

KINDLE KIDS INTERNATIONAL SCHOOL

Student Handbook

Version 2.2

21 July 2026



Table of Contents

Head Of School Message	2
Mentor Message	3
Vision, Mission & Core Values & Culture Statement	4
About KKIS Logo	5
Salient Features of the KKIS Curriculum	6
Map and Location	7
School Facilities	8
School Operating hours and Contact Details	11
General Introduction	12
School Calendar and Daily Schedule	13
School Dress Code.....	14
Discipline Policy	15
Vandalism Policy.....	17
Homework Policy	18
Student Attendance Policy	19
Suspension and Expulsion Policy.....	19
Courses, Subjects Offered, Assessment and Exam Guidelines	21
Return of Answer Scripts and Result Appeal Policy	25
Academic Honesty Policy	25
Child Protection Policy	26
Health and Safety	27
Data Protection Notice.....	29
Personal Belongings and Valuables.....	33
Fee Protection Scheme (FPS)	33
Withdrawal, Transfer and Deferment Policy	34
Refund Policy	36
Skills and Worforce Development Agency (SWDA).....	39
Feedback and Suggestions	40
Dispute Resolution Policy and Procedure.....	40

Head Of School Message

Welcome to Kindle Kids International School.

This Student Handbook contains important information on policies and procedures of Kindle Kids International School, Cambridge Certified.

This is the responsibility of parents and students to familiarize themselves with the information, policies and rules of the school.

This Student handbook is not intended to cover every situation which may arise but is simply a general guide to refer to.

Kindle Kids International School reserves the right to change, add or delete any policies or provisions in this handbook as it deems fit in with its sole judgment and discretion.

This Student Handbook supersedes and replaces all prior handbooks or materials previously distributed.

We are a caring and happy school with a supportive environment that encourages feedback, acceptance of diversity with an open mindset.

Thank you.

Dr. Senjuti Goswani
Head of School
Thomson Road Campus



Ms. Nidhi Puranik
Head of School
Hindoo Road Campus



Mentor Message

Education has evolved over the course of years from the old days of a teacher centric approach to placing the student at the heart of all teaching and learning. A strong foundation is the single most important factor that affects academic progression and personality building of a student and parents have high expectations in the way their child receives the education.

For the last 32 years, Vels has established a group of 52 institutions, offering programs from pre-KG to PhD serving more than 48000 students.

As the Chairman of Vels Group of Institutions, I have personally witnessed the continuous renaissance of academic delivery and tools for education.

I am proud to be the Mentor to Kindle Kids International School (KKIS) in Singapore. With its passionate, well qualified and highly experienced teachers and inspired leaders, I am sure that your child's education is in excellent hands.

At KKIS, the emphasis is on teacher professionalism, with teachers working in teams to develop engaging lessons, observing and critiquing classes and working with students of all levels of abilities, always with the intent to cater to the individual needs of the student. The Kindle Kids curriculum is well suited to most international curricula including the Cambridge Primary Curriculum and is backed by more than 15 years of R & D in K-12 education and is loaded with impeccable models of academic delivery and modern methods of learning.

It is my role to mentor the leadership team at KKIS to ensure quality is always up to our highest standards and every child would be prepared to the best of his or her abilities both academically and as upright global citizens.

I wish all success to the students and teachers of KKIS. Spread your wings and fly high and live up to the motto of a ***"Tradition of Excellence"***

Dr. Ishari K.Ganesh
Chairman,
Kindle Kids International School



Vision, Mission & Core Values & Culture Statement

VISION

To be the International School of CHOICE where we nurture responsible, diligent, and caring leaders of tomorrow's world.

MISSION

To inspire hope, ignite imagination and curiosity and instill a lifelong love for learning.

CORE VALUES

P- Passion and Perseverance

O- Optimism and Open mindedness

W- Willingness to Change

E- Ethical and Empathetic

R- Resilience and Reliability

CULTURE STATEMENT

We are proud of our culture. We are a caring and happy school with a supportive environment that encourages feedback, acceptance of diversity and an open mindset. We believe in teamwork with parents and that everyone counts in the success of the organization

About KKIS Logo



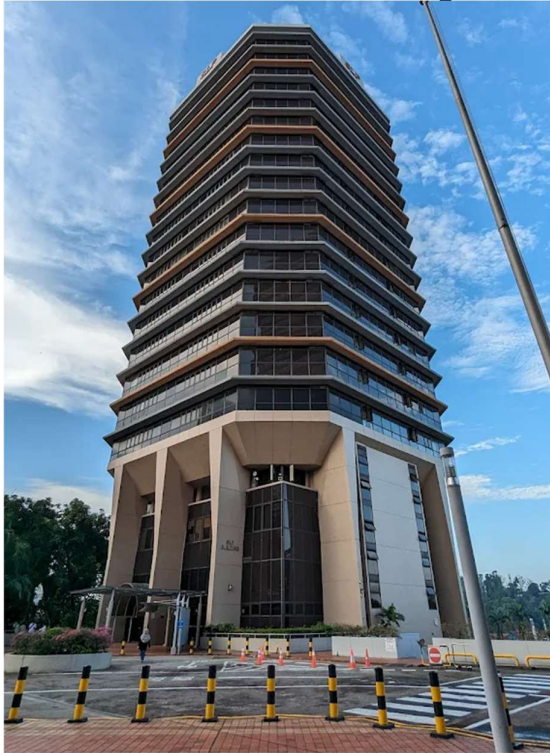
1. The tree is an integral symbol as it represents knowledge.
2. The roots are symbolic of an education grounded in fact whereas the leaves denote creative thinking and imagination.
3. The three people depicted in the branches signify the community of teachers, parents and students collaborating for a stronger, more confident student body.
4. The globe is present as an orange watermark behind the tree as a symbol of an international level curriculum.
5. The Navy color represents our teachers and the importance of their confidence, authority, and intelligence.
6. The Orange color represents the natural joy of our students, their creativity, success, enjoyment, and freedom for their expression.
7. The Turquoise color denotes the wisdom in our community of parents as well as a sense of emotional balance, spiritual grounding and social responsibility.

Salient Features of the KKIS Curriculum

1. The Kindle Kids curriculum aims broadly in the holistic development of the children
2. It is well suited to most international curricula including Cambridge curriculum.
3. It is broad based and integrated to be learnt under common themes.
4. Kindle Kids curriculum has a backing of research for more than 15 years of R&D in K-12 education and is designed to provide wider opportunities to children for meaningful learning.
5. The curriculum design involves extensive research done on several theories of Teaching-Learning strategies and activities for Active based learning, Neuro- Linguistic approaches, Brain theories, Multiple Intelligences, Differential instruction etc.
6. The Paradigm Shift in education and its understanding has made the KKIS curriculum stand apart with its salient features like: -
 - Theme based
 - Child centered
 - Spiral learning of Kolb's Cycle
 - Scope for variety of active learning strategies
 - Integrated approach
 - Contextualization made easier for children
 - Process of construction of knowledge (Socio Constructive Approach)
 - Skill acquisition and enhancement (Values and Skills)
7. The broad-based integrated approach followed in KKIS curriculum helps both teachers and learners address issues related to areas under the scope of study.
8. The scope of syllabus drawn provides ample opportunities for all the children to be aware of global issues connect themselves to the prevailing situations, adapt themselves to transform their attitude and perception with a sense of commitment to bring the needed transformation for a better living.
9. Thus, the evolving tested curriculum ensures great flexibility to both teachers and learners as per the requirements and contexts.
10. The setup for small class size and impressively low student ratio (20:1) coupled with highly qualified and experienced teaching faculty ensures the successful implementation of the curriculum.
11. This is to prepare the students of future generations to face challenges of ever pressing hard demands of the environment with lots of self-esteem and self-confidence.

