

Parents' Welcome Letter Academic Year 2020

1 December 2019

Dearest Parents,

Greetings and welcome to the new Academic Year 2020!



We feel honoured and privileged to be given the opportunity to be part of your child's academic journey. At Edufront, we understand that **every child is unique** and has different abilities and learning styles. Our research-based teaching strategies focus on **differentiated and customised teaching methodologies** to suit our students' different learning needs. To effectively implement our teaching methods, we have kept our **class size small**, with a tutor-student ratio of 1 to 10 (or 2 to 20). We also take pride in having a strong team of highly qualified tutors who are specialists in their respective subject areas. Edufront Learning Centre has grown by leaps and bounds since its inception from a humble home office at Serangoon North in mid-2012. In 2020, we are operating at **4 branches** (Pasir Ris, Yishun, Choa Chu Kang and Serangoon North) making our programmes accessible to parents and students island-wide.

2019 PSLE Achievements

We would like to congratulate our students for the excellent performance in the recently announced PSLE results.

Our top 2019 PSLE students (260 and above):

280, 4A* Dist in HML	Nor Aniq Norhazry (Serangoon North Br)
275 4A* Dist in HML	Iman Fitrey Ismail (Pasir Ris Br)
274 4A* Dist in HML	Nur Iman Bte Alias (Pasir Ris Br)
273 3A*A Merit HML	Noorul Nuhaa (Choa Chu Kang Br)
266, 3A*1A (Top in Madrasah)	Sumaiyah Yang Iskandar (Pasir Ris and Serangoon North Br)
265, 2A*2A Merit in HML	Sara Syaria Humaira (Serangoon North Br)
263, 2A*2A Dist in HML	Sharleez Nadya Mohamad Hidayat (Pasir Ris Br)
262, 2A*2A Merit in HML	Devesh Vishindas (Pasir Ris Br)
261, 2A*2A Dist in HML	Muhammad Ryan Fahrein (Pasir Ris Br)
261, 2A*2A Merit in HML	Rini Riyani (Serangoon North Br)
260, 2A*2A Merit in HML	Olivia Zilda Ghazali (Yishun Br)

Outstanding achievements from our student in the Foundation Stream:

Agg: 182, Mohamed Nor Irfan Bin Mohamed Azmie (Pasir Ris Br), Top in Foundation Stream, Top in Class and Top in Foundation Mathematics – Qualified for N(A) stream

Agg: 158, Mohammed Kasyfi (Choa Chu Kang Br), Top in Foundation Stream, Top in Class and Top in Foundation Mathematics – Qualified for N(A) stream

Many of our students made notable improvements by **2 grades or more** in the PSLE, the O-Level and N-Level exams.

Achievements – NUSA Malay Language Centre

- Pusat Bahasa NUSA successfully organised the 4th National Malay Writing Competition in conjunction with Bulan Bahasa 2019, attracting over 325 participants from 80 primary and secondary schools. We were pleased to have the company of Dr Intan Azura Mokhtar, MP for Ang Mo Kio GRC, as the Guest-of-Honour to the Award Ceremony which was held at HDB Hub Convention Centre. Details of the competition and winners can be found at our website www.sayabolehmengarang.com
- Over 15 schools have engaged us to deliver our Malay language enrichment programmes such as the creative writing (Saya Boleh Mengarang) and speech and drama programme (Saya Boleh Bercerita).
- We were also pleased to collaborate with Shinglee Publishers to create the model answer booklet for the 2019 PSLE Malay/Higher Malay as well as the GCE N Level and O Level past year papers.

Key Programmes in 2020

1. 2020 PSLE Integrated Preparatory Programme

We have designed a comprehensive and integrated programme to prepare students for the 2020 PSLE. Key features of this programme are 1) deployment of our most experienced PSLE specialist tutors, 2) high quality weekly mastery classes in all 4 subjects under one roof (English, Maths, Science and Malay), 3) intensive workshops during the March, June and Sept holidays in important areas such as Maths problem solving, English writing, and science process skills, 4) parent workshops and seminars to equip parents with the skills to prepare your child for the PSLE and 5) free online lessons to supplement our weekly classroom-based lessons.

For further information, do visit our website at: <https://edufront.com/psle/>

2. Secondary Mastery Programmes

We have a strong team of experienced and qualified tutors in our secondary programme. We offer most of the key subjects including the N-Level and O-Level subjects – Physics, Chemistry, E-Maths, A-Maths, English and Malay Language.

For further information, do visit our website at: www.edufront.com/secondary

3. Malay Language School Programmes

We are proud to be a certified vendor in Gebiz to provide our signature Malay Language enrichment programmes to MOE schools since 2015. To date more than 70 schools have engaged our services in various programmes such as Saya Boleh Mengarang™, Saya Boleh Bercerita™, Perkasa Bahasa™ and Saya Boleh Berpantun™.

