



TECHNICAL REPORT

ON

STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

HELD AT

**B-RADPOB LIVESTOCK FARMING, POS, GENERAL MERCHANDIZE AND
SERVICES.**

PRESENTED BY

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DEDICATION

This work is dedicated to the Almighty God, for their love, mercies, guidance and protection during and even after this work.

This work is also dedicated to my lovely and caring parents and wonderful brothers and sisters for their love, support and encouragement.

ACKNOWLEDGEMENT

I wish to acknowledge and thank everyone who contributed one way or the other towards the success of my industrial training.

My special thanks goes to the management and my supervisor for their numerous contribution and effort to make this research a success.

Also, my beloved father and my colleagues for giving me the great opportunity.

I want to say a big thanks to my siblings and my friends for their support and love also my friends for their encouragement and advice.

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ABSTRACT:

The Student Industrial Work Experience Scheme (SIWES) is designed to bridge the gap between theoretical knowledge and practical application in the professional world. This report details my 16-week industrial training experience, highlighting the skills acquired, challenges faced, and lessons learned. During the training, I gained hands-on experience in banking operations, including customer service, account management, transaction processing, fraud detection, and regulatory compliance. I also learned how to handle customer inquiries, process deposits and withdrawals, and verify customer addresses. Despite facing challenges such as adapting to a new work environment, handling high customer volumes, dealing with system downtimes, and managing transaction errors, I developed resilience, professionalism, and problem-solving abilities. These challenges provided opportunities for growth, enabling me to improve my technical skills, communication, and teamwork. This SIWES experience has significantly enhanced my practical knowledge, making me better prepared for future career opportunities in the financial sector. The training was instrumental in developing workplace ethics, accuracy, and efficiency, essential for success in the professional world.

CHAPTER ONE

INTRODUCTION

1.1 Historical Background of SIWES

The Students Industrial Work Experience Scheme (SIWES), is a skills Development programme initiated by the Industrial Training Fund (ITF), in 1973 to bridge the gap between theory and practice among students of Engineering and technology in Institutions of Higher Learning in Nigeria. It provides for on-the-job practical experience for students as they are exposed to work methods and techniques in handling equipment and machinery that may not be available in their Institutions.

SIWES was established by **ITF** 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 the education policy of government.

Duration – Four months for the Polytechnics.

1.2 Aims and Objectives of SIWES

Aim of the Study

The aim of the study was to evaluate the impact of SIWES on Technical Skills Development in the Nigerian economy. This is to enable Institutions of Higher Learning and other Stakeholders assess the performance of their roles in the Scheme.

THE ROLE OF THE INDUSTRIAL TRAINING FUND

The Industrial Training Fund (ITF) was established by the decree 47 of 1971 constitution and charged with the responsibility of promoting and encouraging the acquisition of industrial skills, with the view of generating a collection of indigenoustrained manpower, sufficient enough to enhance and meet the needs of the economy so as to promote development. Supervision of students, organizing orientation programs, and disbursing allowances to students are some of the roles played by the industrial training fund in the implementation of SIWES.

THE SCOPE AND IMPORTANCE OF SIWES

The scheme covers all science and technological based students in monotechnics, polytechnics and universities in Nigeria, resulting in a high population of students which is easily managed because of the public and private industries that partake in the scheme. SIWES enables students acquire industrial know-how in their field of study particularly in technological based courses. It also enables students experiencethe application of theoretical knowledge in solving real life problems.

THE ROLE OF THE STUDENT AND THE INSTITUTION

The role of the student is to partake in the program in such a way that he/she will achieve maximum benefit from the program. The student is advised to ask questions, be submissive, and adhere to all the rules and regulations of the organization where he is attached. Identification of placement opportunities, funding of SIWES supervisors and assessment of the student are some of the roles played by the institutions to ensure smooth running of the program.

CHAPTER TWO

2.1 Introduction to the Organization

B-Radpob is a dynamic and multi-faceted business enterprise dedicated to providing quality products and services across various sectors, including livestock farming, financial transactions, general merchandise, and other essential services. The business was founded with the vision of creating a reliable and customer-friendly brand that meets diverse market needs while fostering economic growth and job creation.

