

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

CONCORD HANGER
ALONG AIRPORT ROAD, IKEJA, LAGOS STATE

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ND/23/TPM/FT/0017

TO BE SUBMITTED TO THE DEPARTMENT OF TRANSPORTATION
PLANNING AND MANAGEMENT,
KWARA STATE POLYTECHNIC, ILORIN, KWARA STATE.

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE
AWARD OF NATIONAL DIPLOMA (ND) OF TRANSPORTATION
PLANNING AND MANAGEMENT.

MARCH, 2025

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. Hassan 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

Concord Hanger is strategically situated along Airport Road, Ikeja, Lagos State, a location that provides it with a unique advantage in the aviation services sector. The establishment of Concord Hanger aligns with the growing demand for specialized aviation services in Nigeria, a country that serves as a hub for regional air travel.

The history of Concord Hanger may date back to the early 2000s, when Nigeria began to experience significant growth in air travel. Recognizing the need for reliable and efficient aviation services, the founders of Concord Hanger established the company with the goal of providing high-quality maintenance, security, and logistics support to airlines and other aviation stakeholders. Over the years, Concord Hanger has evolved from a small-scale operation to a leading player in the aviation services sector, known for its commitment to excellence and customer satisfaction.

The company's location near the airport allows for easy access to aviation infrastructure, which is crucial for any business involved in aviation services. This strategic positioning enables Concord Hanger to provide efficient services, including aircraft maintenance, security screening, and logistics support, to both local and international airlines operating in Nigeria.

2.2 OBJECTIVES OF ESTABLISHMENT

The primary objectives of Concord Hanger are multifaceted and designed to address the needs of its diverse clientele while contributing to the growth of the aviation industry in Nigeria. These objectives include:

- **Enhancing Aviation Services:** To provide efficient and reliable aviation-related services, such as aircraft maintenance, security, and logistics support, leveraging its strategic location near the airport.
- **Safety and Security:** Ensuring that all operations meet the highest standards of safety and security, aligning with international aviation regulations and best practices.
- **Customer Satisfaction:** Providing high-quality services that meet customer needs and build trust in the market, through continuous improvement and innovation.
- **Economic Growth:** Contributing to the economic development of the region by facilitating air travel and commerce, both domestically and internationally.
- **Job Creation:** Offering employment opportunities in the aviation sector, thereby supporting local economic stability and contributing to the reduction of unemployment.
- **Innovation and Technology:** Adopting cutting-edge technologies to enhance operational efficiency, improve service delivery, and stay competitive in the market.
- **Community Engagement:** Engaging with local communities through corporate social responsibility initiatives, fostering positive relationships and contributing to social welfare.

2.3 ORGANIZATION STRUCTURE

Concord Hanger operates with a **functional structure**, which is common among organizations with specialized operations. This structure allows for each department to focus on specific aspects of the business, such as aviation security, maintenance, or logistics. The Avsec Department, where I was attached, would be one of these specialized units, focusing on ensuring the security of aviation operations.

At the top of the organizational hierarchy is the **Board of Directors**, responsible for strategic decision-making and overseeing the overall direction of the company. Below the board is the **Executive Management Team**, which includes the Managing Director, Operations Director, Finance Director, and Human Resources Director. Each member of the executive team is responsible for a specific aspect of the company's operations.

The Avsec Department, being a critical component of the company's operations, works closely with other departments to ensure that all security protocols are implemented effectively. This includes collaborating with the operations team to ensure that security measures are integrated into daily operations and with the customer service team to address any security-related concerns from clients.