Map and Location

Thomson Road Campus



Address:

510 Thomson Road, SLF Building #B2-00, #B1-01/02, #06-01/02/03, #12-03/04/05/06, #14-01/02/03 Singapore 298135

Nearest Public Transport

Nearest Bus Stop is SLF Cplx (B51049) – Bus 167, 851, 980, 141, 54, 130, 132, 156, 162M, 162, and 166 Walking 2 mins from bus stop B51049. KKIS – SLF Building is just right opposite the Singapore Polo Club.

Nearest MRT Stations

Caldecott MRT (CC17) – 5 mins walking distance

Hindoo Road Campus



Address:

7 Hindoo Road Singapore 209108

Nearest Public Transport

Nearest Bus Stop is Broadway Hotel Bus Stop (B07111) – Bus 23, 64, 65, 67, 131, 139, 147 and 857
Walking 2 mins from bus stop B07111

Nearest MRT Stations

Little India MRT station (NE7) – 12 mins walking distance
Farrer Park MRT Station (NE8) – 8 mins walking distance

School Facilities

Thomson Road Campus

Level 14 Classroom & Capacity

S.No	Level Wise Classroom	Floor Area (sqm)	Seating Capacity
1	Classroom C14-01	35.79	23
2	Classroom C14-02	36.25	24
3	Classroom C14-03	35.88	23
4	Classroom C14-04	35.32	23
5	Classroom C14-05	35.32	23
6	Classroom C14-06	35.32	23
7	Classroom C14-07	22.40	14
8	Classroom C14-08	35.79	23
9	Classroom C14-09	39.23	26
10	Classroom C14-10	32.00	21
11	Classroom C14-11	33.70	22
12	Classroom C14-12	34.90	23
13	Classroom C14-13	31.50	21

Level 12 Classroom & Capacity

S.No	Level Wise Classroom	Floor Area (sqm)	Seating Capacity
1	Classroom C12-01	28.56	19
2	Classroom C12-02	27.35	18
3	Classroom C12-03	22.13	14
4	Classroom C12-04	22.95	15
5	Classroom C12-05	29.67	19
6	Classroom C12-06	31.71	21
7	Classroom C12-07	30.27	20
8	Classroom C12-08	31.71	21
9	Classroom C12-09	20.92	13
10	Classroom C12-10	32.98	21
11	Classroom C12-11	26.00	17
12	Classroom C12-12	19.00	12
13	ICT Lab	20.85	13
14	Book Treasures	21.39	14
15	Ideation Zone 1	12.79	8
16	Ideation Zone 2	12.70	8
17	Exam Unit	06.26	4
18	Archive Room	20.98	13

Level 6 Classroom & Capacity

S.No	Level Wise Classroom	Floor Area (sqm)	Seating Capacity
1	Classroom C06-01	41.95	27
2	Classroom C06-02	40.31	26
3	Classroom C06-03	40.51	27
4	Classroom C06-04	32.02	21
5	Classroom C06-05	31.80	21
6	Classroom C06-06	42.42	28
7	Classroom C06-07	39.66	26
8	Classroom C06-08	39.66	26
9	Classroom C06-09	41.67	27
10	Classroom C06-10	39.86	26
11	Classroom C06-11	40.57	27
12	Classroom C06-12	40.57	27
13	Classroom C06-13	40.57	27
14	Classroom C06-14	41.11	27
15	Classroom C06-15	39.57	26
16	Classroom C06-16	48.34	32
17	Library L06-01	41.30	27

Level B1 Classroom & Capacity

S.No	Level Wise Classroom	Floor Area (sqm)	Seating Capacity
1	Classroom CB1-01	38.00	25
2	Classroom CB1-02	41.00	27
3	Classroom CB1-03	39.00	26
4	Classroom CB1-04	34.44	22
5	Classroom CB1-05	33.00	22
6	Classroom CB1-06	27.00	18
7	Classroom CB1-07	28.00	19
8	Classroom CB1-08	19.00	12

Level B2 Classroom & Capacity

S.No	Level Wise Classroom	Floor Area (sqm)	Seating Capacity
1	Classroom CB2-01	35.00	23
2	Classroom CB2-02	36.00	24
3	Classroom CB2-03	35.53	23
4	Science Lab	38.00	25

Hindoo Road Campus

Level 1 Classroom & Capacity

S.No	Level Wise Classroom	Floor Area (sqm)	Seating Capacity
1	Classroom C01-01	38.00	25
2	Classroom C01-02	38.00	25

Level 2 Classroom & Capacity

S.No	Level Wise Classroom	Floor Area (sqm)	Seating Capacity
1	Classroom C02-01	32.00	21
2	Classroom C02-02	27.00	21
3	Classroom C02-03	35.00	23
4	Classroom C02-04	32.00	21
5	Classroom C02-05	38.00	25
6	Library L02-01	24.00	16

Level 3 Classroom & Capacity

S.No	Level Wise Classroom	Floor Area (sqm)	Seating Capacity
1	Classroom C03-01	36.00	24
2	Classroom C03-02	37.00	24
3	Classroom C03-03	35.00	23
4	Classroom C03-04	31.00	20
5	Classroom C03-05	35.00	23
6	ICT Lab I03-01	23.00	15

Level 4 Classroom & Capacity

S.No	Level Wise Classroom	Floor Area (sqm)	Seating Capacity
1	Classroom C04-01	30.00	20
2	Classroom C04-02	34.00	22
3	Classroom C04-03	37.00	24
4	Classroom C04-04	33.00	22
5	Multi-Purpose Hall	83.00	55

School Operating hours and Contact Details

Operating Hours	
MONDAY TO FRIDAY	9.00 AM TO 6:00 PM
SATURDAYS	9:30 AM TO 12:30 PM
SUNDAY & PH	Closed

Contact Details:	
School Email:	Thomson Road Campus - admin@kindlekids.sg Hindoo Road Campus - admin HDR@kindlekids.sg
School Website:	www.kindlekids.sg
Facebook Page	KKIS SG
Instagram Page	KKISSG
Transport Enquiries:	Thomson Road Campus - +65 6568 3980 Hindoo Road Campus - +65 6420 2701

Thomson Road Campus

Office	Email Address	Contact Number
Head of School Office	senjuti.goswami@kindlekids.sg	+65 6568 3982
School Coordinators Office	asha.govind@kindlekids.sg sunitha.srinivas@kindlekids.sg	+65 6568 3987
Admin Support Office	admin@kindlekids.sg	+65 6568 3984
Admissions Office	admissions@kindlekids.sg	+65 6568 3980
Finance Office	accounts@kindlekids.sg	+65 6568 3986

Hindoo Road Campus

Office	Email Address	Contact Number
Head of School Office	nidhi.puranik@kindlekids.sg	+65 6420 2703
School Coordinators Office	TBC	TBC
Admin Support Office	admin_HDR@kindlekids.sg	+65 6420 2702
Admissions Office	admissions_HDR@kindlekids.sg	+65 6420 2701
Finance Office	accounts_HDR@kindlekids.sg	+65 6420 2704

General Introduction

Education at Kindle Kids International School (KKIS) goes beyond enabling students to not just successfully attain academic qualifications but also firmly believe that each student has an innate desire to excel.

