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INDUSTRIAL TRAINING REPORT

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EXECUTIVE SUMMARY

This industrial training report documents of my six-month internship experience at RelyOn Asia Sdn. Bhd. or formally known as MSTS Asia. It is a leading safety training and risk management provider in Malaysia. I have carried out my internship from 11 August 2025 to 23 February 2026. So, as a final semester student, it is part of the academic requirements for me to complete my studies in Bachelor of Business Administration (Honours) in Human Resource Management at Universiti Teknologi MARA (UiTM). During the internship, I was assigned to the Customer Relation Executive (CRE) Department, where I gained a lot of hands-on exposure to administrative and in customer service tasks. My responsibilities were included in managing client communications, preparing official documents, coordinating training arrangements and assisting with creative projects for example in creating poster design and video creation. These tasks enhanced my technical skills in office administration, digital tools and in project management. Not only that, it also strengthening my interpersonal, communication skills, and teamwork abilities. In addition, the Report will also present a SWOT analysis of RelyOn Asia highlighting its strengths in international accreditation and advanced training facilities. In addition, it will also present weaknesses in operational costs and location accessibility. Even opportunities in blended learning and the growing demand for security training, and ultimately threats from competition, talent shortages, and evolving certification standards. Therefore, recommendations have been made to assist companies in maintaining their competitiveness and growth. This internship has opened a space for me by providing professional exposure, personal development and valuable industry insights. In addition, it has equipped me with various practical skills and meaningful knowledge that will benefit me for my future career. Overall, this internship also provides me with some professional exposure, personal development and also valuable industry insights. In addition, it has equipped me with practical skills and knowledge that will benefit me for my future career.

2.0 ACKNOWLEDGEMENT

First and foremost, I would like to express my deepest gratitude to Allah for granting me the strength, good health, and patience to successfully complete my six-month internship for my final semester. I would like to extend my sincere appreciation to Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka, especially the Faculty of Business and Management, for provide me with the opportunity to undergo this industrial training as part of the academic requirement of my programme. Not just that, I also would like to give a big thanks to RelyOn Asia Sdn. Bhd. (Cherating Center) for accepting me as an intern and provide a supportive, professional, and positive working environment throughout my internship period. I am especially grateful to my company supervisor, Nurul Ain Binti Yahya, for her continuous guidance, encouragement, and valuable knowledge, which greatly contributed to my learning experience. Next, I would also like to express my deepest gratitude to my university supervisor, Mrs. Noor Rafhati Binti Romainha, for her guidance, advice, and continuous support throughout this six-month industrial training period. Finally, I would like to thank my family and friends for their encouragement, motivation, and moral support throughout this final semester, as their support has been invaluable in helping me successfully complete this internship.

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