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UNIVERSITI
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MARA

INDUSTRIAL TRAINING REPORT AT UNIKL MSI
1st MARCH - 13th AUGUST 2021



UniKL
UNIVERSITI
KUALA LUMPUR

**KAMPUS CAWANGAN
MALAYSIAN SPANISH INSTITUTE**

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Executive Summary

This industrial training report is a mandatory task prepared on final year by a student of Bachelor of Business Administration Finance, Uitm Perlis. All students who are qualified to undergo the industrial training must select an internship placement that suits the students' criteria. My name is Muhammad Akmal Khir Bin Mat Khir, I was qualified to undergo my industrial training at Universiti Kuala Lumpur (UniKL) MSI branch, and was placed under finance department.

Throughout the learning process of my bachelor's degree, I was exposed to various studies areas especially in finance and administration. I was required to choose an organization which is related to these areas of studies. This actually helps the students to apply the knowledge that we have obtained during our years of study. Auspiciously, UniKL MSI was the right place that has enabled me to apply most of the knowledge that I acquired from the mentioned areas.

During the industrial training period, I was given a great guidance and enlightenment on administration tasks as well as office management skills. I will be sure to remember everything that had been taught and apply it in my future job if necessary. The industrial training starts from 1st March 2021 until 13th August 2021.

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2.0 COMPANY'S PROFILE

2.1 Company's name , logo , location and operation hours6Y

Universiti Kuala Lumpur is a Malaysian university. The Malaysian Spanish Institute (UniKL-MSI) campus is one of Universiti Kuala Lumpur's listed branch campuses (UniKL). It is a cutting-edge technical centre in the field of engineering technology, with a focus on mechanical, manufacturing, electrical, and electronic engineering, and it is completely funded by the Malaysian government.



Figure 1: Pictures of UniKL and UniKL-MSI symbols

UniKL-MSI began operations in August 2002 at the temporary campus at Techno Center, Kulim Hi-Tech Park, and later relocated to the main campus in December 2003, which was constructed on a piece of land measuring approximately 39 acres, also in Kulim Hi-Tech Park, Kulim, Kedah. It was established in August 2002 as a collaboration project between the Malaysian government and the Spanish government, represented by MARA.



Figure 2: Entrance of UniKL-MSI

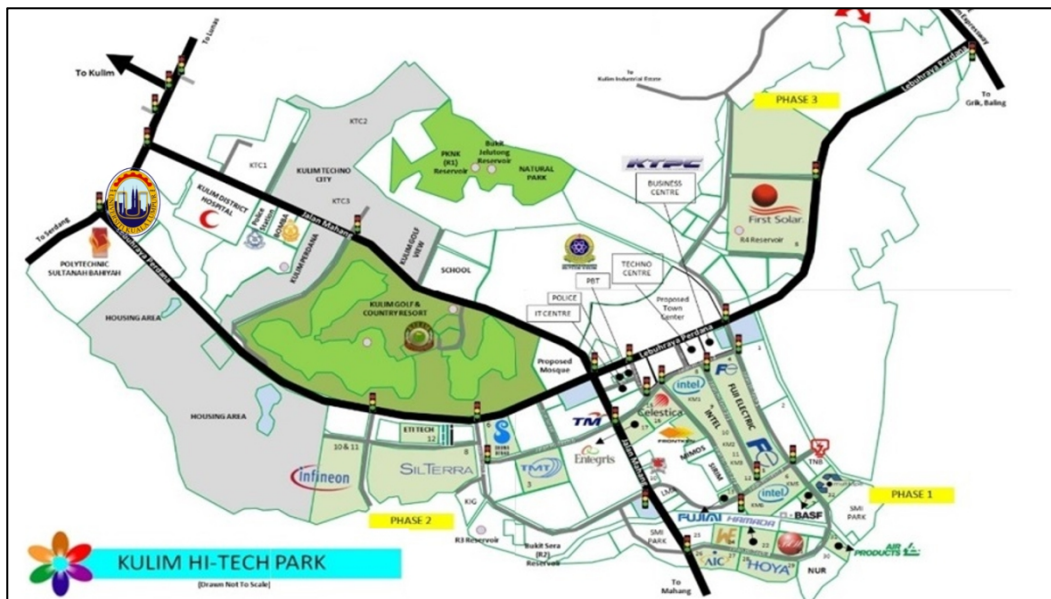


Figure 3: Map of UniKL-MSI

The university's office operates from 5 day a week from Monday to Friday. The operational hour for the office are from 8 am to 5 pm and one hour lunch break are given for the staffs at 1 pm.

2.2 Vision , Mission Objective and Goals of Unikl

2.2.1 Vision

To become the leading entrepreneurial technical university in the country through excellence in research, education, training, entrepreneurship, consultancy and community services

2.2.2 Mission

To produce enterprising global technopreneurs

2.2.3 Objective and Goals

The Universiti Kuala Lumpur Malaysian Spanish Institute (UniKL MSI) was established in response to the increasingly growing demand for automotive engineering, mechanical and mechatronics, and management. The university's goal is to equip graduates with the information, skills, and attitudes necessary to contribute to and play major roles in a globalised, knowledge-based economy.

2.2.4 Shared Values

- **C** - Commitment
- **I** - Integrity
- **T** - Teamwork
- **I** - Innovativeness
- **E** - Excellent

2.3 Background of establishment

MARA and CONTES signed a partnership agreement in November 1999 to establish the Malaysian Spanish Institute, or MSI, as a higher technical training centre in the Kulim Technological Park. The aim of this centre is to provide highly skilled workers to local businesses as well as provide training to employees of local businesses in the Kulim Technology Park. The building project kicked off on February 15, 2000, following the signing of the deal. In accordance with the agreement, CONTES, as the technical assistance provider, was responsible for identifying the professional skills needed by Malaysian companies in order for MSI to develop trainings specifically for them.

2.4 Organizational structure

The 13 branch institutes of UniKL offer a wide range of foundation, diploma, undergraduate, and postgraduate programmes. UniKL contributes not only to tertiary education but also to research and development for commercialization through the principle of "One Institute, One Specialisation." Strategically situated in Peninsular Malaysia, including Kuala Lumpur, Selangor, and Penang.

