

Terms and Conditions of Enrolment at HIS International School (HIS)

The Terms and Conditions of Enrolment in HIS International School (HIS) (hereinafter referred to as “the School” or “HIS”) are to be read in conjunctions with the School’s calendar. These form part of the agreement between the School and the parent/guardian of the student (hereinafter referred to as “the Parent”) as named herein.

Update 24/4/2026

1. Enrolment

1.1 All enrolments are subject to the following Terms and Conditions, which become legally binding on written confirmation of acceptance by the School.

1.2 The School reserves the right to withhold acceptance of an enrolment at its discretion, if such action is deemed to be in the best interests of the student or the School.

1.3 An International Student’s application is subject to the relevant approvals by the Malaysian Ministry of Education and Immigration Department of Malaysia.

1.4 On receipt of an Offer of a place of study and upon Acceptance of Enrolment, the parent/guardian is required to settle payment for the required registration fee, deposit, admission fee, technology fee, term fee and any other related fees at the rate applicable for the term for which the place is offered within and no later than the stipulated deadline as stated on the letter of offer. (Please refer to fee schedule for details). The Offer of a place of study, and all payments made to date, is considered null and void if the full settlement of the required fees is not made by first day of class.

2. Law

2.1 This Agreement is subject to the laws of Malaysia and the parties submit to the exclusive jurisdiction of the Malaysia Courts in all matters arising from this Agreement.

2.2 Liquor, drugs, cigarettes/vape devices/e-cigarettes, crude or vulgar symbols/language, pornographic materials, and the viewing of pornography on devices, weapons, not restricted to firearms, mock-weapons and blunt objects are strictly prohibited and barred from the school premises.

2.3 Bullying (which includes cyber-bullying) and crude or vulgar behaviour or language are restricted on the school’s premises

2.4 Sexual/immoral activities are restricted on the school’s premises.

2.5 Romantic relationships between students and teachers/staff are highly prohibited and may result in dismissal and subject to authorities in relation to Malaysian law.

3. Application

3.1 A non-refundable application fee is payable upon submission of application for the student at the School. After a successful interview and placement assessment, and a place is offered, an enrolment fee and a security deposit should be paid to lock in the child’s placement at the school (and before the child starts school). School fees should be paid before the following term.

4. Security Deposit

4.1 There is one deposit payable per student. A refundable deposit of RM5,000.00 or otherwise stated is payable by the Parent upon application. The deposit will be refunded without interest when the student withdraws from the School in accordance with this Agreement. The deposit is refundable in full with 1 full term’s (6 months) withdrawal notice in writing.

4.2 Should there be an increase in school fees; the deposit must be topped-up to an amount stated at the discretion of the school.

5. Insurance Premium

5.1 An annual insurance premium for the Student Group Protection Plan will be arranged by the School. This is compulsory for all students and is included in the term fees.

5.2 10 working days are required from the time full payment has been made for the initial payment to process the Personal Accident Insurance.

6. School Uniforms

6.1 The wearing of school uniform is compulsory for students from Preschool onwards. All active students must wear their school uniforms within one month from joining the school. Failure to do so will cause them to be suspended. School uniforms and sports attire are available at an additional cost.

6.2 Students are to keep to grooming standards as detailed below:

- a. Hair – to be kept neat and not obstructing the student's eyesight
- b. Jewellery/Accessories – Jewellery and Accessories are permitted as long as they do not display any anti-moral imagery and text.
- c. Shoes – to be worn with black/white socks and shoes must be black/white sneakers.

7. School Meals

7.1 Food meals are halal certified and in accordance with the weekly schedule. Water is available from the assigned water dispenser(s).

7.2 Students may bring additional food, drinks, & snacks from home. Alcohol is strictly prohibited and against the law for minors 18 years and below.

7.3 Food and drinks can be purchased from the designated canteen. Payment for food and selection is managed by the canteen operator.

7.4 Preschool students can subscribe to a Lunch and Snack catering plan as provided by the canteen operator.

7.5 Student are not allowed to leave the campus to purchase food at any time.

7.6 Food Allergy Disclaimer

At **HIS International School**, we take student health and safety very seriously. If your child has any **food allergies**, we **strongly recommend** that you **provide your child's meals directly** instead of using the school canteen. While we will take all **reasonable care** to ensure a safe dining environment, we cannot guarantee that meals provided by the canteen are completely free from allergens.

By choosing to allow your child to consume meals from the canteen, you acknowledge that **HIS International School, Harvest Education Group Sdn Bhd, and its subsidiaries** cannot be held responsible for any allergic reactions or incidents, whether **fatal or non-fatal**. If your child has severe allergies, we urge you to communicate with the school and take necessary precautions for their well-being. Thank you for your understanding and cooperation.

