



وَبُيُوتِهِمْ
UNIVERSITI
TEKNOLOGI
MARA



INDUSTRIAL TRAINING REPORT

**INSTITUTE OF CONTINUING
EDUCATION & PROFESSIONAL STUDIES
(ICEPS)**

22ND SEPTEMBER 2025 - 06TH MARCH 2026

**BA232 - BACHELOR OF OFFICE
SYSTEMS MANAGEMENT
(HONS.)**

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EXECUTIVE SUMMARY

This report presents a summary of the knowledge, skills, and practical experience gained during a 24-week industrial training at the Institute of Continuing Education & Professional Studies (iCEPS), conducted from 22 September 2025 to 6 March 2026, as part of the requirements for completing the final semester of study.

The primary objective of this internship was to expose the trainee to a real working environment and to bridge the gap between theoretical learning and practical application. During the training period, I was assigned to the administrative and management unit at iCEPS, where I was involved in various tasks such as document management, data handling, assisting in daily administrative operations, and supporting program coordination activities. I also had the opportunity to attend meetings and assist staff in managing professional and continuing education programs offered by iCEPS.

Throughout the internship, I developed both technical and soft skills, including communication, teamwork, time management, problem-solving, and administrative competencies. In addition, I gained a clearer understanding of iCEPS's organizational structure, work culture, and its role in providing lifelong learning and professional development opportunities.

Overall, the industrial training at iCEPS was a valuable and enriching experience that enhanced my professional readiness, improved my personal development, and provided meaningful exposure that will be beneficial for my future career growth.



اَوَّلُ رِسْقِي تِكْوَلُوْكَى مَارَا
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ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

First and foremost, I would like to express my deepest gratitude to Allah S.W.T for granting me the strength, patience and guidance to successfully complete my internship and this report. I would like to extend my sincere appreciation to Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka, particularly the Institute of Continuing Education & Professional Studies (iCEPS), for providing me with the valuable opportunity to undergo my industrial training this semester.

I am fortunate to have finished my internship report this semester, thanks to Allah S.W.T. My internship at the Institute of Continuing Education & Professional Studies (iCEPS) provided me with an excellent opportunity to study, expand my knowledge and my major-related abilities. The fact that I had the opportunity to network and meet a professional who would mentor me throughout my internship, which runs from September 22, 2025 until March 6, 2026 makes me feel even more thankful.

After that, I would like to thank the Institute of Continuing Education & Professional Studies (iCEPS) for helping me finish my SWOT analysis project during the training by guiding and continuing to teach me about the responsibilities linked to my studies. I would like to take this opportunity to thank Dr Azhana Binti Othman, my supervisor for her advice and direction in assisting me to complete my report. I also want to thank all of the staff members who helped me throughout my internship. Furthermore, I would like to express my gratitude to Madam Munirah Binti Jidi, my internship advisor who is responsible for overseeing my internship this semester and helping me finish the analysis. In addition, I would like to express my gratitude to all of the instructors at UiTM Bandaraya Melaka as well as my friends who gave me all the support I needed, particularly during my internship. Finally, I would like to express my gratitude to my family for their support during my internship.



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