

Date	07 September 2015
Time	1000
Venue	CerealTech School of Baking Technology Pte Ltd. 3 Woodlands Link
Attendees	1) Cassandra Thai Jia Ying 2) Stella Wong Hui Min
Agenda	1) Observation of Processes needed in running a training school

Observation

Participant Details	Mike Fleming Director, Training of CerealTech, School of Baking Technologies
Primary Goal	1) How are equipment and materials handled and tracked 2) How are class schedule displayed for staffs
Interview	<p>Operations:</p> <p>Q: Walk us though a day where you prepare for a practical class later on</p> <ul style="list-style-type: none"> - Classes (theory) are held in the class room 1st to introduce the tools students will be exposed to in class later on <p>Q: What are the information needed in the student contract?</p> <ul style="list-style-type: none"> - Enrollment, sending a letter. <ul style="list-style-type: none"> o Part time or full time o When the intakes o Schedules are given o Registration forms are given o NRIC are given o Letter of offer is given. o Signature and send back. o Starting of process <ul style="list-style-type: none"> ▪ Student contract <ul style="list-style-type: none"> • Payment • T&C • Full time: installments (3 → 6 month) • Part time: installment (6 → 1 year) ▪ Staff invoice ▪ Signature to be done face-to-face ▪ Fee protected (only ASCHROW account) course start get 30%. Next installment, pay to ASCHROW, den get the money from this account. ▪ Registration uniform all these are paid and no refund. But when 2 weeks before school start den have percentage of refund. o Ordering <ul style="list-style-type: none"> ▪ Accounts o Scheduling of classes <ul style="list-style-type: none"> ▪ 9-5, 6-10.30, weekends part time classes <p>-</p> <p>Q: What is the difference between full time and part time students?</p>

- Full time course duration is 6 month
- Part time course duration is 1 year.

Q: What are the payment schemes available for students?

- Full time students: Installment (3)

Q: Is there make up classes?

- Make up classes has no additional cost. Go into the other classes.

Management:

Q: What are the classifications of your job scope

- Deciding flow of operations
- Signing off and filing of documentation
 - o Theory/Practical paper, Review form (quality accordance)
- Being well-informed, all information passes through him

Q: What information you use to make decision on flow of operation?

- Highly utilized as his experiences guided this company.
- References is key.
- Clean up once every month
- Clean up and inventory tracked by students and trainers.
- Follow SOP closely (students to clean in routine)
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Q: How do you maintain the tools in your kitchen?

- Scheduled maintenance every year. Depended on machinery, track and see whether require more repairs

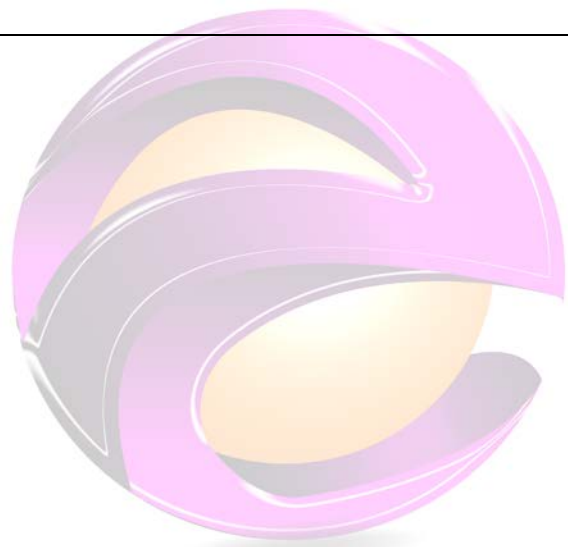
Q: Where are the information stored?

- Information are recorded in a shared folder in network
- Keeping of records: spread sheet
- Editing notes, print as needed with CTAG(guidelines for syllabus)
 - o Streamline, a line the content in a better way.
 - o Information comes from personal experiences, understanding things better. Rephrase, repackage, email, personal readings and experiments, implement bakeapedia.
 - o The Why and How you do it. Setting up businesses. Not to follow blindly, prices you are making decision on.
 - o Sharing of information.
 - o Trainers are full time (4), (2) part-time. 4 are professional bakers.
- Grades, attendance, competency type is given, thus the standalone.
- KPI of instructors.
 - o Appraisal, periodic reviews, @ least twice a year to see what they are doing, mike sit in on the assessment. Whether they are doing the right thing. Although they can see what happens in class on their tv in his office. Vibes and feedback from students.

Q: What are the systems the company used?

- CRM system, Course information system.
 - o Student details, enrolments, student info, assessment results

	<ul style="list-style-type: none">○ Finance,- Enrollment package, administrative, PDPA- Classes separated, functions- Reporting of fault- Having a student portal for student to access the report. WISTIET- ISO2009 (smth they called the courses) → coordination, schools and add on education has the same information. <p>Regulation:</p> <p>Q: What are the regulation models you are to follow?</p> <ul style="list-style-type: none">- WSQ model (sponsored WDA, pay net fee component and miscellaneous fees)- CPE structure (protection fee, full year registered school, 20 Jun 2019, expire every 4 years)- Website should match with paper work. Require approval. (Edutrust or not)- Need to continue upgrading and implement new standards-
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Photos



TEAM ELEMENT
INTERNAL MEETING 05 MINUTES, 07 SEPTEMBER 2015

Notes:

- WDA comes and make audit every 2 years
- Module review are consolidated. Range 1-6, average is about 5.
- System they accesses to the T:/ drive. Roles are assigned based on drive.
- BITC is where he came from.
- #productivity, time, efficient. Look at Australian companies online. Wisenet
- Front line need to know what the charges are

The meeting was adjourned at 11.30am. These minutes will be circulated and adopted if there are no amendments reported in the next 3 days.

Prepared by:

Stella Wong Hui Min

Vetted and Edited by:

Cassandra Thai Jia Ying