8. Special Educational Needs Students

8.1 The School must be informed of any academic, physical or behavioural issues relating to a student prior to formal enrolment application. In such cases, all relevant supporting documentation will be requested. When necessary, further documentation or evaluation may be required. Failure to inform the School of any relevant issues may jeopardize the enrolment or continued enrolment of the student.

8.2 Where a student with Special Educational Needs is enrolled in the School, subsequent ongoing placement will be based upon the student's ability to continue to function independently (or with student funded support personnel) within the School's regular program and with positive outcomes for the learning or well-being of other children.

8.3 A provisional or, in the case of behavioural issues, a probationary placement may be offered. In such cases, the student may be requested to terminate their enrolment if this is considered to be in the best interests of the student and/or the school community as a whole.

9. School Fees

9.1 School fees are annual and are billed on termly basis regardless of examination periods and school holidays. The full term fees are payable in advance, before the beginning of each term. The term billing periods cover: Term 1: January-June, Term 2: July-December.

9.2 For students requiring English as an Additional Language support, as decided by the School, an additional fee is added to the Term fees bill.

9.3 Additional fees for After School Activities/Extra Curricular Activities and Holiday Program activities will be billed separately.

9.4 For new students commencing during an academic year, fees will be determined according to the duration of the school term. Placement prior to the 1st April for Term 1 and 1st October for Term 2 will be billed full term fees, while placement after 1st April for Term 1 and 1st October for Term 2 will be billed half a term fees. Please refer to the HIS International School calendar for the academic semester dates.

9.5 All fees are subject to Service Tax. There is no Service Tax on refundable deposit.

9.6 All payments must be within 14 days from date of invoice.

9.7 Where any fee or part of a fee remains unpaid after the due date, the School reserves the right to:

9.7.1 Charge interest on the overdue amount at the average of 5% or RM200 whichever amount that is greater from the due date until payment; and/or

9.7.2 Cease supplying any course materials and tuition services to the student without prejudice to the obligation to pay fees; and/or

9.7.3 Demand payment in full of all fees and instalments outstanding to that date; and/or

9.7.4 Cancel registration of the student with no recourse to a refund of security deposits, registration, and administration fees if at any time payments fall in arrears without prior written arrangements.

9.8 The Senior Management Team reserves the right to terminate the enrolment of a student if the account remains outstanding after final reminder has been served.

9.9 The Parent/Guardian/Sponsor/Payee shall pay all legal fees and other administrative costs and disbursements incurred in connection with the demand or enforcement of the payment of money due hereunder or the observance and performance of any covenants undertakings stipulations Terms and Conditions or provisions herein contained.

9.10 School fees are payable in full from the day of enrolment, and a student is considered enrolled until a written notice of withdrawal is received by the Head of School. The last day of attendance at school is the date stated on the written withdrawal notice, and potential refundable fees will be determined according to the duration of the school term. Continued absence from the School is not deemed to be service of withdrawal notice.

9.11 The School reserves the right to increase the school fees at its discretion as it deems fit, from time to time during the student's enrolment in the School. The Parent shall be given notification of any such increase, and the revised fee shall be payable effective from the date stipulated in the notification.

- 9.12 In the event of transfer of a student to another HIS school branch, the school fees, deposit and Terms and Conditions of the school branch transferring to will apply.
- 9.13 All bank charges involved in the electronic transfer of payments, to the School's bank account, including those receiving bank, shall be borne by the remitter.
- 9.14 In the event of some incident or event occurring within or affecting Malaysia such that the School is required by the relevant authorities of the Malaysia Government to close during the currency and/or aftermath of such incident or event, the School will not be obliged to refund all or any part of the fees or refundable deposit.
- 9.15 No transcripts, transfers, or other records will be released until full payment is received.
- 9.16 There will be a fee charged for any reprint of any documentation provided such as, but not limited to, certificates, transcripts, progress reports, testimonials, invoices, receipts, and letters. Fee is determined on a per request basis, charged with a minimum, but not limited to RM200.
- 9.17 Discounted fee rates are as stated on the published fee schedule, and not applicable with any other discount or scholarship. Discounts cannot be stacked upon each other. The greater discount rate will be honoured. The school reserves the right to make changes to its offers at any time with or without written notice.
- 9.18 For those who have chosen to pay a lumpsum, kindly do so no later than 14 days from the date of the issue of the invoice. There will be no further discount given if the fees are paid in a lumpsum.
- 9.19 There are Two (2) Terms per year. Fees are charged per Term. However, for the benefit of parents, we have allowed a monthly payment.
- 9.20 Due to the difficulty of collecting December's fees, we are enforcing Term 2's fees to be paid over a period of five (5) months only. Only Term one (1)'s fees may be paid over a period of six (6) months.
- 9.21 For those who have chosen to pay monthly, the monthly fees must be settled by the 7th of every month, not at the end of the month. Failing which a penalty of a 10% charge or RM200.00 (whichever is higher) will be imposed upon any late payment received after the 7th of every month.
- 9.22 A grace period of one month will be given to you to make payment for all that is owing up to date, failing which your child will be suspended from both physical and online classes. Your child/children will be allowed to attend the school again the moment the fees owing are paid up.
- 9.23 For students sitting for their IGCSE exams in May/June of the year concerned, parents are required to give us 6 months of post-dated cheques covering the school fees from January -June of the year concerned, for those who have chosen to make monthly payments. These post-dated cheques must be dated no later than the 7th of each month.
- 9.24 For students sitting for their IGCSE exams in Oct/Nov of the year concerned, parents are required to give us 6 months of post-dated cheques covering the school fees from July -Nov of the year concerned, for those who have chosen to make monthly payments. These post-dated cheques must be dated no later than the 7th of each month.
- 9.25 Failure to settle all the fees will affect the students receiving their school leaving and graduation certificates.
- 9.26 School fees are charged per Term. For the convenience of parents, we allow the fees to be paid on a monthly basis. Fees will not be prorated by day rate. If a situation arises with valid reason where a prorate is to be applied, it shall only be applied on a monthly rate only and is subject to the approval of the school Management.

