

TECHNICAL REPORT
ON
STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)
AT

TONNEX INFO-TECH
BEHIND UNION BANK, SURULERE, ILORIN, KWARA STATE

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DEDICATION

I dedicate my Industrial Training report to Almighty God, who has given me the grace to participate in the SIWES program, to my Parents and as many that have contributed greatly to the success of my Industrial Training.

ACKNOWLEDGEMENT

I thank God who has seen me throughout my SIWES program and also thank my Industrial based supervisor who guided me through My Industrial training. I also send out my appreciation to my lecturers, friends and Coworkers for their moral support. My special thanks to my wonderful and lovely parents Mr. and Mrs. Francis who were there for me in terms of care, prayers, financial support and others.

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CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND

The Students Industrial Work Experience Scheme (SIWES) is a work-based learning program designed to prepare students for the transition from academic life to professional careers. It is an integral part of the Nigerian educational system, aimed at equipping students with practical skills and knowledge to complement their theoretical studies. SIWES was established in 1973 by the Industrial Training Fund (ITF) in response to the growing concerns of employers about the lack of practical skills among graduates from tertiary institutions (Ezeabikwa, 1991). The scheme is a collaborative initiative involving students, tertiary institutions, employers of labor, and the ITF.

The program was introduced to address the gap between classroom learning and the real-world demands of industries. It recognizes that while theoretical knowledge is essential, it is often insufficient for solving practical problems in professional environments. SIWES provides students with opportunities to gain hands-on experience, develop technical competencies, and understand workplace ethics and culture (Agbai, 1992).

The scheme is a mandatory part of the curriculum for students studying courses such as engineering, technology, medical sciences, agriculture, education, and other applied sciences. It typically lasts for six months for university undergraduates and four months for students in polytechnics or colleges of education (ITF, 2024). Through this initiative, students are exposed to industrial practices and technologies that are not available within their academic institutions. This exposure enhances their employability and prepares them for the challenges of the modern workforce (Adebayo & Adesanya, 2013).

SIWES also serves as a platform for fostering partnerships between educational institutions and industries. These partnerships enable industries to contribute to curriculum development by providing feedback on the skills and knowledge required in the workplace. This collaboration ensures that graduates are better equipped to meet industry standards and expectations (Akinyemi & Abiodun, 2018).

In summary, SIWES is a vital component of Nigeria's educational system that bridges the gap between theory and practice. It plays a crucial role in preparing students for professional careers by equipping them with practical skills, knowledge, and experiences that are essential for success in their chosen fields.

1.2 BRIEF HISTORICAL DEVELOPMENT OF SIWES

The history of SIWES dates back to the early 1970s when Nigeria experienced rapid industrial growth following its independence. This growth created a demand for skilled manpower to operate and manage industrial facilities. However, employers soon realized that graduates from tertiary institutions lacked the practical skills needed to perform effectively in the workplace (Ezeabikwa, 1991).

In response to this challenge, the Industrial Training Fund (ITF) was established in 1971 by Decree No. 47 with a mandate to promote skill acquisition and manpower development in Nigeria. Two years later, in 1973, SIWES was introduced as one of ITF's flagship programs aimed at addressing the skill gap among graduates (ITF, 2024). Initially, SIWES was fully funded and managed by ITF. The program targeted students in engineering and technology-related fields who required practical training as part of their academic curriculum (Adebayo & Adesanya, 2013).

By 1978, financial constraints forced ITF to withdraw from direct management of SIWES. The Federal Government subsequently transferred oversight responsibilities to the National Universities Commission (NUC) for universities and the National Board for Technical

Education (NBTE) for polytechnics and colleges of education (Legit.ng, 2022). However, this arrangement proved ineffective due to inadequate funding and poor coordination among stakeholders. In 1984, management responsibilities were returned to ITF under a new funding arrangement supported by the Federal Government (SmartBukites, 2023).

Over time, SIWES has undergone significant changes aimed at improving its effectiveness and expanding its scope. Initially limited to engineering and technology disciplines, it now includes other fields such as medical sciences, agriculture, business administration, and education. These changes reflect an ongoing commitment to align SIWES with evolving industry needs and national development goals (Akinyemi & Abiodun, 2018).

Today, SIWES is recognized as one of Nigeria's most successful initiatives for bridging the gap between academic learning and industrial practice. It has become an essential component of tertiary education in Nigeria, contributing significantly to skill development and employability among graduates.

1.3 OBJECTIVES OF SIWES

The primary objectives of SIWES are multifaceted and aim to enhance both student learning and industry engagement:

- To provide students with industrial skills and experience relevant to their field of study.
- To expose students to work methods and techniques that may not be available in their academic institutions.
- To facilitate a smoother transition from academic life to professional employment by enhancing students' networks with potential employers.
- To allow students to apply theoretical knowledge in practical settings, thereby bridging the gap between theory and practice.

