



FRANK & FRANCOIS
Business Consulting

i m p a r t i n g i n n o v a t i v e i d e a s

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about us

company background

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company background

Frank & Francis Communications Sdn. Bhd. (F&F) is founded in 1997 based on the core values of integrity, professionalism, quality and customers' satisfactions. At the time, F&F jointly collaborated with the Women Institute of Management Malaysia (WIM) in various and diversified training models, disciplines and programmes. These historical business collaboration foundations have shaped F&F business expansion of portfolio, and predominantly, F&F maintains its human capital management training as its main core business offerings. Many

of the F&F's forte consists strategic management, leadership, organizational management, quality management and customised ISO 9001 certification trainings.

Throughout the years, F&F have delivered customized training solutions mainly to the public and private sectors. Despite of the stiff economic landscape, competition and multi-faceted of challenges, F&F remains relevant to suit with any stakeholders who wish to achieve their respective key performance indicators' objectives. F&F have delivered its offerings, amongst others, to Toshiba Electronics Malaysia, Ryoka Malaysia, INPENS International College, Kementerian Pertahanan Malaysia, Kementerian Pengajian Tinggi, Jabatan Perdana Menteri. Federal Agricultural Marketing Authority (FAMA) and Jabatan Pembangunan Kemahiran.

With the mixture of its portfolio of clients and customers, F&F have created both local and global working relationship with the required subject matter experts. Our market reach is not only for the local

stakeholders, but also, regional and international. The primer value of F&F lies onto its business capability in appreciating and customising the market needs and expectations, thereupon, translate it to achievable outcomes for its stakeholders. As a testimony, F&F worked, organized and coordinated closely with the Higher Education Leadership Academy (AKEPT)'s 'Meeting-of-Minds' series of transformation of Malaysian higher education seminars. The impact of this is witnessed through the participants' constructive and praising feedbacks, as well as the continuing stakeholders' relationship that developed between F&F, AKEPT and the participants.

In May 2011, F&F has undergone a branding transformation. F&F, at present, is positioning itself as a packaged 'Business Consulting' through the tagline of; 'Imparting Innovative Ideas'. This transformation takes a different phase of our approach and delivery in years to come. As you flip over this profile, we hope you will endeavour to be able to partnering with us in the years of our strategic business partnership and pipeline.

Vision

To be the leading packaged consulting company that is resiliently capable to achieve and meet the stakeholders' interest

