



STUDENTSCHOLARS
ACADEMIC, ART & MUSIC CENTRE INC

PARENT/GUARDIAN HANDBOOK

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StudentScholarsCentre.Com

Dear Parents/Guardians,

Our Team at StudentScholars welcome you and your Child to our Centre!

We will work hand in hand with utmost care to help our students to develop their skills, knowledge and talents and be successful and competent individuals in the society.

*Yours truly,
Lakí Serasingha
Chairperson & Program Director
StudentScholars Academic, Art & Music Centre Inc.*

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1. INTRODUCTION TO OUR CENTRE

In order to deliver the best service to students, **StudentScholars developed comprehensive programs** by combining successful, proven theories and professional experience to assist students to develop knowledge, skills, and talents.

Our Mission: StudentScholars Professional Team of Executives and Educators are Passionate, Dedicated and Devoted to Help the Mainstream, Gifted or Children Who Need Special Guidance In Our Community. Our Aim is to Develop Skills, Knowledge and Talents and Reach Their Full Potential by Providing Comprehensive and Enriching Academic, Music, Art & Skill Building Programs at a Safe & Supportive Environment.

Our Vision: StudentScholars Offers Most Comprehensive and Enriching Academic, Art, Music & Skills Building Programs to Assist Each Student At Our Centre To Reach His or Her Full Potential and as a Result be Recognized as a Leading Centre Valued in Terms of Education, Quality & Service Rendered to the Community.

Diversity Policy: The team at StudentScholars will ensure that all students regardless of their gender, race, religion, disability and culture will receive equal opportunity to succeed in developing skills, knowledge and talents.

Our Teachers: Our dedicated team consists Certified Educators/ Subject Degree holders with years of teaching experience with a passion for Teaching.

Our Teaching Policy: StudentScholars strongly believe in treating all our students with equal opportunity, respect and positive encouragement.

Program Schedules: Please contact us by sending us an online inquiry, calling us or visiting our Centre to obtain the program schedule.

2. PROGRAMS OFFERED BY THE CENTRE

Please visit our Centre website for a comprehensive list of all of our programs.

3. REGISTRATION, PROGRAM FEES & SCHEDULE

1. Program registration is deemed complete and students are enrolled with StudentScholars once the following are received and approved by administration;

- Completed Program Registration Form
- Completed Emergency Anaphylaxis Form (if applicable)
- Copy of the student's latest report card from school (For all Academic classes)

2. Please contact the Centre or visit our website FAQ section to find out information about **Fees & Schedules** for our Programs.

3. Please contact the Centre or check the Centre website for program registration dates, discounts and promotions.

4. STUDENT SCHOLARS TEACHER POLICY

1. StudentScholars through a vigorous interview process selects the best teachers to teach programs on behalf of our centre. Teachers working for StudentScholars centre and are not authorized to work independently with our clients.
2. If you have any comments about the class please contact StudentScholars management directly at info@studentscholarscentre.com or call us at 905-604-7740

5. PARENT/GUARDIAN INVOLVEMENT

1. New students should bring a copy of their report card and sit for an assessment test at the time of registration for Academic Programs.
2. If a parent needs to discuss the student's progress or concerns, the parent is required to inform the teacher and management.
3. For Baby and Toddler Programs we expect a parent, guardian or caregiver to attend the class with the child and participate in the program. Parent/guardian should fill the Centre authorization form if the child is not attend with another person other than him/her.

6. CENTRE CALENDAR, PA DAYS & CAMPS

- Centre is closed on Statutory holidays.
- We will conduct usual programs in the afternoon on PA days.
- StudentScholar Camps: We offer day camps during PA days, Mid-winter break, Winter break & Summer camps. Please check our website for more details on StudentScholar Camps.

7. PROGRAM EVENTS

Events: Please check our website for exact dates of program public performances, art exhibitions & Centre holidays.

8. STUDENT WAITING LIST

StudentScholars carry a waiting list if a class is at full capacity. The students will be enrolled at a first come, first service as per the list.

9. PAYMENT METHOD

1. All payments should be made on or before the 1st of each month.
2. All payments should be made directly to StudentScholars Centre.

