TERMS AND CONDITIONS FOR STUDENT CARE CENTRES APPOINTED AS ADMINISTRATORS OF STUDENT CARE FEE ASSISTANCE (SCFA) SUBSIDIES

IN CONSIDERATION of the Government of the Republic of Singapore (as represented by the Ministry of Social and Family Development ("MSF")) appointing the Student Care Centre ("the Centre") as an Administrator of SCFA Subsidies (which include the SCFA Subsidy ("the Subsidy") and the Start-Up Grant ("SUG")), the Parent Organisation agrees to comply with, and shall ensure that the Centre complies with the following terms and conditions (T&Cs) outlined in Annex A1 throughout the tenure of the Centre's appointment.

1 Enrolment and Centre Fees

The Parent Organisation shall:-

a) Ensure that the Centre accepts all students regardless of their race, language or religion;

b) Ensure that the Centre has obtained the necessary approvals from HDB/URA to operate the Centre at its premises and a fire safety certificate/temporary fire permit from the Singapore Civil Defence Force (SCDF);

c) Ensure that at least 10% of the students enrolled in the Centre are eligible for, and receive the SCFA Subsidies ("Subsidised Students");

d) Charge or ensure that the Centre charges the same rate of monthly fees to all students enrolled in the same programme and in the same school year[1]. The Parent Organisation or the Centre shall not levy additional charges or a higher rate of monthly fees for Subsidised Students. The fees charged shall be based on the Centre's published rate for each programme and be brought to the attention of the parents of all enrolled students; and

e) Notify MSF and obtain MSF's acknowledgement of any changes to the Centre's fees, or ensure that the Centre does so. All Centres' fee change requests taking effect in the subsequent year must be submitted by 30 September of the preceding year. For example, if the Centre plans to increase fees from $250 to $300 starting 1 January 2026, they must inform MSF by 30 September 2025. This applies even if the fee change is planned for later in the year, such as July 2026. Please also refer to paragraph 9a.

2 Reporting Requirements

a) The Parent Organisation shall ensure that the Centre provides written updates to MSF on the following matters:-

(i) The Centre's maximum occupancy rate,
(ii) The Centre's total enrolment, with a breakdown by primary school levels,
(iii) The number of vacancies,
(iv) The number of Subsidised Students,
(v) Programme staff-to-student ratio,
(vi) The fees charged/Holiday Charges/Centre fee structure (if any), and

[1] The Centre may charge a different monthly fee depending on the age of the student or the type of programme which a student has been registered for.

(vii) Reports of incidents[2] relating to safety, health, hygiene, illness and serious accidents - that have taken place in the Centre. The Parent Organisation shall ensure that the Centre reports such incidents within the stipulated time frame. The details can be found in Annex A5 and A6.

The updates for 2(a)(i) to 2(a)(vii) shall be submitted to MSF every 6 months, at a date to be specified by MSF. The Parent Organisation agrees to allow MSF to use the reported information for data analysis, evaluation and policy-making.

3 Maintenance of Records

a) The Parent Organisation shall ensure that the Centre maintains sufficient records pertaining to the administration of the SCFA Subsidies to allow MSF or its agent(s) to assess whether the Centre has complied or is complying with these terms and conditions. Such records shall include: (i) the details of all applicants and beneficiaries, (ii) the attendance records of the Subsidised Students, (iii) the SCFA subsidies appeals, (iv) withdrawal forms, (v) all supporting documents, (vi) the SCFA Subsidies payment advice/invoices, and (vii) the approval letters issued by MSF. The Parent Organisation shall also ensure that the Centre retains the payment receipts issued to all parents of the Subsidised Students enrolled in the Centre for MSF's inspection. If the Centre does not issue receipts for payment (due to reasons such as the Centre collecting the fees through interbank GIRO), the details of the relevant transaction must be provided upon request by the payor or MSF. The Parent Organisation shall ensure that the Centre retains such records, and all reports referred to in this paragraph for a period of 3 years commencing from the date the records were created.

b) Where a Subsidised Student has withdrawn from the Centre, the Parent Organisation shall ensure that the Centre retains all records pertaining to the Subsidised Student for a period of 3 years from the date of the student's withdrawal. The maintenance and retention of these records are only for MSF's purposes, and this paragraph is not intended to affect any duty of the Parent Organisation or the Centre to comply with any regulations issued by other authorities.

c) The Parent Organisation shall ensure that the Centre retains all records referred to in paragraphs 3a and 3b above within the Centre's premises for audit purposes for at least a period of 1 year from the date the records were made.

d) The Parent Organisation shall review or ensure that the Centre reviews user accounts registered with the online or electronic systems designated by MSF for the submission of SCFA applications ("Systems") to ensure that only authorised personnel are given access to any of the Systems.

4 Structured Programme

a) The Parent Organisation shall ensure that the Centre provides care and supervision for at least 3 hours each day for its students. The Centre shall display, on its premises, a structured daily-timetable for its students.

b) The Parent Organisation shall ensure that the Centre does not mark a Subsidised Student as present for the day unless the Subsidised Student attends at least 3 hours of programmes at the Centre on that day. For an absence to be considered for waiver, the Subsidised Student must provide reasons[3] accompanied by supporting documents.

[2] Centre should demonstrate good governance and accountability by reporting the significant incident/accident to MSF as soon as possible or at least within 12 hours of the occurrence. The detailed report should reach MSF within 3 working days.

