

Pre-Course Counselling Process

Steps

1	<p>Customer Service Representative undergoes training on how to conduct the pre-course counselling during the training period and if there are new process/system added in the operations. The centre manager/senior staff will conduct the training on the following areas;</p> <ul style="list-style-type: none"> ● Entry Requirement /Eligibility check ● Course requirements ● Assessment criteria ● Fees/Mode of Payment ● Fee Protection Scheme (FPS) ● Student Contract ● Refund Policy ● Transfer/Withdrawal/Deferment ● Student Support Services ● Data Protection Act ● ICA/MOM requirement especially for foreign students ● Etc.
2	CSE does a pre-course counselling and verify with the PM/HOD on the applicant's eligibility and advise the student accordingly.
3	For students whose medium of instruction on their qualifying programme was not English will be required to demonstrate a proficiency in English through BMC English entry test for Diploma courses or TOFEL/IELTS score for degree courses.
4	CSE provides detailed explanation on course, fee structure, insurance, payment mode, FPS etc. to the student.
5	Interested students complete the course application and submit the supporting documents. CSE verifies the candidate's original documents (certificates and transcripts) and his/her eligibility to enrol the course.
6	<p>If the student meets the entry requirements, PM/HOD approves the application for Diploma and Degree courses and CM for the LCCI Diploma, certificate and short courses.</p> <p>For the UH, the application is submitted to the external academic partner to confirm the eligibility. For full-time GCE N or O-level courses, applications are submitted to Ministry of Education for approval.</p>
7	Management monitors the service is obtained before the delivery of enrolment.
8	BMC conducts the Pre-course counselling survey to monitor the quality of the pre-course counselling. Based on the results and feedback from the survey, corrective action and/or intervention measure may be enforced.