CP3102 MULTIDISPLINARY PROJECT

Final Project Portfolio

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Executive Summary

This project portfolio aims to establish a mental counselling service for international students in Singapore. The service is designed to provide support and assistance to students who may be facing mental health challenges such as stress, anxiety, or depression. The project aims to establish partnerships with universities and other organizations, promote the service through various marketing strategies, and ensure financial sustainability through a revenue model that includes sponsorships, donations, and long-term contracts with universities.

The project has set specific goals to increase website traffic and user engagement, provide more counselling sessions to international students, establish partnerships with universities and other organizations, and achieve financial sustainability within three years of operation. The project has also identified potential risks and developed a risk management plan to address these risks and ensure the success of the project.

To achieve these goals, the project team will utilize a range of marketing strategies, including content marketing, referral marketing, event marketing, and partnership marketing. The team will also continuously evaluate and optimize their marketing strategies to ensure they are effective and achieving their goals. The project team will also utilize a Gantt chart and meeting log to manage the project and ensure timely completion of tasks.

Overall, the mental counselling service for international students in Singapore is an important initiative that addresses a growing need for mental health support among international students. By establishing partnerships with universities and other organizations and utilizing effective marketing strategies, the project aims to provide accessible and high-quality mental health support to students, improve their overall well-being, and contribute to their academic success.

1. Project Background

1.1 Project background

Mental health is a state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community . It is the crucial component of the overall health and well-being of a person, which is equally important as the physical health. However, the majority of us give less attention to our mental health issues and it can lead to negative consequences. Mental health problems are broad and complex, where one person's experience may vary from others with different degrees of stress and difficulties . The common types of mental health issues can be anxiety disorder, bipolar, depression, obsessive compulsive disorder (OCD) etc. It can occur to anyone at any age depending on the risk factors they are exposed to, their emotional skills and unexpected circumstances.

In fact, Covid-19 pandemic has worsened the condition all around the world and some are still recovering from its mental effects. According to the 2023 survey in the United States, 32.3% of the adults reported the symptoms of anxiety or depression . Moreover, among the young adult respondents, 50% of them reported the symptoms, indicating higher vulnerabilities compared to other age groups . Similarly in Singapore, the Institute of Mental Health (IMH) has started a nationwide study, which will last until June 2023, to identify the mental health issues of young people ranging from 15 to 35 . Dr Mythily Subramaniam from IMH referred to the previous findings which showed that this age range experienced the highest proportion of mental issues and are more vulnerable .These are the consequences from the rapid transitions in life during that age such as moving to tertiary education, National Service and many more. However, International college students, in particular, could be more vulnerable, compared to the locals. For instance, they may experience language barriers with the locals. Although English can be used as a common language, the slangs and different communication styles can make socializing difficult for them. It can also affect their academic performance such as writing assignments or engaging in class activities. In addition, international students tend to feel more pressured to excel, knowing that their families sacrificed high tuition fees. Another common issue is homesickness since they have to be independent for the first time and be responsible for everything, which can all give additional stress and affect their mental well-being.

Universities and the government take measures to tackle this issue; however, the majority of the college students are still reluctant to seek help. Especially in Asian countries like Singapore, where people have conservative mindsets and stigma regarding mental health, students may think that getting help may be a sign of weakness or give more burden on their parents. Nevertheless, the current counselling services ask students for their personal details and even emergency-call person information, which may make them more reluctant. Furthermore, the third-party counselling services are very expensive and the overwhelming number of resources cause students to feel confused as they do not know which service to trust. According to the survey at NUS, some students are uncomfortable to open up to strangers and think that counselling processes are troublesome. This showed the importance of building trust and providing transparency to students.

Therefore, considering these gaps in the mental health service for college students, our company decided to provide an online counselling service with full confidentiality, specifically targeting international university students. We will be taking into account students' different backgrounds for better accessibility and partner with universities so that their students can access our service. In addition, we will be holding mental-wellness workshops across our partnered universities to raise awareness and also give chances to students at Psychology major to intern at our company. We believe that this will help remove stigma across their peers, as well as giving practical experiences to those Psychology students.