[3] Refer to the list of valid reasons as stated in the Handbook for SCFA administrators.

c) The daily timetable shall include the following activities:-

(i) Daily Meals: breakfast (if applicable), lunch and tea;
(ii) Shower Time (if applicable); and
(iii) Homework supervision

5 Operating Hours & Closure of Centre

a) The Parent Organisation shall ensure that the Centre operates during the following hours to support the needs of working parents / guardians:

(i) Mondays to Fridays: To be opened no later than 7.30 am and closed no earlier than 7.00pm; and
(ii) Saturdays: To be opened no later than 7.30 am and closed no earlier than 1.30 pm.

b) The Parent Organisation shall ensure that the Centre is closed on Sundays and gazetted public holidays. In addition, the Centre may close up to eight days (inclusive of Teachers' and Children's Day) each year. The Parent organisation shall ensure that the Centre engage parents in advance on their needs on these days and make appropriate adjustments to staff manning or operating hours.

c) The above operating hours shall continue to apply during school holidays that are not gazetted public holidays.

d) The Parent Organisation shall ensure that the Centre informs the parents of enrolled students of its operating hours. This may be done in writing, or by displaying the Centre's operating hours prominently at its premises.

e) The Parent Organisation shall ensure that the Centre submits any proposed changes to its operating hours to MSF for approval at least 2 months before the proposed change. The Parent Organisation shall also ensure the Centre provides at least 2 months' notice to parents of enrolled students before the proposed change.

f) At the beginning of each calendar year, the Parent Organisation shall ensure that the Centre issues to the parents of enrolled students a list of dates on which the Centre will be closed in the relevant calendar year. The Parent Organisation shall also ensure that the Centre provides at least 2 months' notice to the parents of enrolled students before any proposed change.

g) A school-based Student Care Centre shall be exempt from complying with the requirements in paragraphs 5(a) to (c) above, so long as it operates in accordance with the school's operating hours.

6 Classroom Management

a) The Parent Organisation shall ensure that the Centre abides by a programme staff-to-student ratio of at least 1 staff to 25 students.

b) The Parent Organisation shall ensure that the Centre develops its standard operating procedures (SOP) on classroom management and guidance on students' behaviour. The Parent Organisation shall ensure that all Centre staff are familiar, and act in accordance with the SOP.

c) The Parent Organisation shall ensure that that the Centre staff, volunteers and programme vendors working with the students do not administer corporal punishment.

7 Conducive Environment

a) The Parent Organisation shall ensure that the Centre provides a conducive physical environment for its students.

b) The Parent Organisation shall ensure that the number of students on the Centre's premises at any one time do not exceed the maximum occupancy rate. The maximum occupancy rate of a Centre is derived as follows:-

For Centres operating in Civil Defence Bomb Shelters:-

The lower figure of either:

(i) Maximum occupancy load as per the calculation table submitted for Fire Safety Certificate approval; or,
(ii) The Centre's usable floor area[4] (square metres) divided by 3. E.g. a Centre with a usable floor area of 90 m^2 would have a maximum capacity of 30 students.

For all other Centres:-

(iii) The Centre's usable floor area (square metres) divided by 3. E.g. a Centre with a usable floor area of 90 m^2 would have a maximum capacity of 30 students.

c) The Parent Organisation shall ensure that the Centre has allocated spaces set aside for a study area, activity area, bathroom with showering equipment, and toilet facilities. There shall be sufficient and suitable lighting, furniture, equipment, and common communication boards within the Centre.

d) The Parent Organisation shall ensure that the Centre is maintained regularly to ensure a clean and hygienic environment at all times.

8 Health and Safety

a) The Parent Organisation shall ensure that the Centre adheres to all relevant health, safety and environmental advisories issued by the Government and be familiar with and abide by the operating procedures and guidelines in managing health conditions e.g. Covid-19, Hand, Foot and Mouth Disease, flu epidemic etc., and environmental conditions, e.g. haze.

b) The Parent Organisation shall ensure that the Centre has taken all reasonable measures to ensure the safety of all students at all times.

c) The Parent Organisation shall ensure that all Centre staff, volunteers and students are familiar with the emergency evacuation plan. A list of emergency telephone numbers shall be made accessible to Centre staff, volunteers and students. The Centre's exits, stairs and escape routes shall be free from obstruction. The Parent Organisation shall ensure that the Centre maintains its fire-fighting equipment in good working order.

d) The Parent Organisation shall ensure the Centre maintains a First Aid Kit. The Parent Organisation shall ensure that at least one Centre staff is trained in First Aid and is ready to administer First Aid in the Centre

[4] Usable floor area includes only the activity area for students and does not include ancillary areas such as kitchen, store, toilets and staff office/sick bay. For example, a usable floor area of 90 square metres can take in approximately 30 students per session.

at all times. The Parent Organisation shall ensure that the Centre develops SOPs on health, safety and emergency and all Centre staff are familiar with and act in accordance with the said SOPs.

e) The Parent Organisation shall notify, and ensure that the Centre notifies, the relevant authorities (e.g. the Singapore Police Force or MSF's Protective Service) if there is reasonable cause to suspect that a student is being abused (whether physically, emotionally or sexually) whether or not such abuse has occurred during the Centre's operating hours, or within the Centre.

f) The Parent Organisation shall ensure that all Centre staff undergo a Pre-Employment medical check-up and ensure that the form attached at Annex A2 is duly completed by the doctor conducting the medical check-up. The completed forms shall be retained on the Centre's premises and must be produced for MSF's inspection during audits. The Parent Organisation shall ensure that the Centre employs staff who have been certified fit for employment by a doctor registered with the Singapore Medical Council.