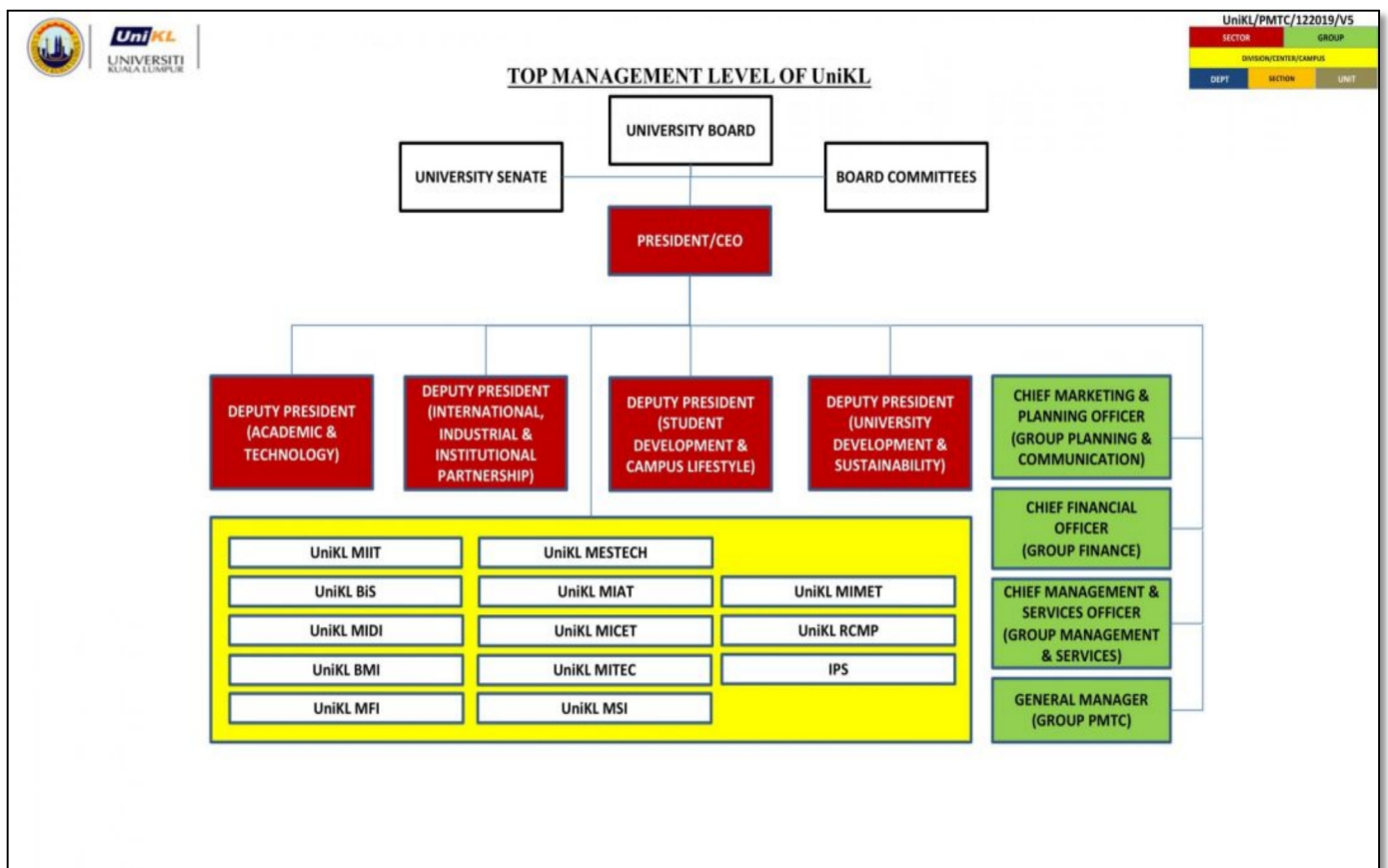


Figure 4: UniKL Organization Structure

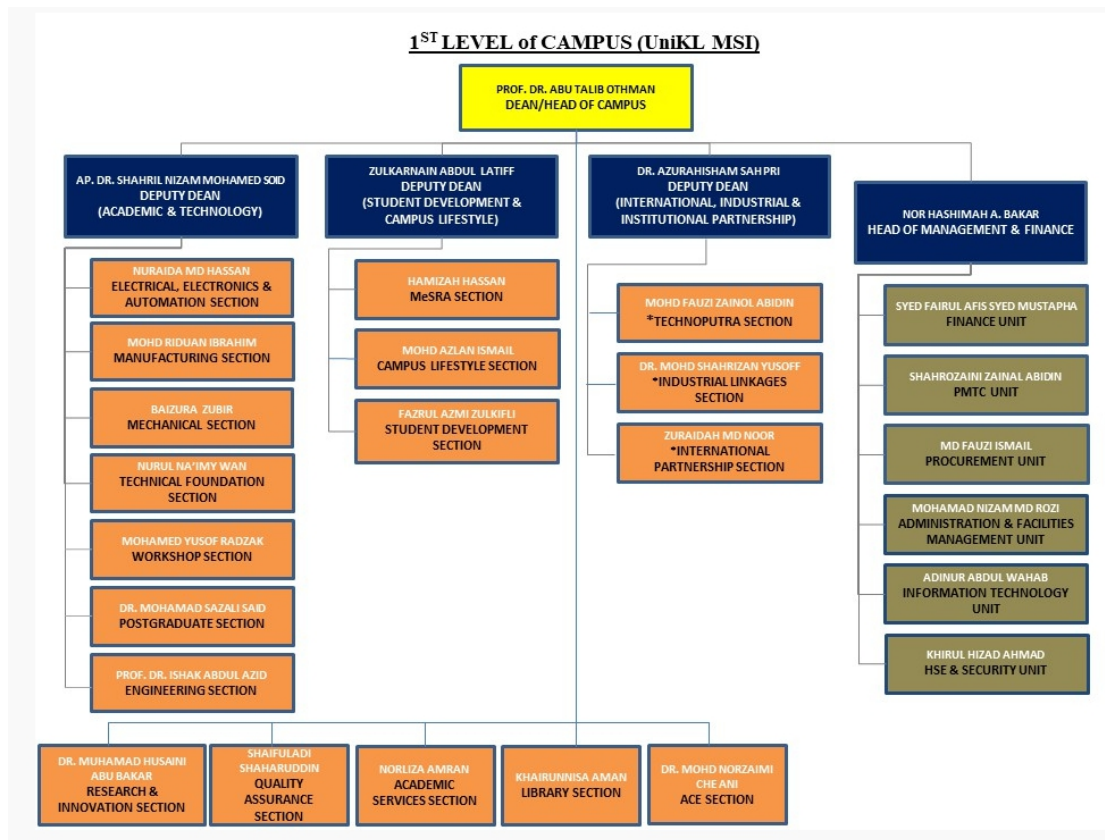


Figure 5: UniKL MSI Organization Structure

2.5 Product / Service offered

In Unikl, foundation, diploma, bachelor's, and postgraduate courses are all available. There is also professional training, short courses, and tailored courses available. UniKL-MSI currently has five academic divisions and offers seven bachelor's degrees, four diplomas, and one foundation programme.

3.0 Training Reflection

I started my practical on 1st March 2021 until 13th August 2021. During the six months of my internship period, I was placed under Puan Nor Hanim Binti Haroon as my industrial training supervisor. She is the Senior Administrative Officer at the finance department Unkl MSI. She was without a doubt the best boss I've ever had. Despite the fact that she is a little strict, since the way she assigned me with the tasks, she has been treating me with kindness since the day I was appointed to be her supervisee in this department. I felt welcomed, and thanks to her assistance, I was able to complete my practical training and do my best.

3.1 List of Tasks Throughout the Internship Period

FINANCE RELATED TASKS

Being placed under finance department, my position was as administrative assistant. From the first day, my supervisor had guide and taught me on how to use the ECITIE system. From the ECITIE system, there are financial tasks that I had to do. The tasks was such as updating student payment, knockoff student advance payment and credit note.

RECEPTIONIST TASK

Puan Nor Hanim, my industrial supervisor has been telling me since the first day of my internship that I need to learn how to handle phone calls. It was due to the fact that there were few tasks that could be completed or. I was given the task because I had no experience with administrative work. From there, I gradually became accustomed to receptionist duties such as answering phones and directing them to the appropriate lines, collecting mail from the mailman, and serving guests with proper etiquette. I've also delegated the task of franking some letters before delivering them to the driver-in-charge. I worked as a receptionist from the first week onwards, switching to administration duties only a few weeks before the internship ended.

HELPING OUT WITH OFFICE INVENTORY

My aid was necessary to maintain the office's inventory list two weeks into my internship because the staff in charge had not been in for about a month owing to personal difficulties. I was asked to first list the materials provided by the office in the storeroom, then count the stocks to see how many were remained after being used by the personnel for the previous month. This is also to confirm the quantity of new goods that must be ordered from the suppliers. This operation took a long time because we didn't want to make any mistakes when counting the supplies. I only assisted with this task twice during my internship, during my second and final weeks.

CONTENT WRITING

Despite the fact that it was a rare occasion, I assisted with content writing. Although it was not meant for a formal audience, it nonetheless requires good sentence patterns and an appealing catchphrase to pique the readers' interest. I needed to ensure that the information presented was sufficient and offering enough because it was intended for a poster to recruit a fresh batch of students.

