



Centre: CIC

Student's Name:

Age/Program:

AGREEMENT OF 2022

This Agreement sets out the terms and conditions under which CIC offers services. The rules are designed to promote stability, assist forward planning and the proper resourcing of the centre. Nothing within this agreement affects the parent / CIC's statutory rights.

ADMISSION For January intake, orientation week is made compulsory for a new student. Other intake can join a trial class. Student will be considered for entry to the centre when the registration form has been completed and returned to us with a copy of birth certificate and vaccination record together with CIC's Agreement of 2022.

OPERATION HOURS CIC Operation Hours are as follows: Monday – Friday (7.30 a.m. – 5.30 p.m.) Parents can send their child as early as 7.30 a.m.; however the class will start at 8.30 a.m. every day. Please ensure that the student already take their breakfast before coming to the centre. Please take note that CIC will close for minimum 3 days for the purpose of staffs training. The date will be informed later.

REGISTRATION FEE Registration fee is chargeable for every academic year and it is due within 3 days after online registration / registration form submission. **Registration fees paid are non-refundable and non-transferable.**

ENROLMENT PAYMENT Enrolment fee will include basic books & learning materials (30%), building & facilities (30%), administration (20%) and logistic (20%). For the effectiveness of the learning process, CIC might offer parents to buy additional books / learning materials and it is **OPTIONAL**. **Enrolment fees paid are non-refundable and non-transferable.**

WELFARE FUND Welfare fund **paid are non-refundable and non-transferable.**

DEPOSIT PAYMENT Deposit payment is equivalent to one month installment. For a long term course, a minimal commitment for 11 months is required. The deposit payment may be credited to the student's final month upon fulfillment of the term course. For student prepaying the full year of tuition fees, this deposit payment will be waived. **Deposit payment are non-refundable and non-transferable** if the term course is not completed.

FEES PAYMENT All fees are payable in advance. Payment of tuition fee must be made before the course starts. For the tuition fee, monthly installment is available and due every 4th of the month. Monthly installments must be paid accordingly to the agreement. Parents, who withdraw the student from CIC, shall still be bound by any regulations relating to payments and sufficient notice of termination of schooling. **All fees paid are non-refundable and non-transferable.** No refund or compensation will be given for illness or extended absences or school holidays once the course has started, despite the absence.

In the event of unexpected circumstances e.g. pandemic, natural disaster, etc. payment must be made according to the agreement despite of the school closure.

Tuition Fee is academic year basis (11 times installment from Jan-Nov). The academic year is based on KEMENTERIAN PENDIDIKAN MALAYSIA's school calendar for 2022.

PAYMENT PROCEDURE Preferred payment method is via JomPAY / Maybank online. Monthly fees must be paid in advance regardless of the student attendance. All yearly fees are payable before the 2022 school session starts. Payments received after 5th of the month are considered late / overdue and may be fined between RM 5.00 – RM 50.00 monthly. All dishonored cheques will be subject to RM 100.00 admin fee. **No cash payment at the centre.**

WITHDRAWAL An academic year consists of two semesters: Semester 1 from Jan to May and Semester 2 from June to Nov. Parent may discontinue the student's schooling of one complete semester by giving a written notice to admin@cic.edu.my, minimum 14 days before the following semester starts. For notice to be effective, you must have received an official reply letter from the administration. Total outstanding of fee payments will be stated in the reply letter and all payments due must be paid in full. If insufficient notice of discontinuation is given, the full amount of tuition fees for the following semester remains unpaid. Balance of the monthly installment remains unpaid if the withdrawal happened anytime before the semester ends. Thus, the monthly installment must be settled until the semester ends.

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REFUND Once orientation week begins, all payments made **are non-refundable and non-transferable**. All parents will be bound by the 1-year contract, except for “*CIC Prihatin Offer*”, parents will be bound by the 3-years contract from March 2021 – Dec 2023. If the students enroll with a promotion price and decided to withdraw after orientation week begins, they are required to pay back to CIC according to current actual price.

CANCELLATION FEE If you wish to cancel the admission of the registered students, a cancellation fee of RM 1,000.00 will be imposed.

ADMIN FEE If you wish to transfer the student to another course, this must be agreed by the Head of Centre (HOC) and the CIC Expert (CE) / Centre Manager (CM). Such request must be made in writing. An administrative fee of RM 150.00 is applicable.

Any transactions errors made by parents / ex-customers of CIC are subject to RM 150.00 admin fee. This will be applied to all transactions regardless of payment method and amount incurred.

OTHER CHARGES Different charges will be charged for other activities as below. Parents will be notified before the program.

Orientation week for new student Time: 9.00 a.m. – 11.00 a.m.	RM 180.00 and it is made COMPULSORY FOR NEW STUDENT AGED 3-6 YEARS OLD in order to get them adapt to the new environment. (12 th / 13 th – 23 rd / 24 th December 2021)
Educational Trip / Visit / Events	RM 55.00 – RM 200.00 per Trip (OPTIONAL / OPEN FOR ALL)
Sport Day Coupon	RM 30.00 – RM 100.00
Sport Day House Uniform	RM 40.00 – RM 50.00
Dinner / Hi-Tea	RM 69.00 – RM 150.00
Photos & Folder	RM 50.00 – RM 70.00

CIC might be conducting more optional events / activities based on the needs and educational environment purposes.