9 Notice Periods

a) The Parent Organisation shall, or shall ensure that the Centre first notifies MSF and obtains MSF's acknowledgement before effecting any of the following changes:-

(i) Changes to Centre Fees including Holiday Charges (if any);
(ii) Relinquishment of Centre's appointment as SCFA Administrator; and
(iii) Any changes to the Centre's ownership or management

b) After notifying MSF and obtaining MSF's acknowledgment, the Parent Organisation shall ensure that the parents of all enrolled students are informed in writing of the relevant changes and ensure that the relevant notice period (in the table below) is provided before the proposed changes are effected.

Subject Matter	**Notice to be given**
Changes to Centre Fees, including Holiday Charges (if any)	By 30 September of the preceding year, for implementation from 1 January of the subsequent year. This applies even if the fee change is planned for later in the year, such as July 2026.
Relinquishment of Centre's SCFA Administrator Status	At least 3 months before the appointment as a SCFA Administrator is relinquished.
Any changes to the Centre's ownership or management	At least 3 months before the changes are effected.

10 Centre not to offer enrichment / tuition programmes to students who are not enrolled in the Centre

a) The Parent Organisation shall ensure that the Centre's premises are used solely to provide student care services and not any other purposes (e.g. enrichment or tuition programmes for students not enrolled in the Centre) during the official Centre operating hours.

b) The Parent Organisation shall ensure that the Centre complies with any requirements and conditions on the use of the premises imposed by the relevant authorities, such as the Urban Redevelopment Authority (URA) or the Housing Development Board (HDB).

11 Proselytisation

a) The Parent Organisation shall ensure that the Centre does not proselytise, and shall take all reasonable precautions, measures and means to prevent proselytising by Centre staff, its agents and contractors undertaking work within the Centre premises, and by persons making use of the Centre premises.

12 Staff, Volunteers and Vendors

a) The Parent Organisation shall ensure that all the Centre staff, volunteers and vendors complete the Declaration of Offences Form (Annex A3). The signed forms must be kept on the Centre's premises and be available for inspection during audits.

b) The Parent Organisation shall submit, or shall ensure that the Centre submits, details of all personnel who have prolonged contact with students (e.g. operators, supervisors, staff, long-term vendors and volunteers) to MSF for background checks. MSF will provide details on the information required, as well as the submission deadlines in advisories issued to SCFA Administrators. The Centre must comply with the directions set out in such advisories.

c) The Parent Organisation shall ensure that the Centre does not employ or engage the services of any individual who has declared in the Declaration of Offences Form that he/she:-

(i) Has been convicted in a court of law in any country for an offence involving dishonesty or moral turpitude (e.g. forgery, fraud, sexual offences etc.);
(ii) Has been warned by the police for an offence involving dishonesty or moral turpitude, in lieu of prosecution; or
(iii) Is the subject of a police investigation, for an offence involving dishonesty or moral turpitude.

d) The Parent Organisation shall ensure that all Centre staff, volunteers and vendors abide by a Code of Conduct for Working with Children and Young Persons to establish and maintain a safe environment for the children and young persons in its care (refer to Annex A7 for more details).

13 Data Protection

a) The Parent Organisation shall not, and shall ensure that the Centre, all of the Parent Organisation's and Centre's directors, officers, employees, servants, volunteers, agents, and subcontractors do not, access, monitor, use or process personal data obtained or held in connection with the administration of the SCFA Subsidies except as reasonably necessary to administer the SCFA Subsidies in accordance with these terms and conditions.

b) The Parent Organisation shall not, and shall ensure the Centre, all of the Parent Organisation's and Centre directors, officers, employees, servants, volunteers, agents and subcontractors do not, disclose any personal data obtained or held in connection with the administration of the SCFA Subsidies, without the prior written consent of MSF. Any request for MSF's consent under this paragraph 13 must include an explanation of why the proposed disclosure is necessary for the purposes of administering the SCFA Subsidies.

c) The Parent Organisation shall not, and shall ensure that the Centre does not, cause or permit personal data obtained or held in connection with the administration of SCFA Subsidies to be processed, stored, accessed or otherwise transferred outside Singapore, or allow parties outside Singapore to have access to it, unless with the prior written consent of MSF and subject to such conditions as MSF may impose. Any request for MSF's consent under this paragraph 13(c) shall include an explanation of why the proposed transfer is necessary for the administration of the SCFA Subsidies. If consent is granted, the Parent Organisation shall provide a written undertaking that the personal data which is transferred outside Singapore will be protected to a comparable standard as it is protected under the Personal Data Protection Act 2012.

d) The Parent Organisation shall, and shall ensure the Centre immediately notifies MSF when it becomes aware of a breach of paragraphs 13(a) to 13(c) by itself, any of the Parent Organisation's or Centre's

directors, officers, employees, servants, volunteers, agents or subcontractors, or any Centre employee, volunteer, agent or subcontractor.

e) The Parent Organisation shall, and shall ensure the Centre immediately notifies MSF as soon as it becomes aware that a disclosure of personal data relating to the administration of the SCFA Subsidies may be required by law and cooperate at its own costs with MSF's reasonable requests and directions.

f) The Parent Organisation and the Centre shall ensure that all personal data obtained or held in connection with the administration of SCFA Subsidies and any copies thereof, regardless of the medium of storage, and whether held by itself or by the Centre, are retained in accordance with paragraph 3(b) above. The Parent Organisation and the Centre shall ensure that such personal data is securely destroyed 30 days from the date it becomes no longer necessary to retain such personal data. Any personal data that is retained by the Parent Organisation or the Centre after such personal data is no longer necessary for the purposes of the administration of the SCFA Subsidies, or without the written authorisation of MSF, is a breach of these terms and conditions.