- To strengthen employer participation in the educational process by fostering collaboration between educational institutions and industries (Ezeabikwa, 1991; ITF, 2024).

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT

2.1 Location and Brief History of Establishment

Tonnex Info-Tech is an IT consultancy firm and computer business centre located behind Union Bank, Surulere, Ilorin, Kwara State. The firm was established with the goal of providing high-quality IT solutions, computer-related services, and professional training for individuals and corporate organizations. Over the years, Tonnex Info-Tech has built a strong reputation for delivering expert IT consultancy services and equipping clients with essential digital skills necessary for modern business operations.

The establishment started as a small business focusing on basic computer services such as typing, printing, and photocopying. Over time, it expanded its services to include IT consultancy, training, and technical support. Through consistent dedication to quality service and technological advancements, Tonnex Info-Tech has gained a competitive edge in the IT industry. Today, it is recognized as a reputable firm that supports businesses, individuals, and students in achieving technological literacy and efficiency.

The firm has partnered with several organizations and institutions to provide IT solutions and training programs tailored to meet the needs of various clients. Through innovation and strategic growth, Tonnex Info-Tech continues to play a vital role in the digital transformation of businesses and individuals in Ilorin and beyond. The firm has also invested in research and development to continuously improve its services and remain ahead of technological trends in the industry.

2.2 OBJECTIVES OF ESTABLISHMENT

Tonnex Info-Tech was established with the following objectives:

- **To provide professional IT consultancy services:** The firm aims to offer expert advice and solutions to businesses and individuals in need of IT support. By analyzing business needs, Tonnex Info-Tech helps clients implement effective IT strategies that enhance productivity and efficiency.
- **To offer high-quality computer-related services:** These include document printing, photocopying, scanning, internet browsing, graphic design, and more. The business centre serves as a one-stop shop for individuals and companies needing these essential services.
- **To enhance digital literacy:** Recognizing the growing demand for digital skills, Tonnex Info-Tech provides training programs in computer applications, programming, database management, and other relevant IT fields. This training benefits students, job seekers, and professionals looking to upgrade their technical skills.
- **To support small and medium-scale enterprises (SMEs):** The firm offers tailored IT solutions that help SMEs improve their operations. These solutions include website development, cybersecurity services, software installations, and IT infrastructure management.
- **To bridge the gap between technology and business:** Tonnex Info-Tech provides businesses with customized IT solutions that help streamline their operations, reduce costs, and improve efficiency. The firm ensures that businesses adopt the right technological tools to stay competitive in today's digital age.

- **To promote innovation in IT services:** The firm continuously seeks innovative approaches to problem-solving by adopting emerging technologies, improving service delivery, and ensuring client satisfaction.

2.3 ORGANIZATION STRUCTURE

The organizational structure of Tonnex Info-Tech consists of various key personnel and departments, each playing a crucial role in ensuring the smooth operation of the establishment. The hierarchical arrangement of the firm is as follows:

- **Managing Director:** The overall head of the organization, responsible for making major decisions, setting strategic goals, and overseeing the firm's operations.
- **IT Consultant/Manager:** This role involves leading IT consultancy projects, providing expert guidance to clients, and ensuring that technological solutions align with industry best practices.
- **Administrative Officer:** Handles administrative duties such as human resource management, financial records, and overall office coordination.
- **Computer Technicians:** Responsible for system maintenance, troubleshooting, and repairs, ensuring that all hardware and software function efficiently.
- **Training Coordinators and Instructors:** Deliver IT training programs and workshops to individuals and corporate clients.
- **Customer Service Representatives:** Attend to customer inquiries, process service requests, and ensure excellent client relations.
- **Marketing and Business Development Team:** Promotes the organization's services, attracts new clients, and develops strategic business partnerships.
- **Trainees and Interns:** Assist with various tasks while gaining hands-on experience and practical IT skills.

The structured hierarchy ensures that responsibilities are clearly defined, and each department functions efficiently to achieve the overall goals of the establishment.

2.4 DEPARTMENTS IN THE ESTABLISHMENT AND THEIR FUNCTIONS

Tonnex Info-Tech comprises several departments, each playing a vital role in the organization's operations:

1. IT Consultancy Department

- Provides expert advice on IT solutions for businesses and individuals.
- Conducts technology assessments to determine clients' IT needs.
- Develops and implements IT strategies for clients.
- Offers software and hardware recommendations based on client requirements.
- Ensures businesses integrate the latest technological advancements to improve operations.