OVERTIME CHARGES Please pick up the student immediately after the program ends. Parents are given 30 minutes for pick up times after which over time (OT) will be charged. The charge is RM 12.00 per hour. Please ensure that the student will be picked up latest by 7.00 p.m., to allow the staff to have enough time for the next day’s preparation. Overtime charge of RM 20.00 per hour is applicable after 8.00 pm.

HOMEWORK POLICY At CIC, we recognize the importance of homework as an integral part of student’s learning opportunity. We see homework as an effective way of reinforcing and enriching what is learned in the classroom and helping the student develop life-long learning patterns. However, homework will not be imposed strongly to the student who is not ready.

HEALTH Student, who are ill especially with infectious diseases, need to stay at home for rest and loving care. If the student becomes ill in school, parents will be notified immediately and will need to pick up the student. If the student needs to take medication whilst attending CIC, please inform the staff by providing accurate information (written) of what type of medication has been prescribed to the student’s at home. Containers must be clearly marked and dosage instructions must be clearly written. **Please do not leave medicine in student’s bag.**

All injuries, even small, will be recorded in communication book. Parent will get notified through the student timelines / communication book. Every precaution will be taken to avoid accidents, but it must be remembered that student do receive knocks and bumps during play and physical development. Also, any accidents at home must be recorded in communication book too. Parent / guardian are required to notify the HOC through communication book / any other medium if the student is absent. Kindly inform the reason.

CELEBRATION Birthday Parties can be celebrated at CIC by providing healthy snacks for the student. Parents need to provide all supplies for the celebration. We also welcome any kind of entertainment that parents might want to provide for the children such as clown, etc. Sweet & candies, though allowed, are not encouraged.

PHOTOGRAPH Please take note that all photos of CIC’s student belong to CIC and CIC has every right to use it.



PARENTS INVOLVEMENT At CIC, we welcome parents to volunteer in the classroom. Since preschool program is buzzing with activity, we usually offer many ways for parents to participate. They can come and speak about career or hobby. HOC may send a letter outlining the volunteer opportunities that are available. Usually the topic will be related to our theme.

SECURITY Other than the parents, only authorized person whose name that is submitted in the registration form will be allowed to pick up the student. That person is required to show the Identity Card (IC) to staff on duty in order to confirm their identity before staff can hand over the student.

CLOTHES & BELONGING Strictly put on CIC's uniform. For preschoolers, formal uniform is compulsory on Monday, Wednesday and Friday; while T-shirt uniform can be the alternative on Tuesday and Thursday. Afterschool student will need to wear CIC's Afterschool Uniform. It is compulsory for girls 9 years old and above to wear hijab. It is not allowed to use other scarf or inner except CIC's for uniformity. All clothing should be CLEARLY MARKED with the student name and placed in a non-plastic bag. No responsibility can be taken for these belongings. If the student wishes to bring any toys, DVD etc, you must remember that it is at your own risk. CIC is not responsible for personal belongings.

CLEANING & CHANGING CLOTHES In line with CIC's vision to develop young leaders and registered as Child Enrichment Centre that most of the CIC centres are operating at shop unit, CIC will focus more on learning activities and the teachers will be busy preparing and conducting learning activities. Because of that, no bathing activities will be conducted at the centre. For Zamrud Package, teachers will help with the cleaning (but not bathing) and changing if necessary. Please provide the student with full change of clothing, e.g. extra pants, shirt, towel etc.

ACCIDENT As an education service provider, CIC will be responsible to ensure a positive and safe learning environment for the student. However, CIC shall not be liable or be responsible for any accident or personal injury sustained or suffered by the student or the student's death or for any damage or loss to the student's personal belongings, whilst the student is in the centre, or being conveyed or is waiting to be conveyed to, or from the centre. Parents should release the centre from any and all claims, demands, damages, costs, actions or causes of action on account of or arising from any of the foregoing matters, including such action that may be taken by the centre subsequent to any accident or incident in which personal injury, death, loss or damage has occurred. At CIC, we will use **welfare fund** if immediate treatment is needed for the student. However, please take note that the welfare fund is not for compensation purpose. Therefore, parents are advised to have own insurance for the student.

TRANSPORTATION POLICY Parents should understand that the student is conveyed to or from the centre / house at his own risk and not the risk of the centre / transporter.

EMERGENCY RELEASE In the event of an emergency at CIC e.g. accident, we will contact parents as soon as possible. However, if emergency treatment is needed and we cannot contact the parents, parents should agree to allow the HOC or her representative to arrange emergency medical treatment.

STUDENT'S VACCINATION RECORD Parents are required to submit the student vaccination record. Only vaccinated student will be accepted to CIC.

FEEDBACK & SUGGESTION CIC is a big family of students, teachers & parents. If the parents have any concerns, CIC has a company policy within the centre and parents are welcomed to give feedback. Parents can express the concern to the CIC's Management either verbally or in writing, instead of to the public. Management will make details of the feedback, recommendations and the actions taken. All of the details of the feedback will be recorded. Once action has been taken, a response will be made to the complainant directly. As part of this feedback procedure, all parents are strongly encouraged to approach the Management through the email customercare@cic.com.my or call the hotline, 03-86876999.

AGREEMENT AND FEES In the event of any discrepancy between the explanation of the staff and the Malay version of CIC's Agreement of 2022, the English version shall prevail. This CIC's Agreement of 2022 is subject to amendment. The management reserves the right to revise the fees from time to time. Any policy if changed may be republished and distributed to all students and relevant parties.



Parent's Declaration: I have read the above CIC's Agreement of 2022 and agree to be bound by them and any such reasonable amendment as notified from time to time by CIC.

Signed by :

Name :

NRIC :

Date :

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