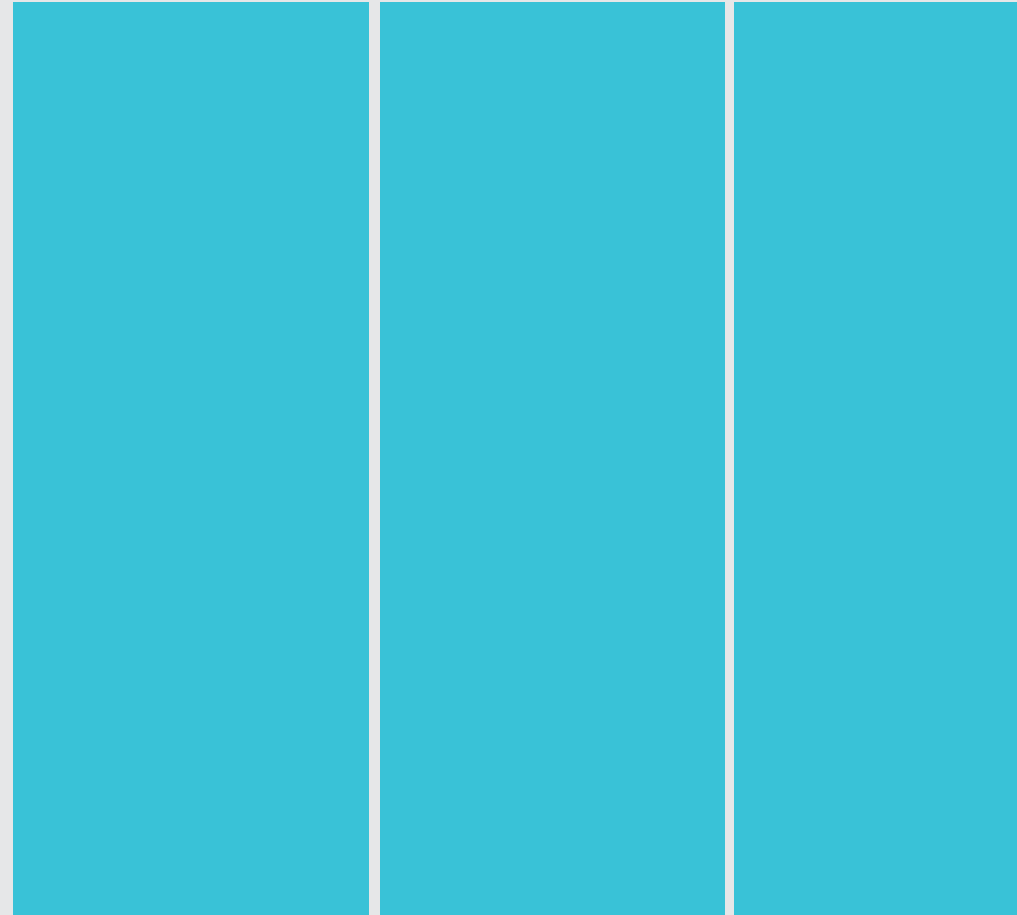
Mission

To provide packaged and diversified consulting, advisory, strategic communications and training offerings through our core values

Business Consulting

Amongst the many facets of business consulting that we cover are :

- Providing in-house and public seminars
- Corporate Training & Development
- Technical and HR Advisory services
- Environmental, Safety & Health Programs
- Intellectual Property Strategy & Management
- Data Protection & Privacy Management
- Event Management
- Multilingual script translation
- Copywriting



our core values

'IPQC' – Integrity. Professionalism.
Quality. Customers' satisfactions.

our talents

Fatahiah Jaafar PJK
Founder & Managing Partner

Fatahiah Jaafar, aged 59, preferably to be called as “Mem” amongst her business stakeholders and friends, is the Founder and Managing Partner of Frank & Francois (F&F) Business Consulting. A certified professional in personnel management by the Malaysian Institute of Personnel Management and has held various professional working and consultancy positions in the International Conference of Women Parliamentarian from Muslim Countries, Women’s Institute of Management and Ministry of Human Resources’ National Occupational Skills Standards (NOSS).

She is a dynamic woman of many talents; ranging from her grounded corporate experiences in Health, Safety and Environment (HSE), internal auditing, ISO 14001-Environmental Management System, related regulatory, communications and to waste management manual for more than two decades. These experiences are garnered through her delivered clients’ working portfolio namely

from the Malaysian Governmental Agencies, Multinationals, European, America and Asia Pacific leading universities, government linked and semi medium sized companies.

She was conferred the Darjah PJK Selangor for her voluntary contribution and support to the underprivileged children of ‘Rumah Sayangku’ Selangor Darul Ehsan. On the social responsibility front, Mem has been the avid supporter of the KIWANIS club and in between, juggling fairly between her works and family life. She loves reading and travelling. Through the F&F tagline – imparting innovative ideas – she always believe that one has be ambitiously tenacious and a risk taker prior to seeing the yielded output of such efforts.



Andrew Anthony
Managing Consultant

Andrew Anthony, aged 49, preferably to be called as 'Andrew' is one of the national accredited leading trainers of the Department of Safety & Health (DSOH) and the National Institute for Occupational Safety and Health. He holds a Bachelor of Business

Administration, majoring in Occupational Safety & Health Management from the European University of Ireland, Dublin, Ireland, Diplomas in Project Management and Electrical and Electronics.

Andrew is a man of his words, a leading icon in his family and very much consistent in his time management and punctuality. From these principles and practices, he has been invited to lead various local, regional and international conferences and workshops. Amongst others, international Training Development Company (ITCD) Dubai, United Arab Emirates, White Nile Petroleum Operating Company on Loss Prevention System, Sudan, Saudi Power Plant, Abu Dhabi Distribution company and PT Indrajaya Indah, Jakarta Timur, Indonesia.

Andrew has had participated in selected media appearances such as; TRAX FM radio talk show as " guest speaker" on Safety of Shoppers, HELLO ON TWO (TV2) talk show on "HOME SAFETY" on 16/02/2007, 10/10/2007 & 01/08/2008 as guest speaker, ASTRO's Vaanavil and Minnal FM as Guest Speaker on Safety at home and public places. In 1999/2000, he clinched the PETRONAS Health

Service Executive Award under the Contractors Category, for and on behalf of Malaysian Mining Corporation Berhad.



Noriswadi Ismail
Managing Consultant

Noriswadi Ismail, aged 35, preferably to be called as Noris, leads the intellectual property, data protection and privacy consulting in Frank & Francois Business Consulting. He has had a combination of legal practice and industry experiences in excess of 10

years. He holds an LLB (Hons) from the International Islamic University Malaysia as a Tenaga Nasional Berhad Scholar, LLM in Information Technology & Telecommunications Law from the University of Strathclyde in Glasgow, UK as a British Chevening Scholar and a doctoral researcher in Radio Frequency Identification Technology, Data Protection and Privacy, based in London as a MARA-SPC scholar. In 2005, he was also the recipient of the Japan Patent Office, Japan Institute of Innovation and Invention and the Ministry of Economy Trade and Industry Intellectual Property Rights Training for Lawyers' Scholarship for a 3 weeks training in Japan (Tokyo, Nagoya and Kyoto).

