



Student Care Centre @ Tampines Primary School

Frequently Asked Questions

1. Who is the operator of the Student Care Centre (SCC) in Tampines Primary School?

Commit Learning SchoolHouse (CLS) has been appointed as the SCC operator in Tampines Primary School. CLS SCC strives to be a safe and conducive environment for your child's holistic development as well as a place to rest after school hours.

2. What are the opening hours of the SCC?

During school term (Monday to Friday): 1:30 pm – 7:00 pm

During school holidays (Monday to Friday): 7:30 am – 7:00 pm

Saturday, Sunday, and Public Holidays: Closed

The SCC may close or operate on a half-day basis on designated centre closure days. Such half-day or full-day closures of the SCC will be used for training SCC staff and curriculum planning. More details will be shared with the parent/guardian.

3. Will the SCC be open when students do not have to attend school during term?

Yes, the SCC will operate from 7.30 am to 7.00 pm on such days. The following are some examples: School holiday after Youth Day, School holiday after National Day, Children's Day, School Admin Day and Parents Teachers Meeting. More details will be shared with the parent/guardian.

4. How do I apply and register for a place in the SCC?

Interested parents/guardians are invited to indicate their interest and apply online using the web link at Link Detail. The school will review the SCC application forms and select students based on their need for after-school care arrangement. All applicants will be informed of the outcome of their SCC application. CLS will contact the successful applicants to complete the online SCC registration and payment. Your child's enrolment at the SCC will only be confirmed upon the completion of the registration form and payment of fees. Please refer to **Annex A, Timeline 1** for the registration flow chart.

5. What are the SCC fees?

The SCC fees are as stipulated:

- a. One-off registration fee: \$30
- b. Monthly fee: \$255 (**SCC fees are also payable during the June and December holidays**)
- c. One month deposit fee: \$255
- d. Polo tee#: \$15
- e. Shorts/Skorts: \$15
- f. School Holiday/School Closure daily surcharge*: \$7

- * School Holiday/School Closure surcharge will apply to all students who require SCC services during school holidays and on school closure days during school term, regardless of the duration of time in attendance.

With the purchase of the first (1st) Polo Tee, a complimentary pair of shorts/skorts will be provided.

All CLS SCC monthly fees are continuously payable regardless of the student's attendance at any point of time during term time and school holidays.

6. What is the withdrawal policy of the SCC?

- a. A written notice (Commit Learning SchoolHouse Withdrawal Form) must be given to Commit Learning SchoolHouse with the intention to withdraw from student care service.
- b. All withdrawals will take effect on the last day of the succeeding month.
- c. The notice to withdraw must be given to Commit Learning SchoolHouse by the 19th of the month. If notice to withdraw is given after the 19th of the month, withdrawal will only take effect on the next succeeding month.

For example, if the notice of withdrawal is given on 21 February 2026, the last service day for the child/ward will be 30 April 2026.

- d. The non-refundable deposit paid will be used to offset the last service month fee for the child/ward.
- e. Commit Learning SchoolHouse reserves the right to forfeit the deposit, if due written notice of withdrawal is not given to Commit Learning SchoolHouse or an immediate withdrawal without notice of withdrawal is requested.
- f. Parents/guardians are required to continue paying the Monthly Programme Fee in the event of a temporary withdrawal or absence for the child/ward, to secure the child/ward placement at the centre.

7. What is the subsidy available for SCC?

Ministry of Social and Family Development (MSF) Student Care Financial Assistance (SCFA) subsidy.

Subsidy Criteria:

- Both you and your spouse are working at least 56 hours per month*;
- Your total gross monthly household income is \$4,500 or less, or your total gross monthly household per capita income is \$1,125 or less;
- Your child is 7-14 years of age;
- Your child attends a registered Student Care Centre; and
- Your child is a Singapore Citizen or Permanent Resident (at least one immediate family member in the same household must be a Singapore Citizen).

