

COMMUNICATION BOOK

Knowledge Park @ Hougang 927

YEAR 2024



KNOWLEDGE PARK™
“A place where lifelong learning begins.....”
十年树木，百年树人



Student's Name: _____

Level: Primary _____

FOREWORD

Welcome to Knowledge Park Academy Private Limited.

Thank you for choosing Knowledge Park Student Care Centre as your preferred care provider for your child. We are committed to provide a safe, caring, positive and stimulated learning environment for your child's development. In Knowledge Park, we provide homework supervision and various developmental programs and activities to ensure your child develop holistically in a safe and conducive environment. To ensure your child's progress, Knowledge Park strongly advocates the partnership between the centre, parents and school in our learning framework to provide an enriching learning journey for each and every student.

This communication book has been specially prepared for you and your child. We strongly encourage you to read through it. In this book, you will find important and useful information on our centre policies and operating procedures. Please ensure that your child brings this book to the centre daily as it serves as a communication tool for us to update you on your child's homework and to share any other relevant information.

Thank you for entrusting your child with us. Please feel free to contact us if you have any query. We look forward to partnering you to enrich your child's learning journey with us.

At Knowledge Park, "Every Child Matters."

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Our Vision

To be the leading student care provider and we promise to provide a safe, caring, positive and stimulated learning environment.

Mission Statement

- Strive to recognise and cultivate each talent to his or her fullest potential.
- Provide a place where each child is at the heart of the learning experience.
- Engage compassionate educators who have the passion and love for children.
- Cultivate positive values.
- Use technology to bring about innovative ways of learning.

Core Values

R	Respect	<i>To regard the feelings, wishes, or rights of others.</i>
	Resilience	<i>To have the capacity to recover quickly from difficulties.</i>
	Responsibility	<i>To fulfil the task that you are required or expected to do.</i>
I	Integrity	<i>To demonstrate the moral courage to do what is right.</i>
S	Self-confidence	<i>To be sure of your abilities, value and esteem.</i>
	Self-discipline	<i>To control one's feelings and overcome one's weaknesses.</i>
	Self-motivation	<i>To achieve something because of one's own enthusiasm or interest, without needing pressure from others.</i>
E	Empathy	<i>To understand and share the feelings of another.</i>

About Us

Knowledge Park was founded in 1991 and we have more than 25 years of experience providing quality educational student care services to thousands of students throughout Singapore. We provide student care services in various communities and schools.

In Knowledge Park, we aim to provide a safe, caring, positive and stimulated learning environment for our students. We achieve this through our Knowledge Park Systemic Learning Framework, where we work closely with parents and the school to provide the best possible care for our students. In addition, Knowledge Park also has professional educational psychologists and family therapists to support children who require additional care. Knowledge Park also follows the 21st Century Competencies framework set out by Ministry of Education for our curriculum development.

CENTRE INFORMATION

Operating Hours

Our operating hours are:

- ☎ Monday to Friday (during school days) - 12pm to 7.00 pm
- ☎ Monday to Friday (during non-school days) - 7.00 am to 7.00 pm
- ☎ We are closed on Saturdays, Sundays, gazetted Public Holidays and Ministry of Social and Family Development (MSF) approved closure days.

Contact Details

Tel Number: 6386 3371

Mobile number (for Whatsapp and SMS only): 96627341

Email address: hg927@knowledgepark.com.sg

Address: Blk 927 Hougang Street 91 #01-69 (S)530927

2024 Closure Dates*

We will be closed on the following days:

- Government gazetted public holidays
- 9th February 2024, Friday
- 13th February 2024, Tuesday
- 8th March 2024, Friday
- 30th August 2024, Friday
- 4th October 2024, Friday
- 15th November 2024, Friday
- 24th December 2024, Tuesday
- 31st December 2024, Tuesday

**We will notify you of any changes in the closure dates*

Personal Data Protection Act

Knowledge Park handles your personal data with care. Personal data held by us will be used in accordance with the purpose for which it was collected and its direct related purposes only. Consistent with this use, your personal data may be used by us to provide you with news, information, promotions regarding our courses.

In additional, we may use your child's photographs for publications, promotional purposes, website, media press releases and coverage, and any other such purpose on behalf of Knowledge Park.

If you choose NOT TO receive marketing materials from us or wish your child's photo to be deleted from our photo library, please inform us via hg927@knowledgepark.com.sg.

OPERATION INFORMATION

After School Schedule (School days)

2.00 pm	3.00 pm	Wipe down / Lunch
3.00 pm	5.00 pm	School work or Subject(s) coaching / Tuition
4.00 pm	4.30 pm	Tea break
5.00 pm	7.00 pm	Play time / Reading

* Schedule may vary for each level

Fetching of students from Hougang Primary School

We will be fetching your child at the stipulated school dismissal daily at the designated area (lower indoor sports hall).

