

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1. Course counsellors conducting pre-course counselling are adequately trained and monitored</p> <p>1.1 Designated Staff or Approved Recruitment Agents who provides Pre-Course Counselling will be briefed or trained on the Pre-Course Counselling components and procedures to ensure they adhere to the Pre-Course Counselling requirements to provide sufficient information to prospective students.</p> <p>1.2 For such designated staff, they have to be trained / briefed with regards to Pre-Course Counselling Information and such Training Records would need to be logged down with the Head, Corporate and Student Services.</p> <p>1.3 Reference should be made to Manual: C2.2.2 Staff Training and Development.</p> <p>1.4 For approved recruitment agents, they should also under-go proper training and the process is as stated in Manual: C3.2.1 Management of Agents.</p> <p>1.5 Monitoring of the Course Counsellors for both designated Staff and Approved Recruitment Agents are done through both the Feedback Mechanism and in the Pre-Course Counselling and Orientation Satisfaction Survey where minimum targets need to be met.</p>	<p>Training Records (Head, Corporate and Student Services)</p> <p>Pre-Course Counselling and Orientation Satisfaction Survey (Student Services Department / Head, Corporate and Student Services / Head, Business Development)</p>
<p>2. Information provided during pre-course counselling</p> <p>2.1 The following are relevant information that needs to be provided during Pre-Course Counselling. All Course Counsellors are required to be trained in this area.</p> <p>2.2 The areas are listed under the Approach Section of this Manual.</p> <p>2.3 Upon completion of any pre-course counselling, evidence of such would need to be documented in the Pre-Course Counselling Form.</p>	<p>Pre-Course Counselling Form (Head, Corporate and Student Services / Head, Business Development)</p>
<p>3. Review of pre-course counselling service for continual improvement</p> <p>3.1 The Pre-Course Counselling Service would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> Internal review by respective Process owners using the Internal Review Form Internal assessment by Designated Independent Internal Auditor using the Internal Process Review, Audit and Assessment (“IPRAA”) Report <p>3.2 The evaluation of the effectiveness of the Pre-Course Counselling Service would be based on the outcomes stated under the Systems and Review section of this Manual.</p>	<p>Internal Review Form / IPRAA Report (Process owners / Designated Independent Internal Auditor)</p>