



A TECHNICAL REPORT
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME
(SIWES)

Held at
OGUNKARE VENTURES

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DEDICATION

I dedicate this report to God, the one who has given me the privilege to write this report. I also want to appreciate my wonderful parent and siblings for the support and faith in me.

ACKNOWLEDGEMENT

I take this opportunity to express my profound gratitude and deep regards to the creator of heaven and earth, the one who knows the beginning and the end, the alpha and the omega, the Almighty Allah and also to my guides (MR & MRS. OYEWUMI), and to all those who has helped me during my SIWES programme. The blessings, help and guidance given by them, time to time has carry me so this far and shall carry on the journey of life on which I am about to embark. I also take this opportunity to express a deep sense of gratitude to compliment my mentor for his cordial support valuable information and guidance which helped me in completing my SIWES through various stages.

Lastly my deep regard to the best and most inspiring siblings.

A big thanks goes to my friends, May Almighty GOD bless, protect, keep, nourish and guide you through all your life's entire journey. And also my regard to the school board of trustees and the staff a very big thank you to all and sundry.

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CHAPTER ONE

1.1 INTRODUCTION OF SIWES

The Student Industrial Work Experience Scheme (SIWES) is a skill development program designed to prepare students of universities, polytechnics, and colleges of education for the industrial work situation they are likely to encounter after graduation. Established by the Industrial Training Fund (ITF) in 1973, SIWES bridges the gap between theory and practice by providing students with the opportunity to gain hands-on experience in their chosen fields. The program is mandatory for students in engineering, technology, science, and other related disciplines, as it equips them with practical skills and exposure to real-world work environments.

Students Industrial Work Experience Scheme (SIWES) is a Skills Training Program designed to prepare and expose Students of Universities, Polytechnics, Colleges of Technology, Colleges of Agriculture and Colleges of Education for the Industrial Work situation they are likely to meet after graduation. The Scheme affords Students the opportunity of familiarizing and exposing themselves handling equipment and machinery that are usually not available in their institutions.

1.2 HISTORY OF SIWES

The SIWES program was introduced in Nigeria in 1973 by the Industrial Training Fund (ITF) to address the growing concern about the lack of practical skills among graduates. The scheme was created in collaboration with the Nigerian Universities Commission (NUC), the National Board for Technical Education (NBTE), and the National Commission for Colleges of Education (NCCE). Over the years, SIWES has evolved to become a critical component of tertiary education in Nigeria, ensuring that students are well-prepared for the demands of the labor market.

The Students' Industrial Work Experience Scheme (SIWES) was initiated in 1973 by the Federal Government of Nigeria under the Industrial Training Fund (ITF) to bridge the gap between theory and practice among products of our tertiary Institutions. It was designed to provide practical training that will expose and prepare students of Universities, Polytechnics, and Colleges of Education for work situation they are likely to meet after graduation.

Before the establishment of the scheme, there was a growing concern among the industrialists that graduates of institutions of higher learning lacked adequate practical background studies preparatory for employment in industries. Thus the employers were of the opinion that the theoretical education going on in higher institutions was not responsive to the needs of the employers of labour.

As a result of the increasing number of students' enrolment in higher institutions of learning, the administration of this function of funding the scheme became enormous, hence ITF withdrew from the scheme in 1978 and was taken over by the Federal Government and handed to National Universities commission (NUC), National Board for Technical Education (NBTE) and National Commission for Colleges of Education (NCCE). In 1984, the Federal Government reverted back to ITF which took over the scheme officially in 1985 with funding provided by the Federal Government

1.3. OBJECTIVES OF THE PROGRAMME

The primary objectives of SIWES include:

- To expose students to real life work environments and industrial practices.
 - To provide students with the opportunity to apply theoretical knowledge gained in the classroom to practical situations.
 - To equip students with relevant skills and competencies required in their chosen professions.
 - To foster a smooth transition from academic life to the professional world.
 - To enhance students' employability by providing them with hands-on experience and industry exposure.
 - Expose students to work methods and techniques in the handling of equipment and machinery that may not be available in schools.
 - Make transition from school to the labour market smooth and enhance students' conduct for later job placement
 - Provide students with the opportunity to apply their knowledge in real life work situation thereby bridging the gap between theory and practice
 - Strengthen employer involvement in the entire educational process and prepare students for employment in industry
- Promote the desired technological knowhow required for the advancement of the nation.

