

PARENTS HANDBOOK

Knowledge Park @ Keming Primary School



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 Educare (SC) 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.

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) - 1.15 pm to 7.00 pm
- Monday to Friday (during non-school days) - 7.30 am to 7.00 pm
- We are closed on Saturdays, Sundays and gazetted Public Holidays
- We are closed on Ministry of Social and Family Development (MSF) approved closure days.

Contact Details

Centre Number: 6816 3676

Mobile Number: 9656 8414

Email address: kemingscc@knowledgepark.com.sg

Address: 90 Bukit Batok East Avenue 6 Singapore 659762

2026 Closure Dates*

We will be closed on the following days:

- Government gazetted public holidays
- 23rd March 2026, Monday
- 26th June 2026, Friday
- 6th July 2026, Monday
- 4th September 2026, Friday
- 2nd October 2026, Friday
- PSLE Listening Comprehension
(Tentative: 15th September 2026, Tuesday)
- Keming Admin Day (TBC)
- Keming P1 Orientation Day
(Tentative: 23rd November 2026, Monday)

Half Day Closure Dates: (close at 1:15pm)

- 16th February 2026, Monday
- 24th December 2026, Thursday
- 31st December 2026, Thursday

***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 addition, 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 kemingscc@knowledgepark.com.sg.

OPERATION INFORMATION

Schedule - School Days *(subject to changes)*

TIME	MON	TUE	WED	THU	FRI
After School Hours	Wash Up / Lunch / Independent Reading				
After Lunch	Homework Supervision / Rest Time				
4.30 pm – 5.00 pm	Tea-Break				
5.00 pm – 6.00 pm	GEMS Time (Character Development / Enrichment Programme / Outdoor Activities / Reading Time)				
6.00 pm – 7.00 pm	Home Sweet Home				

Schedule - School Holidays *(subject to changes)*

TIME	MON	TUE	WED	THU	FRI
7.30 am – 10.30 am	Breakfast / Independent Reading / Free Play / Changing / Outdoor Activities				
10.30 am – 12.00 pm	GEMS Time (Character Development / Study Time / Enrichment / Art & Craft / Cookery / Team Building)				
12.00 pm – 1.00 pm	Lunch Time				
1.00 pm – 2.00 pm	Contact Time / Indoor Interactive Games				
2.00 pm – 3.00 pm	Rest Time				
3.00 pm – 4.30 pm	GEMS Time (Character Development / Study Time / Enrichment / Art & Craft / Cookery / Team Building)				
4.30 pm – 5.30 pm	Tea Break				
5.30 pm – 7.00 pm	Outdoor Activities / Home Sweet Home				

Uniform

All students are required to wear Knowledge Park T-shirt in the Centre and during excursions (if applicable).

Items to Bring

Please prepare the following items daily:

- Clean Knowledge Park T-shirt
- Plastic bags for soiled clothes

*Please label each item with child's name for easy identification.

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

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 (including mobile phones and smart watches). 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 / smart watches. We may safe keep on their behalf if the students do not keep their mobile phones / smart watches in their bags. Parents can collect the items from the Centre staff or teacher during fetching time.

Items NOT ALLOWED at the Centre:

- Sharp or dangerous objects e.g. knife, pen knife, pointed comb, pointed scissors 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: 10.00 am Lunch: 2.30 pm Tea time: 5.00 pm

Change in School Hours

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

Absence

Please notify us if your child is not attending Student Care.

Excursions (if applicable)

During the school holidays, learning journeys and educational field trips to various educational centres and places of interest may be organized. All expenses incurred for excursions apply to students who are joining.

Birthday Celebration

Students who wish to arrange their personal birthday celebration in the Centre are welcome to do so. We suggest a simple celebration with only birthday cake (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

Homework Supervision

A minimum of 1-Hour Supervised Study Time is set aside for students to complete their homework or self-revision. All students will do their school homework under the supervision of student care teachers in the ratio of not more than 1:25.

GEMS Time

Guiding, Empowering, Mentoring Students (*GEMS Time*) aims to inculcate our 8 core values, build social and emotional competencies in students to achieve their full potential. The programme helps students acquire skills, knowledge and dispositions that help them to establish positive relationship, recognise and manage emotions, develop care and concern for others, make responsible decisions and handle challenging situations effectively.

