



A TECHNICAL REPORT

ON

STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

UNDERTAKEN AT

TFK FLLING STATION, OKE-OYI

BY

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CHAPTER ONE

1.0 INTRODUCTION

The industrial training scheme is a periodical training for students in Nigeria tertiary institutions which exposes them to practical knowledge for what is been studied in their various lecture rooms. It is a compulsory standard in the university curriculum which bridges the gap between the lecture room theoretical learning and the practical application of this knowledge gained.

It focuses on exposing students to styles and equipments, professional works mentored and ways of safeguarding work areas, workers, industrial and organizational activities. It is founded by federal government of Nigeria and jointly coordinated by the Industrial Training Fund (I.T.F) and National University Commission (NUC)

1.1. MEANING OF SIWES

SIWES stands for Student Industrial Working Experience Scheme. The Student Industrial Working Experience Scheme (SIWES) is a planned and supervised training intervention based on stated, specific learning and career objectives geared towards developing the occupational competencies of the participants. It is a program required to be undertaken by all students of tertiary institutions in Nigeria pursuing courses in “specialized engineering, technical business, applied science and applied arts.”

The federal government on 8th October 1971 established the industrial training (ITF) in order to acquaint students on industrial method. SIWES which is a subsidiary was initiated to improve the students’ technical abilities to expose them to industrial culture thereby getting acquainted with the role to play towards the

technological advancement of the nation. It creates an avenue on environment in which the students are being exposed to areas of their various disciplines which enhances their mental and creative minds in the aspects of technology and development. It creates an avenue on environment in which the students are being exposed to areas of their various disciplines which enhances their mental and creative minds in the aspects of technology and development. It is therefore to carry out throughout their stay in the higher institution.

1.2 PURPOSE OF SIWES

The Students Industrial Work Experience Scheme (SIWES) is the accepted skills training program, which forms part of the approved minimum academic standards in the various degree programs for all the Nigerian Universities. It is an effort to bridge the gap existing between theory and practice of engineering and technology, science, agriculture, media, management and other professional educational programs in the Nigerian tertiary institutions. It is aimed at exposing students to machines and equipment, professional work methods and ways of safe-guarding the work areas and workers in industries and other organization.

1.3 OBJECTIVES OF SIWES

Specially, the objectives of the Student's Industrial Work Experience Scheme are to;

- i. Prepare students for the work situation they are likely to meet after graduation.
- ii. Provides an avenue for students in the Nigeria Universities to acquire industrial skills and experience in their course of study.
- iii. To make transition from the university to the world of work and thus enhancing students contacts for better job placements.

- iv. Enlist and strengthen employers' involvement in the entire educational process of preparing university graduates for employment in industry.
- v. Provides students with an opportunity to apply their theoretical knowledge in real work situation, thereby bridging the gap between university work and actual practices; and expose students to work methods and techniques in handling equipment and machinery that may not be available in the Universities.

CHAPTER TWO

2.1. TFK

HISTORY OF TFK FILLING STATION

TFK Filling Station, located in Oke-Oyi, Ilorin, has grown to become a prominent fuel distribution outlet serving residents, businesses, and travelers in the region. Established with the vision of providing high-quality petroleum products and reliable customer service, the station has witnessed remarkable growth and transformation since its inception. This historical overview explores the origins, development, and impact of TFK Filling Station in Oke-Oyi, Ilorin.

The establishment of TFK Filling Station when it was founded, identified a growing need for a reliable fuel supply point in Oke-Oyi, Ilorin. At the time, the area lacked sufficient filling stations to cater to the increasing number of motorists and businesses reliant on petroleum products.

With a strategic location along a key transport route, TFK Filling Station was set up to bridge the gap by providing petrol, diesel, and lubricants to the community. The station initially operated with a modest setup, featuring a few dispensing pumps and a small service area. Despite its humble beginnings, TFK Filling Station quickly gained recognition for its quality service and commitment to meeting the fuel needs of customers.

As demand for fuel and related services increased in Ilorin and its environs, TFK Filling Station responded by expanding its operations. Over the years, the station upgraded its infrastructure, adding more fuel dispensers, storage tanks, and a larger service area to accommodate more customers.

In addition to retailing petroleum products, TFK Filling Station diversified its offerings by introducing a mini-mart, car wash, and mechanic services, ensuring a comprehensive service experience for customers. This expansion played a significant role in cementing its reputation as a trusted and reliable service provider in the region.