In 2008, He clinched the Malaysian Institute of Management-Public Bank Berhad Young Manager Of The Year Award. In 2011, he was the only Malaysian to be involved in the University of Oxford Centre for Socio-Legal Studies Data Protection and Open Society Project from the period of February-April 2011). He will also be a visiting researcher in the University of Oxford Centre for Health, Law and Emerging Technologies, Department of Public Health

in the forthcoming summer of 2011. Noris loves writing, reading, travelling and photography. He plans to complete his 'South American' discovery trails before the year 2020 comes.



Dato' Nooraishah binti Ahmad Tajudin
(Former Deputy Director ,Akademi Kepimpinan
Pengajian Tinggi
Kementerian Pengajian Tinggi Malaysia)
Lead Consultant

Dato' Nooraishah binti Ahmad Tajudin A.M.N., D.P.M.P was born in Taiping, Perak and obtained her B.A. (Hons) from the University of Malaya. Her post-graduate qualifications include a Diploma in Public Administration from University of Malaya, Masters in Public Administration from Kennedy School of Government Harvard, USA, as well as a certificate of Manpower Studies from Manchester University, UK. She has vast experience in government service, having commenced her career with her appointment in the Ministry of Labour and Manpower. She has held a number of senior posts in a number of departments and ministries, culminating in her appointment as the Secretary of the Education Service Commission. She has also served as the Minister Counselor (Economics) at the Malaysian Embassy in Brussels, Belgium. Currently, she is the Deputy Director (Leadership Training) of the Higher Education Leadership Academy (AKEPT) based in the Ministry of Higher Education. For her significant and notable contributions, Dato Noorasihah has received the Distinguished Service Award twice, in 1993 and in 2003. She has consulted for a number of agencies, both at national and regional levels, in the areas of

leadership, governance, organizational management, human resource management, strategic planning, negotiation, motivation and effective consultative practices. She has also delivered talks in areas of expertise such as :

- Leadership
- Organizational Management
- Human Resource Management
- Motivation
- Group Development and Dynamics
- Effective Negotiation
- Strategic Planning
- Human Resource Planning

These talks were delivered in several governmental and semi-governmental departments and agencies like MPAT, MTAT, Royal Malaysian Police Training Centre, ALAM, INTAN, JPM, IAB, IDHL, as well as the state government level throughout Malaysia.

Her publications cover topics related to government service such as the Upholding the Integrity of the Malaysian Civil Service, Disciplinary Cases and

the Art of Negotiation. She was instrumental in putting in place the policy and the mechanisms for practice of annual competency appraisals (PTK) for civil service through the Competency Appraisal Exercise, to establish a means whereby the competency levels required for the service could be ascertained and evaluated. At the international level, she has presented papers on Women Managers in Development at UNDP In Bangkok; Manpower Planning in Malaysia in Manchester; and Performance in the Public Sector: Objectives, Implications & Requirements in Mauritius in conjunction with the CAPAM (Commonwealth Association of Public Administration & Management) Conference. She also had presented a paper in Branding Future Leaders as keynote speaker at the 15th University Administrators Conference 2010, organized by UiTM.

In AKEPT (Higher Education Leadership Academy) she developed the framework and model of Academia leadership which is used as basis for formulating programs and modules on leadership for all levels of university leaders.



Dr. Siti Rohani Yahya
Lead Consultant

Dr. Siti, aged 61, holds a PhD from the University of Malaya (1995), Master of Philosophy from the University of East Anglia, Norwich, United Kingdom (UK), (1987), Master of Science in Development Economics, University of Strathclyde, Glasgow, Scotland, UK (1979), and the Bachelor of Economics with Honors from the University of Malaya (1976). She also holds a Certificate of Education from the Malayan Teachers College, Penang (1970).

