

## MINUTES FOR MONTHLY MEETING – 2021 NOV

<b>Date</b>	11 Nov 2021 (Thu)	<b>Time</b>	10:00am
<b>Venue</b>	Jurong Office + Zoom		
<b>Attendance</b>			
Stephanie Loke	Lih Woei	Weng Jun	Ken Wah
Fannie Huang	Yi Zhuang	Jasmine Sam	Nicholas Chai
<b>Absent with Apologies</b>			
Raymond See	-	-	-

1	DESCRIPTION	ACTION BY																								
<b>1</b>	<b>Outstanding B/F from Last Month</b>																									
1.1	<ul style="list-style-type: none"> <li>❖ <u>LCCI exam enrolment listing</u> Jasmine has been reminded and promised to prepare the LCCI exam enrolment listing as soon as possible.</li> </ul>	Jasmine																								
1.2	<ul style="list-style-type: none"> <li>❖ <u>Chang C.Y – PA Class</u> Jasmine has reported all the students in her PA class have been transferred to Mandy weekday class on Tuesday and Thursday.</li> </ul>	Jasmine																								
1.3	<ul style="list-style-type: none"> <li>❖ <u>Outstanding fees of 4 months – Lee Shiau Hwee</u> Nicholas has been requested to submit her past payment report. If she really Can't pay the amount specific, then she can pay \$500 in every month and transfer to Stephanie. And then pay the course fee in one lump sum after the amount is made up.</li> </ul>	Nicholas																								
1.4	<ul style="list-style-type: none"> <li>❖ <u>Prepare Evaluation Form</u> Stephanie has instructed that the Evaluation Form report should be prepared immediately for her FA/MA/CR class. Before end of the term, students in each class need to complete evaluation form and the number of students must be 50% above. The summary report should be printed out.</li> </ul>	ALL																								
<b>2</b>	<b>Issues for This Month</b>																									
2.1	<p><u>Monthly Report</u> Stephanie has instructed to add on Student Service Report which indicate students comment, complain or any requests issue.</p> <p>She has also reported one student complained about mistakes in applying LCCI Exam Level 2 changed to Level 3.</p> <p>She has instructed all of the student complaints should have results. We should know how to solve problems and provide better student service.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th></th> <th>Cash Budget</th> <th>Giro Report</th> <th>Recruitment Report</th> <th>Withdrawal Report</th> <th>Student Service</th> </tr> </thead> <tbody> <tr> <td>Jurong</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Bugis</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Remark</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Cash Budget	Giro Report	Recruitment Report	Withdrawal Report	Student Service	Jurong						Bugis						Remark						ALL
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2.2	<p><u>Zoom Class Attendance</u></p> <ul style="list-style-type: none"> <li>❖ Nicholas has proposed how to determine the attendance rate of Zoom class, whether it is based on the class time from 7pm-10pm, or based on the number of minutes online.</li> <li>❖ Some Alternative students want to get the class recording of different teachers, because they are unable to attend each class on time.</li> <li>❖ Stephanie has instructed recording cannot be counted as attendance, unless there is requirement for recording before class, but only follow recording of own class teacher.</li> <li>❖ She also informed that each student who is absent has three opportunities to make up class, and the attendance rate must reach 80% before they can take the EDFFA Exam.</li> </ul>	Nicholas
2.3	<p><u>Course update and Textbook distribution</u></p> <ul style="list-style-type: none"> <li>❖ Nicholas has reported the new intake is about to start. Many students asked for new textbook.</li> <li>❖ Stephanie has informed only Cost foundation textbook maybe changed. She will discuss again whether reduce some content because cost foundation is not including in LCCI exam.</li> <li>❖ Kenwah has reported AutoCount Textbook has not been determined yet.</li> <li>❖ Stephanie has instructed that LihWoei will communicate with Lecturer Steven, and confirm when can get the new textbook.</li> </ul>	Info
2.4	<p><u>Course Planning</u></p> <ul style="list-style-type: none"> <li>❖ WengJun has reported the student feedback about avoid going to class the day before Exam.</li> <li>❖ Stephanie has instructed to pay attention the Exam date when arranging course planning.</li> </ul>	Info
<b>3 Marketing Strategies</b>		
3.1	<p><u>Course preview online</u></p> <ul style="list-style-type: none"> <li>❖ YiZhuang has reported there are two online course preview seminars on December.</li> <li>❖ Stephanie has instructed that we should prepare voucher just like Optical shop and Hair Salon to attractive more potential students.</li> </ul>	All
3.2	<p><u>Social Media Marketing Strategies</u></p> <ul style="list-style-type: none"> <li>❖ Yi Zhuang has reported that she will continue to share the information achievement of Omega on “走，新加坡”(Facebook)</li> </ul>	YiZhuang

<b>4</b>	<b>Others</b>	
4.1	<u>Monthly Meeting of December</u> ❖ Stephanie has informed that the monthly meeting of December will be held on 10 <sup>th</sup> Dec (Fri) 2021 at Jurong Office.	Info

<b>PREPARED BY</b>	
<b>Fannie Huang</b>	
<b>ACKNOWLEDGED AND APPROVED BY</b>	
<b>Raymond See</b>	
<b>Stephanie Loke</b>	