FRANKING LETTERS

I learned about the franking machine and got to try it out at the reception desk for a few weeks. It's designed to take the place of the physical stamp on letters before they're delivered. Instead of needing to buy a physical stamp and pasting it on the envelopes, I learned that the presence of a franking machine allowed us to just key in the amount of delivery fee and stamp it on the envelopes. It is really convenient, not to mention environmentally friendly, because we no longer need to use a tangible paper stamp.

LABELLING THE TENDER FOR SALE

In week 7, I tried something new, which was sorting out new tenders to place on the market. Before the tender contracts were all sold off to the clients, I learned that they were all exported on CDs. I assisted with identifying each tender and gathering them in one location once I was through.

3.2 Details of Experiences

Based on the list of tasks that I have done throughout the internship period stated above, each task will be explained in details in this section. The tasks will be categorized into two categories: 'Receptionist' and 'Administrative' as to ease the differentiations between the errands.

3.2.1 Receptionist Task

Being a receptionist is truly a big exposure to my internship journey. It is a known fact that a receptionist deals a lot with phone calls. When I first sat at the reception desk, I discovered that one must possess a calm demeanor at all time while dealing with the caller on the other line. Aside from that, a receptionist should be able to decipher the issue by the caller in a quick manner so that he knows to whom exactly he should transfer the line to.

However, in contrary to popular belief, a receptionist did not only deal with phone calls all day at work. A receptionist is also responsible to ensure letters from the organization is delivered out by making an arrangement with the postman. There were days when I had to make continuous calls to the courier center because UniKL were in the process of sending out students' academic certificates since there is no convocation event this year.

Aside from that, I learnt the way to frank letters before sending them out. The franking machine was basically a replacement of physical stamps which people have been using all these while. Through the franking machine, I learnt that we can help in saving papers which contributes to cleaner earth. Also, we do not actually need to go through the hassle of actually purchasing the physical stamps. With franking machine, we can simply key in the amount of delivery fee and stamp it on the envelopes. It would come out in a form of ink like the common company stamps.

It is also goes without saying that one of the most significant receptionist's task was to serve the guests with fitting manners. I learnt to welcome the guests who came to UniKL with warm greetings while not forgetting to adhere to the stipulated SOPs all the time. There were a few times when I welcomed and served some international guests at the reception desk. I was truly stoked at the opportunity since I could actually use English to communicate with them. Some of the guests even came to

thank me personally for the great hospitality once they were done with their enquiries with the staff.

Overall, being placed at the receptionist desk taught me a lot of things. I admittedly got to know a lot of staff just by sitting at the reception desk since it was located at the middle of the building. Most of the staff will have to pass by the reception desk before getting to their respective office.

3.2.2 Administrative Task

I was informed beforehand that I would be placed under the management and finance unit. On my first day onwards, I was introduced to all sorts of administration tasks alongside carrying out the receptionist tasks. I discovered that administration work does not only deal with letters and e-mails, but also every little detail about the organization. Everyone in the administration department have their own job scopes such as Finance department, Human Resource department and Safety and Health department. I was placed in Finance department as assistant administration officer.

The first week of my internship period, I was guide by my industrial supervisor about the structure of finance department. Basically finance department was divided into two sections, account receivable and account payable. Both section was handled by three staffs per section including practical student. For the account receivable section, the main tasks is about to guarantee that Unkl MSI receive payments for services and to properly document these transactions. For account payable section, it is in charge of keeping track of what is owed to suppliers, as well as ensuring that payments are correctly approved and processed. I was placed under account receivable section as an assistant to my supervisor that are a senior administrative officer at Unkl MSI. There are several tasks that was assigned to me in this account receivable section. The first task was updating student payment by key in data in the Unkl ECITIE system. This is basically my main task and I have to do this task almost every day throughout my practical period. This task had to be done almost every day because Unkl MSI student will pay their fees such as hostel fees every day. Other finance related tasks that I did were knockoff Unkl MSI student advance payment and credit note. With the help from my supervisor and other staffs in finance department, I managed to get used with these tasks throughout my internship period.

There were also times when I was required to help with the office inventory. The first time I helped with the inventory was due to the staff in-charge being on leave. Afterwards, I was requested to manage the office inventory a few more times that I got used to it. I got to stay in the store room and count the stock of materials for each month and jot down if any of the items is almost or totally out of stock. Through this task, I learnt the importance of being meticulous in our work. This is to avoid any error while listing down the stocks and led to incorrect orders with the suppliers. I had to re-count the A4 paper boxes a few times due to lack of concentration and it was undeniably a hassle.

Moreover, I was assigned to draft various kinds of forms and tables. Some of the forms were provided with a template for me to refer, while some should be done from the scratch. Most of the forms were required to do from scratch because the softcopy could no longer be found or the file was already corrupted. One of the tables took a huge toll on me since the template was not provided and its layout was a bit complicated to follow, however I am thankful that I was granted two whole days to get it done. Fairly, it was also quite tough due to my lack of skills in operating Microsoft Excel, hence I resorted to Microsoft Word instead. The table would take shorter time and at least be much easier to create by using Microsoft Excel.

Last but not least, I was able to join and witness the process of disposing old assets. Unlike the previous years when UniKL management team disposed the assets in another way, it was decided that the disposal would be done through a sale (limited to staff only) this year around. This is due to high demands from the staff who wished to buy off the assets before they are totally disposed. The sale was conducted for three consecutive days (Monday, Tuesday, & Wednesday). There were 2 sessions of the sale; 9 AM until 11 AM and 3 PM until 5 PM. The first day was extremely hectic due to the staff fighting over the same material and such. The assets meant for disposal were definitely not in a top-tier conditions, only some of them were in a decent form which caused the chaos.

To sum it up, I was exposed to various kinds of tasks and experiences throughout my internship period under the administration department. Despite it being a different field to the things I have been studying, I was able to adapt well and counter the difficulties I faced with utmost patience. I am utterly grateful for the opportunities, trust and chances given in this department.

4.0 PESTEL ANALYSIS

4.1. Political Analysis of Higher Education Sector

4.1.1 Reduction of Government Spending on High Education Sector

Government spending is the amount of money spent by the government on purchasing products and providing services such as education, healthcare, social security, and defence. For the high education sector in Malaysia, the government spends 21.35 % (% of government spending on all levels of education). This value is somehow low compared to a few years back that is 30.51% in 2013 and 23.39% in 2016. The highest value was 36.97% in 2011 (UNESCO Institute of Statistics). These number shows that government has reduced some budget allocation for the high education sector and it give some impact to the sector. While highly developed countries such as Denmark and the Netherlands invest 11.2 percent and 10.8 percent of GDP in education, we only invested 4.8 percent last year (2017) the majority of which was spent on infrastructure and emoluments(Anas Alam Faizli.2017).

4.1.2 Impact of Movement Control Order (MCO)

COVID-19's arrival has wrecked havoc on our way of life, affecting everyone and every market sector on the country. This disruption is also being face by the education sector. Academics and students in Malaysia are in a dilemma as a result of the Malaysian government's issuance of the MCO and they must react quickly to the changes. Colleges and universities had to make decisions about how to keep learning and teaching going while keeping their students, scholars, and professional staff safe from the public health crisis.