14 Compliance with operational directive(s) issued by hosting school

a) School-based Centres shall comply with all operational directive(s) issued by the hosting school's administration. In the event any inconsistency arises from between these terms and conditions and the hosting school's operational directives, the operational directives shall prevail.

15 Compliance with other regulatory requirements

a) The Parent Organisation shall ensure that the Centre complies with all other regulations and advisories issued by the Government.

16 Compliance with the administration and refund policy for the SCFA Subsidies

a) The Parent Organisation agrees to abide by, and shall ensure that the Centre abides by, the prevailing administration and refund policy for the SCFA Subsidies as specified below, and in Annex A4:

(i) The Parent Organisation shall ensure that the SCFA Subsidies (which are disbursed directly via interbank GIRO direct credit a designated corporate bank account), are to be used solely for the benefit of the Subsidised Students.
(ii) The Parent Organisation shall submit or shall ensure that the Centre submits true and correct information in each student's application for the SCFA Subsidies.
(iii) **A Subsidised Student is required to achieve the following minimum monthly attendance requirement[5] in order to receive SCFA Subsidies for the relevant month:-**

Minimum Monthly Attendance Requirement	**Month**
30%	June, December
50%	January, February, March, April, May, July, August, September, October, November

(iv) The Parent Organisation shall ensure that the Centre keeps up-to-date attendance records of Subsidised Students for inspection and audit purposes.
(v) Absences which are accounted for with valid reasons will be factored into the calculation of the attendance rate as indicated in Annex A4. The Parent Organisation must ensure that the Centre

[5] Please see paragraph 1.1 of Annex A4 for details on how to calculate the attendance rate.

records the reason(s) for a Subsidised Student's absence and keep a copy of the supporting document(s) explaining the absence.

(vi) If a Subsidised Student does not fulfil the minimum monthly attendance requirement, the Parent Organisation shall refund, or ensure that the Centre refunds the SCFA Subsidies (including holiday surcharges, if any) for the relevant calendar month to MSF, before the end of the next calendar month. The refund shall be effected in accordance with procedure set out in Annex A4.

(vii) The Parent Organisation shall ensure that records are kept of:

A. All refunds of any SCFA Subsidies; and

B. Any appeals[6] made on behalf of a Subsidised Student who was unable to fulfil the minimum attendance requirement, and the outcome of such appeal.

(viii) If the Subsidised Student withdraws from the Centre before the assistance period expires, any excess SCFA Subsidies (including holiday surcharges, if any) received shall be refunded to MSF. The Parent Organisation shall ensure that the excess SCFA Subsidies are refunded in accordance with the procedure set out under Annex A4.

(ix) The Parent Organisation and/or the Centre shall require a parent or guardian of the Subsidised Student to provide the Centre with at least one month's notice as part of the Centre withdrawal policy. The said withdrawal policy shall be communicated to all parents and/or guardians of enrolled students.

(x) No part of any SCFA Subsidies, if unutilised, should be given to a parent or guardian of a Subsidised Student. The SCFA Subsidies shall not be used to set-off any fee arrears which the parent or guardian of a Subsidised Student owes to the Centre or the Parent Organisation.

b) Where the SCFA Subsidies are paid to an account managed by the Centre, the Parent Organisation shall ensure the Centre refunds to MSF, any of the SCFA Subsidies (including holiday surcharges, if any) which remain unused, or which were disbursed in excess (regardless of whether they were paid pursuant to wrongful claims) (collectively "the Excess Subsidies"), within one month from the date it receives a written notification from MSF. The Parent Organisation agrees to pay on demand to MSF, the amount of the Excess Subsidies in the event the Centre fails to refund the Excess Subsidies within the one-month deadline, or any other timeline stipulated by MSF. This paragraph shall survive the cessation or termination of the Centre's SCFA Administrator status.

c) Where the SCFA Subsidies are paid to an account managed by the Parent Organisation, the Parent Organisation shall refund the Excess Subsidies to MSF within one month from the date it receives a written notification from MSF. This paragraph shall survive the cessation or termination of the Centre's SCFA Administrator status.

d) Without prejudice to MSF's rights under paragraph 16(b) and (c), MSF reserves the right to set-off the amount of Excess Subsidies owing to MSF against any subsequent disbursement(s) of SCFA Subsidies, and will notify the Parent Organisation and/or the Centre of the same.