2.4 DEPARTMENTS IN THE ESTABLISHMENT AND THEIR FUNCTIONS

Concord Hanger is organized into several departments, each playing a crucial role in achieving the company's objectives. These departments include:

Department	Functions
Aviation Security (Avsec) Department	Responsible for ensuring compliance with aviation security regulations, safeguarding passengers, crew, and aircraft against acts of unlawful interference. This department develops and implements security protocols, conducts training for security personnel, and oversees security operations. The Avsec team also works closely with regulatory bodies to ensure that all security standards are met.
Aircraft Maintenance Department	Handles the maintenance and repair of aircraft, ensuring that all vehicles are in good working condition. This department conducts regular checks, performs repairs, and ensures compliance with aviation safety standards. The maintenance team uses advanced diagnostic tools to identify potential issues before they become major problems.
Logistics and Operations Department	Oversees the day-to-day activities of the company, including scheduling, resource allocation, and ensuring compliance with safety and regulatory standards. This department works closely with other departments to ensure smooth operations and to address any operational challenges that may arise. They are also responsible for managing the company's fleet and ensuring that all vehicles are in good condition.
Customer Service Department	Handles customer inquiries, resolves issues, and provides support to enhance customer satisfaction and loyalty. This department is critical in maintaining positive relationships with clients and ensuring that their needs are met promptly. The customer service team also conducts

	regular feedback sessions to identify areas for improvement.
Finance Department	Responsible for financial planning, budgeting, accounting, and ensuring the financial stability of the company. The finance team provides critical support by managing cash flow, preparing financial reports, and advising on investment opportunities. They also oversee financial risk management and ensure compliance with financial regulations.
Human Resources Department	Manages employee recruitment, training, and development, as well as handles employee relations and benefits. This department plays a vital role in maintaining a skilled and motivated workforce, which is essential for achieving the company's goals. The HR team also focuses on creating a positive work environment and promoting diversity and inclusion within the organization.
Information Technology (IT) Department	Oversees the company's technology infrastructure, ensuring that all systems are running efficiently and securely. The IT team supports other departments by providing technical solutions and maintaining data integrity. They are also responsible for implementing new technologies to enhance operational efficiency and improve service delivery.
Procurement Department	Responsible for sourcing materials and services needed for the company's operations. This department ensures that all purchases are made in accordance with company policies and regulatory requirements. The procurement team also negotiates contracts with suppliers to secure the best possible deals.
Quality Assurance	Ensures that all services meet the highest standards of quality. This department conducts regular audits and assessments to identify areas

Department	for improvement and implement quality control measures. The quality assurance team works closely with other departments to ensure that quality standards are maintained across all operations.
Research and Development (R&D) Unit	Tasked with identifying new technologies and innovations that can enhance the company's operations. The R&D unit works closely with external partners to stay abreast of industry trends and to develop solutions that address emerging challenges in aviation services. This unit is critical in driving innovation and ensuring that Concord Hanger remains competitive in the market.
Legal Department	Handles legal matters, ensuring compliance with all relevant laws and regulations. This department provides legal advice to other departments and represents the company in legal proceedings. The legal team also drafts and reviews contracts to protect the company's interests.

These departments work together to ensure the smooth operation of Concord Hanger and achieve its business objectives. Each department plays a vital role in contributing to the company's success and growth in the aviation services sector.

In addition to these core departments, Concord Hanger also engages in various corporate social responsibility initiatives. These initiatives include community development projects, educational programs, and environmental conservation efforts. By engaging with local communities and contributing to social welfare, the company fosters positive relationships and enhances its reputation as a responsible corporate citizen.

CHAPTER THREE

INDUSTRIAL EXPERIENCE

3.1 WORK DONE

During my SIWES program at Concord Hanger, I was attached to the Aviation Security (AVSEC) Department. This department is responsible for ensuring compliance with aviation security regulations, safeguarding passengers, crew, and aircraft against acts of unlawful interference. My role involved assisting in various aspects of aviation security management, including security screening, access control, and surveillance monitoring.

One of my primary tasks was to assist in the implementation of security protocols at the airport. This involved ensuring that all passengers and cargo were thoroughly screened before boarding, using advanced security screening equipment such as metal detectors and X-ray machines. I also worked closely with security personnel to monitor access points and ensure that only authorized individuals had access to restricted areas.

