



A TECHNICAL REPORT

ON

**STUDENT INDUSTRIAL WORKING EXPERIENCE
SCHEME (SIWES)**

HELD AT

POWER TOOLS SAFETY AND GLOBAL LTD
61, Princess Street, Lagos Island, Lagos State Nigeria

BY

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DEDICATION

All praise and honour belong to the Almighty Allah the giver of wisdom and knowledge and also to my parent Mr. & Mrs. ALABI for their moral, financial and spiritual support.

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ABSTRACT

The Student Industrial Work Experience Scheme (SIWES) is a mandatory industrial training program designed to bridge the gap between theoretical classroom knowledge and practical industry experience. This report details my SIWES training at Power Tools Safety and Global LTD, located at 61, Princess Street, Lagos Island, Lagos State, a company specializing in the sale of construction tools, power tools, and safety equipment. During the training, I was actively involved in customer service, sales transactions, inventory management, record-keeping, and logistics operations. I gained hands-on experience handling various power tools, hand tools, and safety equipment, which improved my technical understanding and business management skills. The internship provided me with valuable professional and managerial competencies, including customer relations, inventory control, teamwork, time management, and problem-solving skills. Despite facing challenges such as adapting to a fast-paced environment and handling demanding customers, I successfully completed the program and gained practical exposure to the real-world business environment.

This report highlights my work experience, skills acquired, challenges faced, and recommendations for both the company and future interns. The SIWES program was a significant learning experience that enhanced my understanding of business administration, workplace ethics, and industrial operations, preparing me for future career opportunities.

TABLE OF CONTENTS

Title Page

Dedication

Acknowledgements

Abstract

Table of Contents

CHAPTER ONE: INTRODUCTION

1.1 Background of SIWES

1.2 Objectives of SIWES

1.3 Importance of SIWES

1.4 Scope of the SIWES Program

CHAPTER TWO: DESCRIPTION OF THE ESTABLISHMENT

2.1 History and Background of the Company

2.2 Organizational Structure

2.3 Products and Services Offered

2.4 Departments and Their Functions

CHAPTER THREE: WORK EXPERIENCE AND SKILLS ACQUIRED

3.1 Work Done During the Training

3.2 Tools and Equipment Used

3.3 Skills Acquired

3.4 Challenges Faced

CHAPTER FOUR: CONCLUSION AND RECOMMENDATIONS

4.1 Summary of Experience

4.2 Lessons Learned

4.3 Recommendations for the Company

4.4 Recommendations for Future Interns

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF SIWES

The Student Industrial Work Experience Scheme (SIWES) was introduced in 1973 by the Industrial Training Fund (ITF) to provide students in higher institutions with practical exposure to real work environments. It was established to bridge the gap between theoretical classroom knowledge and industrial practice, ensuring that students acquire hands-on experience before graduation.

Before the introduction of SIWES, many graduates in technical, vocational, and business-related fields lacked the practical skills required to function effectively in industries. Employers often had to spend additional resources training fresh graduates to make them competent for workplace demands. To address this challenge, SIWES was developed as a mandatory skill acquisition program to enhance students' industrial competence while still in school.

The scheme applies to students in universities, polytechnics, and colleges of education, particularly those studying courses related to engineering, technology, applied sciences, environmental sciences, and business administration. It serves as a six-month or one-year industrial attachment program, depending on the institution's requirements, during which students work in industries, business organizations, government agencies, or corporate establishments to gain relevant work experience.

The ITF initially managed SIWES directly but later transferred its administration to participating institutions, with the National Universities Commission (NUC), the National Board for Technical Education (NBTE), and the National Commission for Colleges of Education (NCCE) overseeing its implementation for their respective institutions. Despite this, the ITF still provides funding, supervision, and overall regulatory support for the program.

Through SIWES, students gain exposure to real-world business operations, administrative procedures, industrial ethics, and organizational work culture. The program plays a vital role in preparing students for the demands of the labor market by equipping them with practical experience, problem-solving abilities, and professional discipline necessary for career success.

In summary, SIWES was designed to improve the employability of graduates by integrating academic knowledge with practical experience, ensuring that students are well-equipped to meet industry standards and contribute meaningfully to national development.

