical and allied skills available to the Nigerian Economy which is needed for the nation’s industrial development. These contributions and achievements have been possible because of regular innovations and improvements in the modalities employed for the management of the scheme. In view of acquired industrial skill, the Federal University of Agriculture, Abeokuta (FUNAAB) has made it compulsory for all students to undergo the Students Industrial Work Experience Scheme (SIWES). Therefore, Universities and Polytechnics now produce graduates with a great wealth of experience.

1.2 HISTORY OF SIWES

The SIWES program was introduced in Nigeria in 1973 by the Industrial Training Fund (ITF) to address the growing concern about the lack of practical skills among graduates. The scheme was created in collaboration with the Nigerian Universities Commission (NUC), the National Board for Technical Education (NBTE), and the National Commission for Colleges of Education (NCCE). Over the years, SIWES has evolved to become a critical component of tertiary education in Nigeria, ensuring that students are well-prepared for the demands of the labor market.

The Students’ Industrial Work Experience Scheme (SIWES) was initiated in 1973 by the Federal Government of Nigeria under the Industrial Training Fund (ITF) to bridge the gap between theory and practice among products of our tertiary Institutions. It was designed to provide practical training that will expose and prepare students of Universities, Polytechnics, and Colleges of Education for work situation they are likely to meet after graduation.

Before the establishment of the scheme, there was a growing concern among the industrialists that graduates of institutions of higher learning lacked adequate practical background studies preparatory for employment in industries. Thus the employers were of the opinion that the theoretical education going on in higher institutions was not responsive to the needs of the employers of labour.

As a result of the increasing number of students' enrolment in higher institutions of learning, the administration of this function of funding the scheme became enormous, hence ITF withdrew from the scheme in 1978 and was taken over by the Federal Government and handed to National Universities commission (NUC), National Board for Technical Education (NBTE) and National Commission for Colleges of Education (NCCE). In 1984, the Federal Government reverted back to ITF which took over the scheme officially in 1985 with funding provided by the Federal Government

1.3 OBJECTIVES OF STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME

- To provide an avenue for students in the university to acquire industrial skills and experience in their course of study..
- To expose students to the practical aspect of their discipline, thereby enhance creativity and skills in them.
- To teach students the techniques and methods of working with facilities and equipments that may not be available within the walls of an educational institution.
- To make students learn how to manage work environment and increase their interactive skills with colleagues, subordinates, superiors and clients.
- To provide students with an opportunity to apply their knowledge in real work situation, thereby bridging the gap between theory and practice.

1.4. OBJECTIVES OF ESTABLISHMENT

The establishment of SIWES was driven by the need to:

- Address the gap between academic training and industry requirements.
- Produce graduates who are not only theoretically sound but also practically competent.
- Promote collaboration between educational institutions and industries.
- Enhance the quality of education by integrating practical training into the curriculum.
- Contribute to national development by producing a skilled workforce capable of driving innovation and economic growth.
- To maintain good relationship with patients, relations and the community through health education.
- To carry out diagnosis and intervention.
- To provide training for students.
- To maintain sufficient hospital supply of equipment and promote their utilization and maintenance.

CHAPTER TWO

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 OVERVIEW OF THE COMPANY

History of Icon Concept Technology

Icon Concept Technology was established with the aim of providing a unique blend of hospitality and technology services. Over the years, it has grown to become a popular destination for students, professionals, and tech enthusiasts.

2.3 PRECAUTIONARY MEASURES IN THE STORE

To ensure smooth operations, the store implemented the following precautions:

- Regular maintenance of equipment to prevent breakdowns and ensure customer satisfaction.
- Implementation of strict inventory control measures.
- Ensuring compliance with safety regulations to protect both employees and customers.
- Use of surveillance systems to prevent theft and ensure security within the organization.
- Adherence to health and safety protocols.

2.3 INTRODUCTION TO APPARATUS AND EQUIPMENT

In a cyber cafe, the apparatus and equipment used are primarily focused on providing internet services, computer access, and related amenities to customers. Below is a list of common apparatus and their functions in a cyber cafe:

1. COMPUTERS AND LAPTOPS

Function: Provide customers with access to the internet, software applications, and other digital services.

Importance: The core equipment of a cyber cafe, enabling users to browse, work, or play games.



Desktop computer



Laptop

2. INTERNET ROUTERS AND MODEMS

Function: Facilitate internet connectivity for all devices in the cafe.

Importance: Ensures stable and high-speed internet access for customers.



3. NETWORK SWITCHES

Function: Connect multiple computers and devices within a local area network (LAN).

Importance: Enables seamless communication and resource sharing between devices.



4. PRINTERS AND SCANNERS

Printers:

Function: Allow customers to print documents, photos, or other materials.

Importance: Provides additional services that generate revenue.

Scanners:

Function: Enable customers to digitize physical documents.

Importance: Adds value to the services offered by the cyber cafe.



5. UNINTERRUPTIBLE POWER SUPPLY (UPS)

Function: Provides backup power during electrical outages.

