



SCAN ME



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MORE INFORMATION

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msu kids

Child Care Centre

(B/TI 055/2023)*

GET IN TOUCH

PARENT 2025 HANDBOOK



A) ADMISSION AND ENROLLMENT

1. MSU Kids programs are open for all children from 3 months to 4 years old.
2. Priority Registration is given to the existing students upon confirmation with non-refundable and non-transferable payment for booking.

B) REGISTRATION

1. Children entering preschool must be the proper age by 31st December of the year.
A copy of the child's birth certificate is required at time of registration as well as parents' details eg: address, contact number, email address and copies of both mother and father Identification Card.
2. Kindly update any changes of details as and when necessary for emergencies purpose.
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C) OPERATION HOURS

1. Monday – Friday 8.00 am – 6.00 pm
2. It is crucial for the child to be punctual during their arrival time as the first half an hour is filled with important activities such as Circle Time. Frequent lateness will affect the child's performance in learning.

D) EARLY ARRIVAL

1. Early arrival or drop-off before 7.45 am
2. A fee of RM15 will be charged
3. Require informing one day earlier to the Principal.

E) LATE PICK-UP

1. Chargeable starting 6.15pm onwards.
2. Overtime charges is RM15 per hour.
3. After 8.00pm, RM25 per hour.
4. There will be no Teacher will duty after 10.00pm due to safety reasons.
5. Require informing (2) two hours earlier to the Principal.

F) ATTENDANCE

1. Parents should inform the child's absence. through a phone call or via WhatsApp to the Principal.
2. Physical screening at the centre by Teacher.
3. Face scanning on the attendance device.
4. Parents require to inform the centre if the child is unwell or not having enough sleep.
5. A child who is, or appears to be, unwell may be disallowed from attending class.

G) DISMISSAL

1. Parents require to pick-up the child at the main entrance.
2. Parents require to review and sign a daily log sheet
3. Parents require to notify with details at least one (1) hour before if the child is to be taken home by someone other than the parent / guardian

H) CLOTHING AND PERSONAL ITEMS

1. Kindly ensure that the child is always in a neat clothing with neatly combed hair and short clean fingernails.
2. MSU Kids uniform should be wear on every Monday and Wednesday
3. Please ensure that your child has taken shower earlier and put on fresh diapers before dropping off. Items to bring daily:

. Diapers - at least 4pcs daily	. EBM/Fresh Milk/ Milk Powder
. Bag and Clothing - at least 2 pairs daily	. Feeding Bottle
. Towel	. Laundry Bag
. Handkerchief	. Toiletries
. Blanket and Pillow	. Water Bottle

*Please ensure ALL ITEMS are labelled with child's name

4. In order not to confuse the children with a child's personal property, children are not allowed to bring playthings, personal items or stationery from home.
5. The centre is not responsible for any loss of personal items.

I) MEALS / FOODS & BEVERAGES

1. The Centre will provide four (4) meals a day including breakfast, snack, lunch and teatime based on the menu stated in the weekly meal schedule.
2. Parents should notify the Centre if their child has a specific food allergy.
3. Parents are encouraged to provide healthy side meals from home on daily basis to educate their child about nutrition.
4. The baby group will only be fed from the home food supply provided by the parents.

J) HEALTH

1. For the safety of all children, any child should be kept at home if they show any illness or ailment symptom include:

Fever of 37.5 degrees Celsius or higher and IF they also have one or more of the following:
 - . Diarrhoea
 - . Earache
 - . Shows sign of irritability or confusion
 - . Sore throat
 - . Rashes
 - . Any contagious diseases such as chicken pox, measles, HFMD, etc.
2. Parents need to declare the child's health status as follows:
 - . Vomiting on two or more occasions within the past 24 hours.
 - . Diarrheal –three or more watery stools in a 24-hour period.
 - . Draining rash or undiagnosed rash lasting over a 24-hour period.
 - . Eye conjunctivitis.
 - . Fatigue that prevents participation in regular activities.
 - . Head lice. Parents will be notified in case of head lice and a doctor's letter is required to inform that the child may return to class.
3. The centre also reserves the right to call the parents if he or she is deemed unfit for the Day.

K) EMERGENCIES

1. In case of serious illness, accident or injury of a child while in the centre, parents will be notified immediately. If all means of locating parents have been unsuccessful, the staff will take necessary action.
2. In minor illnesses or accidents, if parents cannot be contacted, the child will be kept in a safe and supervised area until the parents can be reached.
3. In case of family emergencies, please contact the respective centre managers.
4. **IMPORTANT:** The school shall not be responsible if your home, office and mobile telephone numbers are not updated.

L) BEHAVIOUR MANAGEMENT POLICY

1. To ensure that behaviour management policy is effective, it is essential that the parents are aware of the behaviours that are considered unacceptable:
 - a. Biting, Kicking, Pushing, Running, Screaming, Rude
 - b. Climbing up the furniture
 - c. Discriminatory abuse -This includes abuse that is racist, sexist, homophobic, or is based on age or disability or any form of harassment.
 - d. Any behaviours which could threaten the safety of the child or other children around him/her
2. Positive statements and redirection of behaviour are used to help children learn self-control, problem solving, negotiation, and assume responsibility for their actions.
3. When more discipline is needed, removal from the group may also help children regain control. Children will only be removed from the group for a short period of time.
4. Parents will be informed of problems involving their children. If the behaviour persists, a meeting with the centre manager, teacher and parents will be held.

