

Frequently Asked Questions (FAQ)

ENROLMENT PROCESS.

I was looking forward to the admission process?

The admission process to our kindergarten is done through recruitment once a year. Advertisements will be released at the end of each year (November- December) for the new intake. Only successful ones will be offered.

- (1) Completed downloadable version of form application. You can always find it at UM Portal > PTj Info > JSM > No.13 PPAKKUM/ECECUM.
- (2) Complete the application form, including all relevant personal details for your child. If applying for more than one child, complete a separate application form for each.
- (3) Before the admissions team will review any application, the following documents should be sent to the Admission Office. We only accept hard copy.
- (4) Supporting documentation
 - (a) A recent colour passport-size photograph of the student and parent
 - (b) A copy of the student's birthday certificate
 - (c) A copy of the MYkids identity card (Malaysian) or passport/student/dependent pass (non-Malaysian)
 - (d) A copy of both parents and guardian's passport / Identity card
 - (e) A copy of parent's staff card (UM staff only)
 - (f) A copy of record of immunization history

What are the criteria for the selection?

- (1) Parents/ guardians category
- (2) Status of appointment of parents/ guardians
- (3) Position of parents/ guardian
- (4) Gross household income
- (5) Total liabilities
- (6) Travel distance from home to the workplace

How long does it take for the result?

The maximum is two months from the application dateline.

Will the unsuccessful applicant be informed?

Yes.

I am very interested in sending my child to ECECUM, but my application has been rejected. Is it possible if I file an appeal?

Yes, you can. However, approval is subject to a selection committee meeting.

What will happen to unsuccessful applications?

Applications will then be placed on the waiting list. If the waiting pool is open due to withdrawal or termination, applications are being accepted, and places may be offered. However, they will be offered according to merit points.

I have overlooked the admissions ad. Is it okay if I send an application?

Yes, it is still possible. However, it is subject to a waiting list and availability.

REGISTRATION DAY AND ORIENTATION WEEK

Why is registration day so important to attend?

Prior to commencing at ECECUM, you will be required to complete all enrolment documentation.

Please understand that it is essential that we have up-to-date information in case of an emergency. It is important that you notify the nominated or certified supervisor of any changes to enrolment information, including:

- (1) Address
- (2) Health
- (3) Telephone/mobile numbers
- (4) Contact details
- (5) Family changes
- (6) Emergency contact information, details, etc.

It is essential that we have copies of your child's birth certificate and immunization status. We are also required to have certified copies of any court orders relating to the child.

We will hand out the checklist ECECUM, explain the fees and policy agreement. All the information, such as the academic calendar, SOP, Menu, and uniform, will be given during registration.

So please come and enjoy the day.

Do parents are allowed to come in and join the class during orientation week?

We understand that orientation is an important step for introducing any child to our centre. Unfortunately, due to the current COVID-19 pandemic, we cannot allow family members into the learning environments alongside their children.

To facilitate the smoothest transition, we recommend that parents bring their children for a few hours on their first day, so they can experience the centre without being overwhelmed.

Can my child bring their own toys to kindergarten?

We ask that children not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children, and the responsibility for teachers to track numerous toys throughout the day.

What is the arrival and departure procedure?

For safety and security reasons, ALL children must be signed in on arrival and signed out on departure. The times must be noted.

No child will be allowed to leave ECECUM with a person who is not stated on the enrolment form unless prior arrangements are made with the Nominated Supervisor or class teacher.

What does your afternoon pick up procedures?

All children will be waiting inside the premises. Children will always be supervised. You must park your car and walk to pick-up your child. Please wait outside for your child.

If you are taking a full day session and need to pick up your child early, please call the class teacher 1 hour before.

FEES

Where should I refer to the fee structure?

You can always find it at **UM Portal > PTj Info > JSM > No.13 PPAKKUM/ECECUM.**

I've been sending my child for a full day. Can I change to a half day? What is the procedure for changing modes?

Exchange mode can only be done once a year. Parents are required to inform the management with written notice at least one (1) month before. This is to ensure deductions from the salary can be updated.

What is the procedure to withdraw my child?

- (1) Parents are required to inform ECECUM at least one (1) month (30 days) noticed from the last date of being in ECECUM.
- (2) Completed withdrawal form along the related/ supporting documents must be sent to the Manager's Office or written via email to ppakk@um.edu.my

I am on maternity leave; can I get a fee waiver?

Yes.

What type of temporary leave can be consider for a fee waiver?

Children/ students may be considered to apply for temporary leave for the following reasons:

- (1) Mother on maternity leave.
- (2) Parents/ guardians on leave for performing Umrah or Hajj.
- (3) Parents/ guardians are instructed to follow courses/ programme/ outstations; and
- (4) Other reasonable reasons.

How to get a fee waiver? What is the procedure?

It is only applied periods of fourteen days (14) including weekends and public holidays.

No.	Number Of Temporary Leaves	Fee Reduction Rate	Notification period to management
1	Fourteen (14) days	40% of the total fee	14 days from the start date of the leave
2	One (1) month (or equivalent to 30 days)	90% of the total fee	One (1) month's notice

An application for temporary leave can be made by notifying ECECUM via email within the specified period. Submit all the relevant documents for justification and fee reduction calculations.

The management team will submit it to the Senior Deputy Registrar/ Human Resources Department for consideration and approval.

Parents will be notified of the results by email once they get approval.

Is there any chance that the application has been rejected?

Yes, it is possible.