10. Parental Obligations

10.1 The School operates to a regular timetable, and it is a contractual obligation on the part of the Parent to ensure that the child attends all school days in a timely manner.

10.2 Year 11 students are expected to still attend classes approaching the IGCSE Examinations.

10.3 Parents must inform the school in writing of any potential or prolonged absence of the child.

11. Withdrawal

11.1 Request for withdrawal must be made in writing addressed to the Head of School. Any request for withdrawal from the School, other than in writing, will not be entertained. The Enrolment Fee paid to the School is not refundable. Refund of the deposit and potential term fees will be governed by the conditions stated above, including but not limited to Clause 4.1 and Clause 9.10 respectively.

11.2 A minimum of 1 term (6 months), fee paying withdrawal notice is required, in writing, for a full refund of deposit.

11.3 Circulation of a 1 term withdrawal notice period excludes holiday activity programs, holiday periods, or school closure. The required notice must fall within the period as published by the School. Table A provides an explanation of the 1 term withdrawal notice.

11.4 School fees for the withdrawal period must be settled in full. Any outstanding debts will be deducted from the deposit.

11.5 School fees paid in advance beyond the withdrawal period will be determined according to the duration of the school term.

11.5a. Refund of Half Term Fees: Final day of attendance before 1st April for Term 1 and before 1st October for Term 2 will be refunded half term fees.

11.5b. No Refund for Term Fees: Final day of attendance after 1st April for Term 1 and after 1st October for Term 2 will not be refunded any term fees.

Please refer to the HIS school calendar for the academic term date.

11.6 Parents may give a provisional notice of withdrawal if they are not sure of the exact date of their departure. A minimum of 1 term fee-paying notice is still required in writing, for a full refund of the deposit.

11.7 Once a student has formally withdrawn from the School, re-enrolment will only be permitted with the approval of the Senior Management Team. Re-enrolment will only be permitted within the first term of withdrawal, after which the full application process is required.

11.8 The Head of School reserves the right to withdraw admission of a student from the School for any case judged to be in the best interest of the School.

11.9 Student's Email accounts and access to all related digital accounts associated to the school will cease with immediate effect upon withdrawal from the school. No refunds will be made for digital accounts (Eg. E-Library).

12. Re-Enrolment Policy

12.1 Eligibility for Re-Enrolment

The school reserves the right to decline re-enrolment based on the following:

- Academic performance (a diagnostic test may be required).
- Behavioral conduct and adherence to the school's code of conduct.
- Outstanding fees or financial obligations.
- Other relevant factors determined by the administration.

12.2 Academic and Behavioral Requirements

- Students must meet the academic expectations set by the school.
- Consistent disciplinary issues or violations of school policies may result in non-eligibility for re-enrolment.

12.3 Financial Requirements

- All outstanding fees must be cleared before the re-enrolment process can proceed.
- Any payment plans must be approved by the school administration.

12.4 Administrative Review

Special cases, including financial or personal hardships, will be reviewed by the school administration on a case-by-case basis.

12.5 Availability of Space

Re-enrolment is subject to the availability of space in the specific year group or classroom.

12.6 Security Deposit Waiver

A waiver of the paid security deposit is applicable only if re-enrolment occurs within the same academic year as withdrawal (e.g., withdrawal in February 2023 and re-enrolment in June 2023).

If a student re-enrols beyond the academic year of withdrawal, all initial fees must be paid with no waivers.

12.7 Applicable Fees & Promotions

All initial fees, term fees, and other applicable fees will still be required for re-enrolment.