* If either parent/guardian is not working at least 56 hours per month, he or she needs to have valid reasons with documentary proof. Valid reasons can include looking for work, medical leave, incarceration, being a certified full-time caregiver for a dependent, etc.

For New SCFA applicants

If your child is eligible and parents/guardians wish to apply for SCFA subsidy, do apply via the following link:

<https://supportgowhere.life.gov.sg/schemes/SCFA/student-care-fee-assistance-scfa>.

Parents/Guardians must complete the application and obtain In-Principle Approval (IPA) before enrolling in the SCC. If the child qualifies for SCFA, parents will receive an email notification from MSF regarding the In-Principle Approval (IPA) and the eligible subsidy tier within approximately 4 to 8 weeks.

For Existing SCFA Beneficiary

If your child has an existing SCFA subsidy, please ensure that the subsidy end date is at least 6 months away. If the end date is within 6 months, kindly proceed to renew the SCFA Subsidy with the current SCC. Do apply via the following link :

<https://supportgowhere.life.gov.sg/schemes/SCFA/student-care-fee-assistance-scfa>.

For additional information, please follow the link below for a step-by-step guide on applying for SCFA through the SupportGoWhere portal: <https://sl1nk.com/EDphw>

Subsidy amount: A one-off Start-Up Grant of up to \$400 per child is given. The grant can be used to pay for the initial costs such as deposit, registration fee and uniforms. A maximum subsidy (98% of the SCC fee or \$290) will be provided for successful applicants.

**** Please note that in order to enjoy the relevant monthly subsidy, a minimum attendance rate of 30% (June and December) and 50% (other calendar months) of the number of days in which the SCC operates per month is required. Otherwise, the full monthly SCC fee will be payable. ****

8. Is there a transport service that I can engage to send my child home after Student Care?

There is no transport service to send students home at the end of the SCC opening hours. Parents/guardians must fetch the child personally from the SCC.

9. Who are the staff at the SCC?

There will be an appointed SCC Supervisor to oversee a team of programme staff who will supervise students with their homework, conduct character development lessons, outdoor games and other scheduled enrichment activities. The ratio for supervision is 1 adult to 25 students.

10. Who is the caterer for the SCC meals?

SATS, SAMSUI (subsidiary of Soup Kitchen), GOURMETZ (subsidiary of Neo Group) and Foodfare (an NTUC Social Enterprise) cater for the SCC meals. These four major catering companies are registered with the relevant government agencies. They adhere to guidelines

and regulations set by the Health Promotion Board and National Environment Agency. They are Halal certified and have vegetarian options.

11. Where will the meals be served at the SCC?

Lunch and afternoon snacks will be served in the dual use classroom/main student care centre. Morning snacks will only be served in the SCC during full day service from 7.30 am – 7.00 pm.

12. Are students required to wear SCC attire at the SCC?

It is compulsory for students to change into the SCC attire if they do not have any school activities after lunch. Students who need to attend after-school activities will only change into the SCC uniform upon returning from their after-school activities.

13. Will there be rest time in the SCC?

Yes, there will be up to 45 minutes rest break for P1 students.

14. How can I communicate with SCC staff?

You may contact SCC staff via the centre number during SCC operating hours from 10.00 am to 7.00 pm. You may also speak with the SCC staff in person when you pick up your child from the SCC.

15. How can I give feedback on the staff and services of CLS?

You may do so via email feedback@commitlearning.com.sg.

16. What if my child feels unwell in the SCC?

Visual screening for every student will be carried out upon arrival at the SCC. If a student shows any symptoms of being unwell, parent/guardian will be informed immediately. No medication will be administered to the child by the SCC staff. Parents/guardians are to report to the SCC dismissal point to pick up the child.

17. What are the hygiene practices implemented in the SCC?

The SCC practices good hygiene procedures, to safeguard the well-being of our students and staff. SCC instills the positive habit of washing hands for all students, before and after meal/toileting/outdoor activities. Wipe down, daily cleaning of high-touch surfaces and disinfecting of the premises will be carried out.