The rich Cambridge curriculum at Kindle Kids International School (KKIS) focuses on imparting academic knowledge and the acquisition of life and leadership skills. Students are immersed in a creative and nurturing environment placing emphasis on Cambridge Learners Attributes.

Our Cambridge learner attributes encourage students to become confident, responsible, reflective, innovative and engaged – equipped for success in our fast-changing modern world.

These are the fundamental characteristics that Kindle Kids International School (KKIS) considers essential in becoming a contributing member of society.

Impact and inspiration – that’s what we aim for at every level.

KKIS offers the following programmes:

- a. Cambridge Primary Programme for Year 1 to Year 5,
- b. Cambridge Lower Secondary Programme (CLSP) for Year 6 to Year 8,
- c. Cambridge International General Certificate of Secondary Education (IGCSE) for Year 9 and Year 10.
- d. Cambridge International Advanced Subsidiary Level and Advanced Level (AS/A Level)

At KKIS, the student-centered pedagogy meets a digitally powered learning environment to create a whole new educational experience. Here, the latest teaching tools will make learning a fun and interactive affair for the students to achieve higher educational outcomes.

Teachers will:

- Educate students on expected academic performance, discipline and attitude standards. They will keep the School Coordinator and Head of School informed. If absolutely required, parents will be contacted.
- Assign regular homework in all subjects, as part of a continual learning programme.

To strengthen the child’s academic and general performance, parents are requested and required to:

- Check the mails regularly for general information as well as specific information regarding their child and acknowledge and act on the same.
- Check the school almanac of the child daily
- Acknowledge comments and suggestions made by the teacher and maintain communication regarding issues till they are satisfactorily solved
- Discuss any issues or concerns with prior appointment with the teacher concerned.
- Please notify the school immediately of any changes to your address, telephone number or email.
- Submit in advance a written request for absence of leave stating the reason, for their words to the class teacher

School Calendar and Daily Schedule

a) School Timing

Regular school timing: Monday to Friday

Year 1 to Year 10: 9.00 am to 3.30 pm (*Subject to Class Timetable update*)

CIE AS/A Level: 9.30 am to 5.45 pm (*Subject to Class Timetable update*)

School Timetable	
9 am (Y1 – 10)	School Begins
9.30 am (AS/A Level)	School Begins
10.10 am to 10.30 am	Recess
12.30 pm to 1.00 pm	Lunch
3.30 pm (Y1 – 10)	School Ends
5:45 pm (AS/A Level)	School Ends

The school day begins at 9:00 a.m. and runs until 3:30 pm for Year 1 – 10 and 5:45 pm for Cambridge AS/A Level. Students may arrive any time after 8:50 am and go directly to the classroom. We ask that parents do not arrive before 8:45 a.m. as there is no supervision for students.

Students should not be on the school premises after 3.30 pm, unless they are authorized and are under the supervision of a teacher/coach

Students' free activities during recess and lunch period are restricted to designated areas.

b) School Terms

Cambridge Primary Programme to Cambridge IGCSE programme

Units	Periods
Unit 1	April to June
Unit 2	July to September
Unit 3	October to December
Unit 4	January to March

Cambridge International AS & A Level Programme

Units	Periods
Term 1	July to December
Term 2	January to June

c) Assessment Schedule

The Assessment schedule is available in KKIS's website (www.kindlekids.sg) and a copy of an assessment schedule will be sent to parents' registered email as well.

d) School Holidays, School Breaks and Non-School Days

The details of school holidays, school breaks and non-school days are available in the KKIS's website (www.kindlekids.sg). Parents will also be notified via email through registered email address

e) Parent Teacher Student Conference

Parent Teacher Student Conference are regularly arranged by the school to communicate progress of the child. Parents can also initiate a meeting with any teacher by appointment through email or the Student's Almanac.

School Dress Code

- Students must ensure that they are always in proper school attire within the school campus.
- Cosmetics or jewelry is not allowed.
- Coloring or hair gelling is not allowed.
- PE uniform to be worn on the assigned days according to the timetable.
- Wear black shoes and socks
- Students must report tidily to school
- School ID card to be worn always
- Trace together token is mandatory
- Hand sanitizer and a face mask to be kept with the students

BOYS	GIRLS
Must have their hair trimmed	Must tie up long hair (shoulder length and / or longer) in a ponytail or braid or braid long hair using black bands and clips only
Must ensure that shirts are neatly tucked in	Small ear studs are allowed, no dangles or other jewelry

Uniforms can be purchased from:

Kindle Kids International School Admin Counter

Thomson Road Campus

510 Thomson Road,
SLF Building #14-01 Singapore 298135
Tel: +65 9766 8748

Hindoo Road Campus

7 Hindoo Road Singapore 209108
Level 1
Tel: +65 6420 2702

Discipline Policy

The **Student Code of Conduct** serves to guide students in both their academic and non-academic pursuits by providing an overview of the behavior generally expected of them, It is intended to serve as a general framework and not to be treated as an exhaustive list.

Student Code of Conduct		
1.	Appearance	• Must always wear proper school uniforms within the school premises • Cosmetics or jewelry is not allowed • Colouring or gelling of hair is not allowed • The PE Uniform to be worn on the day assigned for the class
2.	Attendance & Punctuality	• Must arrive punctually to school – no later than 8.55am and leave the school on completion of school or assigned task • Attend school regularly and maintain at least 85% attendance rate • Late or absent (without excuse or approval) from a class or school events is not allowed
3.	Teacher Direction	• Follow teachers' instruction • Approach teacher to clear doubts
4.	Communication	• Speak softly and politely • Avoid shouting in the corridors
5.	Learning	• Cooperate with others • Work without distracting others
6.	Movement	• Move quietly in an orderly manner • Avoid running or playing in corridors
7.	Peer interaction	• Treat others with respect without any physical/verbal aggression • Show tolerance towards others • Not to use any unauthorized electronic devices (including mobile phones) during class
8.	Safety	• Always follow safety rules in school • In case of emergency, listen carefully to the instructions given
9.	Conflict	• Consider appropriate strategies when dealing with problems • Approach a teacher when faced with problems
10.	Property	• ensure that school property is used appropriately • respect the property of others
11	Playtime	• Play within the specific boundaries • Follow the instructions given by teachers
12	Academy Honesty	• No cheating during any assessment exercise (homework, test, examination etc.) • No plagiarism

Corrective Measures

The following one or more corrective measures will be taken to reinforce positive behavior. The student will be asked to complete the Student Incident Slip, at the discretion of the Head of the School.