Furthermore, students will face problems such as internet connectivity, a shortage of digital devices, the cost of broader/higher internet bandwidth, adaptation, technical concern all of which we take for granted. Online conference tools such as Zoom Meeting, Google Meet and Microsoft Team had to be mastered by lecturers and students in short period although this things had been there all this time. Nonetheless, these technical tools have advanced at such a quick pace in recent years that online learning and teaching have become significantly different from before (Professor Dr Lee Miin Huui.2020)

4.2 Economic Analysis of Higher Education Sector

4.2.1 Malaysia as a Regional Education Hub

Malaysia can use its strategic location to establish itself as an educational hub in Asia. Education Ministry estimates that the sector will produce RM15.6 billion when the target of 200000 international student reach. The government can use current competitive advantages like cost, location, language, and first-mover advantage to make Malaysia the preferred education destination. The government, in collaboration with public and private universities, should embark on a regional promotion campaign to promote Malaysia as a regional education hub, particularly in Southeast Asia, East Asia, the Middle East, and Africa. Local public universities also provide inexpensive quality education, with the top five public universities in the QS World University Rankings 2021 ranging from 59th (Universiti Malaya) to 187th (Universiti Teknologi Malaysia)(StudyMalaysia.com)

4.2.2 The Issue of Unemployed Graduates

Malaysia's unemployment rate could worsen until the end of the lockdowns, despite the fact that it decreased to 4.6 percent in April 2021, the lowest level since October 2020. Because we know that graduate and youth salaries have plummeted, it is possible that graduates will have to settle for low-paying positions. They may have worked in the gig economy or employment that did not require a degree. If low pay becomes the new normal, this could become a long-term problem. Some suggest that fresh grads can take alternative to start smallbusiness, but not everyone is a business expert. Business knowledge alone can not guarantee success. Many businesses are still struggling to turn their fortunes around, thus the number of unemployed people remains high, and some say it is rising. Perhaps the government can provide new initiatives to help stabilise the economy and demand that businesses hire more workers, particularly graduates (Mohamed Faris Haziq Mohammed Shaharin.2021)

4.3 Social Analysis of Higher Education Sector

4.3.1 PTPTN Defaulters Issue

Without a doubt, the PTPTN loan is one of Malaysia's most generous government education loan schemes. It has provided loans to more than 2 million students since its inception in 1997. Although it is a fact that the interest rate is low compared to other loans, the issue of graduates that tend to defer the PTPTN repayment has grown wildly among these graduates. The graduates tend to make reasons to not pay back the loan such as having a low salary, unhelpful administrators, and time-consuming procedures. PTPTN has no choice but to impose strong actions against defaulters due to the staggeringly large number of defaulters. In most cases, a total of three warning warnings will be delivered within a six-month grace period before any substantive actions are implemented. The defaulters' names will be shamefully banned, which will have a negative influence on their stay in Malaysia (Robin Augustin.2020)

4.3.2 Increasing Access to Education for Person with Disabilities

With each academic year, the number of individuals with disabilities studying at higher learning institutions in Malaysia grows (Zulita Mustafa.2019). It's encouraging to see public and private higher education institutions working together to bring about change. Disabled people are increasingly receiving the attention they deserve in an effort to ensure that no one is left behind. On the policy side, the government is stepping up efforts to ensure that disabled people (known as OKU in Malay) get a better deal. Government will look into the barriers face by this set of people particularly in terms of attitude, infrastructure, access, and system. The access barriers include Reading and studying materials that are not in accessible forms for handicapped people, usually including those with vision, hearing, and reading challenges

4.4 Technological Analysis of Higher Education Sector

4.4.1 Evolution of e-Learning in the Malaysian Higher Education Institutions

The unprecedented COVID-19 pandemic has led to the growth of e-learning. E-learning is a technology trend that allows for continuous learning and involves a level of digital literacy. In response to the pandemic's new normal, Malaysia's higher education institutions have accelerated their efforts to implement e-learning methods, commonly known as Open and Distance Learning (ODL) practises. For young school leavers, university communities, and working people, ODL has been a growing trend to access excellent education, flexible modes of learning methods, and a supportive learning environment. Reliable equipment and good network access throughout the country are essential to ensure the success of the e-learning system among students and staff. The implementation of online learning by colleges and universities offers many opportunities of business for technology companies (Bernama.2021)

4.4.2 Higher Education in 4IR Era

The Fourth Industrial Revolution (4IR) implies new ways that disruptive technologies are integrated into our daily lives. This has highlighted the need to reform the educational system and transform the delivery of learning and instruction, as well as the necessity for industry sectors to improve, reskill, and upscale talent. Experiential learning, future-ready curriculum, and a life-long learning mentality are all important components in helping graduates improve their skills and qualities in order to survive in the new economy. As a result, talent planning is vital to ensuring Malaysia's readiness in creating talents and graduates that are flexible and adaptable to changing 4IR demands. Graduates will be prepared to overcome disruptive innovation through life-long learning, which provides opportunities to learn, unlearn, and relearn regardless of technological advancements and changes (Zulita Mustafa.2018)

4.5 Environmental Analysis of Higher Education Sector

4.5.1 Campus Greening Campaign

As a center of gathering knowledge and information, a university is a place that is lived by hundred or maybe thousands of people. University campuses are clogged

with traffic and bustling with activities such as events, daily churning out of print and paper, and the consumption of food and utilities in the midst of the essential activity of teaching and learning as well as doing research. To overcome these issues, many high education institutions are boosting their environmental conservation efforts. For example, Universiti Putra Malaysia (UPM) has a green mandate in place that links campus activities with the university's sustainability objectives. A number of innovations and best practises have been implemented using the policy as a guide to make UPM a green campus, including a continual effort at reforestation and tree planting, the development of a wastebank on campus, the green campus mobility blueprint, and smart energy (Rozana Sani.2021)

4.5.2 The Readiness of Fresh Graduates to be Part of Climate Change Resolutions

Climate change is a global concern that is rapidly affecting people everywhere. Higher education in universities in Malaysia is one of the ways to counter the climate crisis by producing more skilled scientists and environmental studies experts. There are a wide variety of full time and part time courses to educate students who are interested in environmental studies, ranging from faculties like the Faculty of Forestry and Environment at Universiti Putra Malaysia (UPM) to programmes and majors like the Bachelor of Engineering (Honours) Environmental Engineering at University Malaysia Perlis (UniMAP). Graduates of these programmes can work in a variety of fields, including government, non-governmental organisations, industry, research, and even academics, to help solve real-world climate change issues. With the expanding number of programmes and studies in this sector, we must ask, "How prepared are our graduates and academics in contributing to climate change resolutions as part of a climate-enhancing, green workforce?" (Poorani Kannan.2021)

4.6 Legal Analysis of Higher Education Sector

4.6.1 Academic Plagiarism in Malaysian Higher Education

Plagiarism is a sort of academic dishonesty and cheating. It refers to misrepresenting someone else's work or idea as your own. The assessor is unaware of the original work, either because it is not properly cited or because it is not mentioned at all (Murniati Abu Karim.2019) Plagiarism, while not new in academics, is becoming a major concern in higher education, and it raises ethical and integrity concerns. It

includes providing inaccurate information about a source, copying the phrase structure, and changing only a few words. While a simple "copy and paste" can save students a lot of time, few are aware of the serious consequences of engaging in academic dishonesty. Students must be taught how to properly format in-text citations. As simple as conducting speeches or workshops on plagiarism is the first step in reminding students of the wrongdoing.

4.6.2 Freedom of Speech in Higher Education

Free speech is the freedom to express our opinions and feelings without limits. While hate speech is the abuse of this freedom to damage others, or communication meant to provoke the other party. In Malaysia, "free speech" refers to "freedom of speech and expression," as defined by Clause (1) (a) of Article 10 of the Federal Constitution, which states categorically that "every person has the right to freedom of speech and expression" (Salleh Buang.2019). Malaysian universities should avoid using disciplinary actions to quiet student activists and limit debate on public issues. This is because students at a young age have the right to voice out what they feel. The blockage of students in voicing out their opinion is not in line with academic freedom and it should be removed. Thus, Malaysian universities should encourage rather than discourage their students from participating in public engagement. The blockage of students in voicing out their opinion is not in line with academic freedom and it should be removed. Thus, Malaysian universities should encourage rather than discourage their students from participating in public engagement.