17 Renewal and Termination of SCFA Administrator Status

a) Each SCFA Administrator Cycle spans a duration of 2 years. Each Cycle commences at the beginning of a calendar year and ends at the end of the following year. The Parent Organisation need not apply for renewal of the Centre's appointment as an SCFA Administrator unless notified otherwise by MSF. The renewal process for an SCFA Administrator appointment shall commence in the 2nd calendar year of each SCFA Administrator Cycle, and MSF shall inform the Parent Organisation of the status of its Centre's appointment by 30 September of that year. Subject to paragraphs 17(b)(v) and (c) below, MSF may renew the Parent Organisation's Centre appointment as an SCFA Administrator for a new SCFA Administrator Cycle. A Parent Organisation's Centre whose SCFA Administrator status is not renewed

[6] The appeal must be submitted via any of the online or electronic systems designated by MSF for the administration of SCFA matters no later than 1 month from the period when the minimum attendance was not met (e.g. If an SCFA beneficiary did not meet the attendance requirement in December 2025, the SCC is required to submit the appeal latest by 31 January 2026).

must provide the parents of all enrolled students notice of its intention not to renew its appointment at least 3 months before the expiry of its appointment.

b) MSF may, by written notice inform the Parent Organisation and the Centre of any instance or areas where, in the reasonable opinion of MSF, the Parent Organisation and/or the Centre has breached any of these terms and conditions in this Annex A1. MSF may require the Parent Organisation and/or the Centre to remedy or rectify such breaches within a timeframe to be stipulated by MSF. If the Parent Organisation and/or the Centre fails to rectify or remedy a breach within the stipulated timeframe, or if the Parent Organisation and/or the Centre commits a breach of these terms and conditions which MSF considers to be incapable of remedy or rectification, MSF shall be entitled to take all or any of the following action(s):

(i) Publish details of the Parent Organisation's and/or the Centre's non-compliance on MSF's website;
(ii) Reject any new applications for the SCFA Subsidies;
(iii) Set-off monies owed to MSF against any future disbursement(s) of SCFA Subsidies due to the Centre;
(iv) Cease or withhold the disbursement of the SCFA Subsidies;
(v) Shorten the period during which SCFA Subsidies may be granted; and/or
(vi) Revoke the Centre's SCFA Administrator status (immediately or within a stipulated period)

c) Notwithstanding anything in these terms and conditions, MSF may in its absolute discretion, refuse to renew a Centre's appointment as an SCFA Administrator, or revoke a Centre's SCFA Administrator status in writing, without notice.

d) The Parent Organisation may, by written notice to MSF, relinquish the Centre's appointment as an SCFA Administrator. Such written notice must be furnished at least 3 months before the appointment is relinquished. The Parent Organisation and/or the Centre must also provide the parents of all enrolled students at least three months' notice of its intention to relinquish the Centre's appointment.

18 Business Continuity Plans (BCPs)

a) The Parent Organisation shall ensure the Centre develops, implement and maintain updated BCPs to ensure business continuity of critical business functions in the event of significant operational disruptions. The Parent Organisation and/or the Centre shall also conduct periodic reviews of the BCPs and when requested, submit the BCPs to MSF in writing for evaluation.

19 Access to Authorised Personnel or Inspectors

a) The Parent Organisation shall allow, and ensure that the Centre allows, all persons authorised by MSF ("authorised persons") to, at any time and with or without prior notice from MSF, visit any premises of the Centre or any other premises where the operations relating to the administration of the SCFA Subsidies are carried out to conduct investigations, audits or inspections to ensure that these terms and conditions are being, or were met and that reports and all information submitted to MSF by the Centre are accurate, correct and not misleading.

b) The Parent Organisation shall cooperate with and provide, and ensure that the Centre cooperates with and provides, all support, information and assistance necessary to the authorised persons for the conduct of the investigations, audits or inspections (referred to in paragraph 19(a) above) at no charge to MSF. Both the Parent Organisation and the Centre shall: (a) allow the authorised persons to inspect all the relevant documents in its possession pertaining to the administration of the SCFA Subsidies; (b) make copies of any such relevant documents as may be requested by the authorised persons, to be given to the said authorised persons, at the Parent Organisation and/or the Centre's own cost; and (c) allow, and

if requested, facilitate, the interview of any person making use of the SCFA Subsidies by the authorised persons.

c) If the investigation, audit or inspection (conducted pursuant to paragraph 19(a) above) identifies a material breach or default of these terms and conditions by the Centre, the Parent Organisation and/or the Centre shall, without prejudice to the other rights or remedies available to MSF, reimburse MSF for all of MSF's reasonable costs incurred in connection with the investigation, audit or inspection.

d) The Parent Organisation and the Centre acknowledge and agree that the authorised persons (as defined in paragraph 19(a) above) may include the employees of both MSF and any third parties appointed by MSF.

20 Changes to these Terms and Conditions

a) The terms and conditions are subject to change. The Parent Organisation and Centre will be informed of any changes via email.

b) For clarification on materials contained in Annexes A1 to A7, please email: MSF_Student_Care@msf.gov.sg.

Annex A2

CONFIDENTIAL

PRE-EMPLOYMENT MEDICAL REPORT FORM FOR STUDENT CARE CENTRE (SCC) STAFF

I. NOTES TO EMPLOYER

All Student Care Centres (SCCs) registered by the Ministry of Social and Family Development (MSF) as administrators of SCFA Subsidies must ensure that their staff undergo medical checks to determine they are fit for employment in an SCC. Please arrange for new staff to undergo the medical examination as outlined below and keep a copy of this report as well as other necessary documents for verification purposes.