- An incident report needs to be filled with by the students involved
- The student will receive formal counseling
- The parents will be notified and will be called for a meeting

Students who continually violate the school rules despite verbal reprimanding and/or counselling may be issued a warning letter.

Vandalism Policy

Defining Vandalism- Any act involving willful, deliberate or malicious damage, destruction and demolition in any manner to any property associated with the school, which includes tangible, intangible, intellectual property and any property of students, schoolteachers, staff members and anybody concerned with the school is termed as vandalism. Specific examples include glass breakage, any kind of destruction to the school buildings and grounds, destruction to property like chairs and desks, garbage bins, electrical and electronic equipment, plants, windows etc... It also involves graffiti on walls, chairs and/or tables, windows etc... Vandalism is strictly against the school rules and regulations and the applicable government laws.

Responsibility of the Student

Students shall always refrain from indulging in destruction of personal, school and other people property. Any act of vandalism observed and/or noticed by a student must be immediately reported to school authorities.

Responsibility of the Management

The teacher will educate students about taking care of own and school property. The teacher will assign responsibilities to students to care for the property and build a reward system to strengthen positive behavior. The teacher will conduct a full investigation in case of any damage, loss or act of vandalism.

When a student is found guilty of committing vandalism, corrective action will be taken against the student. Depending upon the severity of vandalism and frequency of the violation, and at the discretion of the Head of School in consultation with the school management, the case of vandalism may be handed over to the police.

Rules In School Premises

KKIS recognizes that self-discipline and the development of responsibility and judgment is a continuous learning process. Teachers structure a consistent and safe environment for children where we all model appropriate and respectful interactions.

Corrective Measures

The following one or more corrective measures will be taken to reinforce positive behavior. The student will be asked to complete the Student Incident Slip, at the discretion of the Head of the School.

- An incident report needs to be filled with by the students involved
- The student will receive formal counseling
- The parents will be notified and will be called for a meeting

Homework Policy

The school believes that completion of homework assignments, encouraged and monitored by parents, is part of the learning experience. Assignments are set to extend learning, reinforce skills, and establish independent habits of study. The amount of homework increases with age and Year level.

The following guidelines outline the fundamentals of the Homework Policy.

GUIDELINES:

- Homework will be prepared in a way that is:
 - Relevant to the school programme
 - Appropriate to the students' abilities
- Students and parents should be aware of the expected time of the activity, and this will be consistent within year levels.
- Reading should be encouraged on a nightly basis, not necessarily confined to school-based resources.
- Where method is important an example should be provided for students.
- Work set will be introduced and explained by the teacher and followed up with students at the completion of the task.
- Teachers will ensure that homework expectations are explained clearly and discuss the completed work with their students. It is the teacher's responsibility to evaluate the homework and to notify parents if a student is not doing what is required.

Student Attendance Policy

KKIS required all students to be regular and punctual for their lessons. The minimum attendance requirements and leave application policy guidelines are as follows:

- All students on a Student Pass should have a minimum attendance of 90% per month.
- All Non-student Pass students should have a minimum attendance of 85% per month.
- Any absenteeism should be supported by medical certificates / approved student leave
- One (1) day leave of application shall be approved by the respective Advisory Teacher
- Two (2) days and up to maximum of two (2) weeks leave application shall be approved by the respective School Coordinator.
- Up to two (2) weeks and a maximum of one (1) month's leave application shall be approved by the Head of School (HOS).
- Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass cancelled with effect from the 8th day and the letter of cancellation will be emailed to the student's email address as registered with KKIS.

Phone Call, WhatsApp Message and Almanac Diary Note for absence will not be accepted for leave request.

Please note that if any student fails to comply with minimum attendance requirements, those parents need to meet HOS for counselling sessions. Disciplinary actions and Student Discipline Policy would apply for repeated offences.

Suspension and Expulsion Policy

Types of offences which may be committed by the students include the following:

1. Minor Offences:

- Handphone Usage in Class
- Late coming to Class
- Non submission of homework
- Disturbance in Class
- Verbal Abuse /Obscenity
- Improper Dressing
- Dyed Hair
- Wearing Make-up in School
- Absent from Class
- Littering
- Sleeping in Class
- Any other situation, as deemed necessary

2. Serious Offences include, but not limited to:

- Bullying
- Smoking
- Leaving school without permission (Truancy)
- Outrage of Modesty
- Theft / Vandalism / Etc.

- Violence / Assault / Etc.
- Any form or attempt to cheat
- Alcohol Consumption in school
- Repeated offences of 1st level cases
- Any other situations, as deemed necessary by the teachers / staff

KKIS will have to ensure fairness for all students without any form of discrimination during the investigation process by examining evidence and testimonies from affected parties and witnesses.

KKIS will define acceptable and non-acceptable behavior and state the consequences students can expect to face.

KKIS will also provide guidelines to inform students, parents and teachers about the situations or behavior that will warrant suspension or expulsion.

KKIS reserves the right to expel, dismiss, suspend or place probation if a student is found guilty of committing serious offences or those whose presence in school may have the potential to cause harm to others.

In cases of suspension or expulsion due to disciplinary offences, no refund of tuition fees will be provided.

KKIS reserves the right to refer any student suspected or proven to have committed a serious offence to the relevant government authorities such as the Police.

Courses, Subjects Offered, Assessment and Exam Guidelines

a. Course and Subject Offered

Course Title: Cambridge Primary Programme (Year 1) Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Compulsory Subjects: • English • Mathematics • Environmental Science • Physical Education • Art & Design • Information Communication Technology (ICT) Optional Language Subjects • Tamil • Hindi • French	Course Title: Cambridge Primary Programme (Year 2) Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Compulsory Subjects: • English • Mathematics • Environmental Science • Physical Education • Art & Design • Information Communication Technology (ICT) Optional Language Subjects • Tamil • Hindi • French
Course Title: Cambridge Primary Programme (Year 3) Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Compulsory Subjects: • English • Mathematics • Science • Physical Education • Art & Design • Information Communication Technology (ICT) • Global Perspectives Optional Language Subjects • Tamil • Hindi • French	Course Title: Cambridge Primary Programme (Year 4) Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Compulsory Subjects: • English • Mathematics • Science • Physical Education • Art & Design • Information Communication Technology (ICT) • Global Perspectives Optional Language Subjects • Tamil • Hindi • French

