

Parents' Welcome Letter Academic Year 2021

1 December 2020

Dearest Parents,

Greetings and welcome to the new Academic Year 2021!

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. 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 2021, we are operating at **4 branches** (Pasir Ris, Woodlands, Choa Chu Kang and Serangoon North) making our programmes accessible to parents and students island-wide.

PSLE and O-Levels Achievements

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

Our top 2020 PSLE students (260 and above)*

273 4A*	Yusra Tasnim Habiba (<i>Serangoon North Br</i>)
271 4A* <i>Dist in HML</i>	Filomena Litani (<i>Pasir Ris Br</i>)
267 3A*A	Sora Aisha (<i>Serangoon North Br</i>)
266 3A*A	Meshana Rakesh (<i>Yishun Br</i>)
265 3A*A	Ahmad Ihsan Ahmad Kamal (<i>Pasir Ris Br</i>)
264 2A*2A	Muhammad Irfan Sanuse (<i>Pasir Ris Br</i>)
263 3A*A	Glenda Chiam Wen Qian (<i>Pasir Ris Br</i>)
263 3A*A	Ahsan Nathyr Noorazman (<i>Choa Chu Kang Br</i>)
262 2A*2A	Nordarwisyah Muhammad Akhbar (<i>Pasir Ris Br</i>)
260 2A*2A	Farid Bin Samad (<i>Choa Chu Kang Br</i>)

**based on results submitted by parents so far*

O-Levels (2019)

Aida Nabilah Bte Abdul Raziff	Raffles Institution (JC)
Aida Nadirah Bte Abdul Raziff	Victoria Junior College

Prime Minister Book Prize Award

We will like to congratulate Nor Aniqah Bte Norhazry for being awarded the 2020 Prime Minister Book Prize. Nor Aniqah was our PSLE student at Pusat Bahasa Nusa (Serangoon North Br) last year in Cikgu Hayati Abdullah's weekly Primary Malay/Higher Malay Mastery Programme.

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

Singapore SME 500 Award Achievement – Edufront Learning Centre Pte Ltd

- We are pleased to be awarded Singapore SME 500 Award 2020-2021 by Association of Trade & Commerce Singapore (www.atc.sg)
- The Singapore SME 500 is awarded to recognise Singapore's leading Small-Medium Enterprises across major trade and industries that have contributed significantly to Singapore's GDP and has made an impact within its industry.



Key Programmes in 2021

1. Live-Online Programmes

Since the outbreak of COVID19, we have offered our classes online via web-conferencing app and supported by our Learning Management System (LMS). Due to positive feedback from parents regarding the effectiveness of our online classes, we will continue to offer them in AY2021. Parents can choose to register their children for physical classes at any of our four centres or the live-online classes. Key features of our online classes:

- Printing and home delivery of monthly worksheets at no additional costs
- All lessons are recorded and uploaded weekly in the LMS for unlimited lesson review
- Interactive weekly live-online lessons with tutors
- Regular quizzes and tests created in the LMS for students to assess their learning

2. 2021 PSLE Integrated Preparatory Programme

We have designed a comprehensive and integrated programme to prepare students for the 2021 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 and 4) unlimited view of recorded online lessons in the LMS to recap concepts

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

4. Secondary Mastery Programmes

We have a strong team of experienced and qualified tutors in our secondary programme. We offer Lower secondary English, Maths, Science and Malay. For upper secondary, N-Level and O-Levels we offer E. Maths, English, Malay and Higher Malay

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

5. 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™.

Learning Management System (LMS)

We have partnered with Wizlearn Technologies to provide every Edufront student free access to an LMS account to power up the learning of our students and providing greater value of our programmes. Some of the amazing features that parent and students can access are:

- Convenient and Exclusive access to learning materials and recorded online lessons
- Online Tests and Quizzes with automated marking for drill and practice and revision of concepts
- Forum discussions with our tutors for daily homework help
- Mobile responsive system enabling students to learn anywhere and at any time with multiple types of devices

Your child should already have access to the LMS and assigned the courses according to the programmes that they are registered in.

LMS URL: lms.wizlearn.com/edufront

Please contact our admin staff if you have not received the UserID and Password to access the LMS. Do let us know also if the wrong courses are assigned or if you need technical support such as loss of password/userID.

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 or in an online class subject to availability of vacancies. Alternatively, the student can catch up with the missed class via the recorded lessons in the LMS.
- 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.
- **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

Parents will receive a monthly online invoice on the fees payable which allows parents to make payment via PayNow, Paypal and all major credit/debit cards. Parents may also make payment via 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 of Edufront 2021 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

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:

Centre Direct Line (Calls) and Mobile Line (WA/SMS)		Pasir Ris Br: 6583 2616 / 9183 6342 (HP) Choa Chu Kang Br: 6816 2910 / 9382 4910 (HP) Woodlands Br: 9189 5905 (HP) Serangoon Nth Br: 69577175 / 9183 6349 Online Unit: 6957 7175 / 93824546 (HP)
Programme Director (Maths and Science)	Mr. Yang Iskandar	Email: yangiskandar@edufront.com Tel: 9724 9422
Programme Director (Malay and English)	Mdm Hayati Abdullah	Email: hayati@edufront.com Tel: 8428 8946

Please find attached the **2021 overall lesson schedule** and dates on the **No Class/Centre Closure** dates for your reference.

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

Thank you and warmest regards,



Yang Iskandar (Mr)
Principal and Director
Edufront Learning Centre Pte Ltd