1.2 Company Background

Established in 2023 by four co-founders with different backgrounds and skills, Soul Encounter is a start-up company that provides online mental health counselling services, especially targeting international university students in Singapore. Our main aim is to create a more accessible counselling service with the help of technological solutions, that students feel comfortable and safe to share about their problems. We believe that this will make their university life more enjoyable and benefit in their future career as well. The main partners for our mission will be the Private Universities in Singapore, in which we will give access to our service to their students, as well as holding several mental-wellness campaigns to raise awareness. Moreover, our company goals and purposes are aligned with the goal 3 of the Sustainable Development Goals by the UN, which is to ensure healthy lives and promote well-being for all at all ages.

2. Project objectives / issues to be addressed

2.1 Target market

Our Counselling centre is focusing on the students from universities who are facing mental health issues in their uni-life in Singapore. The target market of our project will be specifically highlighted in the following part.

Initially, the target market of our project will be university students, but mainly focusing on the international students enrolling in private institutions (JCU , SIM , PSB). Not only international students but also we will provide mental health counselling services to the local students who are attending in private institutions then we will pick out the students that minimum age of our target segment will be 18 up to around 25 years old on average and target to all of gender and education levels. However we target the age to start from 18 , but the stress can start from age 14 in Singapore. At the last ,we will approach and provide services to those students who are facing their mental health issues that surround them and need our services. To approach them , we have to take surveys from those students from the universities first and highlight what kind of students are needing our "Soul-encounter" centre' services. We observed and noticing that most of students' stress come from their work and study commitment and according to Today Online, 90% of stress are come from work and study commitment for undergraduate students. The rest of stress is self-confidence , future career after graduation, personal relationship, responsibility, financial situation, family and so on. In the past year, university students in Singapore got an average 7.6 level of stress from all of the universities.

We can categorize our target into different groups which are age and education levels in the universities, Being international students study abroad in Singapore, Students with relationship challenges and academic challenges to provide services .

2.2 Market Research

According to the Target Market categorize and Today Online, we researched and noticed that the students from the universities face a lot of challenges which also include academic challenges. The university's students are mostly struggling academically, facing due date or group work of assignments, exam anxiety , and difficulty in managing academic pressure. The stress common in the education levels which are undergraduates and postgraduates in the university. The students who are pushing their undergraduate degree are facing adjusting to the university lifestyle in Singapore, academic pressures, managing relationships and career planning . Postgraduate students also pursuing higher education degrees may face additional challenges such as managing research work , publications and maintaining work-life balance, and planning for future career work. Being international students, studying in Singapore face a lot of challenges which are new culture, homesickness, language barriers, accommodations, financial issues, isolation and family relationships. And last, one of the stresses coming from the students is relationship stress. Relationships can be personal relationships, family relationships and social relationships where students experience a lot of challenges such as breakups, social anxiety, difficulty in making new friends or poor communication or social, family issues and loneliness.
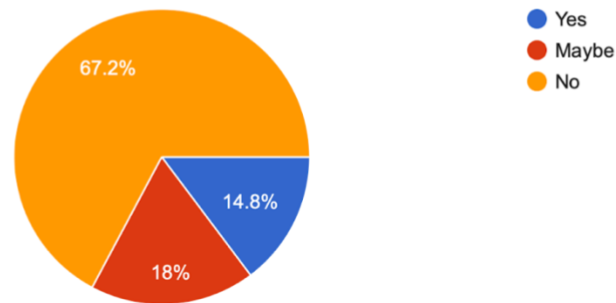
Have you ever experienced high levels of stress or pressure while attending university?
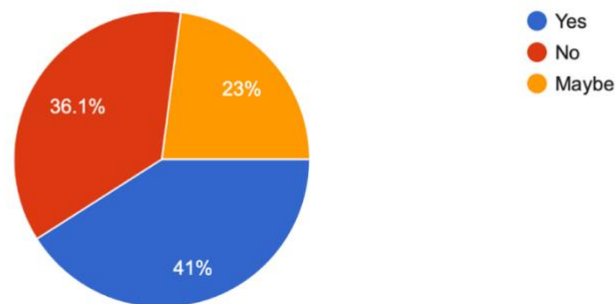60 responses
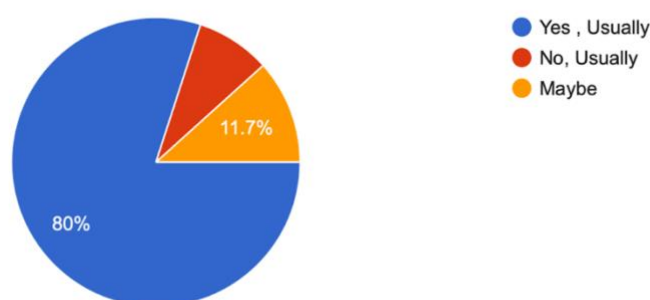
Have you ever utilized any online resources or tools provided by your university's mental health counseling services to manage stress and pressure?