3. For questions regarding program fees please contact StudentScholars Management - 905-604-7740/ info@studentscholarscentre.com

4. Credit card Payments Via Quickbooks Online- An invoice will be sent to you from StudentScholars Centre 3 days before the 1st of the month. The email will be sent to your email address provided to us.

10. LATE PAYMENT POLICY

1. Please note that if the direct deposit monthly payment does not go through due to “Non-Sufficient Funds” etc., 3-day grace period will be granted to make arrangements for the payment to be received at the Centre.

2. If the Centre does not receive the payment during the 3-day grace period, there will be a service charge of \$35.00 payable to Centre via cheque payable to “StudentScholars”.

3. If the monthly program payment is still not received, service will be discontinued.

11. WITHDRAWAL POLICY

1. If a student needs to withdraw from a class a Student Withdrawal Form which is available at the Centre has to be duly filled out by a parent or guardian.

2. Please note that our withdrawal policy does not allow for partial refunds for a program.

12. MISSED CLASSES

1. **Individual** - 24-hour advanced notice is required for a make-up class. Otherwise, class is forfeited.

2. **Group** - There will be no refunds. Missed class material can be collected.

3. **Vacation Time** -One month advanced notice should be given.

13. ATTENDANCE/ILLNESS

1. If a student is absent from class due to illness or other circumstances, please inform the Centre of the absence and it is the responsibility of the student or Parent/Guardian to obtain any missed lessons or homework from the Centre. Please note there will be no refunds for any missed classes.

2. If the child is not feeling well it is the responsibility of the Parent/Guardian not to send the child to the Centre as other students & staff will also be affected. In the event of a child complaining or showing signs of sickness StudentScholars staff will contact the Parent/guardian or if unable to contact parent/guardian the emergency contact will be contacted.

14. PROGRAM CANCELLATION

Although every effort will be made to accommodate students, StudentScholars reserves the right to cancel a program due to insufficient enrollment.

15. DISCOUNTS

Please refer to our website for our latest discounts & promotions.

16. PRIVACY POLICY

1. StudentScholars collects information about your family to provide the best and most appropriate care and service for your child. This information is also used for statistical analysis to develop programs required for the future.
2. Your information is retained to enable us to communicate with you if we have new information that may be of interest to you.
3. All personal family information is processed and stored in a secure location with access controls.
4. StudentScholars will not disclose your family information to any person or organization. Information is only given to those directly involved in providing a service to your child, or as required by law.

17. CHANGES & UPDATES TO CENTRE POLICY

StudentScholars Academic & Music Centre reserves the right to change, modify, or amend this policy at any time at its sole discretion.

IN-PERSON PROGRAM POLICIES:

18. PROCEDURE TO OBTAIN EMERGENCY MEDICAL TREATMENT

StudentScholars Academic, Art & Music Centre Inc. to take whatever steps necessary to obtain emergency medical if warranted. These steps may include, but not limited to the following:

1. Attempt to contact a parent or guardian
2. Attempt to contact emergency person.

If we cannot contact the above persons, we will do any or all of the following:

1. Call a physician
2. Call an ambulance
3. Have the child taken to the hospital emergency department in the company of a staff member.

Any expenses incurred under the circumstances listed above will be borne by the child's family. StudentScholars Academic, Art & Music Centre Inc. or the program operator will not be responsible

for any incident that may occur as a result of false information given at/or after the time of enrolment.

19. CENTRE BEHAVIOUR POLICY

1. A parent/guardian should take full responsibility and will be liable for any injury caused to another person or damages done to the property by their child.
2. In the account of misbehavior by a student violating the Centre behavior policy guidelines as stated and if the student disrupts the other students education, the student will be given 3 warnings, next the parents will be informed and finally if the student still continuing the same behavior StudentScholars management has the right to dismiss the student without giving any reason for same.

20. SEVERE ALLERGIES/ ANAPHYLAXIS POLICY

1. If your child has a life-threatening anaphylaxis allergy the parent/guardian is required to inform the management at the time of registration.
2. Parent/guardian is required to fill a 'Anaphylaxis Emergency Form', provide an epinephrine auto injector labeled by child's name and expiry date and advice the staff at StudentScholars on how to treat your child in case of an anaphylactic reaction with the guidance of the child's physician.

