

Centre: CIC

Student's Name:

Age/Programme:

CIC'S AGREEMENT OF 2025

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 Parents/Guardians fill up and submit registration form online at www.cic.edu.my. 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/My Kid, Vaccination Record, and Passport Photo** together with **CIC's Agreement of 2025**. For January intake, orientation week is made compulsory for a new student. Other intake can join a trial class.

OPERATION HOURS CIC Operation Hours are as follows: **Monday – Friday (7.30 a.m. – 5.30 p.m.). For CIC Kedah/Kelantan/Terengganu, Sunday – Thursday (7.30 a.m. – 5.30 p.m.)**. Parents can send their children as early as 7.30 a.m.; however, the activities 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 The registration fee is **charged only once**, for the initial registration, and is due within 3 days after the online registration. **Registration fees paid are non-refundable and non-transferable.**

ENROLMENT FEE The enrolment fee is **charged for each academic year**. This fee covers the following; **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 The welfare fund is charged annually and is used for emergency treatment needs for the student. **Welfare fund paid are non-refundable and non-transferable.**

DEPOSIT PAYMENT The deposit payment is equivalent to one month's instalment. For long-term courses, a minimum commitment of **12 months** is required. The deposit payment **may be credited towards the student's final month, provided the term course is completed**. For students who prepay the full year of tuition fees, the deposit payment will be waived **Deposit payment is non-refundable and non-transferable** if the term course is not completed.

FEES PAYMENT All fees are payable in advance. Tuition fees must be paid before the course starts. **Monthly instalments are available and due on the 4th of each month**. Instalments must be paid according to the agreement. Parents who withdraw their child from CIC are still bound by the regulations related to payments and must provide sufficient notice of termination. **All fees paid are non-refundable and non-transferable**. No refund or compensation will be given for illness, extended absences, or school holidays once the course has started, regardless of the absence.

If parents wish to transfer their child to another CIC centre, this must be approved by the Head of Centre (HOC) and requested in writing.

In the event of unexpected circumstances (e.g., pandemic, natural disaster, etc.), payment must still be made according to the agreement, regardless of school closures.

The tuition fee is based on an academic year, with **12 monthly instalments from January to December**. The academic year follows the Ministry of Education's school calendar for 2025.

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PAYMENT POLICY We are currently upgrading our services to a **new online payment system**. However, during this transition period, some payments may still be made via other methods such as JomPAY, Bill Payment, or Credit Card. **Cash payments are not accepted at the centre.**

All yearly fees must be paid before the 2025 school session begins. Monthly fees must be paid in advance, regardless of student attendance. Payments received after the 5th of the month are considered late and may incur a fine of between RM 5.00 and RM 50.00 per week.

PENALTY/FINE CHARGE:

1st week after due date: Late payment charge of RM 5 will be applied.
 2nd week after due date: An additional late payment charge of RM 10 will be applied, making a total of RM 15.
 3rd week after due date: An additional late payment charge of RM 15 will be applied, making a total of RM 30.
 4th week after due date: An additional late payment charge of RM 20 will be applied, making a total of RM 50.
 Following weeks: An additional late payment charge of RM 50 will be added each week until the payment is fully made.

TRANSACTION ERRORS Any transaction errors made by parents or ex-customers of CIC are subject to a modest administrative fee of 2-3%. This fee will apply to all transactions, regardless of the payment method or the amount incurred. Additionally, all dishonoured cheques will incur a RM 100.00 administrative fee.

WITHDRAWAL The academic year for 2025 consists of two semesters: **Semester 1 (January to June) and Semester 2 (July to December)**. To discontinue the student's schooling for a complete semester, parents must provide written notice to admin@cic.edu.my at least 14 days before the start of the following semester. For the notice to be effective, parents must receive an official reply letter from the administration. The reply letter will detail any outstanding fee payments, and all payments due must be settled in full.

If insufficient notice of discontinuation is given, the full amount of tuition fees for the following semester remains payable. Additionally, if withdrawal occurs before the end of a semester, the monthly instalments must be paid in full until the end of that semester.