61 responses

- Yes
- Maybe
- No

67.2%

14.8%

18%

Do you more prefer to do anonymous online counseling service than face-to-face?

61 responses

- Yes
- No
- Maybe

36.1%

23%

41%

After that ,we did the survey with over 60 students from one of the Private University (JCU) . Here are the result of survey we took and we saw that 80% of students are facing the high levels of stress while attending university and they also respond that most of them have utilized any online resources provided by university's mental health counselling services to manage the stress and pressure .According to the survey , one third of students more prefer to do anonymous online counselling than face to face .

3. Project Strategy
3.1 Marketing plan and strategy

Before launching any marketing strategy, it is important to conduct thorough market research to understand the target audience and their needs. In this case, the target audience is international students in Singapore who may be facing mental health challenges. Through market research, we can identify the demographics, psychographics, and behaviours of our target audience, and use this information to develop targeted marketing strategies. We will also conduct a competitive analysis to understand what other mental health services are available to international students in Singapore, and how we can differentiate ourselves.

Developing a strong brand identity is crucial for any marketing strategy. Our brand should communicate the values and benefits of our mental counselling service for international students in Singapore. This can include creating a brand name, logo, and tagline that resonates with our target audience. We can also develop a unique brand voice and tone that sets us apart from other mental health services. Our brand identity should convey a sense of trust, compassion, and professionalism, while also being approachable and accessible to international students from diverse cultural backgrounds.

To reach our target audience, we will use a combination of marketing channels, including online and offline channels. Online marketing channels will include social media platforms like Facebook and Instagram. We will also leverage email marketing campaigns to target our audience with personalized content and offers. Offline marketing channels will include promotions and outreach events at universities in Singapore, as well as collaborations with student organizations to promote our service.

The marketing plan for our mental counselling service for international students in Singapore will incorporate a diverse range of strategies to maximize our reach and impact. One key approach will be content marketing, which involves creating compelling and informative content that resonates with our target audience. This may include blog posts, social media updates, and email newsletters that offer practical advice and tips for managing mental health challenges. By providing high-quality content that engages and informs our audience, we can establish ourselves as a trusted source of information and build long-term relationships with our clients.

Another important element of our marketing plan will be referral marketing. We will encourage our existing clients to refer their friends and peers to our service by offering incentives such as discounts or free sessions. This can help us to expand our reach and build a loyal customer base, while also providing a valuable service to those who may be struggling with mental health issues.

In addition to content and referral marketing, we will also leverage event marketing by hosting workshops and events on mental health topics that are relevant to our target audience. By providing educational and engaging events, we can raise awareness about mental health issues and our services, while also building relationships with potential clients. Finally, we will also explore partnership marketing by collaborating with other organizations and businesses that cater to our target audience. This can help us to reach new customers and build our brand awareness, while also providing valuable resources and support to those in need.

In order to attain our objectives, it is crucial to constantly assess and enhance our marketing approaches. We can employ analytics tools to monitor website traffic, social media engagement, and email campaign metrics to determine the effectiveness of our tactics. Additionally, we can gather insights from our clientele and target audience through surveys and focus groups to refine our service and marketing efforts. This process of continuous evaluation and optimization enables us to effectively connect and support international students in Singapore who may be grappling with mental health issues. It also allows us to stay current with changes in the market and adjust our marketing strategies accordingly.

3.2 Company objectives and goals

The goal of our mental counselling service for international students in Singapore is to provide accessible and confidential mental health counselling services to international students, with a focus on creating a supportive community that prioritizes mental health and well-being. We aim to provide culturally-sensitive counselling services to students from diverse backgrounds, and to offer internship opportunities for students interested in mental counselling. Our objective is to become the go-to mental health counselling service provider for international students in Singapore, and to continuously improve and expand our service offerings to meet the evolving needs of our clients.

In order to achieve our goals, we have developed a comprehensive business plan and revenue model that takes into account our target market, competition, and funding sources. Our company goals include establishing long-term contracts with universities to provide mental counselling services to their international students, securing sponsorships and donations from organizations and individuals, and building a strong online and offline presence through effective marketing and promotion strategies. We aim to create a brand that is recognized for its quality mental health counselling services and commitment to promoting mental health and well-being among international students.

