



做手工



洗手



吃点心



看书



玩积木



汉语拼音



说再见



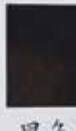
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“The investment into our people will directly impact their ability and desire to contribute to our business in the long term.”

Melissa Cowden
Business Owner, BibiNogs




Business owners Melissa Cowden
(left) and Lee Yee Ping

Director of BibiNogs, Joyce Lim together
with Anisa bte S Shagihan



Blueprints For Growth

High standards of teaching, service and hygiene can differentiate one pre-school from another in the eyes of parents with young children. This was evident to Melissa Cowden and Lee Yee Ping, the owners of BibiNogs specialist bilingual and Chinese language pre-school, which has been offering pre-nursery, nursery, kindergarten and enrichment programmes to toddlers and infants since 2010.



“As we grow, the structured set of policies and training procedures will allow us to build on our BibiNogs reputation in every outlet.”

Lee Yee Ping
Business Owner, BibiNogs

However, it was difficult to deliver consistent standards as on-the-job training methods varied depending on which senior staff member the new recruit was understudying. Realising that they needed a structured training programme to support future business growth, Melissa and Yee Ping decided to develop a set of on-the-job training blueprints in late 2014.

Melissa, who has a HR degree and had several years of HR work experience prior to taking over BibiNogs in 2013, appreciated that an investment in structured training for employees would enhance productivity and service quality.

She said: “We are a small company, and the quality of our service can only be maintained if we have established a high standard of training practices. The investment into our people will directly impact their ability and desire to contribute to our business in the long term.”

With the support of the Training and Curriculum Development and Alignment Grant under WSG’s Enterprise Training Support Scheme, they developed 13 training blueprints that provided training content ranging from how to manage school visits and excursions to how to plan lessons and maintain hygiene. The blueprints also covered how to handle parent-teacher conferences and provide parents with

Benefits and Outcomes

- Systematic on-the-job training approach
- Alignment of training content to corporate values
- Seamless familiarisation of new staff to their job roles
- Consistent brand experience for customers

progress reports on their children, among many other administrative and educational aspects of the business.

By 2015, the blueprints were used for training all new recruits, arming them with the knowledge to deliver a consistent BibiNogs-branded experience to all children and parents.

Anisa bte S Shagihan is one BibiNogs teacher who benefitted from such training. When she joined as a teacher in 2016, BibiNogs director Joyce Lim, who was her assigned trainer, was able to use the blueprints to help her settle in to her job quickly. Not only did Anisa understand her roles and responsibilities, she was also able to acclimatise seamlessly to the team’s culture.

“The training process was smooth and systematic,” said Anisa. “Within a month, I was familiar with all the relevant procedures and practices to feel confident on the job.”

The management team also found that the development process of the blueprints provided a valuable learning experience as it made them review their practices in a methodical manner. As Melissa and Yee Ping broke down routines into smaller tasks, they were able to identify inconsistencies, correct redundancies and apply best practices to improve productivity. They were also able to align their values to the training content.