Dr. Siti has had a breadth of working and professional experiences for more than 30 years in various capacities. Her last academic position was at the University of Malaya Faculty of Economics and Administration (from 1995 to March 2006). Her consultancy experiences, amongst others, are; Chief Consultant of a Project: "A Study on the effectiveness of the EPF Retirement Scheme to the Pensioner" (August 2003-October 2003)- funded by Employment Provident Fund (EPF), Malaysia; Chief Consultant of a Project: "Impact Study of Daily Consultancy Centre to help the Hardcore Poor (RAHMAT), September 2002-January 2003); Ministry of Rural Development, Malaysia; Local Consultant of a Project: " Human Resource Management"-Policies and Practices in APEC Economics coordinated by University of Wollongong, Australia (January 1998-June 1998); Local Consultant to RMA Consultancy S/B on HRD, Rakan Muda, Ministry of Youth and Sports from March-June 1995.; Researcher of a Project: " Employment Prospect in Hotel Industry in Malaysia" , June 1994-June 1995, Population Study Unit, FEA, University of Malaya; Researcher of a Project: "Human Resource Utilization in Public Sector

in Peninsula Malaysia(January 1993-July 1993)-
Research Fund from University of Malaya.

In F&F, Dr, Siti leads the strategic reporting and
focused consultancy in leadership, education and
economic development.



Cecilia Chong
Lead Consultant

Cecilia has had spent most of her working life in the United States of America. She joined F&F as our English for Speakers of Other Languages (ESOL) Certified Trainer/Lead Consultant. She also offers copywriting and translation position to potential F&F clients.



Ammelia Norman
Head, Corporate Services & Communications

Ammelia, or preferably called as “Amy” is the woman of multitasking in F&F. She is involved with the key coordination activities throughout F&F business operations. Amy is the gateway of F&F contact point with its business stakeholders and clients. Her portfolio focuses on administrative management at various levels; between and amongst F&F consultants, clients and stakeholders. Amy loves travelling and expanding her professional working network.



Redzuan Hj Hasan Masri
Creative Consultant

Redzuan, aged 31, preferably to be called as “Red” is F&F creative talent. He has been in the creative, advertising, public relations and communications industry for more than 11 years. Red holds a professional certificate in advertising/ media/communication in Malaysian Technology Development Corporation Multimedia Academy.

Throughout his professional career, Red has been involved with leading iconic project for the ‘Teater Puteri Gunung Ledang’ Season 3, which he successfully delivered within a strict deadline of 2 months. He was also one of the event management members for the Akademi Fantasia 7 Reunion in Kuching, Sarawak. Prior to that, Red had worked for Ayamas Food Corporations Sdn. Bhd., and KFC Holdings (Malaysia) Berhad as their Designers, specializing in arts, creative and graphic design. His key responsibilities at the time include managing their in-house publications, branding activities as well as event managements.

Red joined the F&F consultants’ team in May 2011 and is competently capable to see art, design and creativity from a sophisticated, yet, elegant eyes. He loves X-treme sports and outdoor activities such as paintball, hiking, mountain climbing, abseiling and canoeing – being his therapeutic expression whilst outside of his demanding portfolio.

featured profiles

AIC facilitator profiles



Dr John Kapeleris
Deputy Chief Executive Officer, Australian Institute for Commercialisation

Dr John Kapeleris is Director of Commercialisation and Deputy CEO at the Australian Institute for Commercialisation (AIC) and was responsible for establishing and running the AIC's TechFast Program

– “Accelerating Technology Transfer and Diffusion using a Market-pull Approach”

John has over 17 years experience in the Biotechnology Industry having held a diverse range of roles including R&D Manager, Quality Manager, Business Development Manager, VP Sales and Marketing and Deputy CEO at Panbio Ltd.

In his current role he has assisted numerous organizations achieve commercial outcomes from their ideas and product opportunities. He has been involved in the successful negotiation of numerous technology transfer, licensing and distribution deals. He has worked on a number of projects including, IP farming for a number of diverse technologies, developing a commercialisation of IP framework, advising on strategic IP management, raising capital for small enterprises and advising organizations on the most appropriate commercialisation pathways. He has also been involved in conducting industry/market research, assisting start-up businesses and contributing to innovation policy, through strategic workshops and as an advisor on a

number of committees and think tanks.

John currently holds a BSc (Hons) in Microbiology, a Graduate Diploma in Management (Marketing) and an MBA (Technology Management). John was awarded a Doctor of Biotechnology from the University of Queensland, where he currently holds an adjunct Associate Professorship.

His interests include knowledge management, creativity and innovation and how these are leveraged to gain competitive advantage.

John is the co-author of the book titled “Innovation and Entrepreneurship in Biotechnology – An International Perspective” which was released in early 2006 and has written numerous publications on innovation, knowledge management and biotechnology.



Mr Cameron Johns
Innovation Collaboration Consultant -
Queensland, Australian Institute for
Commercialisation

Cameron has extensive experience delivering commercialisation and collaboration consulting to a wide range of organisations, from start ups through to Australian Stock Exchange listed companies. For

the past two years Cameron has managed the AIC's Queensland TechFast Program titled "Accelerating Technology Transfer and Diffusion using a Market-pull Approach". This has seen him work with high-tech companies and research organisations across Australia to collaborate on the commercialisation of a vast array of technologies and products. He has worked extensively in technology transfer, deal negotiations, IP evaluation and commercial contracts.