2. Training and Development Department

- Conducts IT training sessions for individuals, corporate clients, and students.
- Develops structured learning materials and training modules covering various computer applications and software.
- Offers specialized training in programming languages, database management, and networking.
- Provides hands-on practical sessions to enhance learning experiences.
- Organizes certification programs that help trainees gain professional qualifications.
- Conducts workshops and seminars to educate the public on new and emerging IT trends.

3. Computer Business Centre

- Offers document-related services such as printing, photocopying, scanning, and typesetting.
- Provides internet access and online registration services.
- Assists clients with document formatting, design services, and business branding materials such as business cards and flyers.
- Ensures quick and efficient service delivery to meet customer demands.
- Helps students and professionals prepare and format reports, projects, and official documents.

4. Technical Support and Maintenance Department

- Handles computer hardware and software troubleshooting.
- Conducts routine maintenance and repairs of computer systems and peripherals.
- Provides cybersecurity solutions, including malware removal, data encryption, and system protection.
- Assists clients with data recovery and backup solutions.
- Ensures that business clients have stable and secure IT infrastructures.
- Engages in research to stay updated with the latest technological trends in system security and maintenance.

5. Customer Relations Department

- Manages client interactions and ensures excellent customer service.
- Addresses customer complaints and inquiries professionally and efficiently.
- Coordinates client appointments and service requests.
- Conducts follow-ups to ensure customer satisfaction and retention.

- Promotes the organization's services and maintains good relationships with clients.
- Gathers feedback from clients to improve service delivery.

6. Marketing and Business Development Department

- Develops and implements marketing strategies to attract new clients.
- Conducts market research to identify new business opportunities.
- Builds and maintains relationships with corporate clients and business partners.
- Promotes the company's services through online and offline channels.
- Organizes promotional events and social media campaigns to increase brand awareness.

CHAPTER THREE

INDUSTRIAL EXPERIENCE

3.1 WORK DONE

During my 14-week Student Industrial Work Experience Scheme (SIWES) at Tonnex Info-Tech, I was actively engaged in various tasks across multiple departments, which provided me with a comprehensive understanding of the firm's operations. My responsibilities included:

- **IT Consultancy Support:** Assisting senior consultants in analyzing client requirements and developing tailored IT solutions. This involved participating in client meetings, documenting needs, and contributing to the design of implementation strategies. I gained hands-on experience in assessing business processes and recommending appropriate technological interventions to enhance efficiency.
- **Training Facilitation:** Supporting the Training and Development Department by preparing training materials, setting up training environments, and occasionally co-facilitating sessions on basic computer applications. This role enhanced my presentation and instructional skills, as I learned to convey complex technical concepts in an understandable manner to trainees with varying levels of proficiency.
- **Business Centre Operations:** Managing daily activities such as document printing, photocopying, scanning, and assisting clients with internet browsing. I also provided guidance on document formatting and design services, ensuring customer satisfaction. This experience honed my attention to detail and ability to multitask in a fast-paced environment.
- **Technical Support:** Collaborating with the technical team to troubleshoot hardware and software issues. Tasks included installing software updates, performing routine maintenance, and providing on-site support to clients experiencing technical

difficulties. I developed problem-solving skills and learned to work under pressure to restore system functionality promptly.

- **Customer Service:** Handling customer inquiries, processing service requests, and ensuring timely resolution of issues. This role required effective communication skills and the ability to manage client expectations professionally. I learned to empathize with clients' concerns and provide solutions that aligned with their needs.
- **Marketing Assistance:** Assisting the marketing team in developing promotional materials, conducting market research, and engaging in community outreach programs to promote Tonnex Info-Tech's services. This involvement allowed me to understand market dynamics and the importance of strategic communication in business growth.

3.2 TOOLS AND EQUIPMENT USED

Throughout my internship, I utilized a variety of tools and equipment, including:

- **Computers and Peripherals:** Desktop computers, laptops, printers, scanners, and photocopying machines. Proficiency in using these devices was essential for daily operations. I became adept at configuring and maintaining these devices to ensure seamless service delivery.
- **Software Applications:** Microsoft Office Suite (Word, Excel, PowerPoint), graphic design software (e.g., CorelDRAW, Adobe Photoshop), and specialized IT tools for diagnostics and troubleshooting. Familiarity with these applications enabled me to perform tasks efficiently and contribute effectively to various projects.
- **Networking Devices:** Routers, switches, and modems used in setting up and maintaining network connections within the firm and for clients. I gained practical experience in network configuration and troubleshooting, ensuring reliable connectivity.

- **Internet Resources:** Utilizing online platforms for research, client communication, and accessing cloud-based services. Leveraging these resources allowed me to stay updated on industry trends and provide informed support to clients.