CANCELLATION FEE If parents wish to cancel the admission of a registered student before orientation week begins, a cancellation fee of RM 1,000.00 will be imposed. The cancellation fee will be considered on a case-by-case basis.

REFUND All payments made are **non-refundable and non-transferable**. Parents will be bound by the one-academic year contract.

ADMIN FEE If parent wish to transfer the student to another course/package/programme, this must be agreed by the Head of Centre (HOC). Such request must be made in writing. An **administrative fee of RM 150.00** is applicable.

OTHER CHARGES Different charges will be charged for other activities as below. Parents will be notified before the programme. CIC might be conducting more optional events/activities based on the needs and educational environment purposes.

Orientation week for new student Time: 9.00 a.m. – 11.00 a.m.	RM 180.00 - RM 400.00 and it is made compulsory for new students aged 3-6 years old to get them adapt to the new environment. (18 th – 24 th December 2024)
Educational Trip/Visit/Events	RM 90.00 – RM 300.00 per Trip (Optional/Open for all)
Sports Day Ticket	RM 90.00 – RM 200.00
Sports Day House Uniform	RM 50.00 – RM 80.00
Dinner/Hi-Tea/Graduation/Concert	RM 90.00 – RM 300.00
Photos & Folder (6 Years Old Students)	RM 90.00 – RM 150.00

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OVERTIME CHARGES Please pick up the student immediately after the program ends. Parents are given a 30-minute grace period for pick-up, after which overtime (OT) charges will apply. **The charge is RM 12.00 per hour.** For the first 30 minutes, the OT charge will be RM 6.00, and after that, it will be RM 12.00 per hour. Please ensure that the student is picked up no later than 7:00 p.m. to allow the staff sufficient time for the next day's preparation. **An overtime charge of RM 24.00 per hour applies after 7:00 p.m. No prorated charges will be applied.**

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 at 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 students 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 informed to parent through phone call or text messaging (WhatsApp). 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 informed to the teacher too. Parent/guardian are required to notify the HOC through phone call or text messaging 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.

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 to confirm their identity before staff can hand over the student.

UNIFORM & BELONGING Strictly put on CIC's uniform. For preschoolers, formal uniform (A) is compulsory on Monday, Wednesday, and Friday, while T-shirt uniform (B) can be worn on Tuesday and Thursday. For CIC Kedah/Kelantan/Terengganu, formal uniform (A) is compulsory on Sunday, Tuesday, and Thursday, while T-shirt uniform (B) can be worn on Monday and Friday. After-school students need to wear CIC's After-school Uniform. It is compulsory for girls 9 years old and above to wear a hijab. Only the CIC scarf are allowed for uniformity. It is also compulsory for all students to wear CIC socks.

All clothing should be clearly marked with the student's name and placed in a non-plastic bag. No responsibility can be taken for these belongings. If the student wishes to bring any toys, DVDs, etc., it is at their 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 CIC Zamrud/Emerald 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. CIC Zamrud/Emerald students are encouraged to wear CIC's uniform (such as T-shirt uniform (B)/Sports Day t-shirt/CIC's white T-Shirt) in the evening session or during school holiday.

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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.

PHOTOGRAPH Please note that all photos and videos of CIC students belong to CIC, and CIC reserves the right to use them.

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.

FEE STRUCTURE The fee structure will **remain the same until your child graduates from CIC**, provided you obtain the correct fee structure from your centre. No registration fee will be charged for the next renewal. To secure your child's seat and take advantage of this offer, please renew as per the offer, as seats are limited and available on a first-come, first-served basis. You only need to pay the enrolment fee to validate the renewal.

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 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.edu.my** or call the hotline, **03-8687 6999**.

AGREEMENT AND FEES In the event of any discrepancy between the explanation of the staff and the Malay version of CIC's Agreement of 2025, the English version shall prevail. In case of any conflict about this agreement, online agreement shall prevail. This CIC's Agreement of 2025 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 2025 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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