With a Graduate Certificate in Commercialisation (2007) and a Bachelor of Applied Science (1995) from the University of Tasmania, Cameron has also had extensive experience presenting and facilitating workshops and educational programs within a number of different societies and cultures, and has delivered and written skills development workshops across Australia. He has worked to develop emerging industries within Australia under Federal government programs and managed a network of five Business Enterprise Centres delivering business growth services to SME's. He has also delivered industry development programs to the Malaysian government (SIRM) and delivered collaboration and innovation

skills development services for high tech SME's working with research organisations.

Cameron's areas of expertise include:

- Technology transfer, Industry and research sector collaboration
- Open innovation methodologies
- International trade and commerce
- Program delivery management
- Employment, recruitment, workforce training and
- skill development



Dr. Thomas Andersson
Professor, International Economics and Industrial Organization,
Jönköping International Business School.
Chairman, International Organization of Knowledge Economy and Enterprise Development (IKED).
Vice Chairman, Division of Research and Higher Education, Royal Swedish Academy of

Engineering Sciences.
Member of the Advisory Board, Swedish Board of Higher Education.

Ph.D. and associate professor at the Stockholm School of Economics, and full professor in International Economics and Industrial Organization at Jönköping International Business School, Thomas Andersson has published widely and been a visiting fellow at the Harvard University, Bank of Japan, the Hitotsubashi University, and the University of Sao Paulo. In 2007, he was conferred the annual lifetime “Distinguished Scholar Award” at Innovations ‘07 in Dubai.

Prof. Dr. Thomas Andersson is president of the Jönköping University, president of the International Academy of Entrepreneurship (Intentac), and chairman of the board for the International Organization for Knowledge Economy and Enterprise Development (IKED). He is a steering committee member of the Global Forum, and a member of the advisory board of the World Summit on Information and Entrepreneurship.

Mr Thomas Andersson was responsible for the review of Higher Education by the Globalization Council of the Swedish government, acted as chairman of its reference group on Schools and Learning, and served on the panel of the Royal Swedish Academy of Engineering Sciences (IVA) on the University of the Future. He was vice-president of the International Network for Small and Medium-Sized Enterprises (INSME) and the main rapporteur of the OECD global conference on Better Financing for Entrepreneurship and Growth, Brasilia March 2006. He was member of the ad hoc High Level Expert Group of the European Commission on the Prioritization Procedure for New Research Infrastructure in the 7th framework program. In the ASEM ICT Ministerial Meeting “Promoting ICT Applications in Human Resource Development and Capacity Building”, Ha Noi November 2006, he chaired the policy drafting committee and was convener for the theme “Empowering Local Communities for the Use of ICT”. He was responsible for the 2003 ASEM conference on “Globalization and ICT”; acted as the main secretary of the Ministers’

of Finance project on “the Nordic Countries and the New Economy” under the aegis of the Nordic Council of Ministers, and served on the International Advisory Board of the World Knowledge Forum, Seoul, Korea.

From 1996 to 2001, Mr Thomas Andersson was deputy director for Science, Technology and Industry at the OECD, responsible for the Industry Division, the Division for Economic and Statistical Analysis and the Division for Transport. He coordinated the technology part of the OECD Jobs Study and the OECD Growth Study which was a major feature on the OECD ministerial in 2000 and 2001. Prior to the OECD, he was assistant under-secretary and head of the Structural Policy Secretariat in the Swedish Ministry of Industry and Commerce.



CEO Applied Knowledge Sciences, Inc ; Chief fellow, The George Washington University Institute for Knowledge and Innovation ; Co-founder, Enterprise of the Future Programme.

For over 20 years, Dr Arthur Murray has helped organizations transform into knowledge enterprises. His lifelong passion is building the Enterprise of the Future, a new business model for today's

global economy. He is CEO of Applied Knowledge Sciences, Inc., recently named in KM World Magazine's list of “100 companies that matter in knowledge management.” He is also Chief Fellow of the George Washington University Institute for Knowledge and Innovation, and Co-Director of the Enterprise of the Future Programme.