Other fetching timings:

3.45pm, 4.45pm and 5.30pm (to wait at the canteen)

Should you require us to send or fetch your child besides the stipulated timing mentioned above or during the school holidays, a fee of \$2 per trip is chargeable. Do inform us at least 2 days in advance over the phone or via SMS. We will not be sending our teacher over if there is no student at that time slot. All consent forms are to be submitted to staff in-charge for administrative purposes.

Uniform

All students are required to wear Knowledge Park T-shirt during excursions and workshops.

Items to Bring

Please prepare the following items daily:

- Plastic bags for dirty clothes **(Please label them with your child's name to avoid confusion)**
- Extra set of clothing
- Towel
- Stationery:
 - Pen, pencil, color pencil, ruler, eraser, glue etc. (to be kept in the centre)
 - Dictionary (for subject coaching)
 - Raincoat to be placed in your child's school bag daily

* We strongly discourage trolley school bag due to the size constraint of our storage space. Parents may drop-off your child's clean clothing into the grey cabinet situated outside our Centre's main door (under the signboard). Do not drop off liquid or food items. Please do not leave your items over the weekend or night as we are not responsible for any loss or damages.

We discourage children to bring their mobile devices, electronic devices, toys and other games to the Centre. The Centre will not be held responsible for the loss or damage of these items. If they do bring, please note that they are NOT allowed to use the devices in the Centre. Parents can contact their children by calling our Centre's phone and vice versa. Students are also responsible for proper safe keeping of their mobile phones. We may safe keep on their behalf if the students do not keep their mobile phones in their bags. Parents can collect the phones from the Centre staff or teacher during pickup time.

Students are encouraged to put their soiled clothing into their school bags before heading home.

Items NOT ALLOWED at the Centre:

- Sharp or dangerous objects e.g. knife, pen knife, pointed comb, pointed scissors, metal ruler etc.
- Flammable objects e.g. lighter etc
- Any other life-threatening objects

Meal Time

The following meals will not be served later than the stated time.

Breakfast: 9.00 am (school holiday)

Lunch: 1.30pm (school holiday), 3.00 pm (school day)

Teatime: 4pm (school holiday), 5.30pm (school day)

Change in School Hours

If there is a change of school hours on special occasions such as National Day, Sports Day etc. we request parents to inform us if you are fetching their children directly from school.

Absence

Please notify us if your child is not attending Student Care before 1pm. Kindly leave a message to our mobile number to notify us of any changes.

Excursions

During the school holidays, we organize learning journeys and educational field trips to various educational centres and places of interest. All expenses incurred for excursions apply to students who are joining. Last minute sign-ups will not be entertained.

There may not be staff stationed in the Centre for certain excursions. Hence, parents will have to make their own arrangement should your child not join our excursions.

Birthday Celebration

Students who wish to celebrate their birthdays in the Centre are welcomed to do so. We suggest a simple celebration with birthday cake or cupcakes (must be halal) to be served. We also request parents to inform us a few days prior to the event so we can make the necessary arrangements.

Staff Training

We believe in lifelong learning to continue providing quality care to our students. Our staff attend external courses and we also conduct regular in-house training for them.

OUR PROGRAMME

- To inculcate time organizational skills and develop independent studies/ability
- Impart and instill ethics, moral values and principles
- Develop good characters
- Books will be available for the students to utilise during their free time to widen their educational horizons
- Homework supervision
- Subject(s) coaching- English and Mathematics
- 3 hours of English and Math tuition weekly (for students on premium program only)
- Excursions and field trips will be organized for students during the school holidays to learn about team spirit and widen their general knowledge
- Provide daily nutritious meals for students
- Air-conditioned and conducive environment for learning

School Holidays

Student Care Centre will operate in 2 sessions.

Morning session : 7.00 am to 1.00 pm (Monday to Friday)

Afternoon session : 1.00 pm to 7.00 pm (Monday to Friday)

Students who attend both sessions will be considered as a full day.

Lunch will be served from 12.30 pm to 1.30 pm.

For students who attend the morning session, they will have to leave the Centre before 1.00 pm. For students who attend the afternoon session, they can come in after 1.00pm. To avoid any miscommunication on the operating hours, please note that there will be no grace period before or after 1.00 pm.

FINANCIAL & ADMINISTRATIVE MATTERS

Other Charge

- There will be a late pick-up fee imposed after the stipulated time. \$1 per minute for the first 30 minutes and \$2 per minute after 30 minutes.
- \$2 for disposable raincoat during rainy days should your child need it.

Fee Payment

A payment advice will be sent to parents via email at the end of each month. However, should there be full day operations in that month, such as school term holidays, parents will only be able to receive payment advice on the 1st of the following month.

Payment can be made by cheque, GIRO or Internet Banking **on or before 5th of every month.**

A charge of \$5.00 per week is applicable for late payment or administrative fee for every returned cheque and/or unsuccessful GIRO deduction.

No pro-rating or refund of school fees for absence during school holidays.

Cheque payment

The cheque must be crossed and made payable to “Knowledge Park Academy Pte Ltd”.

GIRO payment

It may take up to 3 months for processing. Fee has to be made payable via other modes of payment during the processing period. We will notify you upon successful GIRO application.