Important Administrative Matters

All students registered into any of our programmes are bounded by our terms and conditions as indicated in our website and in the registration forms. We would like to highlight the key points:

1. Absence/Make up policy

- It is the responsibility of the student(s) and/or parent(s)/guardian(s) to inform the centre if the child is to be absent for a lesson.
- If a student is absent for any reasons, it is the responsibility of the student or parent to arrange a make-up lesson, **within 1 week of the missed lesson**, with the administrative staff to any similar classes at another time slot. In the event that a similar class is not available, the student may do a make-up class at another branch subject to availability of vacancies.

- As all our classes are group-based, the tutors are not obligated to conduct a separate make-up class for any individual student regardless of the reason of absence.
- Tutors are not obligated to reteach the student during make-up lessons and it will be up to the goodwill of the Tutors to assist the students during the lesson.
- **In the event where the student is absent, no tuition fee refund will be given.** Other than being absent on the grounds of medical reasons or official events (such as school competitions etc.) and reasonable reasons (such as death of immediate family members etc.), students will not be eligible to arrange a make-up lesson.
- There is be strictly **no pro-rating and refund** of tuition fees regardless of the reasons given.

2. Fees Policy

- Tuition Fees must be paid by the **first week of the month**. In the event that tuition fees are not made within the month, classes would not be booked in the following month until full fee payment is made.
- There will be a deposit fee of **\$50 per programme** upon registration. This amount will be offset from the last month's fee. In the scenario where the student withdraws without a month's notice, the deposit fee will be forfeited.
- All payment of fees is **non-refundable**.

3. Discount Policy

- Students will be entitled the following multiple subjects discount (2 subjects - 5% discount, 3 subjects - 10% discount, 4 subjects - 15% discount, 5 or more subjects – 20% discount)
- Students who have siblings will also be entitled to the multiple subject discount. (e.g. 2 siblings taking 1 subject each will be entitled to a 5% discount each)

4. Cashless Payment in AY2020

In line with Singapore's smart nation initiative, Edufront has embarked on cashless payment with effect from AY2020. Parents will receive a monthly online invoice on the fees payable which allows parents to make payment via Paypal and all major credit/debit cards. Parents may also make payment via PayNow or NETs at the counter.

5. Dedicated Parent's Page (www.edufront.com/parent)

As part of our continuous strive to improve the level of our customer service, we have developed a 1-stop webpage dedicated to serve the needs Edufront 2020 Parents with easy to remember URL – www.edufront.com/parent

In this parent webpage, parent can find 1-click solution for the following services and requests:

- 1) Report absences from class (any reason)
- 2) Request for make-up class
- 3) Request for change of class
- 4) Register new subjects/programmes
- 5) Withdrawals
- 6) Lesson feedback
- 7) Key contact numbers

6. GST-Registered Company

With effect from January 2020, Edufront Learning Centre Pte Ltd would be required by law to be GST-registered. As soon as we are GST-registered, we would have to apply the 7% GST to all our programme fees, goods and services. This will be reflected in all invoices as soon as we receive the notification from IRAS.

Important Contact Information

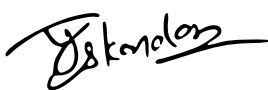
If you have any queries with regards to the programmes that your child is enrolled in or any administrative matters you may contact our Programme Directors and Centre Coordinators directly at the following numbers:

Programme Director (Maths and Science)	Mr. Yang Iskandar	Email: yangiskandar@edufont.com Tel: 97249422
Programme Director (Malay and English)	Cg. Hayati Abdullah	Email: hayati@edufont.com Tel: 84288946
Centre Direct Line		Pasir Ris Br: 65832616 Choa Chu Kang Br: 68162910 Yishun Br: 6909 8052 Serangoon Nth Br: 69577175
Centre Coordinator (Pasir Ris Br)	Ms. Zaharah Ms. Nurul Hikmah	Tel: 9183 6342
Centre Coordinator (Choa Chu Kang Br)	Ms. June	Tel: 9382 4910
Centre Coordinator (Yishun)	Ms. Iffah	Tel: 9382 4546
Centre Coordinator (Serangoon Nth)	Ms. Najihah	Tel: 9183 6349

Please find attached the **2020 overall lesson schedule** and dates on the **No Class/Center Closure** dates for your reference.

We look forward to helping your child excel in their studies and instill the passion for continuous learning.

Thank you and warmest regards,



Yang Iskandar (Mr)
Principal Tutor and Director
Edufront Learning Centre