Re-enrolment will be subject to the current fee structure and promotions at the time of re-enrolment.

12.8 Re-Enrolment Process

A re-enrolled student will be processed as a new applicant, and all relevant admission procedures will apply.

13. Service of Notices

13.1 Any notice given under this Agreement shall be:

13.1.1 By registered or recorded delivery mail

13.1.2 By facsimile transmission (confirmed by post)

13.1.3 By any other means which any party specifies by notice to the others.

13.2 Each party's address for the service of notice shall be as indicated herein or such other address as specified by notice to the others.

14. Waiver – Full Form

14.1 None of the demand for or the acceptance of payments under this Agreement or the failure by the School to enforce any of the terms or conditions of this Agreement at any time or for any period will release or exonerate or in any way affect the liability of the Parent or be a waiver of:

14.1.1 Those terms or conditions;

14.1.2 The right of the School at any time afterwards to enforce each and every term and condition of this Agreement; or

14.1.3 Any penalty attached to their non-performance.

15. Entire Understanding

15.1 This Agreement embodies the entire understanding of the parties in respect of the matters contained or referred to in it and there are no promises, terms, conditions, or obligations, oral or written, express or implied other than those contained in this Agreement.

16. Amendment

16.1 The School shall have the rights to change the contents of this 'Terms and Conditions' document and/or create new Terms and Conditions from time to time as it may at its absolute discretion deems fit. Amendments and/or additions to these Terms and Conditions may be made with or without prior notice. The Terms and Conditions will be updated on the school's website. You shall be bound by the amendments or the new Terms and Conditions, whether or not you shall have actual notice.

17. Illness or Injury

17.1 The School is unable to refund fees when the student is absent from programs due to illness or injury or other emergencies, unforeseen event or change in personal circumstances.

17.2 The School takes every measure within its ability to protect the safety of all our students and staff alike. By signing this form, you indemnify The School, Harvest Education Group Sdn. Bhd., its staff and directors should any injury, death, or injury resulting with death of your child, caused by your child, another student, students, staff members, or injury, death, or injury resulting in death in/on/around/ The School's premises/campus.

17.3 The School reserves the right to make a police report should there be any incident that warrants it.

17.4 In case of an emergency, where the parent/guardian cannot be contacted for consent, the Principal/Deputy Principal may authorize the medical examination of a child, the consultation of additional medical or specialist advice, or referring the child/ward to a clinic/medical centre/hospital. All expenses and cost incurred thereby will be borne by the parent/guardian.

18. Reservation of Rights

18.1 The School reserves the following rights:

18.1.1 To alter the content, nature time and venue of a program/class at any time;

18.1.2 To alter the details of any published information at any time;

18.1.3 To alter method of payment if deemed necessary at any time; and

18.1.4 To assign the whole or any part of the agreement between the person responsible for the fees and the School, to any person or body, at any time.

18.1.5 To alter the subject listing, extracurricular activities, offerings, and teaching faculty at any time.

18.1.6 To alter the type or facilities provided both physically and virtually (online), along with the use and function of those facilities at any time.

18.1.7 To make its own arrangement of replacement programmes/classes at any time.

19. Refund of Deposits

19.1 Any balance that is refundable from the deposit will be paid by cheque/check made out to the person responsible for the fees, unless the School is instructed otherwise in writing.

19.2 The refund will be paid back within two months of the student's final day of school.

20. Students-Parents Handbook

20.1 The Students-Parents Handbook is a document found in our HIS Resource Drive available to all parents and students of HIS International School. The handbook includes all rules and regulations regarding enrolment at HIS International School on top of the Terms & Conditions. All parents and students need to read this document regularly to familiarize themselves with the handbook. HIS International School reserves the right to make amendments and updates to the Students-Parents Handbook from time to time with or without prior notice.

21. Miscellaneous

21.1 The School shall not be liable for any loss suffered by the student resulting from any event that is beyond the reasonable control of the School.

21.2 The School shall not be liable for any error, omission or misstatement in the School website, literature or publications.

21.3 The School reserves the right without prior notice to make changes as deemed appropriate in regard to teaching staff, course offerings, curricula, academic policies, and/or other rules and regulations affecting students.

22. Handphones, Devices, & Personal Belongings

22.1 Students will be allowed to bring their handphones and electronic devices to class, however they will be kept in and placed in the class box. Phones and devices will only be returned at the end of the class day.

22.2 The School shall not be liable for any loss or damage of any belongings of the student. The student brings these items and is to take care of their own belongings at their own discretion.

23. Marketing and Promotional Materials

23.1 Students and parents, including testimonials, records of grades, achievements, media and the like may be used in any promotional materials published by HIS, without any financial or non-financial compensation.