1.4. OBJECTIVES OF ESTABLISHMENT

The establishment of SIWES was driven by the need to:

- Address the gap between academic training and industry requirements.
- Produce graduates who are not only theoretically sound but also practically competent.
- Promote collaboration between educational institutions and industries.
- Enhance the quality of education by integrating practical training into the curriculum.
- Contribute to national development by producing a skilled workforce capable of driving innovation and economic growth.
- To maintain good relationship with patients, relations and the community through health education.
- To carry out diagnosis and intervention.
- To provide training for students.
- To maintain sufficient hospital supply of equipment and promote their utilization and maintenance.

CHAPTER TWO

2.1. BENEFIT DERIVED FROM SIWES PROGRAMME

The experience, knowledge, skills and exposure acquired during the period of attachment in the industrial exercise cannot be over emphasized. I was exposed to certain areas in my course of study, such as:

1. **Skill Development:** Students acquire practical skills and competencies that are essential for their professional growth.
2. **Industry Exposure:** The program provides students with firsthand experience of industrial operations, processes, and technologies.
3. **Networking Opportunities:** Students interact with professionals in their field, building valuable connections for future career prospects.
4. **Enhanced Employability:** Employers prefer candidates with practical experience, making SIWES participants more competitive in the job market.
5. **Improved Academic Performance:** The application of theoretical knowledge in realworld scenarios enhances students' understanding of their coursework.
6. **Contribution to National Development:** By producing a skilled workforce, SIWES contributes to the economic and technological advancement of the nation.

2.2 OVERVIEW OF THE ORGANIZATION

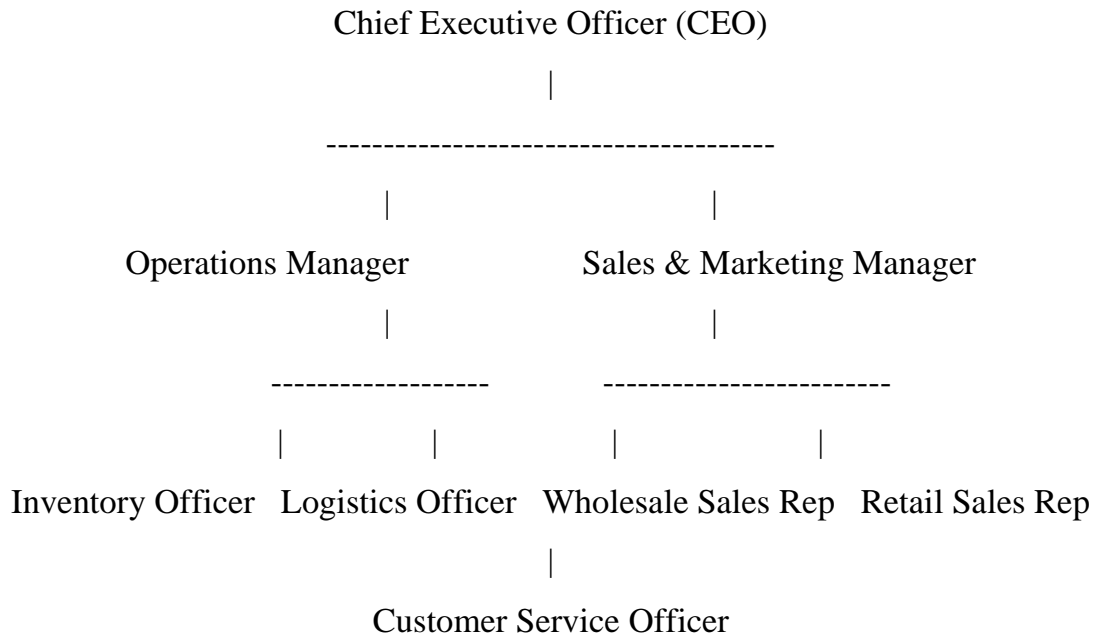
Ogunkare Venture is a retail and wholesale business enterprise specializing in the sale of quality mattresses. Established with a commitment to providing comfort and restful sleep solutions, the company serves a wide range of customers including individual buyers, retailers, hotels, and other institutions.

Operating in the mattress and bedding industry, Ogunkare Venture offers a variety of mattress brands, sizes, and types, such as foam, spring, orthopedic, and memory foam mattresses, catering to the diverse needs and budgets of their customers.

The business adopts a customer-centric approach, ensuring that clients receive not only quality products but also excellent after-sales service. With a strong presence in both the wholesale and retail markets, Ogunkare Venture continues to build a reputation for reliability, affordability, and satisfaction.

Their operational structure includes inventory management, procurement, customer service, logistics, and sales, making the organization an ideal place for students and interns to gain hands-on experience in commerce and retail management.