1.2 OBJECTIVES OF SIWES

The objectives of SIWES include:

- Exposing students to practical work environments related to their fields of study.
- Enhancing students' technical and managerial competencies.
- Bridging the gap between classroom knowledge and industrial practice.
- Providing students with hands-on experience in workplace ethics, teamwork, and problem-solving.
- Preparing students for future employment by equipping them with relevant industry skills.

1.3 IMPORTANCE OF SIWES

SIWES plays a crucial role in the academic and professional development of students. Its importance includes:

- Developing students' ability to apply classroom knowledge in practical situations.
- Enhancing employability by equipping students with industry-specific skills.
- Facilitating industrial exposure and networking opportunities.
- Improving students' confidence and adaptability in professional settings.
- Strengthening collaboration between educational institutions and industries.

1.4 SCOPE OF THE SIWES PROGRAM

The scope of SIWES covers a wide range of industries and fields, including business administration, engineering, technology, and sciences. It allows students to work in both private and public sector organizations, engaging in real-time job responsibilities. The program involves hands-on training in administrative tasks, sales operations, financial management, customer service, and technical skills relevant to students' areas of specialization. The duration of SIWES varies, typically lasting between three to six months, depending on the institution's requirements.

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT

2.1 HISTORY AND BACKGROUND OF THE COMPANY

Power Tools Safety and Global LTD is a reputable company specializing in the sale of high-quality construction tools and equipment. The company was established to meet the growing demand for durable and reliable tools used in the construction industry. Located at 61, Princess Street, Lagos Island, Lagos State, the company has built a strong reputation for supplying a wide range of power tools, hand tools, and safety equipment to individuals, contractors, and construction firms.

Over the years, Power Tools Safety and Global LTD has expanded its product offerings and improved its service delivery to become a trusted supplier in the industry. The company focuses on providing customers with affordable, high-quality, and durable tools from leading manufacturers. Through excellent customer service, competitive pricing, and a commitment to quality, the company has maintained its position as a key player in the construction tools market.

2.2 ORGANIZATIONAL STRUCTURE

Power Tools Safety and Global LTD operates a well-structured hierarchical organizational system that ensures efficiency and smooth workflow. The company's structure typically includes the following key positions:

1. Managing Director (MD) – The highest authority, responsible for overall business operations and decision-making.
2. General Manager (GM) – Oversees daily operations, implements policies, and supervises departmental heads.
3. Sales and Marketing Manager – Handles sales strategies, customer relations, and business development.
4. Inventory and Procurement Manager – Ensures adequate stock levels, sources products from suppliers, and manages inventory records.
5. Finance and Accounts Officer – Handles financial transactions, bookkeeping, and budgeting.
6. Customer Service Representatives – Assist customers, provide product information, and handle inquiries.

7. Warehouse and Logistics Personnel – Manage stock movement, deliveries, and inventory organization.
8. Technicians (where applicable) – Provide after-sales support, maintenance, and repairs of tools.

2.3 PRODUCTS AND SERVICES OFFERED

Power Tools Safety and Global LTD specializes in providing a wide range of construction tools and safety equipment. The company ensures that all products are of high quality and suitable for different construction needs. The main categories of products and services offered include:

Products

- Power Tools – Drills, grinders, saws, impact wrenches, and rotary hammers.
- Hand Tools – Hammers, screwdrivers, pliers, wrenches, chisels, and measuring tapes.
- Construction Equipment – Concrete mixers, tile cutters, wheelbarrows, and scaffolding tools.
- Safety Equipment – Helmets, gloves, safety boots, goggles, and reflective vests.
- Fasteners and Accessories – Screws, nails, bolts, nuts, and anchors.

Services

- Sales of construction tools and safety gear.
- Consultation services on the selection of appropriate tools.
- After-sales support and maintenance of certain power tools.
- Wholesale and retail distribution of construction tools.

2.4 DEPARTMENTS AND THEIR FUNCTIONS

The company is divided into different departments, each responsible for specific functions to ensure smooth operations. The key departments and their functions include:

1. Sales and Marketing Department

- Handles product sales, customer inquiries, and marketing strategies.
- Engages in promotional activities to increase customer reach.