B-Radpob started as a small-scale livestock farming business, specializing in poultry, cattle, and other livestock. With a commitment to excellence in animal husbandry, the business gradually expanded its farming operations, ensuring high-quality meat and dairy products for its customers. Recognizing the growing demand for financial inclusion in rural and urban areas, the company diversified into POS (Point of Sale) services, enabling cash withdrawals, deposits, bill payments, and other financial transactions with ease.

As part of its strategic growth, B-Radpob extended its operations into general merchandise, providing a wide range of consumer goods, agricultural supplies, and essential household items. This expansion was driven by the need to offer customers a one-stop shopping experience, ensuring they could access quality products at competitive prices.

B-Radpob has also incorporated additional services to meet the changing demands of its clientele. These services include logistics support, consultancy, and community-focused business solutions aimed at improving daily transactions and enhancing customer satisfaction.

With a strong dedication to innovation and customer service, B-Radpob continues to grow and adapt to industry trends. The business remains committed to providing reliable, efficient, and affordable services while contributing positively to the economy. By maintaining high ethical standards and business integrity, B-Radpob aims to become a household name in livestock farming, financial services, and general commerce.

2.2 AIM AND OBJECTIVES OF THE ORGANIZATION

Aims

1. To establish a reputable and sustainable business that provides quality livestock products, reliable POS financial services, and essential merchandise to meet customer needs.
2. To contribute to economic growth by creating job opportunities and empowering local communities through business expansion.

3. To ensure customer satisfaction by offering high-quality products and services at competitive prices.
4. To continuously innovate and diversify business operations in response to market demands and technological advancements.
5. To promote financial inclusion by providing easy and accessible POS services, especially in underserved areas.

Objectives

1. Enhance Livestock Farming Operations:

- Improve breeding, feeding, and healthcare practices to ensure high-quality livestock products.
- Expand livestock farming capacity to meet the growing demand for meat, eggs, and dairy products.

2. Expand POS and Financial Services:

- Provide seamless and secure financial transactions, including cash withdrawals, deposits, and bill payments.
- Increase POS service points to serve more customers and enhance financial accessibility.

3. Strengthen General Merchandise Business:

- Offer a wide range of quality consumer goods, agricultural inputs, and household essentials.
- Establish strong supply chain partnerships to ensure product availability and affordability.

4. Ensure Customer Satisfaction and Business Growth:

- Maintain excellent customer service by addressing client needs efficiently.
- Implement strategic marketing and promotional activities to increase brand awareness and customer loyalty.

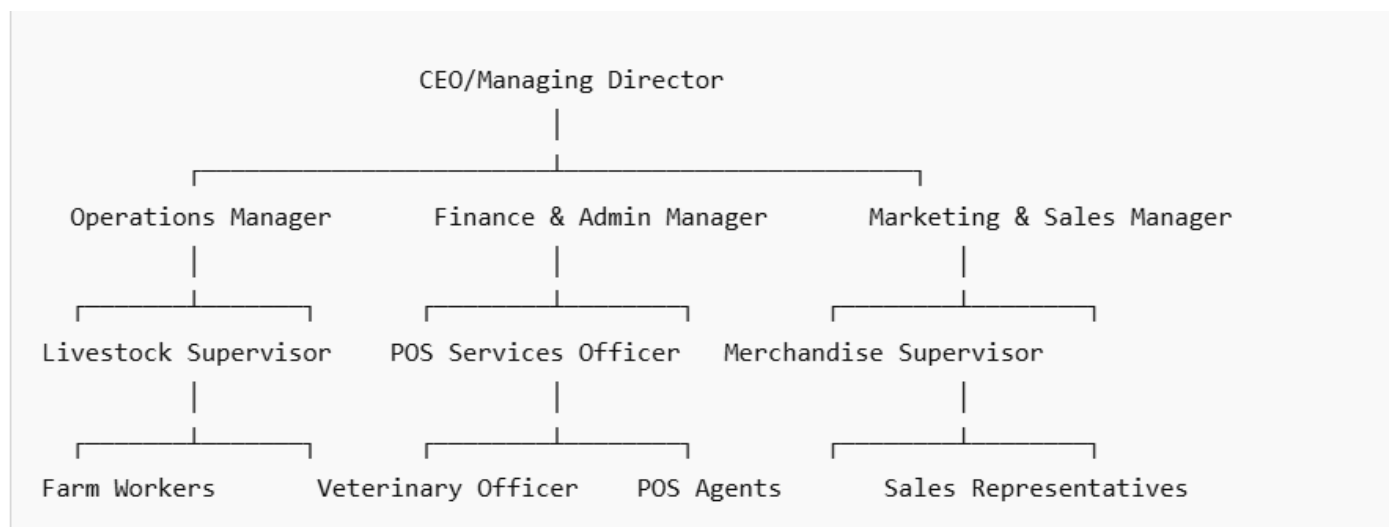
5. Promote Sustainability and Community Development:

- Engage in ethical business practices that support environmental sustainability and food security.
- Support local farmers, suppliers, and entrepreneurs through business collaborations and empowerment programs.

6. Adopt Technological Innovations:

- Integrate digital solutions to enhance service delivery, such as online orders and mobile transactions.

2.3 ORGANIZATION CHART



CHAPTER THREE

3.1 INDUSTRIAL TRAINING EXPERIENCE REPORT

WEEK 1 – Introduction and Orientation

- Introduced to the organization’s structure, policies, and work ethics.
- Learned about the rules and regulations governing financial transactions.
- Trained on operating machines used for customer transactions.

WEEK 2 – Basic Banking Operations

- Learned how to handle deposits and withdrawals.
- Issued receipts to customers for financial transactions.
- Gained experience in handling customer queries at the front desk.

WEEK 3 – Customer Service and Error Management

- Assisted customers in resolving account-related issues.
- Made an error in entering transaction amounts but was corrected and learned from the experience.
- Understood the importance of accuracy and attention to detail.

WEEK 4 – Handling Deposits and Customer Transactions

- Processed customer deposits efficiently without complaints.
- Attended to multiple customers daily, ensuring smooth transactions.
- Developed speed and accuracy in handling financial operations.

WEEK 5 – Account Management and Verification

- Learned how to open new accounts for customers.

- Assisted in verifying customer documents and identification.
- Understood how to update customer information in the database.

WEEK 6 – Fraud Detection and Security Measures

- Trained on how to detect and identify fake currency.
- Learned how to block lost or stolen debit cards.
- Understood the procedures for handling fraudulent activities.

WEEK 7 – Address Verification and Fieldwork

- Assisted in updating customer details for compliance purposes.

WEEK 8 – Front Desk Operations

- Helped customers resolve issues related to their accounts and bank cards.
- Enhanced communication and interpersonal skills while dealing with customers.

WEEK 9 – Handling Special Customer Cases

- Assisted customers in making deposits and retrieving lost account details.
- Developed problem-solving skills in resolving customer complaints.

WEEK 10 – Efficiency in Transaction Handling

- Processed deposits for customers without any errors.
- Attended to high volumes of customers efficiently.
- Learned to multitask and manage time effectively.

WEEK 11 – Advanced Account Management

- Assisted in processing customer complaints and resolving disputes.
- Gained more experience in financial data entry and documentation.
- Improved accuracy in handling financial records.

WEEK 12 – Teamwork and Collaboration

- Worked closely with other team members in handling customer service tasks.
- Learned how to escalate complex issues to the appropriate departments.
- Understood the importance of teamwork in a professional environment.

WEEK 13 – Problem-Solving and Conflict Resolution

- Handled customer complaints and resolved minor conflicts.
- Provided solutions for customers facing difficulties with their accounts.
- Enhanced critical thinking and problem-solving skills.

WEEK 14 – Review and Performance Assessment

- Reviewed the work done over the past weeks.
- Identified strengths and areas for improvement.
- Received feedback from supervisors on performance.

WEEK 15 – Independent Handling of Tasks

- Processed transactions with minimal supervision.
- Managed front desk operations and assisted customers independently.
- Built confidence in handling banking operations.

WEEK 16 – Conclusion and Final Assessment

- Successfully attended to multiple customers daily without mistakes.
- Developed a strong understanding of banking operations and financial transactions.
- Prepared and submitted the final SIWES report for evaluation.