Course Title: Cambridge Primary Programme (Year 5) Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Compulsory Subjects: • English • Mathematics • Science • Physical Education • Art & Design • Information Communication Technology (ICT) • Global Perspectives Optional Language Subjects • Tamil • Hindi • French	Course Title: Cambridge Lower Secondary Programme (Year 6) Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Compulsory Subjects: • English • Mathematics • Science • Physical Education • Art & Design • Information Communication Technology (ICT) • Cambridge Global Perspectives Optional Language Subjects • Tamil • Hindi • French
Course Title: Cambridge Lower Secondary Programme (Year 7) Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Compulsory Subjects: • English • Mathematics • Science • Physical Education • Art & Design • Information Communication Technology (ICT) • Cambridge Global Perspectives Optional Language Subjects • Tamil • Hindi • French	Course Title: Cambridge Lower Secondary Programme (Year 8) Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Compulsory Subjects: • English • Mathematics • Science • Physical Education • Art & Design • Information Communication Technology (ICT) • Cambridge Global Perspectives Optional Language Subjects • Tamil • Hindi • French

Course Title: Cambridge International General Certificate of Secondary Education (IGCSE) Year 9 Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Core Subjects: - Mathematics Core English Language Subjects – Choose one (1) - English – First Language - English as a Second Language (Speaking Endorsement) Core Second Language Subjects – Choose one (1) - Hindi - Tamil - French Elective Subjects – Choose three (3) - Literature in English - Physics - Chemistry - Biology - Environmental Management - Accounting - Business Studies - Economics - Global Perspectives - Computer Science	Course Title: Cambridge International General Certificate of Secondary Education (IGCSE) Year 10 Awarded by: Kindle Kids International School Course Duration: 12 months Subject Offered: Core Subjects: - Mathematics Core English Language Subjects – Choose one (1) - English – First Language - English as a Second Language (Speaking Endorsement) Core Second Language Subjects – Choose one (1) - Hindi - Tamil - French Elective Subjects – Choose four (4) - Physics - Chemistry - Biology - Environmental Management - Accounting - Business Studies - Economics - Global Perspectives - Computer Science - Literature in English
Course Title: Cambridge International Advanced Subsidiary Level and Advanced Level (AS/A Level) Awarded by: Cambridge International Education Course Duration: 24 months Subject Offered: - English General Paper - English Language - Mathematics - Mathematics Further - Biology - Chemistry - Business - Environmental Management - Computer Science - Economics - Physics - Psychology - Accounting	

b. Assessment Structure

Assessment Structure

For Cambridge Primary Programme (Year 1-5)

TERM 1 (April – September)		TERM 2 (October – March)	
UNIT 1	UNIT 2	UNIT 3	UNIT 4
F.A - 10%	F.A - 10%	F.A - 10%	F.A - 10%
S.A - 40%	S.A - 40%	S.A - 40%	S.A - 40%

For Cambridge Lower Secondary Programme (Year 6 & 7)

TERM 1 (April – September)			TERM 2 (October – March)		
UNIT 1	UNIT 2		UNIT 3	UNIT 4	
F.A- 10%	F.A- 10%		F.A- 10%	F.A- 10%	
Cyclic Test 1 30%	Project Work/Lab 5%	Semester 1 Examination 45%	Cyclic Test 2 30%	Project Work/Lab 5%	Semester 2 Examination 45%

For Cambridge Lower Secondary Programme (Year 8)

TERM 1 (April – September)				TERM 2 (October – March)		
F.A- 5%		F.A- 5%		F.A- 5%	F.A- 5%	
Cyclic Test 1 20%	Cyclic Test 2 20%	Project Work/Lab 5%	Semester 1 Examination 45%	Cyclic Test 3 20%	Project Work/Lab 5%	Semester 2 Examination 65%

Cambridge International General Certificate of Secondary Education (IGCSE) Year 9 & 10

TERM 1				TERM 2	
F.A- 5%		F.A- 5%		F.A- 5%	F.A- 5%
Cyclic Test 1 20%	Cyclic Test 2 20%	Semester 1 Examination 50%		Cyclic Test 3 20%	Semester 2 Examination 70%

Cambridge International Advanced Subsidiary Level and Advanced Level (AS/A Level)

TERM 1		TERM 2
Cyclic Test 20%	Semester 1 Examination 80%	Semester 2 Examination 100%

Return of Answer Scripts and Result Appeal Policy

All answer scripts for all assessments are given to students for the purpose of aiding students in their learning.

Once the results are released to the students, they will have the opportunity to speak to the teachers for further comments on their answer script for an initial check if student does not agree with the results.

KKIS has appeal procedures for academic results which are clearly communicated to the students. All appeals shall be managed in a fair and impartial manner.

Appeals for a re-evaluation/correction are to be submitted within seven (7) working days of receiving the answer scripts. The Results of re-evaluation/corrections will be declared within seven (7) working days of the appeal and shall be final. No second appeal shall be entertained.

Academic Honesty Policy

Students are expected to conduct themselves with integrity and honesty in all academic endeavors.

Teachers and staff are responsible for fostering an environment that encourages ethical behavior and deters academic dishonesty.

Before start of each examination, all students are briefed on the Examination Rules (Notice to Candidates)

Academic dishonesty includes, but is not limited to the following behaviors:

- i. Cheating: Using unauthorized materials, information, or study aids in any academic exercise.
- ii. Plagiarism: Representing the words, ideas, or work of another as one's own without proper acknowledgment.
- iii. Fabrication: Falsifying or inventing any information or citation in an academic exercise.

Suspected instances of academic dishonesty should be reported to the Head of School (HOS) / Chief Examiner, and Academic and Examination Board (AEB).

An investigation will be conducted to determine if academic dishonesty has occurred. This may involve interviews, reviewing evidence, and consulting with relevant faculty members.

If a student is found to have committed academic dishonesty, consequences may include:

- A warning letter
- Deduction of the mark depending on severity of the case
- Notification to be sent to parents/guardians
- Suspension from the school, depending on the severity of the offense.

Parents/guardians have the right to appeal decisions related to academic dishonesty. Appeal must be submitted in writing to the HOS within 10 working days of the decision.

The appeal will be reviewed by AEB, which will make a final decision.

Child Protection Policy

KKIS has a zero tolerance for child abuse and is committed to acting in children's best interests and keeping them safe from harm.

The school is committed to providing the necessary resources to ensure compliance with all relevant child protection laws and regulations and maintain a 'Child Safe Culture'.

To support this, it has established the following child safety standards.

1. Purpose

- To ensure all children feel safe, secured and supported at school.
- To ensure that all staff, volunteers, visitors to the school and parents understand the school's 'Child Protection Policy' and conduct appropriately with and towards children.
- To comply with all regulations of the government.
- To be responsible towards the needs of the community.
- To conduct themselves as a responsible resident in a public place.

2. Scope

- Provide an environment where children feel safe secured valued and respected and will approach any school staff in difficulty.

3. Child Abuse

- Child abuse is a physical, psychological maltreatment or neglect of a child.
- **Types of Child Abuse**
 - i. **Physical Abuse** – Physical abuse of a child is the inflicting of physical injury upon a child. It may include burning, hitting, punching, kicking, beating, or otherwise harming the child.
 - ii. **Neglect and Negligent Treatment** – Neglect is the failure to provide for the child's basic needs. Neglect can be physical, educational, or emotional. It may also include abandonment.
 - iii. **Emotional Abuse** – Emotional abuse is verbal abuse, mental abuse, and psychological maltreatment.
 - iv. **Exploitation** – Commercial or other exploitation of child refers to the use of the child in work or other activities for the benefit of others.
 - v. **Conscription of Children** – Conscription corrupts a child by making him engage in violent, destructive, and anti-social behaviour such as killing and destruction of property thus making him unfit for normal social experience.