23.2 Students may be recorded/photographed from time to time by our marketing department for marketing and promotional purposes with or without prior notice.

24. Security

24.1 HIS employs security personnel who may need to check the identity of students and visitors who enter the HIS compound. Individuals may be barred from entry if found to be dangerous, without the right approval for entry, capable of causing potential harm, or revoked from access by the management.

24.2 There are CCTV cameras around the HIS compound and are constantly recording for security purposes. By entering the HIS compound, you agree to being recorded. These recordings may be provided to third parties in certain cases, such as vandalism, theft, unethical behaviour, actions to cause harm and the such are found.

24.3 Students found to be breaking the rules of HIS or any Malaysian Law, may be reprimanded, and may face charges according to the Malaysian Law and disciplinary action from HIS which may/but not limited to include the expulsion/suspension of the student from HIS.

25. HIS International School reserves the right to terminate/cancel the enrolment of any student at any given time at their own discretion. Especially in the case that a student exhibits any unbecoming, violent, abusive behaviour and/or breaks school rules or exhibits behaviour/characteristics that require Special Needs or other support.

26. Conduct for Parents Policy

This policy outlines the expected standards of behaviour for parents and guardians in all interactions with the school and sets out the procedures and consequences for breaches of conduct. This is done to uphold a peaceable environment for the efficiency and wellbeing of the staff & students.

26.1 Expected Standards of Conduct

Parents and guardians are expected to:

26.1.1 Communicate respectfully and courteously with all members of the school community.

26.1.2 Follow school policies and procedures, including advice/instruction pertaining to the parent's child/children, security protocols, attendance, drop-off/pick-up procedures, and communication channels.

26.1.3 Use appropriate language and tone in verbal communication with staff and other parents.

Any written communication from a parent or authorized guardian must be sent to the School for the attention of the School Principal.

26.1.4 Raise concerns through proper channels (e.g., with the class teacher, coordinator, or administration) in a calm and constructive manner using official school platforms (Student Services Whatsapp/Email, Teacher's school email, Teams).

26.1.5 Collaborate and work together with the school in the efforts in maintaining a positive and professional learning environment.

26.2 Unacceptable Conduct

The following behaviours are unacceptable and may lead to consequences:

26.2.1 Use of aggressive, rude, or threatening language or behaviour towards the school's security personnel or staff (in person, in writing, or on social media).

26.2.2 Disregarding school policies or refusing to comply with procedures.

26.2.3 Disrupting school operations, including attempting to confront staff during teaching hours or in front of students.

26.2.4 Spreading misinformation or making defamatory comments about the school, staff, or students whether verbally, written or via social media platforms.

26.2.5 Misusing parent communication platforms for personal grievances or inappropriate content.

26.3 Procedures and Consequences

Where parent conduct does not meet expectations, regrettably, the following steps will be taken by the Management of the School:

26.3.1 First Occurrence: Verbal reminder from the relevant school authority (e.g., coordinator, or principal).

26.3.2 Second Occurrence: Formal written warning outlining the nature of the breach and expectations for future conduct from the Principal.

26.3.3 Third Occurrence: Meeting with the Principal and/or Senior Leadership Team. A written undertaking from the parent concerned to desist from a similar unacceptable behaviour may be required to avoid consequences set down herein.

26.3.4 A breach of the Written undertaking or of any ongoing or Serious Breaches may result in one of the following consequences:

26.3.4(i) Restrictions on campus access for the parent concerned, or attendance at school events, or direct contact with staff.

26.3.4(ii) In rare and severe cases, continued misconduct/harrassment may result in a review of the student's enrolment at the school and may mean that the parent will be compelled to withdraw his/her child from the School as a student. This Notice shall be given in writing by the School Principal. If the parent refuses to withdraw, the school holds the right to terminate the student's enrolment.

26.3.5 The school has the right to lodge a police report against the parent in the case of harassment/abuse.

26.4 Right of Appeal

The Parent concerned shall have the right to appeal against the decision referred to in Paragraph 4(ii) above in writing to the Board of Governors through the Principal within seven (7) working days from the date of the Notice. The decision of the Board is final.

26.5 Conclusion

These rules are set down with all due respect to every parent/guardian but they are for the benefit of the child/student. By working together in mutual respect and understanding, we can provide the best possible educational experience for all students at HIS International School.

27. On-going Registration Policy

27A. JOIN DATE

27A.1 All students who wish to enroll at HIS must enroll with an offer letter.

27A.2 The start date must be on the 1st of the month. This is done to create a smoother flow for the teachers.

27A.3 Students should not join midway of the month.

27A.4 Students who join in January at the beginning of a new school year will realistically give the teachers a better grip at helping the students catch up on their learning gaps.

27B. EXPECTATION OF PARENTS

27B.1 Since the parents wish to enroll their child mid-way past the official start date of a new school year in January, parents must not expect the teachers to do an immediate catch up with the student's learning gaps.