Like any business, TFK Filling Station has faced its share of challenges over the years. Fluctuations in fuel prices, economic downturns, and supply chain disruptions have impacted operations at different times. However, the station has consistently demonstrated resilience by adapting to market dynamics and maintaining a steady fuel supply to customers.

2.2 OBJECTIVES

- **Quality Service Delivery:** To provide high-quality petroleum products and exceptional customer service.
- **Safety and Compliance:** To adhere strictly to safety regulations and environmental guidelines in all operations.
- **Efficiency and Innovation:** To implement modern fueling technology and automated payment systems for enhanced efficiency.
- **Community Support:** To contribute to the local economy by creating employment opportunities and supporting community initiatives.
- **Sustainability:** To adopt eco-friendly practices and explore alternative energy solutions for a greener future.
- **Customer Satisfaction:** To ensure a seamless and satisfactory experience for all customers through reliable service and prompt assistance.

- **Operational Excellence:** To maintain high standards in infrastructure, fuel quality, and staff training for optimal performance.

2.3 FUNCTIONS/ DUTIES

- **Fuel Distribution:** Supplying premium quality petrol, diesel, and lubricants to customers efficiently.
- **Customer Assistance:** Providing excellent customer service and resolving inquiries or complaints professionally.
- **Infrastructure Maintenance:** Ensuring that fuel dispensers, storage tanks, and service areas are well-maintained and functional.
- **Safety Management:** Implementing strict safety protocols, including fire prevention measures and emergency response strategies.
- **Employee Training and Development:** Providing continuous training for staff to enhance their knowledge and performance.
- **Regulatory Compliance:** Adhering to government policies, industry regulations, and safety standards.
- **Financial Management:** Ensuring proper pricing, inventory control, and financial accountability in all transactions.
- **Environmental Responsibility:** Promoting sustainable practices and reducing the environmental impact of operations.
- **Customer Loyalty Programs:** Offering incentives, promotions, and discounts to retain and attract customers.

- **Community Engagement:** Participating in local events, sponsoring initiatives, and supporting charitable causes to strengthen community relations.

2.4 SECTIONS AND UNITS

Here are some common sections or units that you will find in HighQ Solid Academy:

- **Fuel Dispensing Unit:** Provides petrol, diesel, and other fuel products to customers efficiently.
- **Customer Service Unit:** Handles customer inquiries, complaints, and ensures quality service delivery.
- **Lubrication and Maintenance Unit:** Offers vehicle servicing, oil changes, and engine maintenance.
- **Mini-Mart Section:** A convenience store that sells snacks, beverages, and essential car accessories.
- **Safety and Compliance Unit:** Ensures adherence to safety regulations and environmental policies.
- **Financial and Accounts Unit:** Manages transactions, pricing, and financial operations.
- **Security Unit:** Safeguards the premises, customers, and staff through surveillance and monitoring.

CHAPTER THREE

3.1 OUTLINE OF WORK DONE

During my period of training at TFK Filling Station, Oke-Oyi, Ilorin, I was assigned to various operational units within the station and introduced to my supervisor. I received an orientation on the station's operational structure, safety protocols, and the fundamental principles of fuel dispensing and customer service.

From the Fuel Dispensing Unit, I learned the core aspects of handling fuel pumps, dispensing fuel accurately, and maintaining proper documentation of daily sales. I gained insights into the importance of ensuring accurate meter readings and handling cash transactions efficiently. This included understanding the pricing system, verifying pump calibration, and maintaining records of fuel inventory.

I also acquired knowledge about customer service techniques, such as effective communication with customers, addressing complaints professionally, and ensuring a seamless fueling experience. I became familiar with the importance of creating a customer-friendly environment by offering prompt and courteous service while adhering to safety regulations.

In the Administrative Support Unit, I learned about inventory management, such as monitoring fuel stock levels, recording daily transactions, and maintaining accurate financial records. This experience emphasized the significance of accountability and transparency in handling financial transactions. The training also exposed me to cash handling and reconciliation techniques, where I learned how to balance sales records, manage receipts, and report discrepancies.

Additionally, I gained experience in safety and environmental compliance, where I was trained on fire prevention measures, emergency response procedures, and

adherence to regulatory standards. I learned how to handle fuel spills, use fire extinguishers, and implement safety checks to prevent hazards.