Health and Safety

There is a sick bay during the school working hours to attend to minor injuries.

Illness of the students. In case the student is having high fever, the Student Admission and Support Staff will contact the parents and ask them to take the student home for further medical assistance. If the student is suffering from any infectious disease, he/she should not be sent to school till the time he/she is medically fit.

All students are expected to:

1. exercise personal responsibility for the safety of themselves and their fellow students.
2. observe all the safety rules of the school, and particularly the instructions of the teaching staff in the event of an emergence.
3. use and not willfully misuse, neglect or interfere with things provided for safety purposes.



KINDLE KIDS
INTERNATIONAL SCHOOL

T.E.A.C.H.

TEACHER ACTIONS DURING A RISK EVENT

Stay Calm. Act Quickly. Keep Students Safe.



T	E	A	C	H	★
TAKE NOTICE & ASSESS	ENSURE SAFETY FIRST	ACCOUNT FOR STUDENTS	COMMUNICATE & FOLLOW	HELP & SUPPORT	RESUME & REVIEW
					
- Be alert to announcements, alerts or unusual situations. - Assess the situation and follow school instructions.	- Ensure students' safety. - Follow evacuation or shelter-in-place procedures. - Take the class register and evacuate calmly (if required).	- Bring students to the safe assembly point or alternative location. - Take attendance and account for all students. - Report any missing persons immediately.	- Communicate clearly with students. - Follow instructions from School management and emergency responders. - Use official communication channels only.	- Provide reassurance and support to students. - Monitor student wellbeing and manage stress reactions. - Seek help from student support staff if needed.	- Resume teaching as per instructions (e.g., online learning, relocated classes). - Record incident details and report any issues. - Participate in post-incident review and improvement.
 Be Alert	 Safety First	 Take Count	 Communicate	 Support	 Review & Improve



YOUR RESPONSE
PROTECTS LIVES AND
ENSURES LEARNING
CONTINUES.



Be Safe



Be Responsible



Be Ready



FOLLOW THE PLAN.
PROTECT OUR SCHOOL
COMMUNITY.



KINDLE KIDS
INTERNATIONAL SCHOOL

S.T.U.D.E.N.T.

STUDENT ACTIONS DURING A RISK EVENT

Stay Calm. Stay Safe. Follow Instructions.



S	T	U	D	E	N	T
STOP	THINK	FOLLOW INSTRUCTIONS	DO YOUR PART	EXIT / GO TO SAFE PLACE	NO PHONE USE	TELL AN ADULT
						
- Stop what you are doing. - Listen carefully to instructions or announcements.	- Stay calm. - Think about what you should do. - Do not panic.	- Follow teacher instructions immediately. - Follow evacuation or shelter-in-place procedures.	- Move calmly. - Do not push or run. - Help keep your classmates safe.	- Go to the assigned safe area or assembly point. - Stay with your teacher and class.	- Do not use your mobile phone. - Keep lines clear for emergencies.	Tell a teacher or staff if you feel unwell, scared or notice something unsafe.
 Stop & Listen	 Stay Calm	 Follow Orders	 Work Together	 Go to Safety	 No Phone	 Tell an Adult



YOUR SAFETY IS
OUR PRIORITY.

TOGETHER, WE CAN GET THROUGH ANY SITUATION.



BE SAFE. BE RESPONSIBLE.
BE READY.

Remember: Stay Calm • Follow Instructions • Look Out for One Another

We are one school family.

Data Protection Notice

This Data Protection Notice (“Notice”) sets out the basis which Kindle Kids International School (“we”, “us”, or “our”) may collect, use, disclose or otherwise process personal data of our customers in accordance.

with the Personal Data Protection Act (“PDPA”). This Notice applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

PERSONAL DATA

1. As used in this Notice:
“customer” means an individual who (a) has contacted us through any means to find out more about any goods or services we provide, or (b) may, or has, entered into a contract with us for the supply of any goods or services by us; and “personal data” means data, whether true or not, about a customer who can be identified:
(a) from that data; or
(b) from that data and other information to which we have or are likely to have access.
2. Depending on the nature of your interaction with us, some examples of personal data which we may collect from you include your name and identification information such as your NRIC number, contact information such as your address, email address or telephone number, nationality, gender, date of birth, marital status, photographs and other audio-visual information, employment information and financial information such as credit card numbers, debit card numbers or bank account information.
3. Other terms used in this Notice shall have the meanings given to them in the PDPA (where the context so permits).

COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

4. We generally do not collect your personal data unless (a) it is provided to us voluntarily by you directly or via a third party who has been duly authorised by you to disclose your personal data to us (your “authorised representative”) after (i) you (or your authorised representative) have been notified of the purposes for which the data is collected, and (ii) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes, or (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorised by law).
5. We may collect and use your personal data for any or all the following purposes:
 - a) performing obligations during or in connection with our provision of the goods and/or services requested by you;
 - b) verifying your identity;

- c) responding to, handling, and processing queries, requests, applications, complaints, and feedback from you;
 - d) managing your relationship with us;
 - e) processing payment or credit transactions;
 - f) sending your marketing information about our goods or services including notifying you of our marketing events, initiatives and promotions, lucky draws, membership and rewards schemes and other promotions;
 - g) complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;
 - h) any other purposes for which you have provided the information;
 - i) transmitting to any unaffiliated third parties including our third-party service providers and agents, and relevant governmental and/or regulatory authorities, whether in Singapore or abroad, for the aforementioned purposes; and
 - j) any other incidental business purposes related to or in connection with the above.
6. We may disclose your personal data:
- a) where such disclosure is required for performing obligations during or in connection with our provision of the goods or services requested by you; or
 - b) to third party service providers, agents and other organisations we have engaged to perform any of the functions listed in clause 5 above for us.
7. The purposes listed in the above clauses may continue to apply even in situations where your relationship with us (for example, pursuant to a contract) has been terminated or altered in any way, for a reasonable period thereafter (including, where applicable, a period to enable us to enforce our rights under any contract with you).

WITHDRAWING YOUR CONSENT

8. The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. You may withdraw consent and request us to stop using and/or disclosing your personal data for any or all of the purposes listed above by submitting your request in writing or via email to our Data Protection Officer at the contact details provided below.
9. Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within ten (10) business days of receiving it.
10. Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our goods or services to you and we shall, in such circumstances, notify you before

completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing in the manner described in clause 8 above.

11. Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclose without consent is permitted or required under applicable laws.