- (1) Temporary leave less than fourteen days (14) is not eligible to be considered for fee reduction.
- (2) Leave/ absence for other reasons (such as sick leave, quarantine leave, returning home, closure of ECECUM due to matters beyond control, or being temporarily cared for by grandparents) are not eligible to be considered for fee reduction.

If I only choose enrichment classes, do I have to pay registration and semester fees?

Yes.

- (1) Registration fees (Registration fee and Insurance)
- (2) Semester fees (Miscellaneous fees; Materials & Teaching Aids and Snacks/Food)

Are the monthly fees deducted from my salary?

Yes. It is mandatory for the UM staff.

CURRICULUM

What is the medium of instruction?

Bahasa Malaysia (Malay) is our official language and the main language of instruction. It is used in all subjects except English and Quran Recitation. However, we also use English as a second language in daily conversation and simple teaching. We always allow students to be able to communicate in English with others, especially international students.

What is the curriculum for ECECUM?

For Kindergarten (TADIKUM) we used Curriculum Documents and Assessment Based on National Preschool Standards.

For Nursery (TASKUM) we used PERMATA Curriculum.

We also believe that children learn best through real life experiences. Children are encouraged to learn by doing. Our approach is through age-appropriate project-based learning, learning outside the classroom, Sensory activities, learning while playing and programme organized by ECECUM.

What is the school's academic calendar?

For now, the school session within one (1) year starts from March 2023 until March 2024 and is divided into two (2) semesters break.

1st Semester: March - September 2023

2nd Semester: October - March 2024

[Has this centre been registered?](#)

Yes. ECECUM is a registered institution in the Malaysian Ministry of Education (Malay: Kementerian Pendidikan Malaysia) and The Malaysian Department of Social Welfare (Malay: Jabatan Kebajikan Masyarakat Malaysia).

[Do the teachers at ECECUM have qualifications or expertise in the field of Early Childhood Education?](#)

Yes. All teachers have a minimum qualification of a Diploma in Early Childhood Education. Besides, all the staff have a certificates related. ECECUM committed to providing training to staff from time to time.

OPERATIONAL HOURS

[What are the operational hours?](#)

Our operating hours are from 7.30 am to 6.00 pm.

The school session is divided as follows:

Morning session: 7.30 am - 12.30 pm

Evening session: 1.00 pm - 4.30 pm

Full day: 7.30 am - 4.30 pm

We are extending **pick-up timing until 6.00 pm only.**

MEDICAL

[What if my child is on medication?](#)

Teachers can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless the service is provided with written authorization by a doctor.

Medication can only be administered to a child by teachers from its original packaging with a pharmacy instruction sticker.

On arrival, parents must give medication to teachers for safe storage and complete a medication authorization form. Under no circumstances should medication be left in children's bags.

[What if my child has asthma or an allergy?](#)

It is vital that we are aware of any allergies or asthma. Parents are required to explain any allergies or asthma on the enrolment form as well as provide us with the diagnosis from the doctor. The teachers should follow to minimize allergic reactions.

[What happens if my child gets sick or hurt?](#)

We have Emergency Response Team at ECECUM. Your child will be evaluated and treated immediately. You will be called right away if the injury is severe, or if your child needs to go home due to illness.

[Do the teachers have the right to call parents to take the children suddenly?](#)

Yes. We isolated children for a maximum of 3 hours. Parents need to come and fetch their child within that period.

[Does the teacher have the right not to allow my child to enter the premises?](#)

Yes. We do health screenings every day before the children enter our premises. If your child has a symptom, they will not be allowed to enter. Parents need to bring their child to get the treatment. A medical report or confirmation letter from a doctor must be given before returning to school.

[If my child has a contagious disease, what is the procedure?](#)

First, seek treatment. The Doctor needs to diagnose, and once you get the result, please inform the class teacher immediately. Parents should quarantine at home. A medical report or confirmation letter from a doctor must be given before returning to school.

[Will parents get any letters from ECECUM for quarantine?](#)

Definitely not. Parents should take quarantine leave or get approval from the head of department to work from home.

DONATION AND VOLUNTEERING

[Are there any items we could donate?](#)

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet, egg, or milk because of hygiene and allergy issues) paper, or anything interesting from your work is much appreciated.

Anything that benefits ECECUM and contributes to the teachings, we are very pleased to receive. Please contact the manager or class teacher; we are happy to help.

[How can parents participate or assist?](#)

Parents are welcome to volunteer for any program organized by ECECUM. Children love to be read to, and this is a great option for both parents who are eager to participate in our programs. Volunteering by sharing skills, interests, talents, occupations, hobbies & experiences that the children and the program will benefit from. We can use information that has come from discussions in our program and the ideas explored, which can turn into interest projects providing valuable learning. If you have the time, please do not hesitate to ask.

COMMUNICATIONS, COMPLAINT AND SUGGESTION

[How do parents track the student's progress?](#)

A daily report is an easy way to track the progress of what students are working on. We always communicate with parents using the class group t-Telegram channel and send all the videos and photos. It is subject to availability.

No formal assessment will be given. We have a standard instrument for evaluating the children.

How do the Centre and Educators communicate with parents?

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's day.

We have many types of communication we use, which include:

- (1) Telegram Channel (Class group)
- (2) WhatsApp
- (3) Phone calls
- (4) Emails
- (5) Letters
- (6) Face-to-face
- (7) Formal meetings Parents and Teachers Meet (Terms 1 & 2)

What if I have a complaint?

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns.

Can we make suggestions?

If you have any suggestions or ideas on how we can best work together. Please let us know at ppakk@um.edu.my