18. What time can I pick my child up from the SCC?

You can pick your child up from the SCC during the batch dismissal timings at 2.30pm, 5.00pm or 6.00pm onwards. However, parents/guardians are strongly encouraged to allow their child to stay until the final batch dismissal for the day, to enable students to enjoy the holistic programme catered for every student in the SCC.

19. What does my child do in the SCC?

A typical weekly SCC programme is as follows:

Time	Monday	Tuesday	Wednesday	Thursday	Friday
Dismissal Time	Arrival at SCC Attendance Taking at respective classrooms / designated gathering points				
2.00 pm to 2.30 pm	Lunch				
	Freshen up and change into SCC attire				
	Briefing and Sharing session for all students (Check in Time)				
2.30 pm to 4.30 pm	CLS SCC Programme: Character Development (Active Citizenship) Programme				
	Homework Supervision Programme				
	ENERGISE Rest Time / Break				
4.30 pm to 6.00 pm	Health Check				
	Afternoon Snack				
	*CLS SCC Programme: Character Development Programme/ Enrichment Programme/ Outdoor Programme				
6.00 pm to 7.00 pm	Daily Classroom Cleaning				
	Dedicated Reading Time				
	Weekly Goal Setting	Daily Reflection	Daily Reflection	Daily Reflection	Weekly Goal Review
	Outdoor / Indoor Free Play and Dismissal				

* One CLS SCC Programme will be conducted per day as part of the curriculum. Students will be given opportunities to experience the different areas of character development programme, outdoor activities and enrichment programme/activities throughout the week.

20. What are the programmes at the SCC?

SCC programmes are aligned closely to the MOE guidelines. Its curriculum has been thoughtfully designed with the needs of the students in mind — it places top priority in creating engaging and exciting learning experiences. The curriculum offers intellectually stimulating lesson materials that motivate and engage the students. These materials provide rich resources for teaching and learning to develop the potential of the students.

Besides daily supervision of homework and twice a week character development/education lessons, there are also enrichment programmes, outdoor sports activities, circle time for staff and students, small group interaction, and play time. The enrichment programmes are designed using a modular approach and the modules will be revised from time to time to cater to the needs of students. CLS will provide information to parents/guardians on these enrichment programmes.

Our SCC Programmes

- **CLS Character Development Programme**

CLS character development programme (LEADERSHIP) aims to inculcate positive values and qualities in our young leaders. Character development is a learning process that enables them to understand, care about, and act on core ethical values such as Care, Responsibility, Integrity, Innovation and Resilience. With these core values ingrained in them, our young leaders can discern between right and wrong, make responsible choices and be aware of their roles in nation building.

- **CLS Enrichment Programme**

Our inquiry-based curriculum caters to each individual child and nurtures their infinite strength and competencies. The CLS Global Affairs section in CLS Enrichment Programme (THINKER) challenges our students to think deeper, ask questions, explore, and look at the world critically.

The CLS Aesthetic and Creative Expression Programme aims to promote our students' imagination, motivation and develop interpersonal skills through our carefully planned modular activities. Alongside the CLS Drama & Communication, we hope to develop the emerging 21st century competencies and social competencies in all our students.

- **CLS Outdoor Programme**

As a strong believer of striking a balance between work and play, holistic development for our students can be achieved through CLS Outdoor Activities (ENGAGING & EMPOWERING). This Outside-The-Classroom Outdoor Programme consists of modules such as sports & games, fundamental movement refining, dance and gardening to provide students with a well-rounded education. Friendships are forged, character is defined, limits are conquered, and potential is unleashed.

- **CLS Homework Supervision Programme
Enrollment Process**

At Commit Learning SchoolHouse (CLS), we believe in first nurturing a love for learning in every child that will pave her journey towards and beyond academic excellence. This begins with cultivating the right attitude and morals through our CLS Homework Supervision Programme where we provide support and guidance to our students by instilling the discipline to focus on their school homework supervision during the structured time frame.

Enrollment Process

Annex A

Enrollment Process

Timeline 1