ACCESS TO AND CORRECTION OF PERSONAL DATA

12. If you wish to make (a) an access request for access to a copy of the personal data which we hold about you or information about the ways in which we use or disclose your personal data, or (b) a correction request to correct or update any of your personal data which we hold about you, you may submit your request in writing or via email to our Data Protection Officer at the contact details provided below.
13. Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.
14. We will respond to your request as soon as reasonably possible. Should we not be able to respond to your request within thirty (30) days after receiving your request, we will inform you in writing within thirty (30) days of the time by which we will be able to respond to your request. If we are unable to provide you with any personal data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

PROTECTION OF PERSONAL DATA

15. To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of personal data by us, and disclosing personal data both internally and to our authorised third party service providers and agents only on a need-to-know basis.
16. You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

ACCURACY OF PERSONAL DATA

17. We generally rely on personal data provided by you (or your authorised representative). To ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Data Protection Officer in writing or via email at the contact details provided below.

RETENTION OF PERSONAL DATA

18. We may retain your personal data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws.
19. We will cease to retain your personal data or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the personal data was collected and is no longer necessary for legal or business purposes.

TRANSFERS OF PERSONAL DATA OUTSIDE OF SINGAPORE

20. We generally do not transfer your personal data to countries outside of Singapore. However, if we do so, we will obtain your consent for the transfer to be made and we will take steps to ensure that your personal data continues to receive a standard of protection that is at least comparable to that provided under the PDPA.

DATA PROTECTION OFFICER

21. You may contact our Data Protection Officer if you have any enquiries or feedback on our personal data protection policies and procedures, or if you wish to make any request, in the following manner:
Email : charlotte@kindlekids.sg
Contact Number : +65 6568 3980

EFFECT OF NOTICE AND CHANGES TO NOTICE

22. This Notice applies in conjunction with any other notices, contractual clauses and consent clauses that apply in relation to the collection, use and disclosure of your personal data by us.
23. We may revise this Notice from time to time without any prior notice. You may determine if any such revision has taken place by referring to the date on which this Notice was last updated. Your continued use of our services constitutes your acknowledgement and acceptance of such changes.

Personal Belongings and Valuables

Accompanying article

Students at school are allowed to carry, use and store items such as learning materials and daily necessities. Any item that is prohibited by the law and school regulations like weapons, knives, drugs, tobacco products, alcohol products, inflammable and explosive materials, and any others which may endanger others' physical and mental safety are prohibited to carry in the Academy. In such cases, students will face legal proceedings or can be expelled from Academy.

Custody of personal belongings and valuables

The Academy requires students to be careful with personal property and valuables, such as phones, wallets, laptops, etc. Cashes held by students should not exceed S\$100. They should protect all kinds of relevant personal passwords, and other valuables.

Fee Protection Scheme (FPS)

The Skills and Workforce Development Agency (SWDA) under the Enhanced Registration Framework, requires all Private Education Institutions to protect the fees paid by the students.

The Fee Protection Scheme (FPS) aims to protect students' course fees if a Private Education Institution (PEI) is unable to continue operating due to insolvency, and/or regulatory closure.

EduTrust-certified private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the registration fee, administrative fee, miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the late payment fee or school uniform fee, etc.) and GST.

Kindle Kids International School has appointed **Lonpac Insurance Berhad** to be the FPS provider for our students.

To view the FPS-G Insurance Certificate, please visit KKIS website:

<https://kindlekids.sg/school-policies/>

For more information on the Fee Protection Scheme, please visit SWDA website:

[https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis))

Withdrawal, Transfer and Deferment Policy

Withdrawal Policy

1. A course withdrawal refers to a student discontinues all courses with KKIS, and the Student Contract is terminated.
2. A parent who wishes to withdraw from a course after the commencement shall inform KKIS in writing by completing the Withdrawal Form.
3. A parent has to settle all the outstanding fee of the existing course and returned outstanding property such as library books.
4. Once approval is given, a Transfer Certificate will be given to the parent. The refund policy and procedures shall apply if the parent is eligible for a refund.
5. Student holding a Student Pass (if applicable) is required to submit its student pass to KKIS for cancellation of Student Pass with Immigration Checkpoint Authority (ICA).

Withdrawal Procedures

1. The parent notifies the Student Admission and Support (SAS) Staff the withdrawal request at least 2 months before the last day of school via email.
2. The parent fills the **Course Withdrawal Form**, indicating the last day of attendance and submit the form to SAS Staff.
3. After receiving the withdrawal request, the SAS Staff shall acknowledge the email and attached the Course Withdrawal Form within 2 working days.
4. The respective School Coordinator and/or Head of School (HOS) meet with the parent to discuss the withdrawal reason.
5. The SAS Staff submits the Course Withdrawal Form to HOS for approval.
6. Once approved, the SAS Staff sends an Email Notification for course withdrawal to the parent.
7. Upon approval, the SAS Staff will complete the following:
 - i. Issues a **Transfer Certificate**
 - ii. Process refund if required, follow the Refund Procedure
 - iii. Inform ICA (for International Students) to cancel the Student Pass.

The withdrawal process will be completed within 4 weeks to affect the course withdrawal.

Course Transfer Policy

1. KKIS allows students to transfer from one course to another course within KKIS.
2. All parents must made in writing by completing the Course Transfer Form.
3. A parent's request for transfer can only processed if the student fulfil all the admission requirements of the new course, has completed the payment for all outstanding fees of the existing course (if any) and return outstanding property (if any) such as library books etc.
4. In the event of a change of course, a new Student Contract shall be executed between KKIS and the parent to reflect the change of course and the old student contract should be terminated.
5. The Refund Policy shall apply if the requirements of the refund are met unless as otherwise agreed between KKIS and the parent.

6. For the Student Pass Holder (If applicable), The Student Admission and Support (SAS) Staff will submit a new Student Pass Application to Immigration Checkpoint Authority (ICA) for a transfer request. The new student pass application is subject to ICA's approval.

Procedure

1. The parent applies course transfer by filling up the **Course Transfer Form** and submit it to the Student Admission and Support (SAS) Staff.
2. The School Coordinator and Head of School (HOS) carry out a consultation with the students and check that the student satisfies the entry requirements of the requested course.
3. The HOS receives and approves the Course Transfer Form if the entry requirements are met and an Email Notification for course transfer will be given to the parent.
4. SAS Staff and parent follow the student selection and admission procedures.
5. For International Student, SAS applies for a new Student Pass and approval depends on ICA.
6. Upon approval, the SAS Staff will complete the following
 - i. Issue a new Student Contract
 - ii. Process refund if required, follow the Refund Procedure
 - iii. Inform FPS Service Provider

The transfer process will be completed within 4 weeks to affect the course transfer.

Course Deferment Policy

KKIS does not allow any deferment of course. Any related cases would be treated as withdrawal instead.