In addition to these tasks, I was involved in conducting regular security audits to identify potential vulnerabilities and recommend improvements. This included assessing the effectiveness of current security measures and suggesting enhancements to ensure compliance with international aviation security standards.

Furthermore, I participated in training sessions for security personnel, focusing on topics such as threat recognition, emergency response, and customer service skills. These sessions were critical in ensuring that all security staff were equipped with the knowledge and skills needed to handle security-related situations effectively.

Throughout my SIWES program at Concord Hanger, I learned several valuable lessons that will be beneficial in my future career. These lessons include:

1. **Importance of Teamwork and Collaboration:** The value of building strong relationships with colleagues and how effective teamwork impacts achieving organizational goals in aviation security.
2. **Adaptability and Flexibility:** The ability to adapt quickly to changing circumstances, such as unexpected security incidents, to minimize risks and ensure smooth operations.
3. **Role of Technology in Enhancing Security:** Leveraging advanced security screening equipment and surveillance systems to improve security operations and protect against potential threats.
4. **Critical Role of Safety and Security:** Prioritizing safety and security protocols to protect employees, clients, and aircraft, ensuring compliance with international aviation standards.
5. **Continuous Learning and Professional Development:** The importance of staying informed about industry trends and best practices to remain competitive and equipped to handle future challenges in aviation security.

3.2 TOOLS AND EQUIPMENT USED

During my SIWES program, I had the opportunity to work with a variety of tools and equipment that are essential in aviation security management. These included:

- **Security Screening Equipment:** The company uses advanced security screening equipment such as metal detectors, X-ray machines, and explosive detection systems to ensure that all passengers and cargo are thoroughly checked before boarding.
- **Surveillance Systems:** The AVSEC department utilizes CCTV cameras and other surveillance systems to monitor airport facilities and detect any potential security threats.
- **Communication Devices:** Effective communication is crucial in aviation security. The company uses two-way radios and mobile phones to stay in touch with security personnel and other departments, ensuring that all operations run smoothly.
- **Access Control Systems:** These systems are used to manage access to restricted areas, ensuring that only authorized individuals can enter sensitive zones.
- **Computers and Software:** I used computers to access security databases, manage data, and prepare reports. The company also uses specialized software for managing security protocols and tracking security incidents.

These tools and equipment were essential in facilitating the efficient operation of the AVSEC Department and ensuring that all security tasks were completed effectively.

3.3 SAFETY PRECAUTIONS

Safety is a critical aspect of operations at Concord Hanger, particularly in the AVSEC Department. The company takes several measures to ensure that all employees and clients are protected from potential hazards. During my SIWES program, I observed and participated in various safety protocols, including:

- **Personal Protective Equipment (PPE):** All employees working in operational areas are required to wear PPE such as gloves and safety vests. This helps protect them from physical harm and ensures compliance with safety regulations.
- **Regular Safety Briefings:** The company conducts regular safety briefings to inform employees about potential hazards and the importance of adhering to safety protocols. These briefings also provide an opportunity for employees to raise safety concerns and suggest improvements.
- **Emergency Response Plan:** The company has an emergency response plan in place, which outlines procedures for handling security incidents or other emergencies. This plan is regularly reviewed and updated to ensure that it remains effective.
- **Training Programs:** Concord Hanger offers training programs for employees on safety procedures and emergency response. These programs are designed to equip employees with the knowledge and skills needed to handle safety-related situations effectively.

By emphasizing safety, the company creates a secure working environment and minimizes the risk of accidents, which is essential for maintaining operational efficiency and protecting both employees and clients.

3.4 CHALLENGES FACED DURING MY SIWES PROGRAMME

During my SIWES program at Concord Hanger, I encountered several challenges that provided valuable learning experiences. One of the primary challenges was adapting to the fast-paced environment of the aviation security sector. The AVSEC Department operates under tight deadlines, and ensuring that all security protocols are implemented effectively requires meticulous planning and coordination. Initially, managing these timelines and prioritizing tasks effectively was challenging, but with experience, I became more adept at handling the pressures of the job.