In the Maintenance and Equipment Handling Unit, I was introduced to the technical aspects of filling station operations. I learned how to inspect fuel pumps for efficiency, identify minor faults, and report major mechanical issues for professional servicing. I also became familiar with routine maintenance practices such as checking underground storage tanks, ensuring proper ventilation, and keeping the station premises clean and hazard-free.

The experience at TFK Filling Station helped me develop teamwork and problem-solving skills, as I worked closely with other attendants and supervisors to ensure smooth operations. This highlighted the importance of coordination and efficiency in delivering quality service to customers.

Additionally, I honed my organizational skills by assisting in stock-taking exercises, preparing daily sales reports, and ensuring proper record-keeping for accountability. I also learned the importance of maintaining a professional work ethic, punctuality, and discipline in a service-oriented environment.

My industrial training at TFK Filling Station provided me with valuable hands-on experience in fuel dispensing operations, customer relations, and administrative support. The knowledge and skills I acquired will be instrumental in my future career development.

3.2 DESCRIPTION OF WORK DONE

This section provides an explanation of the work done during the training program

- Customer Service Support: Assisted in attending to customers, ensuring smooth fuel dispensing operations, handling inquiries, and providing excellent customer service.
- Sales and Cash Handling: Supported the sales team in recording transactions, handling cash payments, and reconciling daily sales records.
- Inventory Management: Helped in monitoring fuel stock levels, recording deliveries, and ensuring accurate documentation of fuel supplies and sales.
- Pump Operation and Maintenance: Gained practical experience in operating fuel dispensers, monitoring fuel flow, and ensuring compliance with safety standards.
- Safety and Environmental Compliance: Assisted in implementing safety measures, including fire prevention strategies and environmental protection practices.
- Administrative Support: Participated in organizing and maintaining station records, including fuel supply logs, customer details, and staff schedules.
- Marketing and Promotion: Engaged in promoting fuel sales, assisting in the display of promotional materials, and educating customers on available services.
- Fleet and Logistics Coordination: Helped in scheduling fuel deliveries, coordinating with suppliers, and ensuring efficient logistics management.
- Equipment Inspection and Reporting: Assisted in routine inspection of fuel dispensers, storage tanks, and other equipment, reporting any faults for maintenance.
- General Station Operations: Observed and participated in the daily operations of the filling station, learning the fundamentals of fuel retailing and service management.

CHAPTER FOUR

4.1 KNOWLEDGE, SKILLS/ EXPERIENCE ACQUIRED

- **Fuel Dispensing and Customer Service:** I gained hands-on experience in operating fuel pumps, assisting customers with refueling, and ensuring accurate fuel measurement and transactions.
- **Safety and Hazard Management:** I learned essential safety protocols, including fire prevention measures, emergency response techniques, and proper handling of petroleum products to prevent hazards.
- **Sales and Cash Handling:** I developed skills in managing daily sales transactions, handling cash, and using point-of-sale (POS) systems to ensure accurate financial reporting.
- **Inventory Management:** I acquired knowledge of stock control, monitoring fuel levels, recording daily sales, and coordinating fuel supply to prevent shortages.
- **Vehicle Maintenance Awareness:** I gained insights into basic vehicle maintenance, such as checking oil levels, tire pressure, and advising customers on fuel efficiency and car care.
- **Administrative and Record-Keeping Skills:** I learned how to document fuel sales, maintain transaction records, and generate daily sales reports for operational efficiency.
- **Customer Relations and Communication:** Through regular interactions with customers, I improved my communication and interpersonal skills, ensuring professional service delivery and conflict resolution.
- **Teamwork and Collaboration:** Working with station attendants, supervisors, and administrative staff taught me the importance of teamwork in ensuring smooth operations.