5.0 SWOT ANALYSIS OF UNIKL MSI

UNIKL MSI SWOT ANALYSIS DIAGRAM



UNIKL MSI SWOT ANALYSIS DISCUSSION

5.1 Strength of Uniki MSI

5.1.1 Good and Systematic Working Environment

The word "work environment" refers to the physical surroundings in which a person works. Physical conditions, including office temperature, or devices, such as desktop computers, can make up the work environment. It could also be linked to things like work process and procedures. Workplace social contacts, such as peer interactions,

coworkers, and bosses, can all be part of the work environment. Workers are eligible to a harassment-free workplace in general, but only to a certain extent.

During my time there, I considered the working environment to be really pleasant. Everyone is friendly, helpful, and willing to work together. Internal conflict and politics are less prevalent, which is necessary for maintaining a productive working atmosphere. One of the factors that make the working environment in conducive situation is because of the talented and experienced staffs. In Unikl MSI Kulim, for the Management and Finance departments consists of 6 units lead by Puan Nor Hashimah A.Bakar as Head of Management and Finance. This Management and Finance department is divided into 6 units. The first one is Finance Unit, this unit act as the central financial unit in Unikl MSI. The Finance Unit's key responsibilities are to guarantee that all daily financial transactions go smoothly and that both internal and external clients are satisfied. The Finance Unit is separated into three primary sections: accounts receivables, accounts payables, and reporting. This unit is led by En. Syed Fairul Afis Syed Mustapha. Second unit is People Management & Team Culture Unit (PMTU). It is led by Puan Shahrozaini Zainal Abidin. Third , Procurement Unit that is led by Md Fauzi Ismail. Fourth one is Administration and Facilities Management Unit. It is led by Mohamad Nizam Md Rozi. Fifth unit under management and finance department is HSE & Security Unit that is led by Khirul Hizad Ahmad. Last but not list, sixth unit under this department is Information Technology Unit and this unit is led by Adinur Abdul Wahab.

All this units have their own function and job scope for the operation of Unikl MSI. To ensure a seamless operation, all departments always collaborate and communicate with one another at all times. To make communication easier, all departments are also furnished with office phones so the communication among departments always smooth and the tasks can be done easier. What is more important is, this six unit complementing each other and it results on a systematic work environment. So, it become the one of the most obvious strength of Unikl MSI.

RECOMMENDATIONS

To improve the work environment at the office, Unikl MSI may re design the office. A modern office design should have a combination of style and comfort. Well designed office space is a gift that employees will appreciate the most (Darshana Dutta.2021). Unikl can let the staff choose their preferred design and add their personal touch on it.

Next, Unikl may also encourage a healthy work life balance. Work-life balance can arise in a variety of ways. It might take the form of more flexible office hours, extra vacation time, or work-from-home alternatives, among other things (Darshana Dutta.2021). Unikl may conduct activities such as team building or maybe special events for the staff to encourage healthy working life.

5.1.2 A wide range of academic programs with national accreditation

Unikl MSI offers one foundation program, 4 diploma programmes, 7 bachelor degrees programmes and postgraduate programmes. Apart from that , Unikl 13th branch institutes also offers range of short courses, professional training and tailored courses. These programmes are accredited by the Engineering Technology Accreditation Council (ETAC) from the Board of Engineers Malaysia (BEM).

For foundation level, the Foundation in Science and Technology program is intended for nearby and worldwide understudies who are quick to seek after their undergrad learns at Unikl MSI in the field of engineering related courses such as chemical engineering, engineering technology and business engineering. July 2008, a Pre Spain Programme was launched by Unikl MSI under Majlis Amanah Rakyat (MARA) sponsorship. The Pre-Spain Program is which is utilizing 100% Edexcel A-level framework with an extra subject in Spanish. Understudies, who have finished 2 years of Pre-Spain Program at UniKL MSI are qualified for entrance into any field of engineering courses at three of the most settled and esteemed colleges in Spain.

For diploma programmes in Unikl MSI, the program length is 3 years or 6 semesters. Admission for these diploma level programmes is on January and July consistently. It is for student that have SPM / certificates and when finish their diploma, they can further their studies in any of Unikl MSI degree programmes. The course lineup is Diploma of Engineering Technology in Mechanical Design and Development, Industrial Automation and Control, Production and Electromechanical Installation and Maintenance, It is proven that the graduates from these diploma courses have a bright and wide range of career enhancement with good pay. Job opportunities for these graduates are available for many scope or range of industry particularly in research development (R&D) sectors and also manufacturing sectors.

Next, the bachelor degree programmes. There are total of 7 bachelor programmes that are offered in Unkl MSI. The first one is Bachelor of Engineering Technology in Mechanical (Automotive). Mechanical and automotive engineering are combined in this programme. During the course of the study, students will gain a thorough comprehension of fundamental concepts such as engineering design, drafting and mechanism design. Second, Bachelor of Engineering Technology in Mechatronics (Automotive). As companies attempt to leverage evolutionary breakthroughs in software, electronics, sensors, and actuators to better their goods, operations, and services, Mechatronics grads are in high demand. Graduates of Mechatronics can work for any company that creates designs, manufactures, and sells “smart” gadgets. Other bachelor degree programmes are Bachelor of Engineering Technology in Manufacturing (Automotive), Bachelor of Engineering Technology in Mechanical Design, Bachelor of Engineering Technology in Applied Electronics, Bachelor Of Mechanical Engineering with Honours and Bachelor of Business Technology in Automotive Management.

In Kulim Area, there are several colleges and universities that offer education for SPM leavers. Some example are ADTEC Kulim and Politeknik Tuanku Sultanah Bahiyah Kulim and Kolej Mara Kulim. These Colleges for sure are competing with each other in term of attracting new students to join them. The advantage of Unkl MSI compared to these colleges are as mentioned above. ADTEC Kulim only offer 10 diploma programmes, Politeknik Sultanah Tuanku Bahiyah offer only 12 diploma programmes and Kolej Mara Kulim offer only 4 programmes for SPM leavers. This show that Unkl MSI had the advantage by offering programmes that includes all level of high education and this give student more options to choose on.

RECOMMENDATION

In my opinion, Unkl can take the alternative to offer more short courses. They can offer courses that are related to engineering in a short period for the students to choose from. These short courses will attract people to join especially people that have their full-time work already. Skills development, industry accreditation, career exploration, and a real pathway to further education are all potential benefits of short courses (Helen Green.2019)

Second, Unkl MSI should focus more on upgrading its campus facility. It's important to think about upgrading the college campus to attract new students and maintain

current ones happily. Unikl MSI can consider adding facilities such as a gymnasium, basketball court and maybe increase the parking spot at the campus.

5.2 Weaknesses of Unikl MSI

5.2.1 Lack of Marketing Strategy

For Unikl, the first problem is that they lack of marketing expertise. Unikl MSI marketing plan should be arranged is such a way that matches the organization's goals and resources. However, the company get overly ambitious and embark on marketing effort that aren't appropriate for their industry. This leads to depletion of funds which can be used for other purpose. As example, many didn't realize that a marketing can be done through a simple thing such as how a company handle their customer service. Unikl MSI seem didn't conscious of this based on how they handle people enquiry. When they treat the enquiry unsatisfactorily, it will give a bad impression for the customer who are curious about the university and the probability for them to make another call is low. Vice versa, If they treat the customer in a fair manner, delighting customers will leave a positive impression on them and this would even encourage word of mouth advertisement for Unikl MSI.

Unikl MSI also lack of internet marketing. Even though they have their own website page, they are unable to take advantage of the internet benefit. The website page are not updated regularly. People that browse the website page are exposed to content that is two or three years old, and the content they display in certain situations is no longer relevant. This results in a loss of people that are curious about the current update about the university. By setting up the website, they think that it have completes their internet marketing strategy. They overlook strategies such as SEO (Search Engine Optimization) and PPC (Pay Per Click) marketing, which are critical for attracting clients and generating website traffic. A company that does not use SEO strategies will not be able to attract customers who are really interested in its service. In term of costing, Unikl MSI may have the same mentality that are same as other business. They might think that internet marketing is too expensive and out of their limited fund. It is a fact that internet marketing have been proven to be less expensive that traditional marketing strategies. Unikl MSI didn't use enough social media such as Facebook, Instagram or maybe the latest potential social media, Tiktok to promote themself.