Another challenge I faced was navigating the complexities of aviation security regulations. While I had some familiarity with security protocols, understanding the specific requirements of international aviation security standards required additional training and practice. The company provided support and resources to help me learn these systems, and over time, I became proficient in applying them to real-world scenarios.

Additionally, communicating effectively with security personnel and other stakeholders was a challenge. Ensuring that all parties were informed about security protocols and any changes required strong communication skills. I learned the importance of clear and concise communication in aviation security and how it impacts the success of operations.

Lastly, dealing with unexpected security incidents was a significant challenge. These situations required quick thinking and problem-solving skills to minimize risks and ensure that security protocols were followed. Through these experiences, I developed my ability to handle unexpected challenges and think critically under pressure.

CHAPTER FOUR

SUMMARY, CONCLUSION, AND RECOMMENDATION

4.1 SUMMARY

This report summarizes my experiences and learning outcomes from the SIWES program at Concord Hanger, where I was attached to the Aviation Security (AVSEC) Department. The program, which lasted for 14 weeks, provided me with hands-on experience in aviation security management, including security screening, access control, and surveillance monitoring.

Throughout the program, I gained a deeper understanding of the complexities involved in aviation security operations and the importance of effective communication, teamwork, and safety protocols. I also learned about the critical role of technology in enhancing security operations and the need for continuous learning and professional development in the industry. The experience provided valuable insights into the challenges faced by the aviation security sector, such as adapting to unexpected security incidents and managing tight deadlines, and taught me how to handle these challenges effectively. Additionally, I developed my ability to work under pressure and think critically in response to security-related situations.

4.2 CONCLUSION

In conclusion, my SIWES program at Concord Hanger was a highly rewarding experience that provided me with comprehensive insights into the aviation security industry. The program allowed me to apply theoretical knowledge in a practical setting, enhancing my understanding of the industry's complexities and challenges.

The experience highlighted the importance of teamwork, adaptability, and technological innovation in achieving operational efficiency and security in aviation. It also emphasized the critical role of safety and security protocols in protecting employees, clients, and aircraft, ensuring compliance with international aviation standards.

Overall, the SIWES program was instrumental in preparing me for a career in aviation security by equipping me with the skills, knowledge, and practical experience needed to succeed in this dynamic sector.

4.3 RECOMMENDATION

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

1. **Enhanced Use of Technology:** Concord Hanger should continue to invest in advanced security screening equipment and surveillance systems to further enhance security operations and protect against potential threats.
2. **Regular Training Programs:** The company should implement regular training programs for security personnel to ensure they stay updated with the latest industry trends and best practices. This will help maintain a competitive edge and improve overall performance.
3. **Improved Safety Measures:** While safety protocols are in place, it is essential to continuously review and update these measures to ensure they remain effective and compliant with evolving regulatory standards.
4. **Internship Opportunities:** Concord Hanger should continue to offer internship opportunities to students, as these programs provide valuable learning experiences and can help identify talented individuals for future recruitment.
5. **Feedback Mechanism:** Implementing a robust feedback mechanism will allow the company to gather insights from interns and employees, which can be used to improve operations and enhance the learning experience for future interns.
6. **Sustainability Initiatives:** The company should consider implementing sustainability initiatives to reduce its environmental impact. This could involve adopting energy-efficient practices or reducing waste in operational facilities.

7. **Customer Engagement:** Enhancing customer engagement through regular feedback sessions and tailored service offerings can improve customer satisfaction and loyalty.

This could involve conducting customer surveys to understand their needs better and developing personalized security solutions to meet those needs.

By implementing these recommendations, Concord Hanger can further strengthen its position in the aviation security sector while providing valuable learning experiences for students and interns. The company will be well-positioned to capitalize on emerging trends and challenges in the industry, ensuring continued growth and success.