CHAPTER FOUR

4.1 CHALLENGES FACED DURING SIWES

Challenges Faced During SIWES

During the **16-week industrial training**, several challenges were encountered, which contributed to the learning process and professional growth. These challenges include:

1. Adapting to a New Work Environment

- At the beginning of the training, adapting to the professional work environment was difficult.
- Understanding workplace policies, expectations, and formal communication took some time.

2. Handling High Customer Volume

- Managing a large number of customers daily was overwhelming, especially during peak hours.
- Maintaining patience and professionalism while handling customer complaints was challenging.

3. Errors in Transaction Processing

- Initially, mistakes were made in entering transaction amounts, leading to corrections by supervisors.
- This highlighted the importance of accuracy and attention to detail in financial operations.

4. Dealing with Difficult Customers

- Some customers were impatient, rude, or frustrated, making it difficult to assist them effectively.
- Learned how to remain calm, professional, and empathetic in handling such situations.

5. Identifying Fake Currency and Fraudulent Activities

- Differentiating between real and counterfeit money required careful observation and training.
- Initially, there was a lack of confidence in identifying fraudulent transactions.

6. Address Verification and Fieldwork Challenges

- Traveling to customer locations for address verification was sometimes difficult due to unfamiliar areas.
- Some customers were uncooperative, making it hard to complete verification tasks.

7. System and Technical Issues

- Occasional network failures and system downtimes disrupted transaction processing.
- This caused delays in assisting customers and required waiting for technical support.

8. Managing Stress and Workload

- Long hours and continuous customer interactions led to physical and mental exhaustion.
- Learned the importance of time management and stress management techniques.

9. Learning Banking Regulations and Compliance

- Understanding and applying financial regulations required extra effort.
- Some compliance procedures were complex and took time to fully grasp.

10. Limited Hands-on Experience in Some Areas

- Some tasks required supervisor approval, limiting the ability to gain full hands-on experience.
- However, observation and assisted participation helped in learning.

CHAPTER FIVE

CONCLUSION

The 16-week SIWES (Student Industrial Work Experience Scheme) was a highly rewarding and educational experience. Throughout the training, I gained practical knowledge and hands-on experience in financial transactions, customer service, fraud detection, and banking operations. The exposure to real-world work settings helped in developing professionalism, teamwork, and problem-solving skills.

Despite facing challenges such as adapting to a new work environment, handling high customer volume, managing errors, and dealing with difficult customers, each challenge provided an opportunity to learn, improve, and grow. Through guidance from supervisors and continuous learning, I became more confident in executing assigned tasks with accuracy, efficiency, and professionalism.

This experience has enhanced my technical skills, communication abilities, and adaptability, which are crucial for future career opportunities. The SIWES program has reinforced my passion for banking and financial services, preparing me for the professional world.

Overall, this industrial training was a transformative experience, equipping me with valuable skills, work ethics, and practical knowledge that will be beneficial in my future career endeavors.

RECOMMENDATION

As a result of difficulties experienced during the four months SIWES program, I would like to recommend the following changes: The duration of SIWES should be extended so as to enable students be more experienced. The ITF should make monthly allowance available for students, so as to put an end to financial difficulties that may arise as a result of transport problems. The Institutions and ITF should help students to get a place of attachment so that the program may commence as planned.

The following recommendations were based on the findings of the study and as a solution to the identified problems.

PROPER COORDINATION AND SUPERVISION OF THE EXERCISE: The various bodies involved in the management of the SIWES exercise i.e. Industrial Training Fund (ITF), NUC, NBTE and NCCE should come together and fashion out a modality that will ensure smooth operation of the SIWES exercise. Efforts should be made to ensure that students attached to the organization are

properly supervised to ensure that what they are doing is in line with the objectives of the SIWES exercise.

The various bodies involved in the management of the SIWES programme should liaise with the various industries ahead of time so as to minimize or reduce to the barest minimum the high level of refusal to accept students for their industrial training participation.

ISSUING OF LOG BOOKS/IT LETTERS ON TIME: The log books used by the student during the industrial training period and the IT letters should be issued to the students at the end of the first semester exam as against the end of second semester examination as this will afford the students enough time to search for places that are relevant to their field of study.

EMPLOYMENT OF EXPERTS: The various institutions should endeavor to employ experts in the areas of career development to manage the student's industrial placement centers.