M) RELIGIOUS POLICY STATEMENT

Program offers religious experiences to the children at their level of understanding. An age-appropriate lessons including Zikir, Doa and Islamic song based on Al-Quran and hadith will be taught.

N) PARENTS' INVOLVEMENT

1. Parent's involvement enriches a child's learning experience. The parents, teachers and other team members share the responsibilities.
2. Parents play an important role in making the program successful. Parental participation is required in the following areas:
 - a. **EVENTS AND OUTDOOR ACTIVITIES:**
Parents are required to attend OR ensure the child's attendance in all functions and activities organized by the centre.
 - b. **PARENT-TEACHER MEETING:**
A parent must attend parents-teachers meeting session.

O) HOLIDAY

MSU Kids are opened throughout the year except:

- a. Public holidays set by the State and Federal Governments.
- b. Leave directed by the Ministry of Health Malaysia (MOH), State Health Department (JKN), Social Welfare Department, Ministry of Education Malaysia (MOE), National Security Council (MKN) in the event of any outbreak on the premises.
- c. Any cause due to natural disasters such as floods, fires, minor tremors, water disruption, electricity disruption, or any unforeseen disasters and those gazetted by other governments.
- d. In the event of a serious and infectious disease transmission, the centre reserves the right to temporarily stop its operations within a certain period which will be notified. Parents cannot make any claim against the centre in circumstances, whether for the full repayment or any portion of the centre at a use fee otherwise for any loss whatsoever.
- e. The centre reserves the right to temporarily close the operations when the Premise is in a contagious disease with fees that still need to be paid as usual to the service administration.
- f. In a situation where our country requires the closure of services, then the management does not have any obligation to make any refund of fees or any deposit that has been paid to us.
- g. The centre reserves the right to close due to any emergency case or any compulsory management event (earlier notification will be given to the parents).

P) EPIDEMICS / GLOBAL PANDEMICS

1. If more than 5 students are diagnosed with HFMD / Chicken Pox / Measles, the centre will be reporting the case to the nearest Health Office District to get the advice from the Doctor.
2. The centre will be closed immediately for cleaning measures as per advised from the Health Office District. This is in line with the requirement from Akta Penyakit Berjangkit.
3. If it is found that there is an outbreak of infectious disease in any of the schools and the school gets the instruction to close the premises within the period set by the Ministry of Health, then the parents must comply with the instructions. If there is an outbreak such as Coronavirus (COVID-19), the centre will comply with any of the instructions from the government.
4. Monthly School fee will remain the same during the closure instruction from the Health District Office. Teachers will replace the physical class to Online / Remote Class during the closure instruction period.

Q) COMMUNICATION PLATFORM

1. Parents are required to provide mobile number and official e-mail address during the registration.
2. The Centre will contact parents via phone call, official e-mail or WhatsApp text for communication.
3. The Centre has created an official one-way WhatsApp group for parents aimed at updating latest information.
4. Daily reports on the child's progress can be retrieved via website.

R) PAYMENT

1. Please refer to MSU Kids Fee Structure.
2. All payments must be made via online/bank transfer into
3. MSU SDN BHD Affin Bank Account: 106640004344
4. Monthly fees must be settled before 7th of every early month.

S) REFUND POLICY

All fees paid are non-Refundable and non-Transferable. Refunds are not granted for any personal related matters such as:

- a. Relocation/Transfer of Parents Workplace / Office
- b. Parents want to change children's school
- c. Moving out from Town / House

NO EXEMPTION of School Fees for absence or days missed due to illness, vacation or any personal related matters such as:

- a. Mother's Confinement Leave
- b. Mother's Hajj / Umrah Leave
- c. Family planned vacation

T) CONFIDENTIALLY

- a. Please direct any concerns, comments and questions to the centre manager. Sensitive information about children needs to be kept private and confidential and should never be part of any casual conversations.
- b. We appreciate your sensitivity and professionalism with regards to this matter of confidentiality

U) WITHDRAWAL

If parents need to withdraw the child, four (4) weeks' notice is required. Please fill in the withdrawal form via website. Failure to provide the form will result in loss of enrolment deposit.

ACKNOWLEDGEMENT

I / We acknowledge that all the rules stated in the HANDBOOK have been read clearly and understood by us.

I / We agree to abide by these rules for the benefit and comfort of my/our child while at MSU Kids.

Signature of parent _____

Name _____

Identity Card No. _____

Child's Name _____

Date _____

Signature of witness _____

Name of witness _____

No. Witness Identity Card _____

Date _____

Signature of the Principal _____

Date _____

Official Stamp of MSU Kids _____

*We would appreciate it if you received the hardcopy of the Parents Handbook, please return the copy of acknowledgement.

SOCIAL MEDIA AND MARKETING PERMISSION FORM

1. In effort to share the work of MSU Kids does in the community, we develop our own publications and promotions (including websites, social media sites, and printing materials) and sometimes we work with local media like newspapers or television stations. We also get requests from community partners and funders to share images and stories of program participants.
2. Personal information or location will not be captured and disclosed in descriptive text or commentary to the images/footage.
3. You may change these permissions at any time, but materials that have been created and / or shared may not be revocable.

I / We acknowledge that all the rules stated in the HANDBOOK have been read clearly and understood by us.

I / We agree to abide by these rules for the benefit and comfort of my/our child while at MSU Kids.

Signature of parent _____

Name _____

Identity Card No. _____

Child's Name _____

Date _____

Signature of witness _____

Name of witness _____

No. Witness Identity Card _____

Date _____