27B.2 All parents must understand that by enrolling their child midway in the school year, they must take the responsibility to get external tutoring to help their child catch up on their learning gaps. The parents must not solely rely on the school teachers alone.

27C. Late registrations in TERM 1 and TERM 2:

27C.1 Students who enroll past 01 April of the year in TERM 1:

27C.1i These students will sit for the Mid Year exams in the month of May of the school year, but no marks will be given in the SPR (Student's Progress Report), only comments will be given regarding the work attitude/ethics of the student. The Mid-Year exams will be used as an internal assessment to know where the student's gaps are.

27C.1ii The reason is the results will not correctly reflect the abilities of the student nor will it correctly reflect the teaching style of the teachers.

27C.2 Students who enroll past 01 September of the year in TERM 2:

27C.2i These students will sit for the Final Year exams in the month of October of the school year, but no marks will be given in the SPR (Student's Progress Report), only comments will be given regarding the work attitude/ethics of the student. The Final Year exams will be used as an internal assessment to know where the student's gaps are.

27C.2ii The reason is the results will not correctly reflect the abilities of the student nor will it correctly reflect the teaching style of the teachers.

Table A: Explanation of 1 term fee-paying withdrawal notice

a. 1 term: A total of 6 months conclude a term, categorized by Term 1 (January-June) & Term 2 (July-December)

b. Fee-paying notice: School fees are payable for the full withdrawal notice period.

c. For the calculation of the 1 term notice period: holiday activity programs, holiday periods, or school closure periods will not be considered. To be effective, notice of withdrawal must cover at least 6 month(s). This applies even in the case of attendance and payment for holiday activity programs.

Examples:

1. For a student not continuing into Term 2, withdrawal notice must be received by the school at least 6 months before the end of the previous term (Term 1).
2. For a student not continuing into next academic year, withdrawal notice must be received by the school at 6 months before the end of Term 2.

28. International Student's Document Attestation

28.1 Attestation Policy

The school is not responsible for the attestation of School Leaving Certificates, Progress Reports, or any other school-related documents. Parents are required to obtain attestations directly from the relevant government authorities or their respective embassies. The school will not provide attestation services under any circumstances.

28.2 Attestations at MOE & Ministry of Foreign Affairs Malaysia

Parents can go to the following departments for attestations:

1. Ministry of Education

Bahagian Pendidikan Swasta

Blok E2, Aras 3,

Kompleks E,

62604 Putrajaya, Malaysia

2. The Ministry of Foreign Affairs of Malaysia

Wisma Putra Complex

No. 1, Jalan Wisma Putra

Precinct 2,

Federal Government Administrative Centre

62602 Putrajaya

Malaysia

Telephone : 603-8000 8000

29. Counselling Service

29.1 About the Service: The school counselling service provides **short-term, solution-focused support** for students experiencing emotional, social, or school-related difficulties.

- Before need for sessions are determined, a check-in may be conducted to ascertain situation and if any other methods can be used.
- Sessions are typically **20–30 minutes**.
- Number of sessions will be determined solely by the counsellor, based on the student's progress and urgency of situation. If further help is required, student may be referred to external services.
- Counselling is not substitute for long-term therapy or medical treatment.

29.2 Confidentiality: Counselling sessions are **private and confidential**. This helps students feel safe to speak openly.

Information shared in sessions will **not be routinely shared** with parents, teachers, or others.

However, there are **important exceptions** where confidentiality may need to be broken:

1. Presenting information about hurting himself/herself or another person.
2. Evidence or disclosure of abuse (physically, emotionally, and sexually) or neglect.
3. Threats to school security.
4. If counselling records are court ordered.

In these situations, the counsellor will take appropriate steps to ensure safety, which may include informing parents/guardians and/or relevant school staff.

Where possible, this will be discussed with the student first.

29.3 Communication with Parents/Guardians:

- Parents/guardians may receive **general updates** about attendance and overall progress.
- Specific details of what is discussed in sessions will remain confidential.
- If you have concerns, you may contact the counsellor, but session content may not be disclosed.

29.4 Limits of the Service:

- The counselling service is **short-term and school-based**.
- It is also reservable based on the counsellor's availability and urgency of the case.
- The counsellor is on-site **one day per week** and is not available for emergencies outside of this time. If an emergency is presented, school will carry out SOPs to provide help available at the time to student.
- Students requiring ongoing or specialised support may be **referred to external services**.

29.5 Consent

When a student participates in these counselling sessions, parents/guardians understand:

- The nature and limits of the school counselling service.
- The confidentiality policy and its exceptions.
- That counselling is voluntary and that parents/guardians permit the child to participate.