He Serves on the advisory boards of numerous international corporations and non-profit organizations in the fields of science, integrative medicine and organizational learning. He is also Honorary Chief Fellow of the Billion Minds Foundation. He is a member of the National Speakers Association, a keynote speaker, an editorial board member and reviewer for several scientific journals, and writes KM World's widely-read column, The Future of the Future. He holds the D.Sc. and M.E.A degrees in Engineering Administration from George Washington University, and the B.S.E.E from Lehigh University.

our accomplishments

1997 - 1999 :

Women Institute of Management (WIM) - a Nationwide Entrepreneurship Programme for

- Rural Women
- Single mothers
- Trainees of Rumah Seri Puteri
- Women of Orang Asli
- Family of JE victims

2000 - 2005 :

Dewan Bandaraya Kuala Lumpur

- Kursus Aduan & Pembinaan Saksi Berkesan - Unit Penguatkuasaan

2003 - 2004 :

Toshiba Electronics

- Introduction to Professional Chauffeuring; ISO 9001:2000
- ISO 14000 Environmental Management System Malaysian Armed Forces (ATM)
- Introduction to Professional Chauffeuring; ISO

9001:2000

- ISO 14000 Environmental Management System
- Understanding & Implementing OHSAS - Management System

2004 - 2005 :

Lembaga Lebuhraya Malaysia (LLM),
Angkatan Tentera Malaysia (ATM),
Ryoka Malaysia,
Prime Minister's Dept. (JPM)

- Introduction to Professional Chauffeuring
- Basic Vehicle maintenance
- The Art of Communication
- 7 QCC tools
- Statistical tools
- Occupational Safety & Health Practices

2008 - 2009 :

The Malaysian Airforce (TUDM)

- Introduction Awareness & Interpretation of ISO 9001:2000
- Internal Quality Auditor Course

- MS ISO 9001:2008 Awareness & Internal Audit Training
Federal Agricultural Marketing Authority (FAMA)
- The Malaysian Navy (TLDM)
- Induction course - PPKM (PP-PPD)
- Bengkel Penulisan AKKP / AKMP 2008
Markas Latihan Tentera Darat
- Vocational Training Officer I-031-3

- Learning Guide Design & Development Course
- Training Needs Analysis at workplace
INPENS International College
- Vocational Training Officer I-031-3
Akademi Kepimpinan Pengajian Tinggi (AKEPT) ,
Ministry of Higher Education Malaysia
– International Programs
- Liberal Arts Education and the Challenges of Higher

Education

- Governance of Higher Education : Emerging Issues and Innovation
- Knowledge Management Framework for Transforming Higher Education
- Leadership in Higher Education- Charting the future
- Global Quality Initiatives Movements

2009 - 2010 :

Akademi Kepimpinan Pengajian Tinggi (AKEPT),
Ministry of Higher Education Malaysia
High Profile Seminars involving 22 approved
programmes by International Speakers from various
prominent world class Universities attended by Vice
Chancellors, Board o Directors, Deans, Professors
and Lecturers of Local and Private Universities

- Strategic Action Plan for AKEPT 2009-2015, UAE
- The Role of Universities in Developing 1st Class
Entrepreneurs , Washington University, USA
- Improving Access in Higher Education , Harvard
University, USA
- Enhancing Global Competitiveness in Higher
Education, East West Centre, Honolulu.

- Excellence in Research & Development and
Commercialization, JonKopings University Sweden
- Measuring Innovation : The Balanced Approached &
Framework for Research And Innovation,
JonKopings University Sweden
- The Use of Quality Tools & Initiatives in Higher
Education, Bradford University UK
- Changing Framework for Research, Innovation and
Societal Progress, IKED Sweden
- Strategy execution and the Use of Balanced
Scorecards, KAPLAN University
- Leading Knowledge Excellence-The Challenges of
Leadership in Universities, University of Virginia,
USA
- Managing Global Competitiveness and Resilience ,
John Hopkins University, USA
- Commercial-Savvy Academics Camps (CSA
Camps)-3 sessions, Australian Institute of
Commercialization
- CSA Facilitator Training -1 session, , Australia
Institute of Commercialization
- Five Disciplines of Innovation (FDOI-Stanford
Research Institute, USA (6 sessions)
- University Organization and Innovation in the era of

Globalization and the Knowledge –Based Economy,
IKED Sweden

Markas Latihan Tentera Darat

- Kursus Induksi PPKM (PP-PPD)
- Learning Guide Design & Development (LGDD)
- Vocational Training Officer (I-031-3), Institute Komunikasi & Elektronik Tentera Darat

Intercontinental Specialty Fats S/B , Port Klang

- Effective Communication and Powerful Presentation skills
- Good Manufacturing Practice Awareness & Auditing
- Preparedness Response Plan & Auditing
- Effective Communication Skills at Workplace
- Motivational Talk
- Safety Leadership for Supervisor
- Supervisory Skills
- Management Skills
- Forklift Training
- Ergonomic Program