2. Inventory and Procurement Department

- Manages stock levels and ensures products are available for customers.
- Sources quality tools from reliable suppliers.

3. Finance and Accounts Department

- Handles financial records, sales transactions, and budget planning.
- Ensures the company's profitability and manages expenses.

4. Customer Service Department

- Assists customers in choosing the right tools.
- Handles complaints and ensures customer satisfaction.

5. Logistics and Warehouse Department

- Manages product storage, deliveries, and transportation logistics.
- Ensures safe handling and proper inventory management.

6. Technical Support Department (where applicable)

- Provides after-sales support, repairs, and tool maintenance.
- Offers professional advice on tool usage and handling.

CHAPTER THREE

WORK EXPERIENCE AND SKILLS ACQUIRED

3.1 WORK DONE DURING THE TRAINING

During my industrial training at Power Tools Safety and Global LTD, I was assigned various tasks that provided hands-on experience in the sales and management of construction tools. My responsibilities included:

1. Customer Service and Sales Support

- Assisting customers in selecting suitable tools for their construction needs.
- Explaining the features, specifications, and proper usage of different power and hand tools.
- Processing sales transactions, issuing receipts, and handling payment records.

2. Inventory Management

- Arranging and labeling tools and safety equipment in the store.
- Taking stock of available products and updating inventory records.
- Assisting in stock audits to track sales and prevent shortages.

3. Administrative and Record-Keeping Tasks

- Managing sales records, invoices, and customer purchase details.
- Organizing product catalogues and price lists for easy reference.
- Assisting in preparing financial reports and balancing daily transactions.

4. Logistics and Product Handling

- Receiving and inspecting newly delivered tools from suppliers.
- Packing and dispatching orders to customers and construction firms.
- Ensuring proper storage of tools to prevent damage or defects.

5. Learning Product Knowledge

- Understanding the various types of power tools, their functions, and applications.
- Gaining knowledge of safety measures required when handling tools.
- Observing technical maintenance and minor repairs on some equipment.

3.2 TOOLS AND EQUIPMENT USED

During my SIWES training, I was exposed to various construction tools and equipment. Some of the key tools and devices I handled include:

Power Tools:

- Electric Drills – Used for boring holes in wood, metal, and concrete.
- Angle Grinders – Used for cutting and grinding metal or stone surfaces.
- Circular Saws – Used for cutting wood, tiles, and other materials.
- Rotary Hammers – Used for heavy-duty drilling in concrete.
- Impact Wrenches – Used for tightening and loosening bolts and screws.

Hand Tools:

- Hammers – Used for driving nails and breaking hard surfaces.
- Screwdrivers – Used for tightening and loosening screws.
- Wrenches – Used for gripping, tightening, or loosening nuts and bolts.
- Pliers – Used for gripping and cutting wires.
- Measuring Tapes – Used for accurate measurements in construction.

Safety Equipment:

- Helmets – Protecting workers from head injuries.
- Gloves – Ensuring hand protection while handling sharp objects.
- Goggles – Shielding eyes from dust and debris.
- Reflective Vests – Increasing visibility for safety in construction areas.

3.3 SKILLS ACQUIRED

The SIWES training at Power Tools Safety and Global LTD helped me develop several essential skills, both technical and managerial, including:

1. Customer Service and Sales Skills

- Effectively communicating with customers to understand their needs.
- Recommending appropriate products based on customers' requirements.
- Handling sales transactions and managing receipts efficiently.

2. Inventory and Store Management Skills

- Keeping accurate records of stock levels and product movement.
- Learning techniques for proper storage and organization of tools.
- Conducting periodic inventory checks to maintain stock balance.

3. Administrative and Record-Keeping Skills

- Preparing invoices and managing sales documentation.
- Handling basic bookkeeping tasks and financial record updates.
- Assisting in office management and organizing business transactions.

4. Technical and Product Knowledge

- Understanding the different types of construction tools and their applications.
- Learning basic maintenance and troubleshooting of power tools.
- Gaining knowledge of workplace safety measures and tool handling procedures.

