



Raffles Student Care Centre LLP
Reg. No. T08LL1463J
North Spring Primary School
1 Rivervale Street, Singapore 545088
<http://www.facebook.com/RafflesStudentCare>
Email: admin@rafflesstudentcare.com

2015 Student Care Centre (SCC) Registration

Dear Parents,

We would like to thank North Spring Primary School for giving us the opportunity to run our Student Care Centre services in North Spring Primary School from 1 Jan 2015. We will be holding our registration period for 2015 from 13/11/14 - 28/11/14. Please kindly note the following information:

- We are **not** be **practising** a **first-come-first-served** model. We enrol only North Spring Primary School students in our North Spring (NS) Branch.
- At this point, we expect to be able to accommodate **up to 60 students** for our SCC enrollment for 2015.
- Locations of **other** Student Care Centres in the Seng Kang area can also be found on the Ministry of Social & Family Development (MSF) website, for your kind information. (<http://app.msf.gov.sg/dfcs/studentcare/default.aspx>)

Registration Procedures

We foresee that this will be the sequence of events for our 2015 registration:

1. We will collect all completed Student's Registration Forms from 13/11/2014 (North Spring P1 Orientation Day) to **28/11/2014**. Please **kindly submit completed Registration Forms to the North Spring Primary School General Office**.

If you require a Student Care Financial Assistance (SCFA) Form, please kindly obtain one from the North Spring Primary School General Office*. For more information on the SCFA, please visit <http://app.msf.gov.sg/Assistance/ComCare-Student-Care-Subsidies>.

2. On **1/12/2014**, we shall update forms received on www.facebook.com/RafflesStudentCare. Please kindly check that we have received your completed form by **3/12/2014**.
3. After collating the forms, we shall review with the school management on the registration process. We shall also prioritise all available places in the following order:-

| Priority Order | Criterion |
|----------------|--|
| 1 | Child is Singaporean + Primary 1 + All parents working* + FAS Case |
| 2 | Child is Singaporean + Primary 2 + All parents working* + FAS Case |
| 3 | Child is Singaporean + Primary 3 + All parents working* + FAS Case |
| 4 | Child is Singaporean + Primary 4 + All parents working* + FAS Case |
| 5 | Child is Singaporean + Primary 5 + All parents working* + FAS Case |
| 6 | Child is Singaporean + Primary 6 + All parents working* + FAS Case |
| 7 | Child is Singaporean + Primary 1 + All parents working* |
| 8 | Child is Singaporean + Primary 2 + All parents working* |
| 9 | Child is Singaporean + Primary 3 + All parents working* |
| 10 | Child is Singaporean + Primary 4 + All parents working* |
| 11 | Child is Singaporean + Primary 5 + All parents working* |
| 12 | Child is Singaporean + Primary 6 + All parents working* |
| 13 | Child is Singaporean + Primary 1 |
| 14 | Child is Singaporean + Primary 2 |
| 15 | Child is Singaporean + Primary 3 |
| 16 | Child is Singaporean + Primary 4 |
| 17 | Child is Singaporean + Primary 5 |
| 18 | Child is Singaporean + Primary 6 |
| 19 | All other cases |

* If extenuating circumstances exists, please kindly approach us.

4. In the event we find that we have insufficient places for all students who registered, we shall hold an **open ballot no later than 5/12/2014** based on the prioritisation order in Point 3.



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5. All successful registrants' details shall be published on our Facebook page, no later than **8/12/2014**. All other unsuccessful registrants will be queued (based on the ballot results) in our "Waiting List". When an available vacancy opens up, we will then be able to inform and offer a place to those on our "Waiting List" in sequence.
6. Parents shall have till **20/12/2014** to complete the registration process[^], by submitting the following items:
 - a) \$20 registration fees
 - b) \$270 one-month deposit (waived for children who qualify for SCFA - SCFA forms must be completed)
 - c) Completed registration form (if it is incomplete)
 - d) Photostat of the Child's BC
 - e) Photocopy of Parents' NRIC (front and back)
 - f) Photocopy of proof of both Parents' employment records
7. If any eligible parent fails to complete registration by **20/12/2014**, we shall open up the space to the next registrant on our "Waiting List".