Chiyoda Integre (M) S/B

- Lock out/Tag out Awareness

Intercontinental Specialty Fats S/B , Dengkil

- Designing on the Job Training
- Emergency Response Team (ERT)-Chemical Respondent Team
- Effective Management Skills for Managers
- Training for Food Handler
- Failure Mode & Effect Analysis (M & E)
- Safety Leadership for Supervisor
- HACCP and ISO 9001:2008 Auditing for Internal Auditors
- Crisis Prevention Analysis
- Effective Annual Review and Performance Appraisal Exercise
- Waste Management System
- Emergency Response Team (ERT)-Fire & Rescue Team
- Building up Teamwork among staffs

Ongoing Inhouse Programmes

- CERT IV INTESOL
- Communicating with Confidence Competence in International English
- VTO
- Creative Business English Writing
- Effective Report & Speech Writing
- Business Writing Proficiency
- The Art of Negotiation
- Conflict Management and Resolution
- Social Entrepreneurship
- Public Speaking
- Developing Business English Talent
- Commercialization Bootcamp
- Public Speaking
- Applied Innovation Workshop
- Creativity and Innovation workshop
- Applied Innovation Workshop
- Managing Intellectual Property

our business offerings

**Certificate IV in Teaching English to Speakers of Other Languages (40540SA)
(In collaboration with International Language Academy Australia)**

Certificate IV TESOL ON-LINE In Brief

Certificate IV in Teaching English to Speakers of Other Languages (TESOL) is accredited by the Southern Cross International Learning Institute (SCILI) and delivered by the International Language Academy (ILA). Southern Cross International Learning Institute (SCILI) is officially registered as a Registered Training Organization (RTO) in Australia and therefore is qualified and approved to provide internationally recognized training courses and award accredited certificates to course participants duly assessed to be competent. This SCILI-provided, Certificate IV in TESOL course is unique as it incorporates Units of Competency from the Training and Assessment Training Package (TAA04) and one Unit of Competency from the Advanced Diploma of Language, Literacy and Numeracy Practice in

VET accredited curriculum. Certificate IV in TESOL is recognized by the National English Language Teaching Accreditation Scheme (NEAS) as a minimum qualification for teaching in an ELICOS program or a Department of Immigration and Multicultural Affairs (DIMA)-funded program in Australia. It is accepted as Evidence of Competency in teaching English by numerous countries around the world. The primary focus of this SCILI-ILA TESOL course is the development of skills for practical classroom teaching - and to this end - it has been designed to provide participants with effective, professional, practical skills for English language teaching, with some theoretical background in language and cultural awareness.

Recognized Prior Learning Advantages (RPL):

This TESOL course has special Recognized Prior Learning (RPL) advantages. While It prepares participants to teach English to speakers of other languages, it also provides skills for teaching English in occupational-related, training areas. Participants

who successfully complete this TESOL course will also be awarded a TAA Statement of Attainment by Southern Cross International Learning Institute (SCILI) and shall be given Recognized Prior Learning (RPL) should they later decide to undertake a full Certificate IV in TAA. Moreover, as many elements of this course are based on the 4S-Accelerated English Program (4SAEP), successful participants will also be given RPL towards Certificate IV in Upper Intermediate English Communications as well as the Diploma of Advanced English Communications that are available through the International Language Academy and officially accredited by SCILI.

On-Line Course Deliver and Assessment Procedure:
The TESOL ON-LINE course shall be delivered electronically using the Moodle Course Management System (CMS) – the WiZiQ Virtual Classroom facility and where available to participants, using Skype. The face-to-face, facilitated, contact sessions will be conducted in various countries by qualified ILATESOL facilitators. The course assessment is highly integrated and is based on supervised, practical teaching, written assignments and the demonstration

of essential knowledge, e.g. of grammatical forms and functions, project work, assignments on lesson design - and through the monitoring of lesson preparation as well as the design and production of appropriate teaching resources. For the TESOL On-Line course, most assignment tasks will be automatically corrected through the Moodle Course Management System (CMS). However, some task responses will need to be submitted electronically using the CMS to be assessed and graded manually by qualified ILA facilitators

VOCATIONAL TRAINING OFFICERS COURSE I-031-3

Introduction

Vocational Training Officer Course 1-031-3 is conducted to provide skilled instructors to meet the criteria for accreditation of an accredited centre as required under Act 652 section/ para 23(c). The availability of such a course enables the holder of a Malaysian Skills Certificate (SKM) gain employment as an instructor as it is framed

according to organizational needs and takes into account industry requirements and the future of the nation. The implementation of this course will assist in preparing excellent instructors for the training of Malaysian Skills Certificate trainees.

