

MINUTES FOR MONTHLY MEETING – 2021 NOV

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

	DESCRIPTION	ACTION BY																								
1	Outstanding B/F from Last Month																									
1.1	<ul style="list-style-type: none">❖ <u>LCCI exam enrolment listing</u> Jasmine has been reminded and promised to prepare the LCCI exam enrolment listing as soon as possible.	Jasmine																								
1.2	<ul style="list-style-type: none">❖ <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.	Jasmine																								
1.3	<ul style="list-style-type: none">❖ <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.	Nicholas																								
1.4	<ul style="list-style-type: none">❖ <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.	ALL																								
2	Issues for This Month																									
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><tr><td></td><td>Cash Budget</td><td>Giro Report</td><td>Recruitment Report</td><td>Withdrawal Report</td><td>Student Service</td></tr><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></table>		Cash Budget	Giro Report	Recruitment Report	Withdrawal Report	Student Service	Jurong						Bugis						Remark						ALL
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2.2	<u>Zoom Class Attendance</u> <ul style="list-style-type: none"> 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. Some Alternative students want to get the class recording of different teachers, because they are unable to attend each class on time. 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. 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 EDFA Exam. 	Nicholas
2.3	<u>Course update and Textbook distribution</u> <ul style="list-style-type: none"> Nicholas has reported the new intake is about to start. Many students asked for new textbook. 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. Kenwah has reported AutoCount Textbook has not been determined yet. Stephanie has instructed that LihWoei will communicate with Lecturer Steven, and confirm when can get the new textbook. 	Info
2.4	<u>Course Planning</u> <ul style="list-style-type: none"> WengJun has reported the student feedback about avoid going to class the day before Exam. Stephanie has instructed to pay attention the Exam date when arranging course planning. 	Info
3	Marketing Strategies	
3.1	<u>Course preview online</u> <ul style="list-style-type: none"> YiZhuang has reported there are two online course preview seminars on December. Stephanie has instructed that we should prepare voucher just like Optical shop and Hair Salon to attractive more potential students. 	All
3.2	<u>Social Media Marketing Strategies</u> <ul style="list-style-type: none"> Yi Zhuang has reported that she will continue to share the information achievement of Omega on “走，新加坡”(Facebook) 	YiZhuang

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

PREPARED BY	
Fannie Huang	
ACKNOWLEDGED AND APPROVED BY	
Raymond See	
Stephanie Loke	