21. ACCESS TO CLASSROOMS

StudentScholars only allow students, teachers and staff members in the classrooms. Parents/Guardians are permitted only in the reception area.

StudentScholars will not let a Parent/Guardian enter the premises or see their child under the following circumstances;

1. if the Centre staff believe on reasonable grounds that the Parent/Guardian does not have a legal right of access to the child;
2. if the Centre staff believe on reasonable grounds that the Parent/Guardian could be dangerous to the children at the premises;
3. if the Parent/Guardian is behaving in a disruptive manner; or
4. in the circumstances prescribed by the regulations.

22. TRANSPORT

1. Transport is provided by Independent Drivers and not by StudentScholars.
2. In the unfortunate event of an injury or accident outside the centre premises, StudentScholars will not be held responsible or liable for any physical or psychological injury, damages, or economical or

emotional loss that may be suffered as a result of using transportation services provided by independent drivers.

23. DROP OFF/PICK UP POLICY

It is the Parent/Guardian responsibility to accompany their child to and from the Centre. StudentScholars personnel will not take responsibility for students before arriving at the Centre or after leaving the Centre at the end of the class.

24. CENTRE STAFF SCREENING POLICY

1. Our teachers consist of Ontario Certified Educators or Subject Degree Holders with years of experience.
2. All our staff members have gone through a vulnerability police check and a health check before employment as per the Ontario regulation

25. NONSMOKING POLICY

StudentScholars strictly prohibit smoking in and outside of the Centre premises.

26. CENTRE CLOSURE

Should a winter storm or any other emergency situation occurs on a class day and the classes are canceled, we will post a note on our StudentScholar website and/or contact the parents.

27. CENTRE LATE PICKUP POLICY

Please note that the Academic, Art & Music classes are 1/1.5 hours. If your child requires to stay longer than the program time there will be a nominal late pickup fee of \$5 per every 15 minutes.

28. STUDENT'S MEDICATION ADMINISTRATION

Medication will be administered to the student if required providing the 'Student Medicine Administration Form' is duly filled.

29. STUDENTSCHOLARS UNIFORM

Students are expected to wear the Centre uniform on special occasions. i.e. public performances, art exhibitions, exams and tournaments.

StudentScholars uniform for Baby & Kids Programs is as follows:

Girls: White short-sleeved shirt with the Centre logo, black skirt/pants, black tights and Black dress shoes.

Boys: White short-sleeved shirt with the Centre logo, Black pants, Black socks and Black dress shoes.

StudentScholars uniform for After-School & Saturday Programs is as follows:

Girls: White short-sleeved blouse with the Centre logo, black skirt/pants, black tights and Black dress shoes.

Boys: White long-sleeved shirt with the Centre logo, Black pants, Black socks and Black dress shoes.

Please order the child's shirt at registration.

30. SUGGESTIONS & COMPLAINTS

StudentScholars value your suggestions and comments. Please do not hesitate to contact us via email at info@studentscholarscentre.com or meet with the Chairperson & Program Director, Ms. Laki Serasingha.

31. WAVIER:

FOR STUDENTS ATTENDING THE CENTRE:

I hereby release, wave and forever discharge Studentscholars Academic, Art & Music Centre Inc. executives, directors, staff, program teachers, specialized schools/programs teachers and volunteers and any other StudentScholars related members from all liability, claims, demands, losses, damages, economical and emotional loss, costs and actions and other proceedings whatsoever in respect to personal injury, loss or damage to students, parents/ guardians of the student, visitors or their belongings/property.

32. CENTRE & DIRECTOR CONTACT DETAILS

Centre Address : 7725 Birchmount Road, Unit 38, Markham ON L3R 9X3

Centre Tel : 905-604-7740

Director Tel : 905-505-0363

Email : Info@studentscholarscentre.com

Website : StudentScholarsCentre.com

By selecting the check box, I agree to have read, understood and adhere to the above details.