Refund Policy

KKIS adopted the Refund Policy as per the PEI-Student Contract as set out by the Skills and Workforce Development Agency (SWDA). This policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:

- a. KKIS will notify the students in writing within three (3) working days if any of the following events occur:
 - i. The course cannot begin as scheduled.
 - ii. The course cannot be completed by the stipulated end date.
 - iii. The course is terminated before the end date.
 - iv. The student does not meet the entry or other requirements.
 - v. The Immigration & Checkpoints Authority (ICA) rejects the student's Student Pass application.
- b. If a course cannot begin, cannot be completed, or is terminated prematurely, the following actions are available:
 - i. **Alternative Arrangements:**
 - KKIS will propose alternative study arrangements within ten (10) working days of notifying the student.
 - If the student agrees, a new contract will be signed, and the existing contract will cease.
 - If no alternative arrangement is proposed or agreed upon, the student may terminate the contract immediately by providing written notice.
 - ii. **Refund Timelines:**
 - For courses which could not commence: All course and miscellaneous fees will be refunded within seven (7) working days of termination.
 - For partially completed courses: A proportional refund based on the uncompleted portion of the course will be provided within seven (7) working days of termination.
- c. If the student does not meet entry requirements or their Student Pass is rejected, the contract will be terminated immediately, and all fees will be refunded within **seven (7) working days**.

d. **Refund for Withdrawal During the Cooling-Off Period:**

Parents may withdraw from the course within the **Cooling-Off Period** (ten (10) calendar days commencing from and include the date of the contract signed) with no penalties by providing written notice. All fees paid will be refunded within **seven (7) working days**.

e. **Refund for Withdrawal Outside the Cooling-Off Period:**

Parents may withdraw from the course at any time before the course ends by providing written notice. Refunds (if applicable) will be processed within **seven (7) working days** based on the refund terms stated in **table below**.

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If Parent's written notice of withdrawal is received:
--	---

80%	more than 30 days before the Course Commencement Date
40%	before, but not more than 30 days before the Course Commencement Date
0%	after, but not more than 0 days after the Course Commencement Date
0%	more than 0 days after the Course Commencement Date

- f. Non-refundable fee, no refunds will be made for fees that fall under this category: -
- Registration Fee is non-refundable and paid upon application.
 - Acceptance Fees are non-refundable and billed per academic year.
 - Bank Charges (if applicable) are to be borne by the parents.
 - Student's Pass Fee (if applicable) is to be borne by the parents.
 - Non-refundable Fees are reflected in Schedule C of the Student Contract.

Refund Procedures

- Student Admission and Support Staff must notify the student in writing within 3 working days if any of the following events occur:
 - KKIS cannot commence Course on the Course Commencement Date
 - KKIS cannot complete the Course on the Course Completion Date
 - KKIS terminates the Course before the Course Completion Date
 - Students do not meet entry or other requirements in Schedule A
 - Student's Student Pass application is rejected by the ICA.
- If the event 1(a) to 1(c) should occur, Student Admission and Support Staff must compute the refund amount. The amount depends on whether KKIS can offer an alternative study arrangement and whether the student accepts it.
- If the events 1(d) and 1(e) should occur, a full refund must be issued to the parents.
- If withdrawal is executed during the cooling-off period, a full refund must be issued to the parents.
- If withdrawal is executed outside the cooling-off period and the students are eligible for refund, Student Admission and Support Staff will compute the refund amount based on the refund table stated in the PEI-Student Contract.
- Admission and Student Services will inform the students of the refund amount and provide the **Refund Request Form** for completion by the affected parent/s via email.
- Parents must complete the Refund Request Form and submit it to the Student Admission and Support Staff.
- The Reason/s for the refund must be clearly documented in the Refund Request Form.
- Upon receiving the completed Refund Request Form, Student Admission and Support Staff compute the refund amount and indicate in the Refund Request Form. The form is then submitted to the Corporate Services Head for approval.
- Upon Corporate Services Head approval, Student Admission and Support Staff hand over the approved form to the Finance Staff.

11. The Finance Staff verify the refund amount, process the refund within 7 working days upon receipt of the Refund Request Form and issue a **Payment Advise**.
12. Finance Staff notify the parents about the refund disbursement via email.

Skills and Workforce Development Agency (SWDA)

Skills and Workforce Development Agency (SWDA) exercise its functions and powers under the Private Education Act 2009. All Private Education Institutes (PEIs) are required to comply with the regulations under the Private Education Act 2009 to operate.

Skills and Workforce Development Agency
1 Payar Lebar Link
#08-08 Paya Lebar Quarter
Singapore 408533

Tel: +65 6785 5785
www.swda.gov.sg
Enquiry/Feedback Portal: <https://www.swda.gov.sg/home/about-swda/whistleblowing>

Opening Hours
Monday – Friday 8.30am – 5.30pm
Closed on Sat, Sun and Public Holidays

Feedback and Suggestions

KKIS recognizes that there may be conditions in the school campus that need improvement. Feedback can be given through Online Feedback Form, Email, Website and meetings. The escalation level for any parent regarding feedback or area for improvement is the Head of School/Principal.

Dispute Resolution Policy and Procedure

Dispute Resolution Policy

KKIS gives top priority to student's well-being and satisfaction. KKIS is to seek feedback from its stakeholders for continual improvement of its systems and processes.

Parents are encouraged to contact KKIS immediately if have any feedback, complaints, or suggestions. KKIS will investigate and resolve complaints within **twenty-one (21) working days**.

If the dispute is unresolved, KKIS and parents can refer the matter to Small Claims Tribunal (SCT) or Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through Skills and Workforce Development Agency (SWDA) for mediation. All evaluations and feedback will be properly recorded and treated in strictest confidence.

Procedure:

1. Parents who would like to submit their feedback may approach Student Admission and Support (SAS) Staff to request for a Feedback Form and drop the completed Feedback Form in the Suggestion Box located at Reception Counter.
2. Upon receipt of the feedback from parents, the SAS Staff gives an acknowledgement or initial responses to the feedback within 3 working days.
3. The SAS Staff will review the feedback received and discuss with the relevant parties on issues raised. A formal investigation will be carried out if necessary.
4. The relevant parties provide a solution with appropriate action.
5. If the solution rendered was deemed satisfactory, the SAS Staff will file and use this information for management review for continuous improvement
6. If the solution given was deemed unsatisfactory, the matter will be escalated and reviewed by the Management Team. A proposal with the appropriate action will be taken within 21 working days.
7. If the parent still not satisfied with the solution, parents may approach the Skills and Workforce Development Agency (SWDA) to report the dispute. Options for the parent are:
8. File case with Small Claims Tribunal (SCT);
9. Participate in SWDA Mediation-Arbitration Scheme – Referred to Singapore Mediation Centre (SMC) if cannot reach a settlement, can progress to, Singapore Institute of Arbitrators (SIArb);
10. Engage own legal counsel.



Kindle Kids International School

PEI Registration No. 201733306C
PEI Registration Validity Period: 26 March 2025 – 25 March 2029

Thomson Road Campus

510 Thomson Road, SLF Building #B2-00 Singapore 298135

Student Admissions

Contact No: +65 6568 3980 WhatsApp No.: +65 8508 9810
Email: admissions@kindlekids.sg

General Enquiries

Contact No.: +65 6568 3984 Email: admin@kindlekids.sg

Hindoo Road Campus

7 Hindoo Road Singapore 209108

Student Admissions

Contact No: +65 6420 2701 WhatsApp No.: +65 8508 9819
Email: admission_HDR@kindlekids.sg

General Enquiries

Contact No.: +65 6420 2702 Email: admin_HDR@kindlekids.sg



KKISWDA



kkiswda



@kkismedia



@kkismedia4611