If you have any enquiries, please kindly look for our staff (Ms Aishah) at 6387-8308 during Office Hours (Mon - Fri, 1pm - 7pm).

Regards,

Fabian Lim
Operations Manager
Raffles Student Care Centre LLP

**For parents who are applying for (SCFA), we need the additional documents to help you to submit to MSF:*

- a) *Completed SCFA form*
- b) *Both parents' latest payslip (or any other records to fulfill MSF's Employment Criteria).*

^We will sell our Student Care Centre T-shirts when you come down to the Centre to complete the registration process. It is recommended that you purchase at least 3 T-shirts for your child to change into after their daily showers. T-shirts are expected to cost \$10 each.



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NORTH SPRING PRIMARY SCHOOL SCHOOL CARE STUDENT REGISTRATION FORM

| Primary Caregiver / Mother's Particulars | Secondary Caregiver / Father's Particulars |
|---|---|
| Primary Caregiver / Mother's Name*: | Secondary Caregiver / Father's Name*: |
| NRIC No: | NRIC No: |
| Current Job Title: | Current Job Title: |
| Highest Educational Qualification: | Highest Educational Qualification: |
| Tel (HP) : (O) : | Tel (HP) : (O) : |
| Languages Spoken: (1) (2) (3) (4) | Languages Spoken: (1) (2) (3) (4) |

| | | |
|--|---------------------|--|
| Nationality of Child (Please circle 1) | | <input type="checkbox"/> <u>Singaporean</u> <input type="checkbox"/> <u>Singapore PR</u> <input type="checkbox"/> <u>Foreigner</u> |
| Do you have another child currently in Raffles Student Care Centre LLP? | | Yes / No |
| Are you currently receiving or have applied for Financial Assistance Subsidy (FAS) from North Spring Primary School? | | Yes / No |
| Is there anyone at home during office hours? If yes, please list, and their relationship to the child | | Yes / No |
| <u>Name</u> | <u>Relationship</u> | |



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STUDENT DETAILS

Name of Student _____

Date of Birth _____
(dd/mm/yyyy)

Gender M / F

BC number _____

Dietary Requirements Normal / No Beef / Halal / Vegetarian / Others

If others, please state: _____

Year / Level _____
(e.g. 2012 / Pri 1)

Class _____
(e.g. Noble, Courage, Honesty)

Student's Residential Address _____



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STUDENT'S HEALTH DETAILS

Do the student have any of the following conditions? If yes, please submit more details on condition.

| Medical Information | Yes | No | If "Yes", please state details |
|---------------------------------------|-----|----|--------------------------------|
| Any pre-existing medication allergies | | | |
| Any food allergies | | | |
| Any other types of allergies | | | |
| Asthma | | | |
| Diabetes | | | |
| Epilepsy | | | |
| ADHD | | | |
| Autism | | | |

1. Does the student have any disease or condition requiring medication, regular physician care, surgery or other treatment? If yes, please list:

2. Does the student take any medication on a regular, on-going basis? If yes, please list:

3. Is the student seeing / had ever sought professional help for psychiatric or emotional problems? If yes, please list:

I understand that submission of inaccurate / incomplete information about medical and psychiatric health history of the student may result in dismissal from the Student Care programme, and that Raffles Student Care Centre LLP shall not be held responsible for any incidents that may occur from any of the above medical condition.

In the event of an emergency, Raffles Student Care Centre LLP has my permission to seek appropriate medical transport, consultation and/or treatment for my child. I understand that all medical expenses, including transport costs, under such circumstances shall be borne by me.



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CAREGIVER DETAILS

Name of Primary Caregiver _____

Relationship to Student _____

NRIC Number _____

Date of Birth _____
(dd/mm/yyyy)

Marital Status (Single / Married / Separated / Divorced / Widowed)

Residential Address
(if different from above) _____

Contact Number: _____
(handphone)

_____ (office)

Contact details of other authorised guardians who are allowed to take student away from Student Care Centre (aside from Primary Caregiver above)

1. Name: _____ Relationship _____ Contact _____

2. Name: _____ Relationship _____ Contact _____

**This registration form is correctly filled up to the best of my knowledge.
I have also read, understood and agreed to the Terms & Conditions attached on the form.**