2.3 ORGANIZATIONAL CHART OF THE ORGANIZATION



Brief Explanation of Roles:

- **CEO** – Oversees the entire business, makes strategic decisions.
- **Operations Manager** – Manages day-to-day operations, including procurement and supply chain.
- **Sales & Marketing Manager** – Handles all marketing efforts and sales strategy, both wholesale and retail.
- **Inventory Officer** – Keeps track of stock levels, product inflow and outflow.
- **Logistics Officer** – Manages delivery and transportation of goods.
- **Wholesale & Retail Sales Representatives** – Handle customer orders and sales transactions.
- **Customer Service Officer** – Provides assistance to customers, handles complaints, and ensures customer satisfaction.

2.5 INTRODUCTION TO APPARATUS AND THEIR FUNCTIONS

In the course of daily operations at Ogunkare Venture, various apparatus and tools are used to ensure efficient handling, storage, sales, and delivery of mattresses. These apparatus play essential roles in maintaining productivity and customer satisfaction. Below is an introduction to some of the key apparatus used and their respective functions:

1. Digital Weighing Scale

Function: Used to measure the weight of mattresses, especially when confirming delivery quantities or when pricing is weight-based.



2. Barcode Scanner

Function: Helps in identifying and managing inventory by scanning product barcodes. It speeds up the sales process and reduces errors in product identification.



3. Point of Sale (POS) Machine

Function: Facilitates payment transactions by allowing customers to pay using debit/credit cards or transfer confirmations.



4. Delivery Trolley or Cart

Function: Used for transporting heavy mattresses within the store or warehouse, reducing manual labor and the risk of injury.



5. Wrapping Machine or Packaging Materials

Function: Mattresses are often wrapped in protective materials (e.g., plastic wrap) to safeguard them from dirt or damage during storage and transport.



6. Inventory Management Software

Function: Digital tool used to monitor stock levels, manage reorders, track sales, and generate reports for better decision-making.

<div> <div>SELL</div> <div>MAKE</div> <div>BUY</div> <div>STOCK</div> <div>ITEMS</div> <div>CONTACTS</div> <div>SETTINGS</div> </div> <div>Leather Store</div> <div>Jane Donau</div>							
Open Done		Export					
Order #	Customer	Total amount	Delivery deadline	Product availability	Material availability	Production	Delivery
Total		8254.20 USD					
SO-998	Chase Stevenson	720.60 USD	2018-12-02	Picked	Processed	Done	Packed
SO-999	Leah Martin	820.60 USD	2018-12-02	In stock	In stock	Done	Not shipped
SO-1001	Gilbert Schmidt	1642.00 USD	2018-12-07	Expected 2018-12-03	In stock	Work in progress	Packed
SO-1003	Ellen Sparks	798.00 USD	2018-12-07	Expected 2018-12-03	Expected 2018-11-23	Work in progress	Delivered
SO-1004	Eric Ross	720.60 USD	2018-12-11	Expected 2018-12-05	In stock	Not started	Not shipped
SO-1007	Jack Carpenter	485.20 USD	2018-12-11	Expected 2018-12-06	Not available	Not started	Not shipped
SO-1008	Ronnie Soto	1448.40 USD	2018-12-11	Not available	In stock	Make to order	Not shipped
SO-1009	Terry Jensen	798.20 USD	2018-12-12	Not available	Not available	Make to order	Not shipped
SO-1010	Ralph Harper	820.60 USD	2018-12-12	Not available	In stock	Make to order	Not shipped

7. Mobile Phone/Computer System

Function: Used for communication with customers and suppliers, placing orders, managing records, and running online promotions or responding to inquiries.



8. Storage Racks/Shelves

Function: Used for organizing mattresses in a way that maximizes space and makes retrieval easy and efficient.



CHAPTER THREE

3.1 ROLES AND RESPONSIBILITIES DURING THE TRAINING

During my Students Industrial Work Experience Scheme (SIWES) training at **Ogunkare Venture**, I was assigned to various departments and engaged in multiple tasks that helped me gain practical knowledge and experience in wholesale and retail business operations. Below are the major roles and responsibilities I undertook:

1. ASSISTING IN CUSTOMER SERVICE

- Attended to walk-in customers and provided information on available mattress types, prices, and sizes.
- Handled basic customer inquiries and directed complex ones to the appropriate staff.
- Ensured customer satisfaction through polite interaction and prompt service.

2. PARTICIPATING IN SALES TRANSACTIONS

- Supported the sales team in processing both wholesale and retail sales.
- Issued receipts and payment confirmations using POS and manual record methods.
- Helped in preparing invoices for bulk purchases.

3. INVENTORY MANAGEMENT

- Assisted in stocktaking activities by counting and recording mattress units.
- Helped with updating stock records and reporting low-stock items to the supervisor.
- Learned how to use basic inventory tools and logbooks.