Importance: Protects computers and other equipment from damage due to sudden power loss.



6. AIR CONDITIONING AND COOLING SYSTEMS

Function: Maintain a comfortable temperature in the cafe.

Importance: Prevents overheating of equipment and ensures a pleasant environment for customers.



7. SECURITY SYSTEMS

CCTV Cameras:

Function: Monitor the premises for security purposes.

Importance: Deters theft and ensures the safety of customers and equipment.

Biometric or Card Access Systems:

Function: Restrict access to certain areas (e.g., server rooms).

Importance: Enhances security and prevents unauthorized access.



8. POINT OF SALE (POS) SYSTEMS

Function: Used for billing and managing customer payments.

Importance: Streamlines transactions and tracks revenue.



9. HEADSETS AND MICROPHONES

Function: Provide audio input and output for customers using computers.

Importance: Essential for video calls, or listening to audio content.



10. WEBCAMS

Function: Enable video calls and conferencing.

Importance: Adds value to the services offered, especially for remote workers or students.



12. SOFTWARE AND APPLICATIONS

Antivirus Software:

Function: Protects computers from malware and viruses.

Importance: Ensures the safety and security of customer data.

Billing Software:

Function: Tracks usage time and calculates charges.

Importance: Simplifies the billing process and reduces errors.

Gaming Software:

Function: Provides access to popular games.

Importance: Attracts customers and increases revenue.

13. FURNITURE AND WORKSTATIONS

Function: Provide comfortable seating and workspace for customers.

Importance: Enhances the overall customer experience.

14. BACKUP STORAGE DEVICES

External Hard Drives or NAS (Network Attached Storage):

Function: Store backups of important data and software.

Importance: Prevents data loss and ensures business continuity.



15. FIRE SAFETY EQUIPMENT

Fire Extinguishers:

Function: Used to extinguish fires.

Importance: Ensures the safety of customers and equipment.

Smoke Detectors:

Function: Detect smoke and alert occupants of potential fire hazards.

Importance: Provides early warning in case of fire.



16. CUSTOMER FEEDBACK SYSTEMS

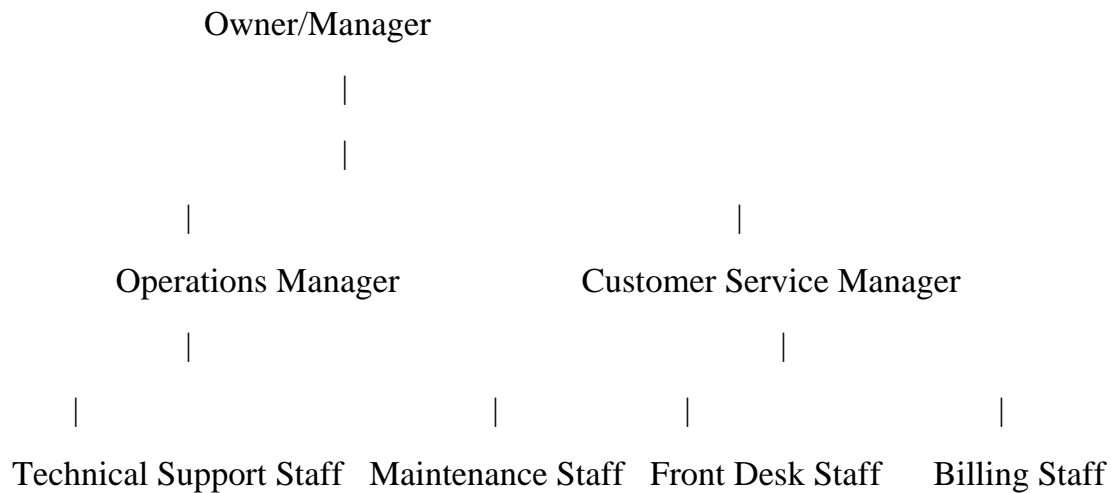
Feedback Kiosks or Tablets:

Function: Allow customers to provide feedback on services.

Importance: Helps improve service quality and customer satisfaction.

The apparatus used in a cyber cafe are essential for delivering high-quality services to customers. From computers and internet equipment to security systems and gaming accessories, each tool plays a critical role in ensuring smooth operations and customer satisfaction. Proper maintenance and utilization of these tools are key to the success of a cyber cafe.

ORGANIZATIONAL CHART OF THE ORGANIZATION



ROLES AND RESPONSIBILITIES

1. Owner/Manager

Role: Oversees the overall operations of the cyber cafe.

Responsibilities:

Strategic planning and decision-making.

Financial management and budgeting.

Ensuring customer satisfaction and business growth.

2. Operations Manager

Role: Manages day-to-day operations and technical aspects of the cafe.

Responsibilities:

- Supervising technical support and maintenance staff.
- Ensuring all equipment is functioning properly.
- Managing internet connectivity and network systems.

3. Customer Service Manager

Role: Ensures a positive customer experience.