Parents' Pick-Up

For dismissal, please drop us a whatsapp text at our mobile number (9656 8414) 10 to 15 minutes before arrival and we will send your child out to meet you at the main gate (Gate C) / side gate (Gate G), or porch if you are driving in. We may request for verification of the person who is picking up the child. You may either call or text us if you are sending another person who is not on the authorised contact list to fetch your child.

For safety purposes, children should not loiter and run around the school compound after leaving the Centre.

School Holidays

Student Care Centre will operate in 2 sessions.

Morning session : 7.30 am to 1.15 pm (Monday to Friday)

Afternoon session : 1.15 pm to 7.00 pm (Monday to Friday)

Students who attend both sessions will be considered as full day and there will be a \$5 full day surcharge. For students who attend the morning session, they will have to leave the Centre before 1.15pm. For students who attend the afternoon session, they can come in after 1.15pm.

To avoid any miscommunication on the operating hours, please note that there will be no grace period before or after 1.15pm.

FINANCIAL & ADMINISTRATIVE MATTERS

Birth Certificate and Passport Size Photograph

Please submit a copy of your child's birth certificate with 1 passport size photo for our retention.

Fee Structure

S/N	Types of Fee	Fee	Remarks
1	Registration Fee	\$20.00	Enrolment Fee (non-refundable)
2	Refundable Deposit	\$260.00	Payable at initial enrolment
3	Holiday / Full Day Surcharge	\$5.00	\$5.00 per day
4	Uniforms (3 Sets)	\$30.00	Additional piece can be purchased at \$10 each.
5	Monthly Fee	\$260.00	Payable per month regardless of attendance

Other Charges

- There is a late pick-up fee imposed at \$1 per minute for the first 30 minutes and \$2 per minute after 30 minutes.

Fee Payment

Payment can be made by cash, GIRO, Paynow or Internet Banking.

Please note that CDA (Child Development Account) is not approved for use of student care fee payment.

Student care fee is payable **on or before 5th of every month**. Kindly ensure all fees are paid promptly.

We reserve the right to terminate your child's place in the SCC for any outstanding payment of more than 1 month of the nett payable fee.

A charge of \$5.00 per week is applicable for late payment.

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

Monthly fees are payable for the whole calendar year i.e. one month fee is to be paid for the period of the school holiday (regardless of attendance).

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

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

Bank: UOB (Bank code: **7375**)
Branch: Pasir Ris (Branch code: **044**)
Account Number: **370-303-922-5**

Paynow

UEN Number: **201624201GKSC**

- Please note that internet banking may take 2 to 3 working days for processing. Please be advised to transfer the fees earlier to allow timely processing by the respective banks.
- We will issue a receipt before 12th of the month when payment is made before the 5th of the month.
- Please include your child's full name followed by (KM) as a reference or payer's name. E.g Eunice Yee Xin (KM)
- Late payment fee charges is applicable if payment is not received by the 5th of the month.

Fee Surcharge

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

- School holidays.
- Any other day when full day is required such as PSLE marking days or e-learning days.

Withdrawal

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

Students who have withdrawn will NOT be able to re-apply for SCC within 6 months from the last date at SCC.

All withdrawal forms must be submitted prior to the last day of the month. Your child's last day will be the last day of the next month.

Example 1:

The withdrawal form is submitted on 30th June 2026. The last day will be on 31st July 2026.

Example 2:

The withdrawal form is submitted on 10th September 2026. The last day will be on 31st October 2026.

Example 3:

The withdrawal form is submitted on 10th September 2026. Parents request last day to be on 30th September 2026. 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 not exceeding \$4,500 or gross per capita income not exceeding \$1,125. Please refer to <https://supportgowhere.life.gov.sg/schemes/SCFA/student-care-fee-assistance-scfa> 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 problems that require our special attention.

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

We will only administer oral medication if parents fill up the medication form or written permission. We will not administer 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
- Diarrhoea and/or Vomiting
- Infectious diseases such as chicken pox, small pox, measles, mumps, HFMD, COVID and headlice.

The centre reserves the right to prevent any students with infectious diseases from entering the facility unless otherwise proven to be cleared through a doctor's certification.

Students who are unwell 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 Educare (SC) reserves the right to amend any part of the above without any notice. Kindly refer to your registration form's Terms & Conditions for more details.

Indemnity

Knowledge Park Educare (SC) 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).

However, we will do our utmost best to ensure that your child is in safe hands under our care.

Our Partnership

We strongly believe in partnering with parents to provide an enriching learning journey and holistic development process for your child. We seek your support by giving us your continual feedback.

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

At Knowledge Park, EVERY CHILD MATTERS.