In addition to our business goals, we also have a set of social and ethical objectives that guide our operations. We believe that mental health is a critical aspect of overall health and well-being, and that all individuals should have access to high-quality mental health care. As such, we strive to provide affordable and accessible mental health counselling services to international students, regardless of their financial situation or background. We also prioritize the privacy and confidentiality of our clients, and adhere to strict ethical standards in our counselling practices. Our overall objective is to create a safe and supportive space for international students to address their mental health challenges and improve their overall well-being.

The objective goals of this project are multifaceted and aim to achieve long-term success. Firstly, we aim to increase website traffic and user engagement by 50% during the first year of operation. This will involve creating engaging and informative content, optimizing our search engine rankings, and promoting our services through various channels. Secondly, we

aim to increase the number of counselling sessions provided to international students by 25% in the first year of operation. This will involve hiring additional professional counsellors and offering internship opportunities to students interested in mental counselling.

Additionally, we aim to establish partnerships with at least five universities within the first year of operation. These partnerships will provide us with a wider reach to our target audience and also help in building a supportive community that prioritizes mental health and well-being. Furthermore, we aim to receive positive feedback from at least 90% of our clients in annual satisfaction surveys, which will provide us with insights on areas of improvement and help in maintaining the quality of our service.

Finally, our ultimate goal is to achieve financial sustainability and profitability within three years of operation. This will involve carefully managing our expenses, exploring new revenue streams, and continuously optimizing our business model. Overall, these objective goals are ambitious, but they are critical for ensuring that we are providing quality mental health counselling services for international students in Singapore in a sustainable and effective manner.

4. Project management documentation

4.1 Gantt chart

Our Gantt chart provides a visual representation of the project timeline and key milestones. It outlines the tasks and subtasks required to complete the project, their expected duration, and their dependencies. By following the Gantt chart, we can ensure that we are staying on track and meeting our project goals in a timely manner.

4.2 Risk Management

Our risk management plan outlines potential risks that could arise during the project, such as unexpected changes in the market or staffing issues and identifies strategies to mitigate these risks. By proactively identifying and addressing potential risks, we can minimize the impact they may have on the project timeline and success.

4.3 Meeting log

Our meeting log documents the details of all project meetings, including the date, time and attendees, as well as a summary of the key points discussed, and any action items assigned. By keeping a detailed record of project meetings, we can ensure that all team members are on the same page and that action items are completed in a timely manner.

Overall, these project management documentation tools are essential for keeping the project on track and ensuring its success. By using them in combination, we can effectively manage our resources, address potential risks, and maintain clear communication among team members.

5. Project outcomes/deliverables

5.1 Unique Value Proposition

We designed a website called "Soul Encounter" with the aim of providing mental health services to international students in university that can have various outcomes and deliverables. This website provides a platform for university students to understand about our services and they are able to make appointments if there is a need.

The primary outcome of this project would be the development of a website that provides mental health services to international students in universities. The website is designed with a user-friendly interface as you can see above, it allows students to easily navigate and find the information they need.

Also, the website will provide comprehensive information about the mental health services that are available to everyone who has visited the website. This could include information about different types of therapy, counselling sessions, and support groups.

A crucial deliverable for this project would be the development of an online booking system that allows students to schedule appointments with counsellors or therapists. The system should be easy to use and should provide students with options for scheduling appointments that are convenient for them.

Besides, the website should have measures in place to ensure the confidentiality and privacy of the students who use it. This could include secure data storage, encryption of sensitive information, and clear policies on data protection.

As the target audience is international students, the website should be designed with multilingual support. This would allow students who speak languages other than English to access the information and services provided by Soul Encounter.

Once the website is developed, the project could include marketing and outreach efforts to ensure that students are aware of the services that are available to them. This could involve social media campaigns, email marketing, or other promotional activities.

Fig. Prototype of Home Page

Fig. Prototype of Service we provide AI Anonymous Feature

Fig. Section For Booking Online

Fig. Client Meeting Schedule

5.2 Project Overview

International students face unique challenges and stressors that can negatively impact their mental health, such as culture shock, language barriers, homesickness, and academic pressure. By providing mental health services, our organization aims to help international students manage their mental health concerns, improve their emotional wellbeing, and enhance their ability to cope with stressors.