Responsibilities:

- Supervising front desk and billing staff.
- Handling customer complaints and feedback.
- Training staff on customer service best practices.

4. Technical Support Staff

Role: Provides technical assistance to customers and maintains computer systems.

Responsibilities:

- Troubleshooting hardware and software issues.
- Installing and updating software.
- Ensuring internet connectivity is stable.

5. Maintenance Staff

Role: Ensures the cafe's equipment and facilities are in good condition.

Responsibilities:

- Regular cleaning and maintenance of computers and peripherals.
- Repairing faulty equipment.
- Managing inventory of spare parts and supplies.

6. Front Desk Staff

Role: Handles customer interactions and manages the front desk.

Responsibilities:

Greeting customers and managing bookings.

Assisting customers with login and usage instructions.

Providing information about services and pricing.

7. Billing Staff

Role: Manages billing and payment processes.

Responsibilities:

- Calculating usage charges and generating bills.
- Processing payments and issuing receipts.
- Maintaining accurate records of transactions.

Key Relationships

The Owner/Manager oversees both the Operations Manager and Customer Service Manager, ensuring smooth coordination between technical operations and customer service.

The Operations Manager works closely with Technical Support Staff and Maintenance Staff to ensure all equipment is functional and the network is stable.

The Customer Service Manager collaborates with Front Desk Staff and Billing Staff to ensure a seamless customer experience.

CHAPTER THREE

3.1 OVERVIEW OF BUSINESS ADMINISTRATION PROCESSES

Business administration in the process includes:

Identifying Needs: Determining the materials and supplies required for daily operations.

Supplier Sourcing: Identifying and evaluating potential suppliers.

Negotiation: Negotiating prices, terms, and delivery schedules.

Purchase Order Issuance: Formalizing the agreement with suppliers.

Delivery and Inspection: Receiving and inspecting goods to ensure quality and quantity.

Payment Processing: Settling invoices and maintaining records.

3.2 SUPPLY CHAIN MANAGEMENT

The supply chain management process ensures the timely delivery of goods and services.

Key activities include:

- Demand forecasting
- Inventory management
- Logistics and distribution
- Supplier relationship management

Inventory Management

Effective inventory management is critical to minimizing waste and ensuring the availability of supplies. Techniques used include:

- Just-in-Time (JIT) inventory system
- First-In-First-Out (FIFO) method
- Regular stock audits

Vendor Management

Maintaining strong relationships with vendors is essential for securing favorable terms and ensuring reliable supply. Key activities include:

- Vendor performance evaluation
- Regular communication and feedback
- Contract management

ROLES AND RESPONSIBILITIES DURING SIWES

During my SIWES program, I was actively involved in the following activities:

Monitoring inventory levels and placing orders when necessary.

Liaising with vendors to ensure timely delivery of goods.

Maintaining accurate records of business administration and inventory activities.

Participating in stock audits and reporting discrepancies.

SKILLS ACQUIRED

Through my SIWES program, I acquired the following skills:

- **Business administration Skills:** Understanding the business administration process and vendor management.
- **Supply Chain Management Skills:** Learning how to manage inventory and logistics.
- **Communication and Negotiation Skills:** Interacting with vendors and team members effectively.
- **Problem-Solving Skills:** Addressing challenges such as stock shortages and delivery delays.

CHALLENGES AND SOLUTIONS

Challenges Encountered

- **Stock Shortages:** Occasional shortages of high-demand items.
- **Vendor Delays:** Delays in the delivery of supplies.
- **Record-Keeping Errors:** Inaccuracies in inventory records.

Solutions Implemented

- **Stock Shortages:** Improved demand forecasting and maintaining safety stock levels.
- **Vendor Delays:** Establishing relationships with multiple vendors to ensure backup supply.
- **Record-Keeping Errors:** Implementing a digital inventory management system.

CHAPTER FOUR

4.1 CONCLUSION

The SIWES program at Icon Concept Technology provided me with invaluable practical experience in business administration. I gained a deeper understanding of the processes involved in ensuring the smooth operation of a cafe and developed essential skills that will be beneficial in my future career.

I was able to apply the theoretical knowledge gained in the classroom to real-world scenarios. The program enhanced my understanding of business processes, inventory management, supplier relationship management, logistics, and compliance. It also equipped me with essential skills such as problem-solving, communication, and teamwork, which are critical for success in the business administration.

Overall, the SIWES program was a transformative experience that prepared me for the challenges of the professional world. I am confident that the skills and knowledge I acquired during this program will significantly contribute to my career growth and development.

RECOMMENDATIONS

- **Adoption of Technology:** Implementing advanced inventory management software to streamline operations.
- **Vendor Diversification:** Establishing relationships with more vendors to reduce dependency on a single supplier.
- **Staff Training:** Regular training programs for staff on business administration and inventory management best practices.

REFERENCE

Icon Concept Technology Operational Manual Internal document provided by Icon
Concept Technology during the SIWES program.

SIWES Handbook Published by the Industrial Training Fund (ITF) or your institution.