RECOMMENDATION

The thing that Unikl MSI can do to boost their marketing and their brand. is fully utilize the social media platform. Prior to social media, teenagers rely on direct mail to learn about alternatives beyond high school. With the arrival of social media and the internet, high schoolers have moved away from using direct mail to know their alternatives.

Other than that, it is important for Unikl MSI to use video marketing on all platforms. Unikl MSI can use these sites to show the campus life, classes and activities. They can also using these platform to live stream big events like convocation or graduation to attract people to know about Unikl MSI.

5.2.2 Outdated IT Software and Equipment

The company's next flaw is that it still uses outdated IT software and equipment. Unikl MSI is a young company, which means that operations must run smoothly in order for the company to grow in the future. Unikl MSI use the same system, ECITIE system, that are use by other Unikl branch across Malaysia. This has made the work volume high of almost every day. Most of the company operations are done trough this software system. Majority of the personal computer at the office are outdated. The older version of IT software means that the time factor for completing tasks are longer and it certainly will tamper the other tasks that is related to other departments. This is also not helped by the low number of operation devices such as the photocoppy machine. For instance, there are only two photocoppy machines that cover for all the personal computers and laptops of the office. With the workload being increasing by days. It is certainly will slow and reduce the productivity.

There are some risks on the usage of outdated IT software and equipment for Unikl MSI itself. The first risk is decreased on productivity. When using an old computer, the problem such as typing delay, constant pop-up of annoying notifications and computer freeze always happened. What do all these problem effect in common? It is thread of time wasting. They all eat up time that could be better spent doing something more productive. Old technology is slower, takes longer to complete tasks,

and necessitates a lot more time for maintenance, patches and upgrades than newer technology. Decreased on productivity can cost Unikl MSI in term of both revenue and Return On Investment (ROI).

Second risk on usage of outdated IT software for Unikl MSI is security holes. Using outdated technology exposes the company to a world of numerous, ever-increasing security vulnerabilities. According to research, approximately 10,000 new malware threats are found every hour. If the company technology is not up to date, the risks is constantly increasing at exponential rates. The issue with older software is that fraudsters have had plenty of time to find out how to attack them through back doors. If this happen, not only the staff will be unable to work, but the customer service will almost certainly be non existent. Not to mention the fact that Unikl MSI almost certainly have to spend so much money to resolve the issue.

RECOMMENDATION

As a big company, Unikl MSI should invest more on their office equipment. As example, instead of using usual inkjet printer, Unikl should invest on laser printer. Laser printers are machines that make prints by melting toner powder into paper (Anna Cruz.2017). Laser printer may be more expensive than imkjet printer, but for long run, laser printer is more worth it.

Unikl MSI should also take alternative n upgrading their wifi system. Unikl MSI should invest in a wifi system that provides faster internet service. This can help the staff to do their task more efficiently. Fibre-optic internet is the greatest internet connection that provides these features. When compared to ordinary internet connections, it is by far the quickest and most dependable connection available today (Salman Zafar.2021)

5.3 Opportunities for Unikl MSI

5.3.1 Development of new software system that suitable for current situation.

For the first opportunity, it involves the technological factors. These aspect relate to technological advancements that may have a positive or negative impact on industry and market operations. This refers to technical incentives, levels of innovation,

automation, research and development (R&D) activities, changes in technology, and a market's technological awareness. These considerations may impact whether or not to enter specific industries, launch certain goods, or outsource production activities to other countries.

For Unikl MSI , the company may utilizes some aspects that can smoothen their operations. e. The software covers all the department of this company. Before the full MCO, the company had acquired a software that synchronize most of the data and information of the older software and it certainly assists the whole company since all the operations are executed from home. Employees from every department were given codes and passwords to access the software in order to complete the tasks from their home.

Furthermore, the usage of newest software system and technology will give many advantage for Unikl MSI. The first one is technology will improve the efficiency. Technology's impact on a company is growing at a breathtaking pace. As an employee, they always expect their supervisors to prepare them with the latest equipment so that they can do their work effectively. Moreover, the most up-to-date technological equipment allowed staff to execute their responsibilities more efficiently and with better outcomes, resulting in better productivity.

Second advantage is increased the engagement between employee. Employees are well-known for being engaged by technology. Technology can allow the workers to telecommute and it will encourages them by collaborate between each other in term of file sharing and important information about the tasks. In addition, technology helps to alleviate tension. When the tasks can be done in the given time, the workload is reduced. Employees might benefit from some flexibility as well. They can use cellphones and other devices to stay connected to the business and do work-related tasks remotely.

RECOMMENDATION

To avoid security breaches especially in this pandemic period, Unikl MSI may set up a phishing training session with the staff. This will expose the staff to knowledge on online safety as well as how internet behavior has changed. This kind of training

should be done regularly to keep every staff up to date with current information which will protect the company data.

Next, the company must take alternatives to make staff aware of security breaches. There is no perfect data breach prevention software. As a response, businesses must make deliberate efforts to raise knowledge about security dangers and cybersecurity preventive strategies within the organisation (Vivian Gazel.2020)

5.3.2 Strong Engagement within Local Communities

Unikl MSI have to build a strong engagement within local communities. Engagement with communities is an excellent way for them to strengthen relationships while also increasing their brands awareness and visibility. By doing these engagement, uniki MSI might differentiate themselves by participating in or sponsoring community programmes. Community participation is crucial because it is a component of a discourse in which organisations and communities may make decisions to build social capital. Community engagement can make Unikl MSI a level above other nearby competitors in term or marketing. This is because customers are more likely to deal with people they know and trust. Unikl MSI may set themselves apart from other higher education firms nearby them such as Politeknik Sultanah Bahiyah and ADTEC Kulim by actively participating in community development as they adopt the community as part of their identity. By being a familiar fixture in the community, indirectly Unikl MSI will promote themselves as the more trustworthy alternative as they are well known member of the community. There are many kind of community engagement programmes that can Unikl MSI do to promote their brand. The example is build a strong partnership with nearby secondary schools in Kulim.

RECOMMENDATION

There are many kind of community engagement programmes that can Unikl MSI do to promote their brand. The example is build a strong partnership with nearby secondary schools in Kulim. They can set up trips for the school student to visit the campus.

Conduct more Corporate Social Activities (CSR) with the community. CSR activity are considered strategic if it gives beneficial outcome for company (Elva L. Ramos-

Monge.Xavier Llinas Audet. 2017). Involvement on charity are suitable for current pandemic situation and it can give good image for Unikl brand.

5.4 Threats of Unikl MSI

5.4.1 Financial Issues cause by the pandemic

Businesses of all sizes and industries have been affected by the Covid-19 pandemic. The sector of higher education is not excluded. All college and universities experienced the same situation that is lectures and tutorials have to be done by online learning, ongoing lab research had to be postponed and registration of new students had to be delayed. Almost all academic conferences and student exchange programmes had to be cancelled. The Malaysian government enforced a Movement Control Order (MCO) from March 18th 2020 onwards due to the high infection cases of Covid-19. Apart from necessary services, practically all economic operations were prohibited. Despite the government's efforts to ease the MCO by allowing most economic sectors to continue operating, the Higher Education sector remained shuttered and can't operate as before the pandemic. This situation also currently being faced by unikl and it gave many impacts to the university.