3.3 SAFETY PRECAUTIONS

Adherence to safety protocols was paramount during my internship. Key safety measures included:

- **Equipment Handling:** Proper training on the use of electrical equipment to prevent accidents and equipment damage. I learned the importance of following manufacturer guidelines and using protective gear when necessary.
- **Ergonomic Practices:** Implementing ergonomic guidelines to prevent strain injuries, such as maintaining proper posture and taking regular breaks during extended computer use. This practice promoted a healthy work environment and personal well-being.
- **Cybersecurity Measures:** Following protocols to protect sensitive data, including using strong passwords, regularly updating software, and avoiding unauthorized access to systems. I understood the critical role of cybersecurity in safeguarding organizational and client information.
- **Fire Safety:** Familiarization with fire safety equipment and emergency evacuation procedures to ensure preparedness in case of emergencies. Participating in drills reinforced the importance of readiness and quick response.

3.4 CHALLENGES FACED DURING MY SIWES PROGRAMME

During my SIWES program at Tonnex Info-Tech, I encountered several challenges that contributed to my professional growth:

- **Technical Limitations:** Initially, I faced difficulties in troubleshooting complex technical issues due to limited practical experience. However, with guidance from senior colleagues and hands-on practice, I developed problem-solving skills and increased technical proficiency.
- **Time Management:** Balancing multiple responsibilities across different departments required effective time management. I learned to prioritize tasks and manage my schedule efficiently to meet deadlines.
- **Customer Relations:** Dealing with diverse clients with varying levels of technical knowledge was challenging. Developing effective communication strategies and patience was essential to address client needs satisfactorily.
- **Adapting to Organizational Culture:** Integrating into the firm's established culture and workflow required adaptability and learning the organization's norms and values.
- **Keeping Up with Technological Advances:** The rapidly evolving nature of technology necessitated continuous learning to stay updated with the latest tools and practices.

These challenges provided valuable learning experiences, enhancing my technical abilities, interpersonal skills, and adaptability in a professional setting.

CHAPTER FOUR

SUMMARY, CONCLUSION, AND RECOMMENDATION

4.1 SUMMARY

The Student Industrial Work Experience Scheme (SIWES) is a pivotal program designed to bridge the gap between theoretical knowledge and practical application for students in Nigerian tertiary institutions. During my 14-week attachment at Tonnex Info-Tech, an IT consultancy firm and computer business centre in Ilorin, Kwara State, I was immersed in various facets of the organization's operations, which significantly enriched my academic and professional journey.

Key Experiences and Learnings:

- **IT Consultancy Support:** Assisting in analyzing client requirements and developing tailored IT solutions enhanced my problem-solving abilities and provided insight into client relationship management.
- **Training Facilitation:** Preparing training materials and co-facilitating sessions on computer applications improved my instructional skills and deepened my understanding of educational methodologies.
- **Business Centre Operations:** Managing daily activities such as document printing, photocopying, and internet services honed my multitasking capabilities and customer service proficiency.
- **Technical Support:** Collaborating on hardware and software troubleshooting expanded my technical expertise and practical IT maintenance skills.
- **Customer Service:** Engaging with clients to address inquiries and process service requests refined my communication skills and underscored the importance of client satisfaction.

- **Marketing Assistance:** Participating in the development of promotional materials and conducting market research provided valuable insights into business development strategies.

4.2 CONCLUSION

My SIWES experience at Tonnex Info-Tech was instrumental in transforming theoretical knowledge into practical skills. The exposure to real-world IT operations, client interactions, and organizational dynamics has not only enhanced my technical competencies but also prepared me for future professional challenges. This experience underscores the significance of integrating academic learning with industrial exposure to produce well-rounded graduates equipped for the workforce.

4.3 RECOMMENDATIONS

Based on my experience, I propose the following recommendations to enhance the SIWES program and the operations at Tonnex Info-Tech:

For the SIWES Program:

- **Enhanced Orientation Programs:** Implement comprehensive pre-placement orientations to better prepare students for the industrial environment, addressing expectations and professional conduct.
- **Structured Feedback Mechanisms:** Establish regular feedback sessions between students, academic supervisors, and industry mentors to monitor progress and address challenges promptly.
- **Diverse Placement Opportunities:** Expand the range of industries and organizations participating in SIWES to provide students with varied experiences aligned with their career aspirations.

For Tonnex Info-Tech:

- **Continuous Professional Development:** Encourage staff to engage in ongoing training to stay abreast of technological advancements, ensuring the firm remains competitive and innovative.
- **Enhanced Client Engagement:** Implement strategies to gather client feedback systematically, facilitating continuous improvement in service delivery and client satisfaction.
- **Infrastructure Upgrades:** Invest in modern equipment and software to improve operational efficiency and service quality, aligning with current industry standards.