4. HANDLING AND PACKAGING PRODUCTS

- Participated in the packaging of mattresses for customer deliveries.
- Used trolleys and carts to move products safely within the warehouse/store.
- Ensured all packaged items were labeled and secured properly.

5. DELIVERY ASSISTANCE

- Accompanied delivery personnel to deliver mattresses to customers.
- Helped in loading and offloading products while observing safety measures.
- Obtained customer confirmation and signatures on delivery forms.

6. LEARNING PRODUCT KNOWLEDGE

- Studied different types of mattresses and their features (e.g., foam, orthopedic, spring).
- Observed and learned how to match customer needs with the appropriate product.
- Gained insight into price differentiation and quality assessment.

7. MAINTAINING CLEANLINESS AND ORDERLINESS

- Ensured the showroom and store environment were clean and well-organized.
- Arranged mattresses in display areas to attract customer attention.
- Participated in general housekeeping activities as directed.

3.3 CHALLENGES ENCOUNTERED

During my SIWES training at **Ogunkare Venture**, I encountered several challenges that tested my adaptability, patience, and willingness to learn. These challenges also contributed significantly to my personal and professional growth. Some of the key challenges include:

1. LIMITED PRACTICAL EXPERIENCE

- Initially, I found it difficult to handle customer interactions and sales tasks confidently due to lack of prior experience. It took time to build confidence in dealing with customers and understanding product details.

2. MANUAL INVENTORY PROCESS

- The inventory system was largely manual, which made stocktaking and record-keeping tedious and prone to human error. This sometimes led to confusion in tracking product availability.

3. PHYSICAL STRAIN

- Handling and moving large and heavy mattresses was physically demanding, especially during deliveries and store arrangement. It required a lot of strength and careful handling to avoid damage or injury.

4. COMMUNICATION BARRIER

- Some customers spoke local languages or dialects I was not fluent in, which made communication challenging. I had to rely on colleagues or non-verbal cues to assist such customers.

5. HIGH CUSTOMER EXPECTATIONS

- Dealing with demanding customers who expected instant service or discounts was sometimes stressful, especially during peak periods or when supervisors were unavailable to intervene.

6. LIMITED ACCESS TO DIGITAL TOOLS

- There was minimal use of digital technology for managing sales and customer data, which could have made operations more efficient. Learning was therefore limited to manual methods.

7. TIME MANAGEMENT

- Balancing multiple responsibilities like sales support, inventory checks, and customer service during busy hours required effective time management, which was challenging in the early stages of training.

CHAPTER FOUR

4.1 SUMMARY OF EXPERIENCE

My SIWES training at **Ogunkare Venture** was an insightful and practical experience that exposed me to the real-life operations of a wholesale and retail business. Throughout the training period, I gained hands-on knowledge in customer service, inventory management, sales processes, product handling, and basic logistics.

I learned how to attend to customers professionally, assist with sales transactions, and maintain accurate stock records. I also became familiar with the different types of mattresses and their features, which helped improve my product knowledge and communication skills. Working in a structured environment allowed me to understand the importance of teamwork, punctuality, and responsibility in the workplace.

Despite facing a few challenges such as physical tasks, communication barriers, and limited digital tools, I was able to adapt, learn quickly, and improve my efficiency. The experience helped me build confidence, develop practical skills, and better appreciate the role of entrepreneurship in economic growth.

Overall, my time at Ogunkare Venture was both educational and rewarding, equipping me with useful skills that will be beneficial in my future career.

4.2 CONCLUSION

The Students Industrial Work Experience Scheme (SIWES) at **Ogunkare Venture** provided me with a valuable opportunity to apply classroom knowledge to real-world business operations. Through hands-on involvement in customer service, sales, inventory management, and logistics, I was able to develop practical skills and gain insight into how a retail and wholesale enterprise is managed.

The experience broadened my understanding of the mattress and bedding industry and improved my interpersonal, communication, and problem-solving abilities. It also exposed me to the day-to-day challenges and responsibilities of running a business, helping me appreciate the importance of teamwork, efficiency, and customer satisfaction.

In conclusion, the training was a meaningful step toward my professional development and has prepared me better for future career opportunities in both the public and private sectors.

4.3 RECOMMENDATIONS

To improve the efficiency of the Public admin process, I recommend the following:

- Implementing advanced inventory management systems to enhance tracking and stock control.
- Providing regular training for staff on the latest Public admin practices and technologies.
- Establishing stronger relationships with reliable suppliers to minimize delays.
- Ensuring proper documentation and transparency in all Public admin activities.

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