Parents/guardians give permission for their child to participate in school counselling and do not hold the school or its affiliates accountable for the outcome of the counselling sessions as the nature of the service can bring differing results and that students who may require medical attention will have their parents/guardians advised accordingly. The

school and its affiliates will not be held accountable for any action or inaction taken by the parent/guardian contradictory to the advise from the counsellor pertaining to the child being counselled, especially in cases where medical professional support is recommended.

This counselling service is a support for students only and cannot be taken as a substitute for clinical/medical support/intervention.

This service is available only to registered active students of HIS International School and services will be provided determined on suitability and need by the counsellor. The Counsellor has the final determining say in regards to the length, activity, frequency, duration, and all aspects of the counselling sessions. All counselling sessions are subject to the **HIS INTERNATIONAL SCHOOL COUNSELLING SERVICE PARENT/GUARDIAN CONSENT & CONFIDENTIALITY AGREEMENT**.

HIS INTERNATIONAL SCHOOL reserves the right to amend/update the procedures and contents contained in this document from time to time with or without prior notice.

PDPA POLICY

Terms & Conditions

Welcome to HIS International School! If you continue to browse and use our website or form, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our Privacy Notice govern HIS International School (HIS) (Wholly owned by Harvest Education Group) and its relationship with you in relation to this website.

The following terminology applies to these Terms and Conditions, Privacy Notice and Disclaimer Notice and any or all Agreements:

The term "HIS International School", "HIS" "The Company", "Ourselves", "We" and "Us", refers to our Company/ the owner of this website while the term "You" and "Your" refers to you, the viewer, the person accessing this website.

Any use of the above terminology or other words in the singular, plural, capitalisation and/or he/she or they, are taken as interchangeable and therefore as referring to same.

The use of this website or form is subject to the following terms of use:

- The content of this website or form is for your general information and use only.
- The content of this website or form is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website or form for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website or form is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website or form contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance, and graphics. Materials may not be copied, distributed, published, licensed, used or reproduced in any way other than in accordance with the copyright notice, which forms part of these terms and conditions. All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website. Unauthorised use of this website or form may give rise to a claim for damages and/or be a criminal offence.
- This website or form may include links to other websites. These links are provided for your convenience to provide further information. We do not monitor or review the content of other parties' websites which are linked to from this website or form. Opinions expressed

or materials appearing on such websites are not necessarily shared or endorsed by us and we should not be regarded as the publisher of such opinions or material. Please be aware that we are not responsible for the privacy practices, or content, of these sites. We encourage our users to be aware when they leave our site or access links provided in our forms & to read the privacy statements of these sites. You should evaluate the security and trustworthiness of any other site connected to this site or accessed through this site yourself, before disclosing any personal information to them. This Company will not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from your disclosure to third parties of personal information. This includes online payment gateways and third party organizations involved in such activities.

- You may not create a link to any page of our website from another website or document without HIS's prior written consent. If you do create a link to a page of our website, you do so at your own risk and the exclusions and limitations set out above will apply to your use of this website by linking to it.
- We reserve the right to update or amend these Terms and Conditions at any time and your continued use of the Website and our forms following any changes shall be deemed to be your acceptance of such change. It is therefore your responsibility to check the Terms and Conditions regularly for any changes.
- These terms and conditions, your use of our website, our forms and any dispute arising out of such use of the website or forms is subject to the laws of Malaysia.

Privacy Policy

This privacy notice explains what information HIS International School (HIS) (Wholly owned by Harvest Education Group) collects, how we use it and how we protect any information provided to us, by our website users and through any forms submitted to us. HIS is committed to preserving your privacy. Please read the following privacy notice to understand how we use and protect the information obtained from those visiting and using the HIS website www.hisschools.edu.my, its associated platforms and subsites, and through any forms submitted to us. This notice is your guide to how we will handle information we learn about you from your visit to our website and through any forms submitted to us and you can be assured that any information we have obtained from you will only be used in accordance with this privacy notice. By using the website and submitting of any forms, you consent to the collection/retention and use of your personal information in accordance with this notice.

1. Introduction

HIS is committed to the protection of your Personal Data and takes the matter of protecting your privacy as a high priority matter. These statements outlined hereunder explains the general terms on how we protect the privacy of your Personal Data under the Personal Data Protection Act 2010 (“PDPA”) and all regulations and schedules made thereunder by the Commissioner for Data Protection.

2. What Personal Data We Collect

The types of Personal Data that we collect directly from you or from third parties may include (but not limited to) your name, address, educational details, credit/debit card number and expiry date, billing address, telephone numbers and health issues relevant to your child (children). We may collect such other relevant information that could be required by us or such other Third Parties in order to facilitate the nature of our business and to be sent to Examiners for purposes of conducting Examinations and Tests, for third party payments, enrolments, and such. The information that we collect from you is strictly on a voluntary basis.