II. NECESSARY MEDICAL TESTS:

a) Physical examination
b) Chest X-ray. Please attach a copy of the chest X-ray report to this form

III. CERTIFICATION BY EXAMINING DOCTOR

Candidates must be examined by a doctor and certified: -
a) Not to have any medical conditions that will adversely impact their ability to carry out the job scope, and
b) Fit for employment based on the physical examination, chest x-ray and the doctor's assessment.

IV. STAFF'S PARTICULARS

Name (as in NRIC/UIN):_____ NRIC No. /UIN: _____

Date of Birth: _____ Occupation: _____

Expected Start
Date of Employment: _____Contact No: _____

Centre's Name (State Branch):
_____

Centre's Address:
_____

V. MEDICAL HISTORY (TO BE COMPLETED BY THE SCC STAFF)

(Have you **EVER SUFFERED FROM OR BEEN TREATED** for any of the conditions below? Please tick the appropriate box. If 'Yes', please include details)

	Yes	**No**	**Details**
1. Epilepsy			
2. Tuberculosis			
3. Others (to specify): _____			

DECLARATION:

I declare that all the information provided in this form are true and correct, and that I have not withheld any information on medical concerns of a similar nature, that may affect my ability to carry out my duties at the Student Care Centre.

_____ _____

Name and Signature of SCC Staff Date

VI. CERTIFICATION BY EXAMINING DOCTOR

I certify that I have examined _____ (Name and NRIC/UIN) and assessed him/her *** FIT / UNFIT** for employment in the Student Care Centre, based on his/her mental and physical health and public health risk.

Name of Doctor: _____

Name and Address of Clinic: _____

_____

_____

Tel No.: _____ **Stamp of Clinic:**

Signature: _____

Date: _____

*** Delete accordingly**

DECLARATION OF OFFENCES FOR SCC STAFF, VOLUNTEERS AND VENDORS

Part I	
Name of Programme:	
Job Designation:	*Refers to your role in the Organisation, e.g. Chair of Board/ Employee/ Volunteer/ Vendor/ Executive Director/Head of Agency*
Name (according to NRIC):	
NRIC/ID No:	
Sex:	DOB:
Nationality:	Country of Birth:

Part II	
1. Do you have any criminal record in Singapore or overseas?	o No o Yes: *(details)*
2. Have you ever been, or are you currently under investigation by the Police or any other law enforcement agency in Singapore or overseas?	o No o Yes: *(details)*
3. Have you been involved in any court proceedings within Singapore or any other court of law outside of Singapore?	o No o Yes: *(details)*
4. Have you had any disciplinary proceedings initiated against you by any organisation or professional bodies?	o No o Yes: *(details)*
5. Have you been declared financially embarrassed or a bankrupt within the last 10 years?	o No o Yes: *(details)*
6. Do you have any substance dependence issues (i.e. dependence on alcohol, drugs, etc., excluding prescriptions by medical professional)?	o No o Yes: *(details)*

Part III

1 I understand that the above information ("my Personal Information") will be provided to the Government of Singapore, as represented by the Ministry of Social and Family Development ("Government" or "MSF"), for the purpose of assessing my suitability to run, manage, provide services or volunteer for the Programme (as specified under Part I).

2 I allow the Government to collect, share and use my Personal Information for the purposes in Paragraph 1.

3 I declare that the information provided in this form is true and correct and I furnish the information knowing that I may be liable to criminal prosecution if I have stated any information which I know to be false or do not believe to be true.

_____	_____	_____
Name	Signature	Date

Annex A4

Refund Policy

1 The Minimum Monthly Attendance Requirement

1.1 A Subsidised Student[7] shall be required to attain an attendance rate of at least 50% in each calendar month, with the exception of the calendar months of June and December where the attendance rate shall be at least 30%. The attendance rate shall be calculated using the following formula:

$$\frac{(B + C)}{A} \times 100\%$$

Where,

"A" refers to the number of calendar days which the Centre operates in the calendar month[8],

"B" refers to the number of calendar days in which the Subsidised Student attends the Centre in the calendar month, and

"C" refers to the number of calendar days in which the Subsidised Student is absent with a valid reason[9] in the calendar month.

1.2 Once the Parent Organisation or the Centre ascertains that a Subsidised Student's attendance rate falls below the minimum monthly attendance requirement for a given calendar month, the Parent Organisation or the Centre shall be required to refund the SCFA Subsidies and holiday charges (if any) disbursed in respect of the Subsidised Student to MSF before the end of the next calendar month. Please refer to paragraph (3) for the refund procedure.

1 Withdrawal from the Centre

1.1 The Parent Organisation shall ensure that the Centre submits a Withdrawal Form to MSF via any of the online or electronic systems designated by MSF in respect of every Subsidised Student who withdraws from the Centre. When a Subsidised Student withdraws from the Centre, the Parent Organisation shall submit, or ensure that the Centre submits, the Withdrawal Form to MSF via any of the online or electronic systems designated by MSF for the administration of SCFA matters immediately, stating the reason and date of the student's withdrawal.

2.2. A Subsidised Student should be encouraged to complete a full calendar month before withdrawing from the Centre. This is so that the Subsidised Student fully utilises the SCFA Subsidies for the relevant month.