5. Teamwork and Time Management

- Collaborating with colleagues to ensure smooth business operations.
- Managing multiple tasks efficiently within a fast-paced environment.
- Developing a strong work ethic and responsibility in a professional setting.

3.4 CHALLENGES FACED

During my SIWES training, I encountered several challenges, including:

1. Adapting to a Fast-Paced Work Environment

- The high demand for construction tools meant that I had to process transactions quickly while ensuring accuracy.

2. Handling Customer Complaints

- Some customers were difficult to satisfy, requiring patience and effective communication skills to resolve their issues.

3. Learning Technical Aspects of Power Tools

- Understanding the specifications and applications of different tools required time and consistent practice.

4. Inventory Management Difficulties

- Keeping track of stock levels and ensuring products were properly recorded was sometimes challenging, especially during peak sales periods.

5. Standing for Long Hours

- Due to the nature of the job, I had to stand for extended periods while assisting customers and arranging stock.

CHAPTER FOUR

CONCLUSION AND RECOMMENDATIONS

4.1 SUMMARY OF EXPERIENCE

My SIWES training at Power Tools Safety and Global LTD was a valuable and enriching experience that provided me with practical exposure to the business and industrial environment. Throughout the training, I engaged in various activities, including customer service, sales transactions, inventory management, record-keeping, and logistics operations. I also gained hands-on experience handling different construction tools, power tools, and safety equipment, which improved my technical knowledge and business skills.

The training allowed me to apply my business administration knowledge in a real-world setting, enhancing my understanding of organizational operations, financial transactions, customer relations, and workplace ethics. Despite facing some challenges, such as adapting to a fast-paced work environment and handling demanding customers, I successfully completed my internship and developed valuable professional and managerial competencies.

4.2 LESSONS LEARNED

During the course of my industrial training, I gained several important lessons, including:

1. Practical Application of Business Concepts

- The internship reinforced my academic knowledge by providing firsthand experience in business operations.

2. Importance of Customer Relations

- Effective communication and customer satisfaction play a vital role in business success.

3. Time Management and Multitasking

- Managing multiple tasks efficiently is crucial in a business environment.

4. Inventory Control and Product Management

- Proper stock management ensures smooth operations and prevents losses.

5. Teamwork and Professionalism

- Working in a team enhances productivity, and maintaining professionalism is key to career success.

4.3 RECOMMENDATIONS FOR THE COMPANY

Based on my experience, I recommend the following improvements for Power Tools Safety and Global LTD:

1. Improved Inventory Management System

- Implementing digital inventory tracking software will enhance accuracy and efficiency.

2. Enhanced Customer Service Training

- Providing employees with periodic customer service training will improve customer satisfaction and loyalty.

3. Expansion of Product Range

- Increasing the variety of construction tools and safety equipment will attract more customers.

4. Better Workplace Organization

- Arranging tools and equipment systematically will improve accessibility and ease of stock handling.

5. Internship Training Program

- Developing a structured training plan for interns will help them adapt quickly and contribute effectively.

4.4 RECOMMENDATIONS FOR FUTURE INTERNS

For future interns who will undergo SIWES training at Power Tools Safety and Global LTD or similar companies, I recommend the following:

1. Be Willing to Learn

- Take the opportunity to gain practical experience and improve your skills.

2. Develop Good Communication Skills

- Effective communication is essential in handling customers and working with colleagues.

3. Pay Attention to Details

- Accuracy is important in managing sales records, inventory, and financial transactions.

4. Adapt to Workplace Challenges

- Be prepared to work in a fast-paced environment and develop problem-solving skills.

5. Demonstrate Professionalism and Hard Work

- Being diligent, punctual, and responsible will create a positive impression and enhance career prospects.

CONCLUSION

My SIWES training at Power Tools Safety and Global LTD was an eye-opening experience that significantly contributed to my personal and professional development. It provided me with practical business administration skills, improved my technical knowledge of construction tools, and enhanced my understanding of workplace ethics and customer service.

I strongly believe that industrial training is essential for bridging the gap between academic knowledge and practical application. With the recommendations provided, both the company and future interns can maximize the benefits of the SIWES program for improved productivity and career growth.