- **Marketing and Business Strategies:** I observed promotional techniques used to attract customers, such as discount offers, loyalty programs, and competitive pricing strategies.
- **Equipment Handling and Maintenance:** I gained knowledge about the proper maintenance of fuel dispensers, generators, and storage tanks, ensuring uninterrupted service.
- **Environmental Awareness and Compliance:** I learned about environmental regulations related to fuel stations, including waste disposal methods and measures to reduce environmental pollution.
- **Time Management and Multitasking:** Balancing multiple tasks, such as attending to customers, keeping records, and ensuring cleanliness, helped me improve my time management and efficiency.
- **Problem-Solving Abilities:** I developed critical thinking skills by troubleshooting minor equipment issues, addressing customer complaints, and managing operational challenges.
- **Regulatory Compliance and Ethical Standards:** I became familiar with government regulations governing fuel stations, ensuring adherence to safety guidelines and ethical business practices.
- **Professional Networking:** The experience allowed me to build connections with industry professionals, station managers, and suppliers, broadening my career opportunities in the petroleum sector.

4.2 PROBLEMS ENCOUNTERED DURING THE TRAINING

- **Transportation Costs:** One of the significant challenges I faced was the high cost of transportation. Traveling to TFK Filling Station daily required an average expense of ₦800, which was financially burdensome, especially without remuneration or allowances to offset the costs.

- **Limited Hands-on Experience:** While the internship provided opportunities to observe and support fueling operations, there were instances where I was assigned menial tasks unrelated to my field of study.
- **Inadequate Supervision:** At times, I experienced insufficient guidance and supervision during the internship. This made it challenging to understand my tasks and responsibilities clearly.
- **Technological Challenges:** Technological constraint restricted my exposure to modern fueling systems and digital payment processing methods, which are essential for my professional growth in a technology-driven work environment.
- **Communication Barriers:** Effective communication was occasionally a challenge, as differences in communication styles and unclear instructions led to misunderstandings.
- **Workload and Time Management:** Juggling, commuting, and personal responsibilities required effective time management because late night sales, which was difficult given the heavy workload and expectations placed upon me.
- **Safety Concerns:** Prolonged exposure to fuel fumes and occasional fuel spills posed health risks. Additionally, long hours of standing during work shifts resulted in physical discomfort and fatigue.

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

5.1. CONCLUSION

During my period of training at TFK Filling Station, Oke-Oyi, Ilorin, I was assigned to various departments and introduced to my supervisor, who provided guidance throughout my internship. I received an orientation on the station's operational procedures, safety regulations, and customer service standards, which helped me gain a comprehensive understanding of fuel station management and service delivery. From the Operations and Fuel Management Department, I acquired in-depth knowledge of fuel dispensing processes, stock management, and quality control measures. I learned how to monitor fuel levels, handle transactions efficiently, and ensure compliance with safety protocols to prevent hazards. Additionally, I was trained on record-keeping practices, including documenting daily sales, tracking fuel inventory, and generating reports for accountability.

In the Customer Service and Sales Unit, I developed skills in effective communication, problem-solving, and customer engagement. I learned how to address customer inquiries, manage complaints professionally, and ensure customer satisfaction. Through direct interaction with customers, I gained hands-on experience in handling cash and digital transactions while maintaining accuracy and efficiency. At the Maintenance and Safety Unit, I was introduced to equipment maintenance procedures and emergency response protocols. I learned how to conduct routine inspections on fuel dispensers, generators, and underground storage tanks to ensure smooth operations. Additionally, I received training on fire safety measures, including the proper use of fire extinguishers and emergency shutdown procedures in case of fuel spills or other hazards.

Moreover, I developed essential professional skills such as teamwork, time management, and adaptability. Working in a fast-paced environment required me to stay alert, work collaboratively with colleagues, and respond swiftly to operational challenges. My training at TFK Filling Station provided me with valuable industry experience, equipping me with practical skills that will be beneficial in my future career endeavors.

5.2 RECOMMENDATIONS

- **Comprehensive Orientation Program:** Institutions and organizations offering SIWES placements should provide thorough orientation programs for students.
- **Structured Learning Objectives:** There should be clearly defined learning objectives tailored to the student's field of study. This ensures that students engage in relevant activities that enhance their practical skills and align with their academic curriculum.
- **Enhanced Supervision and Mentorship:** Organizations should assign experienced professionals to mentor students throughout their SIWES period.
- **Provision of Adequate Resources:** To facilitate effective learning, organizations must provide students with access to the necessary tools, equipment, and resources. For example, in academic or educational settings, access to teaching aids, digital tools, and reference materials can significantly enhance the training experience.
- **Comprehensive Assessment and Feedback Mechanism:** At the end of the SIWES program, a robust evaluation system should be implemented to assess the student's performance.