Withdrawal with notice

2.3 If the Withdrawal Form reflects that at least 1 month's notice of his intended withdrawal has been given by the parent or guardian of the Subsidised Student, the Subsidised Student continues to be eligible to receive the SCFA Subsidies **until the last day of attendance at the Centre indicated in the withdrawal notice**. However, the Subsidised Student must continue to meet the minimum monthly attendance requirement, failing which, the Parent Organisation shall return or ensure that the Centre returns the entire SCFA Subsidy

[7] i.e. a student who is enrolled in the Centre and is eligible to receive the SCFA Subsidies

[8] If the Centre operates on Saturday, the number of operating days will include the Saturdays. If the student is not enrolled at the beginning of a calendar month, (A) will be based on the number of calendar days in which the Centre operates in the month from the time the student is enrolled. However, this only applies for extenuating circumstances where student is not able to enrol in the beginning of a calendar month, and is subject to MSF's assessment.

[9] Refer to the list of valid reasons as stated in the Handbook for SCFA administrators.

and holiday charges (if any) for the relevant month to MSF. Please refer to Paragraph 1.2 for details on how to refund the SCFA Subsidies for the relevant month.

2.4 If the Centre receives a notice of withdrawal of at least one month from the parents of the Subsidised Student, the Start-Up Grant (SUG) Deposit shall be retained by MSF. The table below provides an example of how subsidies are handled when a Subsidised Student provides the Centre with at least 1 month's notice of withdrawal.

	April 2021	May 2021
Attendance	Attended ≥50%; 1 month's withdrawal notice given	Attended ≥50%; Last day on 31/5/2021
Disbursement of Subsidies	Subsidy – Disbursed	The Centre submits Withdrawal Form to MSF and reflects "The Centre has received at least one month's notice of the Child's intended withdrawal".
		Subsidy – Disbursed SUG (Deposit) – will not be released by MSF

Withdrawal without notice

2.5 If a Subsidised Student's parent/guardian does not give the Centre at least one month's notice of the student's intended withdrawal, the Centre can request to draw down on the SUG Deposit held by MSF (if the Subsidised Student was eligible to receive the SUG Deposit). The SUG Deposit will be released within 1 month from the date MSF receives the Withdrawal Form from the Centre or Parent Organisation. The Parent Organisation or the Centre can request for the release of SUG Deposit ONLY if a student's parent/guardian does not give the Centre one month's notice of the student's intended withdrawal from the last day of student's attendance.

The table below provides an example of how subsidies are handled when a Subsidised Student does not provide the Centre with at least 1 month's notice of withdrawal.

	April 2021	May 2021
Attendance	Attended ≥50%	Withdrew on 1 May 2021 Did not give 1-month withdrawal notice
Disbursement of Subsidies	Subsidy – Disbursed	The Centre submits Withdrawal Form, and reflects that "The Centre has received less than one month's notice of the Child's intended withdrawal". The Centre requests release of SUG Deposit (if applicable).
		Subsidy – Cancelled SUG Deposit – Disbursed (if Subsidised Student was eligible for the SUG Deposit)

3 Refund Procedure

3.1 The Parent Organisation or the Centre shall refund excess subsidies to MSF via Inter-Bank Transfer or PayNow to MSF's bank account as specified in paragraph 3.2 below. As the bank account is shared among all divisions in MSF, please key in details of the payment in the "SCFA Refunds to MSF" excel template and email the document to MSF_comcare_scfa@msf.gov.sg once the refund had been transferred. This is to allow us to identify the recipient(s) for the intended transfer. Please refer to our Student Care Website for the necessary documents.

3.2 Our bank information is as follows:

Bank account Name: AG/MSF
Bank Name: DBS Bank Limited
Bank code: 7171
Branch code: 015
Bank account number: 015-020294-7

Or PayNow



Annex A5

Incident Reporting

1 The Parent Organisation is to report, or ensure that the Centre reports, incidents of the following nature to MSF as soon as possible (minimally within 12 hours of the incident occurring):

a. Incidents that involve threat to the life, safety and security of the students or staff
b. Incidents that have a significant impact on Centre's reputation or security

2 To assess the severity of the incident, the Centre should consider:

a. Severity of the outcome of the incident, e.g. nature and extent of trauma, level of distress to person(s) affected, impact of damage to service continuity
b. Likelihood of further escalation of incident
c. Likelihood of significant adverse media attention

3 The Parent Organisation shall ensure that the Centre submits a detailed incident report to the Student Care Team in MSF (Email: MSF_Student_Care@msf.gov.sg) **within 3 working days from the occurrence of the following types of incidents:**

- Incidents involving impacting the health, safety and/or wellbeing of students, e.g. accidents requiring medical treatment, students missing from the Centre (even if temporary)
- Outbreak of contagious or infectious diseases[10], or mass food poisoning involving ≥ 3 persons.
- Lodging of any police reports against staff or students, e.g. case lodged by parents against staff
- Crimes or suspected crimes committed on the premises, e.g. theft
- Unnatural or sudden death of any person in the Centre's premises, or an employee or a student in or outside of the Centre's premises
- Death or life-threatening injury due to accident or use of force against students or staff
- Actual, attempted or planned terrorist activity (e.g. bomb threat, anthrax scare hostage situation), sabotage or other hostile acts against the Centre
- Conflict between two or more parties from different racial or religious groups taking place within the Centre's premises, with racial or religious overtones from which communal discord might result
- Fire or flooding at the Centre's premises
- Serious damage to Centre's property (e.g. structural damage)
- Arrest or detention of any employee of the Centre
- Confirmed missing persons where foul play is suspected
- Incidents of a serious nature which, due to the personalities involved or the surrounding circumstances, are likely to attract public or media interest

4 A sample of the "Incident Report Format" is available at Annex A6.

[10] Contagious and infectious diseases shall include chickenpox, hand, foot and mouth disease (HFMD), measles, influenza, rubella, tuberculosis, COVID-19 and any other disease or illness defined as infectious in any written law, advisory, guideline or other similar instrument issued by any competent authority identifying cases of an infectious disease with potential for an outbreak.