The project has several deliverables, including:

Improved mental health: By providing mental health services, we aim to improve the mental health of international students. This can help them overcome mental health barriers and improve their overall emotional wellbeing, which can positively impact their personal and academic lives.

Increased academic performance: Poor mental health can significantly impact academic performance. By providing mental health services, our organization can help international students overcome mental health barriers that may be hindering their academic success, resulting in improved academic performance.

Enhanced retention rates: Mental health concerns can lead to students dropping out of university, resulting in lower retention rates. By addressing the mental health needs of international students, universities can improve retention rates and promote academic success.

Greater satisfaction with university life: Providing mental health services can create a supportive and inclusive environment for international students, increasing their satisfaction with university life. This can promote a positive university experience and encourage students to recommend the university to others.

Reduced stigma surrounding mental health: Providing mental health services can help reduce the stigma surrounding mental health, especially within international student populations.

This can promote a more open and accepting culture surrounding mental health and encourage students to seek help when they need it.

In conclusion, providing mental health services to international students in university can have numerous positive outcomes, including improved mental health, academic performance, retention rates, satisfaction with university life, and reduced stigma surrounding mental health. Our organization aims to promote these outcomes by providing accessible and culturally sensitive mental health services to international students.

Table 1: Project Overview

Major stages	**Milestones**	**Who is responsible**	**Timeframe**	**Resources needed**
Planning	- Completion of identifying project background, objectives, strategies and management plan - Identify team roles and responsibilities	All	Start : March 14, 2023 End : March 26 , 2023	- Secondary information about the current counselling services - Individual's CV form and background
Research	-Completion of all research (budget, risk, market research etc.) -Finding out the current issues that the majority of the students are facing	All	Start : March 15, 2023 End : April 2, 2023	- Current counselling solutions in the market - Universities in Singapore - Sample of students, mainly from private universities

Implementation of Website	- Design the website page of our service. - Complete the design of Website - Test the website to be flexible .	Honey Zin	Start : April 3, 2023 End : May 5, 2023	- Design software e.g. Figma - Domain name and web hosting service
Hiring Counsellors	- Calling for potential applicants and interviewing. - Interviewing, shortlisting and hiring counsellors.	Chew Wei Jun	Start: April 4, 2023 End: May 10, 2023	- Research information about current counselling market - Budget Plan
Partner with universities	-Initial target for partnering with 5 universities. (JCU, SIM, BCA, PSB, MDIS) - Negotiation with the university for collaboration .	Chew Wei Jun / Hpone Myat Min	Start: May 1, 2023 End: May 25, 2023	- Negotiation and Contract with universities PR Team . - Project Plan
Launch	- Hold seminars at each partnered university.	All	Start: May 31, 2023 End: June 1, 2023	- Presentation Slide - Presenter and Audience e.g. university students .
Advertising / Promotion	- Advertise via Social media Platform (Facebook , Instagram, Own Website)	Hpone Myat Min	Start : April 20, 2023 End: May 31, 2023	- Universities' emails and physically

	- To each School Email. - Promote Seminars at each university.			- Social media platform and website - Students' testimonials

5.3 Partnership

The funding required to implement this project comes mainly from contractual cooperation (with private universities), support from organization, sponsorship, and individual investors. Contractual cooperation has the authority to understand and follow up the company's work content and progress, and be able to make reasonable requests or improvements during the contract period. After everything stabilizes in the second half of the year, we expect to cooperate with other more private universities.

For the sponsorship, the project will require more funding to provide more comprehensive services for international students. Investor contributions are from individual investors and endowments from the public.

Besides that, our company is seeking to build a partnership with companies who are interested in recruiting talented fresh grads through our website. An advertisement space will be provided on our website page to investors, partners, and other companies to recruit relevant personnel. Through this advertisement, our company would also be able to anticipate a commission fee that will be included in our revenue stream.