Unikl MSI, like any other businesses, is facing financial pressure because of the pandemic covid-19. Due to the pandemic, the higher education sector's economic growth had shown worrying signs. The Covid-19 situation could be disastrous for universities and colleges in Malaysia, including Unikl MSI, as most universities and colleges rely on on student fees to continue their operation. Because of the crisis, it is very likely that prospective student having issues on settling their fees and they also may postpone or defer their studies in Unikl MSI. Apart the worrying condition of the pandemic, the looming economic recession will give financial burden to some parents as they will struggle to pay for their children's education. Unikl MSI had to cancel non-essential programmes such as conferences, seminars and foreign speaker invitation in this pandemic period. Academic employees may also have a harder time applying for internal research or conference grants. Planned facility upgrades may also have to be postponed.

RECOMMENDATION

First thing first, although the company is having issues with their finances, my recommendation is they have to prioritize important thing first. What is important is they have to pay all employees. Universities that do not pay their staff contribute to economic and social inequity while also putting their employees at risk of health (Rashawn Ray.2020). They should not neglect their staff right although they experience a decrement in the fund.

Second, Unikl MSI can focus on selling its merchandise. Merchandising is a method for businesses or individuals to profit from a significant event or person (George N. Root III.2019). Unikl MSI can produce a large amount of merchandise such as t-shirts, caps, or mugs and sell them to people. Unikl MSI can use online applications such as Shopee or Lazada to promote their products.

5.4.2 Negative Impact on the Staff Performance cause by the Pandemic.

Next is the environmental threats of Unikl MSI. Every organization can surely thrive in a conducive and advantageous environment, such as an office. This is because there were less distraction at an office rather than at home. Because of the pandemic, some of the staffs have to work from home and the lecturers have to implement online learning for the students. Working from home will give the employees inconducive working environment as there will be many form of disruptions at home.

For the non-academic staffs of Unikl MSI, working from home will give them extra burden as they have to find ways to minimize the distraction. Moreover, with all of the information, data, equipment, and other associated features that are essential for the job or task, every employee's work is made easier. But with working from home, the staffs are not equipped with these necessary data and information as provided at the office. The staffs also will face the problem of lack of office equipment such as printer or scanner that usually used for their work. So, this will affect the staff's productivity and will slow down the working process.

For the academic staffs of Unikl MSI, they have to get more used to online teaching and navigate the technical hurdles that come with it. Furthermore, the mental stress that the employees face to should not be overlooked. These lecturers not only have

to get to use with online teaching, they also have to readjusting the course work scheme, manage students inquiries and concerns, and also grade papers. This burden of workload have to be done in an uncomfortable environment. Moreover, for the subject that need to use workshop or laboratories in teaching, it would be more difficult for the lecturers because they would be unable to use the tools or machines in the workshop. All in all, the disruptions will increase mental stress among the non academic and academic staffs and increase the risk of burnout for the staffs of Unkl MSI.

RECOMMENDATION

Implement a clear SOP such as temperature checks and physical distancing. Sanitation and disinfection will be required on regular basis. To guide social distancing, floor markers must be pasted.

Next, some room for flexibility should be allowed in term of campus operation. Student should be able to meet their lecturers by appointment. Meetings can be held in open space rather than a cramp space.

6.0 CONCLUSION

From this industrial training, I was able to adapt myself with working life. I learned that the actual working life is tougher than the one I used to imagine. The experiences that I have gained are extremely useful to lead me to become a more diligent worker in the future. It is apparent that the Finance department of UniKL MSI is always in need of interns considering that the workloads are always increasing, hence I am truthfully glad that I became of help as an intern here.

I have gained a lot of useful experiences throughout my industrial training in Universiti Kuala Lumpur MSI. Even though the finance department is one of the biggest departments in this organization, all the employees know each other and they are genuinely friendly, even within the interns. Despite being in a totally different field, I was still able to practice and apply some of the knowledge that I have gained during my study, especially in Internet Technology subject, throughout the internship period.

If there is something that I can help in suggesting, it is for the supervisors in the workplace to ensure that the task assigned to the interns suit to the things they have studied. If desperate time calls, just as my case, supervisors shall be lending a hand to assist the interns. Since everything might be new to them, any kind of assistance especially from their supervisors would be highly appreciated.

Secondly, I would like to recommend both UniKL and UITM organization to consider on the extension period of internship for the students. Being an intern for 6 months has made me learnt a lot of things, however the duration of 6 months only managed to get us to know the exterior side of working life. With the pandemic of COVID-19 going around, it is tough for the interns to discover more about working life since most of them were granted the "Work from Home" option. By extending the internship period, it would be sufficient for the students to further explore and understand on the whole system of each organization.

In conclusion, this industrial training has taught me not to only stay in my bubble and expect things to go my way. I was expecting to be assigned with English related tasks throughout my internship, only to be given loads of administration tasks throughout the weeks. Nonetheless, I managed to find joy while working on those tasks and am grateful for the new exposures every day. This internship experience is something that I will hold onto for a lifetime.

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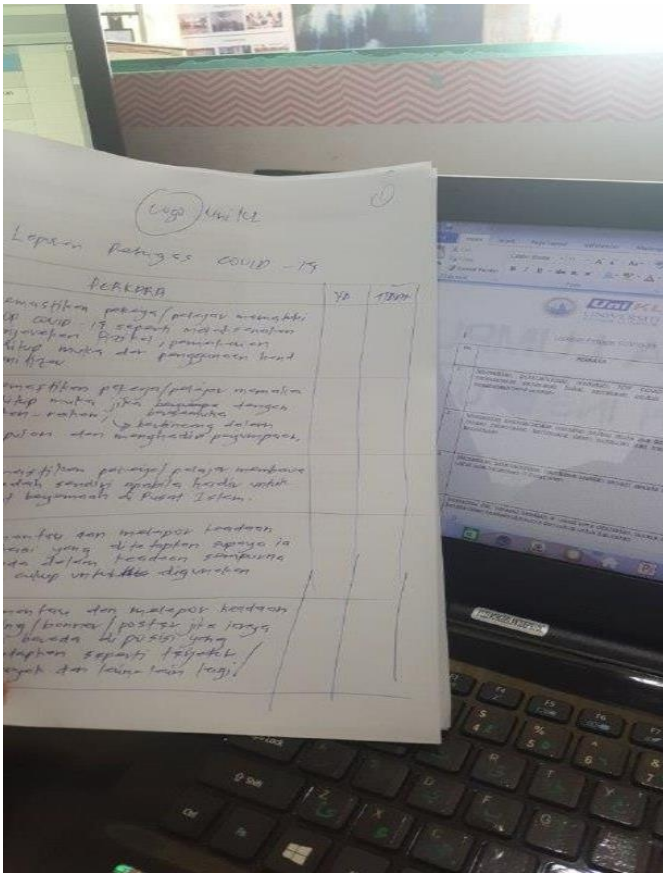
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APPENDICES



Monthly report mc photostat expenses 2020 - Compatibility M...