Name

Signature / Date

FOR OFFICIAL USE

Registration Fee : Paid / Not Paid / Waived Receipt No. : _____

One-Month Deposit : Paid / Not Paid / Waived Receipt No. : _____

1st Month Fee : Paid / Not Paid / Waived Receipt No. : _____

Start Date: _____



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Terms & Conditions

(For a full list, please refer to the North Spring 2015 Communications Book)

Programme Fees

1. An additional charge is payable when the student arrives at Raffles Student Care Centre **before 11:30am** (on non-academic school days).
2. The monthly fees for all programmes run by Raffles Student Care Centre are due at the beginning of the month (before the 8th calendar day of the month). Raffles Student Care Centre reserves the right to impose an administrative fee of \$20 for any late payments received.
3. All non-SCFA sign-ups are required to place a 1-month deposit for all programmes run by Raffles Student Care Centre. This deposit is **non-refundable** and **non-transferable**. Upon notice, this deposit will be used to offset the fees for the final month the student is with Raffles Student Care Centre.
4. The 1-month deposit will be forfeited if the student has delayed payment of the monthly fees for a period of 30 days or more, or if the student has stopped attending the programme, without notice, for a period of 60 days or more. An administrative fee may be imposed in this case to reinstate the status of the student.
5. Children are to leave the Centre with their parents / authorised guardians before closing time. A fee of \$1 per minute, in blocks of 5 minutes, may be imposed on all late pick-ups.

Withdrawal

1. A **written** notice must be given to Raffles Student Care Centre on the intention to withdraw from Student Care services. **All withdrawals will take effect on the last day of the month.** If the notice to withdraw is given **after** the 8th day of the month, termination will only take effect on the final day of the following month. Raffles Student Care Centre LLP reserves the right to forfeit the deposit if due notice is not given.

For example, if the notice of withdrawal is given on 9 April, the final day for the child will be on 31 May.

2. Raffles Student Care Centre LLP values her staff and wards, and has a responsibility to protect them. We reserves the right to terminate Student Care services to any child in exceptional circumstances, such as verbal abuse, physical endangerment, recalcitrant actions, or being caught in a misdemeanor act like theft or vandalism, upon giving a written notice to the parents or guardians. **All withdrawals will take effect on the last day of the month.** If the notice to withdraw is given **after** the 8th day of the month, termination will only take effect on the final day of the following month. Raffles Student Care Centre LLP shall refund the deposit if due notice is not given.

DISCLAIMER

1. While every effort is made by Raffles Student Care Centre to promote the students' academic and developmental progress, happiness and safety, Raffles Student Care Centre and its staff cannot and will not be held responsible or liable for any lack of progress and/or harm or injury experienced by its students; within or without its premises, before, during or after any sessions.
2. Raffles Student Care Centre shall be permitted to use its students' profiles, photos and results for marketing and internal management purposes, with all rights reserved.



Raffles Student Care @ North Spring

Frequently Asked Questions (2014)

OPERATIONS

Qn: What is “Student Care”?

Ans: In present day Singapore, it is common for both parents to be working, and there is no one at home to take care of the child. “Student Care” services offer children a safe, conducive environment to go to when there is no one at home.

The Student Care service offers 2 meals a day (lunch / tea), clean washroom and shower facilities and teachers who will be able to supervise the children on completing their school work.

Qn: When are your Opening Hours?

Ans: In tandem to the school curriculum hours, our normal operating hours are:

*1.00pm – 7.00pm, Mondays -- Fridays.

We are closed on Saturdays, Sundays and Government gazetted public holidays (please refer to <http://www.mom.gov.sg/beta/public-holidays.html>). We are open on Christmas Eve, New Year’s Eve and Chinese New Year’s Eve only till 1.30pm.

We are scheduled to close for 3 other working days in 2015 for staff training. (Please check the 2015 Communications Book for the days that our Centre is closed).

**We start after the school day ends. If the curriculum hours are amended (e.g. PTM days, School Sport Day), we shall amend our opening hours accordingly.*

Qn: What about School holidays?

Ans: When school is not in operation, (e.g. school holidays in March, June, September and December, PSLE Marking Days, PTM Days, Children’s Day), our holiday operating hours are from:

7.00am – 6.30pm, Mondays -- Fridays.

Breakfast will be provided. Please view <http://www.moe.gov.sg/schools/terms-and-holidays/#scheduled-sch-hols> for MOE school holidays.