5.4 Revenue Model

Anonymous Mental Counselling

Profit and Loss Statement

For 2ⁿᵈ half of Year 2023 and 1ˢᵗ half of year 2024

Profit & Loss Statement	1st Half (1st to 6th month) $SGD	2nd half (6th to 12th month) $SGD
Income		
Long term with private universities		
• Student privacy fees	$18,000	$30,000
• Counselling fees	$54,000	$90,000
• Career opportunities	$16,000	$26,000
Individual counselling sessions	$2,000	$4,000
Sponsor from Organization	$80,000	$80,000
Donation from individuals and organization	$30,000	$20,000
Total Income	$200,000	$250,000
Expense		
Website • Hosting website • Maintenance • Professional Email • 24/7 automation	$186	$186

5.4 Revenue Model

Hire staff		
• Hire professional Counsellor	$42,000	$42,000
• Staff salaries	$18,000	$18,000
• Internship fee for students	$9,000	$9,000
Promotion • Promote on the social media platform (FB, IG) • Promote at university • Outside promotion activities • Counsellor staff public speaking at university	$1800	$1800
Rental	$12000	$12000
Office Equipment	$4000	-
Registering Company		
• ACRA Fees	$315	-
• Other registration processes	$2335	-
Total Expenses	**$ 89,636**	**$82,986**
Net Profit	**$ 110,364**	**$167,014**

6. Appendix

6.1 Appendix 1: Business Model Canvas

The Business Model Canvas

Key partners	Key activities	Key propositions	Customer relationships	Customer segments
Universities in Singapore (Initial target - private) Mental health organizations that provide funding and support for the project Counselors and interns	Conducting surveys to understand the mental health concerns of international students Providing accessible and confidential counseling services to international students via website Hiring professional counselors Promoting the services to international students and universities in Singapore Training and developing interns to provide counseling services to international students Advertising from website	Ensuring that international students have access to confidential and easily available mental health counselling services Creating a supportive community that places emphasis on mental health and overall well-being Providing opportunities for students interested in mental counselling to gain valuable experience through internships Delivering culturally-sensitive counselling services to address the diverse backgrounds and needs of the student population	Regular feedback from students and universities to ensure services meet their needs Personalised counselling services that address the specific needs of each student	International university students residing in Singapore Local students in Singapore universities Universities and student organisations in Singapore

Key resources

Professional counselors who are experienced in providing mental health counseling services to international students

Partnerships with universities in Singapore

Funding from donations and grants

Website development services

Channels

Online platform to promote our counseling services (example google ads - banners etc)

Social media platforms for survey distribution and marketing campaigns

Face-to-face events and outreach to universities and student organizations

Own website to provide counseling session

Promoting to school emails to students

Cost Structure

Salaries for professional counselors and support staff
Marketing and promotional expenses

Training and development expenses for interns

Administrative expenses (e.g., rent, utilities, supplies)

Website Hosting and Domain

Promotion and Website Advertising

Revenue Streams

Annual contracts with universities for providing counseling services to their international students

Donations from individuals and organizations that support mental health services

6.2 Appendix 2: Gantt Chart

https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z49tcHMp46mzgjM
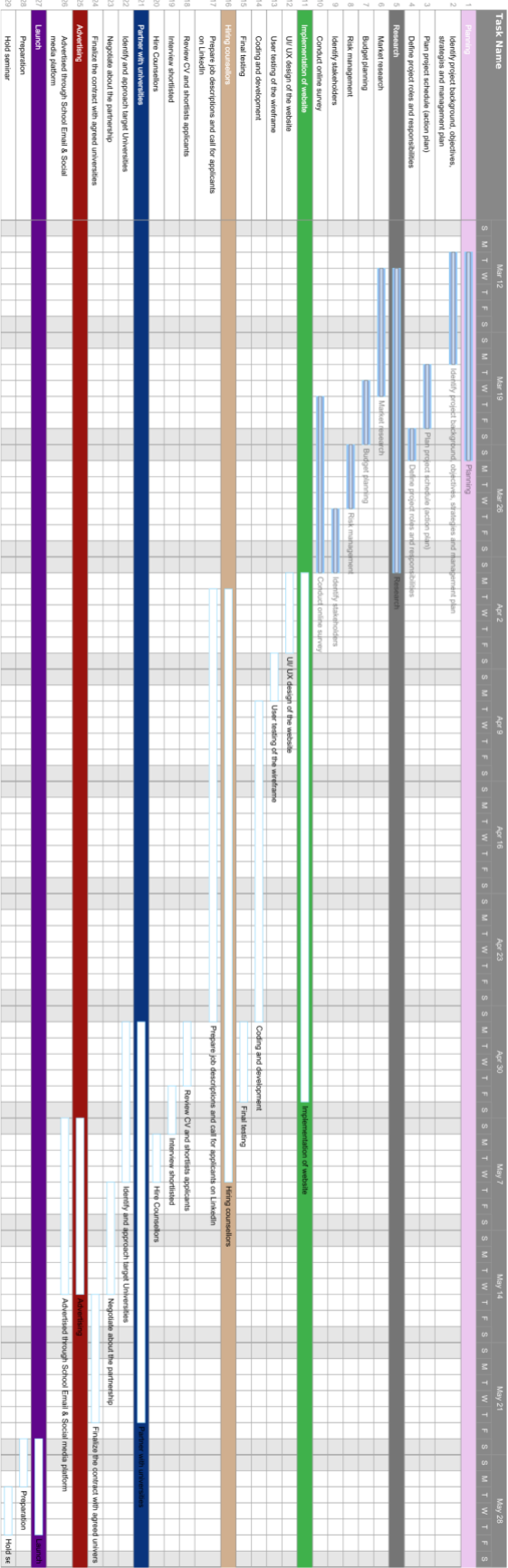
6.3 Appendix 3: Risk Management