Annex A6

Sample Incident Report

Date: _____

Time: _____

Email: MSF_Student_Care@msf.gov.sg

Report of Incident in: _____
(Name of Centre)

_____
(Address of Centre)

Prepared by: _____
(Name and Designation)

Approved by: _____
(Name and Designation)

Details to be included in the report

1. Nature of incident

2. Date and time of incident

3. Location of incident
   Address, identity of the premises e.g. office building, service centre, which part of the property (if within building) or exact location (if outside building)

4. Details of Incident:

   a. First information report (how it was discovered/who reported)
   b. Briefly summarise the incident:

      - Chronology of events
      - Persons involved – name, age, race, gender etc.
      - Staff's reaction and immediate action taken
      - How situation was brought under control

c. State number and extent of injuries and death. Identify the victims.
d. Describe damage to property (if any).

5. Current status of situation:

   a. Situation in the facility at the time of reporting;
   b. What is being done and/or will be done next to contain the situation;
   c. Measures taken to inform family and relatives of victim(s);
   d. The need to put up a daily situation report (if necessary).

6. Findings of preliminary investigation conducted:

   Report progressively on findings into causes of the incident, and the extent and duration of investigation process.

7. Police report:

   a. Were the police called in or any police report made?
   b. Name of police station and name of police officer taking the report.
   c. Date of police report.

8. Media: Level of media interest and involvement.

9. Any other comments: include other recommendations, requests or comments.

10. Contact: Name and 24-hour contact number of person whom MSF can contact for additional information.

Annex A7

Child-Safe Checklist[11]

SCFA Administrators should ensure that they have the following child-safe practices and documents in place, to establish and maintain a child-safe environment for Children and Young Persons (CYPs) in its care.

Policies

Every Parent Organisation should ensure that the Centre has a documented child-safe policy that outlines its commitment to students' safety and well-being. The policy can be embedded in existing Standard Operating Procedures (SOP) or as a separate document. The policy should be reviewed on a regular basis.

At the minimum, the child-safe policy should have the following components below:

- A written statement on the Centre's commitment to child-safe principles.
- A documented risk management plan that:
    - guides the Centre to identify, assess and take proactive steps to minimise and prevent risk of harm to students[12].
    - sets clear procedures for the handling of disclosures of harm and, support for all parties (e.g. student, parents, workers) affected by the reporting of harm.
    - includes a code of conduct that sets out expected standards of appropriate behaviours in relation to students within the Centre and its activities. (Please see below for the domains that should be included in the Code of Conduct)

Human Resource Management

The Parent Organisation should ensure that the Centre has a comprehensive procedure for recruiting suitable staff to work with or around students. At a minimum, the procedure should include:

- A comprehensive application form
- A declaration form for the applicant to declare prior convictions, if any
- Professional and personal reference checks

Child Engagement

The Parent Organisation should ensure that the Centre actively facilitates the participation of students in programmes which cover:

- Setting of clear boundaries and asserting right to say "NO" e.g., to any inappropriate touching
- Avenues for reporting instances of abuse

[11] Adapted from the Ministry of Family and Social Development's Checklist for child-safe organisations.

[12] Harm is defined as any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. Harm can be caused by physical, psychological, or emotional abuse or neglect; or sexual abuse or exploitation.

DOMAINS TO BE INCLUDED IN THE CODE OF CONDUCT[13]

The Code of Conduct should outline the Do's and Don'ts of staff behaviour and relationships with students and their families. It should include the key domains listed below.

DOMAIN 1: Physical touching

- Need to consider what appropriate, improper touch vs no touching policy is
- Touching should be governed by the developmental age of the student
- Touching should be in response to the student's needs and not the needs of the adult
- Touching should be with the student's permission
- Touching should avoid private parts

DOMAIN 2: Discipline

- Discipline methods should be developmentally appropriate and not cause harm to the student
- There must be clear discipline policy that spells out how disruptive behaviour is dealt with

DOMAIN 3: Respect for privacy and confidentiality

- Centres/applicant should decide which issues are to be kept confidential (e.g., student's parental issues, student's learning difficulties)
- There is a need to consider when to breach confidentiality, such as when there are issues of significant concerns (e.g., child abuse issues)

DOMAIN 4: Contact

- Clear guidelines about outside contact to minimise risk
- Any adult contact with students both within and outside of the intervention settings should be monitored, particularly activities that take place in private areas, the home or in isolated settings

DOMAIN 5: Adult-child supervision ratio

The supervision ratio should be dependent on the following factors:

- developmental age of the students
- nature of the activities; activities that are carried out in isolated environments would require higher adult supervision

DOMAIN 6: Social media

- There must be clear guidelines on appropriate use of social media to maintain a safe professional environment
- This includes social media contacts with students and their families

DOMAIN 7: Language and dressing

- Staff should be mindful of the language used and dress code should be respectful to students

[13] Adapted from the Ministry of Social and Family Development, Rehabilitation and Protection Group, Code of Conduct Guidelines.