Internet Banking/ Paynow

Bank: UOB (Bank code: **7375**) Branch: Pasir Ris (Branch code: **044**)

Account Number: **370-303-2417**

UEN: **201603029W927**



- Please note that internet banking may take 2 to 3 working days to process. Do transfer the fees earlier to allow timely processing by the respective banks.
- An e-receipt will be issued before 12th of the month once payment is made before the 5th of the month.
- Please include your child's full name followed by (927) as a reference or payer's name. E.g Eunice Yee Xin (927)
- We recommend separate transaction for sibling fee payment

- Late payment fee charges are applicable if payment is not received by the 5th of the month.
- **We reserve the right to terminate the child's placement in our centre should there be consecutive 2 months of arrears of fees.**

Fee Surcharge

A **full day/holiday surcharge** of \$5 per day is applicable during:

- School holidays except for excursion days for those who have signed up.
- Any other day when full day is required such as Youth Day, Sports Day or e-learning days.
- Holiday surcharge is applicable in March, May/ June, September and November/December school holiday.
- There is no refund of fee in the event of unexpected closure.

Withdrawal

Parents must fill up our withdrawal form from our office at least one calendar month prior to your child's last day in the Centre. Please note that final month payment is still payable. Deposit will be refunded within 7 working days from the last day of the month. No deposit will be refunded if less than a month's notice is given.

All withdrawal forms must be submitted before the last day of the month. Your child's last day will be the last day of the following month.

Example 1:

The withdrawal form is submitted on 30th June 2024. The last day will be on 31st July 2024. Deposit will be refunded within 7 working days from 31st July 2024.

Example 2:

The withdrawal form is submitted on 10th September 2024. The last day will be on 31st October 2024. Deposit will be refunded within 7 working days from 31st October 2024.

Example 3:

The withdrawal form is submitted on 10th September 2024. Parent request for last day to be on 30th September 2024. Deposit will not be refunded.

Student Care Financial Assistance (SCFA)

Student care subsidies are provided by the Ministry of Social and Family Development (MSF). The SCFA scheme is available to families with gross monthly household income who does not exceed \$4,500 or gross per capita income not exceeding \$1,125. Please refer to <https://www.msf.gov.sg/Comcare/Pages/ComCare-Student-Care-Subsidies.aspx> for more information. **50% monthly attendance is required excluding CCA and remedial/supplementary lessons. In the event 50% monthly attendance is not met, parents may be required to refund the subsidy and pay the full student care fees. Medical certificate must be produced if your child is absent from school.**

SAFETY & HEALTH MATTERS

Medical / Emergency

In case of emergency or accident, our staff will first attend to the injured child by administering First Aid. Parents will be contacted immediately. However, if the parents are unreachable, the Centre reserves the right to bring the child to the nearest clinic or call for an ambulance. All such expenses will be borne by the parents.

Administration of Medicine

Kindly provide us a copy of the doctor's letter if your child has any allergies, illnesses and medical conditions that require our special attention.

We do not provide any form of oral medication to our students. Only standard first aid will be applied on minor injuries.

We will only monitor administer of oral medication by the child him/herself if parents have filled up the medication form or written permission is given in our Centre's communication book. We will not allow medication which is over 30 days or is not prescribed under your child's name.

Home Care of Sick Children

Parents are advised not to bring their child to the Centre if he/she is ill or suffering from any of the following:

- Dizziness
- Fever; temperature of more than 37.5 degree C
- Eye and/or Throat infections
- Diarrhea and/or Vomiting
- Infectious diseases such as chicken pox, small pox, measles, mumps, HFMD

They should remain at home as they need complete rest, care and medical attention.

Infectious Diseases

Please provide us with a letter from a registered medical practitioner certifying your child is fit for school before returning to the Centre.

CONCLUSION

Amendment of Information

Knowledge Park Academy reserves the right to amend any part of the above without any notice.

Indemnity

All Knowledge Park staff do our utmost best to be vigilant in ensuring that your child is in safe hands under our care.

However, Knowledge Park Academy Pte Ltd will not be responsible or be claimed against at all times for all accidental damages, cost, claims and demands for any loss or damages to personal belongings, injuries or distress or death within and beyond our premises and from the picking up of your children till the dismissal and during all programs (including excursion) planned and/or conducted by us and/or external vendor(s).

Our Partnership

Mutual respect is a two- way traffic. Our staff deserve a safe place to work in. We value them and will protect them from any form of physical or verbal abuse. We reserve the right to take legal action against those involved. We seek your cooperation to help us to do so.

We respect our children's privacy. Please do not take photograph(s) or record video and audio recording(s) of them. Our staff will do so and update parents through our newsletter or other media platforms.

We strongly believe in partnering with parents in providing an enriching learning journey and holistic development process for the child. We seek your support by giving us your continual feedback and participation in our Parent Engagement sessions.

Once again, thank you for entrusting your child with us.

At Knowledge Park, EVERY CHILD MATTERS.