L: Low, M: Medium, H: High

Risk	Owner Initials	Likelihood	Consequence	Actions
The wrong publicity method leads to the website not catching user's attention	Hpone Myat Min / Honey Zin	M	L	Promote the website using the electronic newspaper of university
Culture differences and language barriers that may delay communication services	Chew Wei Jun	H	H	Give a better chance for understanding 2 or more languages when hiring counsellors.
Counsellor's time management ability	Chew Wei Jun / Thant Zin Oo	L	L	Make sure each counsellor's consultation time doesn't conflict by providing them a timetable
Technical problems like poor network connection and server break down/cybersecurity threat)	Honey Zin	M	L	Send email to the students who registered on our website when fixing the server.
Limited resources and inadequate funding to support the project	Hpone Myat Min	H	H	- Estimate proper budgeting

	/ Thant Zin Oo			- Hire Limited the counsellors - Kickstarter
Data breaches and privacy concerns	Honey Zin	H	H	Use a 2 factor authentication system for students .
Stabilise the quality of counselling	Chew Wei Jun	M	M	Provide properly trained and establish a clear guidelines and standards for counselling

6.4 Appendix 4: Meeting Log

Session 1 :

Meeting: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z5cMGHzzj6jd3Hr

Agenda: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z5xhMqwhggRrtjZ

Session 2 :

Meeting: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z4sG3MZM4qyGRfy

Agenda: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z5yZnwcZcjzc5Rh

Session 3:

Meeting: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z4rdhqfsy4gdc9Z

Agenda: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z4M7fqMM46pth3h

Session 4:

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Agenda: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z5trpZxsfW6fxzW

Session 5:

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Agenda: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z5HRqgMh8qG9dwh

Session 6:

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Session 7:

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Session 8:

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Agenda: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z56RxcdzHpk53nW

Session 9:

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Session 10:

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Agenda: https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z4nMZxqxx6s5Mmr

Session 11 :

Meeting : https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z5ttbr3r9pdsy8h

Agenda : https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z5fk8t97j8MjrZZ

6.5 Appendix 5: Code Of Conduct

https://v3.pebblepad.com.au/spa/#/public/kc8xbGHwjk3Z4nppcH4mbMs87h

Team Rules :

- To ensure that everyone is aware of the project's progress, it is essential that all team members communicate with each other effectively and on a regular basis.
- Respect and professionalism are expected from all team members towards one another and any form of offensive or discriminatory behaviour or language will not be accepted.
- All team members are expected to attend all scheduled meetings and be punctual. In case that a team member cannot attend a meeting, he or she must notify the team as soon as possible.
- Each team member is accountable for completing their assigned tasks and meeting deadlines. If any member faces difficulties in meeting a deadline, it is important for them to communicate with the team and collaborate on finding possible solutions.
- Collaboration and sharing of ideas among team members is highly encouraged to enhance the project's quality. No individual should monopolise the discussion or decision-making process.
- It is expected that all team members will put forth their best effort to produce work of excellent quality. Taking shortcuts or engaging in any form of compromise is strictly prohibited.

Meeting Rules :

- Meeting date and time will be announced one day before so that all members have to attend the meeting until it ends .
- Each member not even participate actively but also listen actively and contribution .
- All members need to take the responsibility to finish each part of the tasks .
- Giving respect to the members when different ideas come out during meetings .
- Suggest to give ideas or feedback during the meeting.

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