To facilitate prospective course participants in following a flexible programme, the Vocational Training Officer Course 1-031-3 offered by Frank & Francois Communications will be conducted in modules.

Course Objectives

- Understand work tasks corresponding to development of course curriculum
- Enable course management sta_ comprising trainers/ course designer or training package developers to brainstorm ideas
- Provide comprehensive exposure in development of methodology, document analysis and instruction for improvement or recognition.

Content of Programmes

- Exposure and understanding of skill-based course assessment using the Vocational Educational Training System (VETs) approach.
- Understanding concept and criteria of standards in the Malaysian Skills Certification Accreditation system.
- Achieve teamwork, in the training restructuring group in line with customers' needs, and recognition, consistent with NOSS requirements
- Understand and design types of course documentation consistent with current needs
- Improvement of course documentation according to requirements of Accredited Centres sponsored by the Skills Development Department (JPK).
- Course Schedule will be provided at commencement of programme.

Programme Delivery

This programme is delivered through lectures by experienced instructors who possess a National Vocational Instructors Diploma qualification from CIAST (NITP) and have expertise to teach Teaching Technique (Pedagogy Training). Group work will be presented and assessed by a guest facilitator.

Target Group

- Training Officer, Trainers or prospective trainers,
- Instructor/ Curriculum Officer and Training Officer involved in curriculum development, skills training based on the National Occupational Skill Standard (NOSS) or Standard Kemahiran Pekerjaan Kebangsaan (SPKK) managed by the Skills Development Department
- Able to communicate and write well in Bahasa Malaysia and the English Language
- Able to operate a computer and use “Basic Windows” and Microsoft Office applications
- Know about Competency Based Education (CBE) concept and principles

Capacity

40 participants in each session

Course Fee

The consultancy and programme fee is for each individual participant. Please refer to the QUOTATION attached. Fee includes registration with the Skills Development Department, teaching material, notes, facilitator’s fee, computer, printing, consultancy services and the inspection by an Evaluation Officer and External Verification Officer accredited by the Skills Development Department (JPK).

Benefits of the Programme

- The programme is conducted by way of residential learning where participants can fully focus on receiving input from the instructors without distractions from work or family. The environment, accommodation and facilities provided by the management positively

contributes to the Learning Environment and participant’s interest.

- Provide a uniform and structured system of learning to all Accredited Centres focused on technical and vocational to produce skilled instructors.
- Participants are able to network, cooperate, interact and discuss more constructively. Exchange of ideas and synthesis of input will be of use in the future after completion of the programme.

Intellectual Property Rights Strategy & Management

We offer a package of training and consultancy in the area of intellectual property rights. This is based on our clients' customized needs and demands. It ranges from designing a dedicated long-term strategy and aspects of auditing, risk assessment and commercialization. We also partner with our strategic business partners (through selected legal firms) with regards to contentious and enforcement of our clients' intellectual property rights. Our business partners' cover the jurisdictions in Malaysia, ASEAN, Asia Pacific, Europe, United Kingdom, Japan, Korea and the United States of America. We offer a consultative role on behalf of potential clients to be involved in public consultation with the Malaysian Intellectual Property Office (MYIPO). This also includes aspects of the intellectual property rights' updates, market trends based on industry-specific sectors and the developments from the World Intellectual Property Organization (WIPO).

Our focused strength is in these areas: Information Communications & Technology, Telecommunications' intellectual property rights, Research & Development in Universities, commercialization of granted patents, licensing of trade marks, copyright strategy and enforcement, advisory on trade secrets, geographical indication and traditional knowledge.

Data Protection & Privacy Strategy & Management

We offer a very comprehensive and added value data protection & privacy strategy to Malaysian clients and stakeholders; ranging from training, focused workshops, risk and impact assessment as well as consultation. We have the leading expert who specializes in data protection and privacy, and arguably, amongst the few experts in Malaysia who has the industrial experience and background. The approach is very much industry-focused and customized to the clients' business operations.

We also offer a review of data protection and privacy impact assessment to potential clients' products

and services. From the strategic relationship management front, we offer market research on data protection worldwide, in collaboration with our strategic business partners across Europe, The United States of America and Asia Pacific. We also provide a consultative role to represent our industry-focused clients in potential public consultation by the Malaysian Data Protection Commissioner, European Commission and related technical standards organizations.

On the enforcement front, we work closely with our strategic business partners across the globe (ASEAN, Asia Pacific, Europe and the United States of America), especially in relation to issues of transborder data flow between and amongst the commercial sectors.

Our focused strength is in these areas: data protection audit, risk assessment, Privacy Impact Assessment, data protection and privacy review, data protection strategies and implementation for the health, ICT, telecommunications, Oil & Gas and banking industries.

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