STATISTIC MORTOCOPY EXPENSES YEAR 2020

Model Mesin	Spesifikasi	Lokasi	Rental Monthly	Bulan (RM) April	Bulan (RM) May	Bulan (RM) June	Bulan (RM) Jul	Bulan (RM) Aug	Bulan (RM) Sep	Bulan (RM) Oct	Bulan (RM) Nov	Bulan (RM) Dec	Total
INDONESIA digital lesa 3000	Advance Combination	Admin	Rental	213.00	213.00	213.00	213.00	213.00	213.00	213.00	213.00	213.00	2559.00
INDONESIA digital lesa 3000	Advance Combination	SDC	Rental	213.00	213.00	213.00	213.00	213.00	213.00	213.00	213.00	213.00	2559.00
INDONESIA digital lesa 3000	Advance Combination	Room	Rental	450.00	450.00	450.00	450.00	450.00	450.00	450.00	450.00	450.00	5400.00
INDONESIA digital lesa 3000	Advance Combination	17 (5th flr)	Rental	33.00	33.00	33.00	33.00	33.00	33.00	33.00	33.00	33.00	396.00
INDONESIA digital lesa 3000	Advance Combination	LEVEL 2	Rental	33.00	33.00	33.00	33.00	33.00	33.00	33.00	33.00	33.00	396.00
INDONESIA digital lesa 3000	Advance Combination	Wing III	Rental	289.00	289.00	289.00	289.00	289.00	289.00	289.00	289.00	289.00	3468.00
INDONESIA digital lesa 3000	Advance Combination	Head Office	Rental	175.00	175.00	175.00	175.00	175.00	175.00	175.00	175.00	175.00	2100.00
INDONESIA digital lesa 3000	Advance Combination		Rental	6.00	119.84	184.70	185.37	21.91	65.90	630.30			1175.32
				1,257.03	1,748.38	1,652.68	1,805.51	2,011.49	1,635.79	2,545.38	2,745.13	476.58	6471.17





UNIVERSITI KUALA LUMPUR

KAMPUS CAWANGAN MALAYSIAN SPANISH INSTITUTE

<p>Diploma of Engineering Technology in</p> <ul style="list-style-type: none"> ➤ Mechanical Design & Development ➤ Production ➤ Electromechanical Installation & Maintenance 	<p>Syarat kemasukan seperti berikut:</p> <ul style="list-style-type: none"> ✓ □ Diploma: Sekurang-kurangnya 3 kredit bagi lepasan SPM (Mathematik, Sains/Teknikal dan Satu subjek lain) ✓ □ Bachelor: Lepas an asasi/matrikulasi/diploma/DVM dengan CGPA sekurang-kurangnya 2.0 dan MUET band 2 <p>📍 Tajaan pengajian MARA/ PTPN disediakan mengikut syarat disediakan.</p>
<p>Diploma of Electronics Engineering Technology (Industrial Automation & Control)</p>	
<p>Bachelor of Eng. Tech. (Hons) in</p> <ul style="list-style-type: none"> ➤ Mechanical (Automotive) ➤ Mechatronics (Automotive) ➤ Manufacturing (Automotive) ➤ Mechanical Design ➤ Applied Electronics 	
<p>Bachelor of Mechanical Engineering with Honours</p>	
<p>Bachelor of Business Tech (Hons) in Automotive Management</p>	

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RUBRIC INTERNSHIP REPORT (MGT666/HRM666)

Criteria	Marks Allocated	POOR	FAIR	SATISFACTORY	GOOD	EXCELLENT	MARKS OBTAINED
		1	2	3	4	5	
Cover Page -Acknowledgement -Table of Content	5%	No cover page, acknowledgement, and table of content	Poor cover page, acknowledgement, and table of content	Satisfactory cover page, acknowledgement, and table of content	Good cover page, acknowledgement, and table of content	Excellent cover page, acknowledgement, and table of content	M/5 X 5%
Executive Summary - Not more than 300 words	5%	No exec. summary. Less than 100 words.	Poor executive summary. Written abstract 100- 150 words.	Satisfactory executive summary. Written abstract 150 to 200 words.	Good executive summary. Written abstract 200-250 words.	Excellent executive summary. Written abstract 300 words.	M/5 X 5%
Student's Profile: -Resume Presentation -Creativity and Clarity -Informative -Not more than 3 pages	5%	Resume poor presented, no creativity or clarity and are often difficult to read Inadequate of information and not organized The layout of the resume not organized well. More than 3 pages.	Resume poor presented, lack creativity or clarity and are often difficult to read Lack of information and not organized The layout of the resume not organized well. More than 3 pages.	Resume satisfactorily presented, less creativity or clarity and readable Adequate information and organized The layout of the resume well organized. 1 to 3 pages.	Resume good presented has creativity or good clarity and are easy to read Informative and good organized The layout of the resume good organized. 1 to 3 pages.	Resume excellently presented, has creativity or excellent clarity and are easy to read More informative and excellently organized The layout of the resume excellently organized. 1 to 3 pages.	M/5 X 5%

Criteria	Marks Allocated	POOR	FAIR	SATISFACTORY	GOOD	EXCELLENT	Marks
		1	2	3	4	5	
Company's Profile: -Mission -Vision -Organizational/ Department Chart -Product/service	10%	Poorly presented. Many key elements not highlighted.	Fairly presented. Few key elements highlighted.	Satisfactorily presented. fairly highlight key elements.	Good presented and highlighting key elements.	Excellent presented. Key elements skillfully highlighted.	M/10 X 10%
Training's Reflection: -Reflection of responsibilities at work. -Reflections of working experience	10%	Poorly presented. Many key elements not highlighted.	Fairly presented. Few key elements highlighted.	Satisfactorily presented. Fairly highlight key elements.	Good presented and highlighting key elements.	Excellent presented. Key elements skillfully highlighted.	M/10 X 10%
SWOT Analysis: - A diagram (infographic) of SWOT analysis - Infographic presentation - Creativity	10%	Poorly identified 1-2 relevant observations. Poor presentation of infographic and no creativity.	Fairly identified 3-4 relevant observations. Fairly presentation of infographic and lack of creativity.	Satisfactorily identified 5-6 relevant observations. Satisfactorily presentation of infographic and has creativity.	Good identified 7-8 relevant observations. Good presentation of infographic and creative.	Excellent identified more than 8 relevant observations. Excellent presentation of infographic and creative.	M/10 X 10%

Criteria	Marks Allocated	POOR	FAIR	SATISFACTORY	GOOD	EXCELLENT	Marks
		1	2	3	4	5	
Discussion: Clearly explain the findings of SWOT analysis; and make relevant and appropriate discussion.	15%	Poorly explained and discussed. Many key elements not highlighted.	Fairly explained and discussed. Few key elements highlighted.	Satisfactorily explained and discussed. Fairly highlight key elements.	Well explained and discussed. Good in highlighting key elements.	Excellent explained and discussed. Key elements skillfully highlighted.	M/15 X 15%
Recommendation: Relevant, appropriate and innovative	10%	Poor recommendation. Not related, appropriate and innovative.	Fairly recommendation. Few are not related, appropriate and innovative.	Satisfactory recommendation. Fairly related, appropriate and innovative.	Good recommendation. Highly related, appropriate and innovative.	Excellent recommendation. Strongly related, appropriate and innovative.	M/10 X 10%
Academic Citation: Provide at least 10 recent academic citations. The citation MUST be five years recent.	10%	No academic citation.	1 to 2 relevant academic citation.	3 to 4 appropriate academic citation.	4 to 5 relevant academic citation.	5 to 10 relevant academic citation.	M/10 X 10%
Conclusions	5%	Unclearly written conclusion on the report.	Fairly written of conclusion and relevant.	Satisfactory written of conclusion and relevant.	Good written of conclusion and relevant.	Excellent written of conclusion and relevant.	M/5 X 5%

Criteria	Marks Allocated	POOR	FAIR	SATISFACTORY	GOOD	EXCELLENT	Marks
		1	2	3	4	5	
Appendices	5%	Poorly related & inappropriate.	Fairly related & appropriate.	Satisfactorily related & appropriate.	High satisfactorily related & appropriate.	Excellently related & appropriate.	M/5 X 5%
Formatting: -Report Organization -Creativity -Consistency -Spelling and Grammar -Numbering and paging (min. page of 20 pages)	10%	Report poorly organized, no creativity, inconsistent formatting and many grammatical errors. Page less than 10.	Report fairly organized, lack of creativity, inconsistent formatting and few grammatical errors. Page less than 15.	Report satisfactorily organized, creative, consistent formatting and fewer grammatical errors. Page less than 20.	The report is good organized, creative, consistent formatting and fewer grammatical errors. The page more than 20.	The report is excellent organized, creative, consistent formatting and no grammatical errors. The page more than 20.	M/10 X 10%
TOTAL	100						/100