For school days that end early, such as “PSLE marking days”, “School Sports Day” or “e-Learning Days” that are not published on the MOE calendar, we shall remain **open** when there are no academic classes. Full-day care surcharge of \$6 will apply for all students who require Student Care services before 11.30am.

Qn: How many caregivers are there at the Centre?

Ans: As part of our Service Level Agreement, there shall be a minimum of 2 adults at the Centre at all times.



Raffles Student Care @ North Spring

Frequently Asked Questions (2014)

Qn: How do I register for Student Care services?

Ans: Just approach any of our friendly staff for a registration form and for more information about our Student Care services. Our registration forms will also be available at the school's General Office. **All registration forms should be submitted to the General Office by 28 Nov 2014 (Fri) 5pm.**

Qn: What do the children do in Student Care?

Ans: A typical weekly programme is as follows:

| Time | Monday | Tuesday | Wednesday | Thursday | Friday |
|---------|---|--|--|---|--|
| 1.40 pm | Check-in Lunch Shower Personal Time | | | | |
| 2.30 pm | Homework Time | | | | |
| 3.30 pm | Nap Time (P1)* | | | | |
| | <i>* P1s who do not need naps shall continue with their school homework</i> | | | | |
| 4.30 pm | Tea Break | | | | |
| 5:00 pm | Creative & Aesthetics Expressions | Kinaesthetic Skills Development (Outdoor Play) | Social & Emotional Development Programme | Kinaesthetic Skills Development (Fine Motor Skills) | Kinaesthetic Skills Development (Outdoor Play) |
| 6:00 pm | Interaction Time | | | | |
| 6:30 pm | Pick-up by Parents | | | | |

We also organise many Learning Journeys / Excursions during the school holidays to broaden the children's holistic education outside the classroom through collaborative play or experiential lessons.

To keep the teacher-student ratio comfortable during trips, we may have to close the premises in order to accompany the children. We charge a nominal fee in order to pay third party vendors for the excursion programmes.

PAYMENTS

Qn: When do I pay the monthly fees?

Ans: Fees are to be paid in the first week of the month (i.e. before the 8th of the month).

Qn: How much do I have to pay for Student Care services?

Ans: Our itemised fees are as follows:

Standard Fees:

| | | |
|-------------------|--------|-------------------------------------|
| Registration Fees | : 20 | (one-time) |
| One-month deposit | : 270* | (non-refundable) |
| Monthly Fees | : 270 | (payable at the start of the month) |



Raffles Student Care @ North Spring

Frequently Asked Questions (2014)

| | | |
|--------------------------|------|--|
| Additional Fees (daily): | | |
| Full-day Care | : 6 | (for Student Care services before 11.30am on non-standard school days. e.g. School Sports Day) |
| Emergency Care | : 50 | (for non-registered students attending ad-hoc Student Care services) |

**Waived for all SCFA recipients*

Qn: Are there other monthly costs I have to pay (e.g. materials fees, etc)?

Ans: No.
(We organise many Learning Journeys / Excursions during the school holidays. We charge a nominal fee in order to pay third party vendors for the excursion programmes).

Qn: What is the 1-month deposit used for?

Ans: The 1-month deposit is used to offset the **final** month of Student Care services.

For example, Tim, a Primary 6 boy decides to stop Student Care services. He notifies us that he will stop coming after **30 September**. The monthly fee for September shall be \$0 (the final month's fees shall be taken from the 1-month deposit).

The 1-month deposit is **non-refundable**.

Qn: My child missed Student Care for 5 days this month. Can I pay less?

Ans: If this is the first month you join us, we shall pro-rate base on the number of days remaining in the first month (see below). Otherwise, there shall be **no proration of fees** for any other reasons.

First Month's Fees:

| | |
|-------------------|--------|
| More than 15 days | \$270, |
| 15 days or less | \$210, |
| 10 days or less | \$140, |
| 5 days or less | \$70 |

Qn: We are not attending student care during the December school holidays. Can we not pay the December fees?

Ans: There shall be **no proration of fees** for any other reasons.

For more comprehensive details about Student Care operations, please refer to our Parents' Communication Book, given to all SCC students. Alternatively, you may reach us on www.facebook.com/RafflesStudentCare.