3. How Personal Data Is Collected

This Privacy Notice covers any Personal Data provided to us:

- Under any other contractual agreement or arrangement; and/or
- Via a third party

- Provided by you
- When payments are made via Debit or Credit Card or Online Banking/Payment Services

4. Other Methods of Personal Data Collection (but is not limited to):

- Via telephone, letter, email
- When you visit our School
- When you visit our website
- When you contact us in person
- When we contact you in person; or
- When we collect information about you from third parties
- When payment is made via debit or credit card
- When payment is made by online banking/payment services

5. How Personal Data Is Collected From Our Website

IP Address

We use your IP address to help diagnose problems with our server, and to administer our website. Your IP address is used to help identify you and your information and to gather broad demographic information. We may use cookies for purposes of tracking your preferences. Cookies are small amounts of information that we transfer to your computer's hard drive through your web browser. They tell us when you have visited our site and where you have been. They do not identify you personally, just the presence of your browser. Cookies make it easier for you to log on and use the site during future visits. They also enable us to provide you with a more personalised service. By clicking on our website, you have agreed to our terms and conditions as stated in our privacy notice.

User enquiry Form and other Forms

Our enquiry form and other forms requires you to give us contact information (e.g. your name and email address) so that we can respond to your comments. We may use your contact information from the form to send you information about our company. Your contact information is also used to contact you when necessary. Demographic and profile data are also collected at our site. We use your Personal Data to tailor your experience at our site by showing you content that we think you may be interested in according to your preferences.

Information on Cookies

A cookie is an element of data that a website can send to your browser, which may then store it on your system. We use cookies in some of our pages to store your preferences and record session information. The information that we collect is then used to ensure a more personalised service level for our users. You can adjust settings on your browser so that you will be notified when you receive a cookie. Please refer to your browser documentation to check if cookies have been enabled on your computer or to request not to receive cookies. In the event we do not receive any such notification that that you do not wish to receive cookies from us, then it shall be deemed that you have consented and agreed to accept such informational cookies.

6. Usage of Personal Data

We may use your Personal Data for the following purposes (“Purpose”):

- To send you promotions and information on educational activities
- To facilitate your participation in any loyalty programs
- To protect the safety and well-being of yourself and/or other customers
- To investigate and respond to claims from you; or
- To comply with any legal or regulatory requirements
- To be sent to examiners or such Bodies for the purposes of conducting examinations
- For the purposes of conducting surveys or collecting opinions from you pertaining to our current service or for any future products or services that we may offer in due course
- For future marketing and promotional activities
- For processing of applications
- For collection of student and parent information to be use in accordance to the processes of the school

Accessing / Limiting / Correcting / Updating Your Personal Data

You may request to obtain information of your Personal Data, limit the processing of your Personal Data and also update or make amendments to your Personal Data as below:

You may forward your request to **admin@hisschools.edu.my** . We will endeavour to respond to you as soon as possible. We also reserve the right to validate all requests in order to authenticate the said request prior to updating or making amendments as requested.

In regards to the submission of a request, you will be required to provide such proof that you are the data subject in question. As such we shall be at liberty to request any verifying and identifying information and/or records to prove your identity before any such access to amend or alter or change personal data is allowed.

We reserve the right to deny you access to such personal data in our records should there be any suspicion or inconsistency in regards to the information provided by you. Any such application shall be made directly by you on a personal basis. In these circumstances, no third parties are allowed to seek access to your personal data within our database. Therefore, your Privacy and Personal Data are kept secure. In the absence of any such verification provided by you, we shall disregard such requests made.

Withdrawing Consent

Please note that it is obligatory for us to process your Personal Data, without which we will not be able to make educational arrangements for you and keep you updated about our future, new and/or enhanced services and products. Nonetheless, you may stop receiving promotional activities by:

- unsubscribing from the mailing list
- editing the relevant account settings to unsubscribe; or
- sending a request to **admin@hisschools.edu.my**
- sending a formal written notice to our headquarters at: **Block E, No. 1, Jalan SS 15/8, 47700 Subang Jaya, Selangor, Malaysia**

7. Personal Data Disclosure

We will not trade or sell your Personal Data to third parties. Your Personal Data shall only be disclosed or transferred to the following third parties who may be located within or outside Malaysia for the following purposes:

- Other HIS affiliates and subsidiaries where necessary to facilitate your educational needs
- Credit card verification providers, data warehouse and other third parties in order to process your commercial transactions
- Legal bodies as permitted or required by law such as in compliance with a warrant or subpoena issued by a court of competent jurisdiction
- The Government of Malaysia
- The Ministry of Education and such affiliated Bodies
- The University of Cambridge
- Such other Higher Institute of Education whose role is necessary for the conduct of examinations

8. **Personal Data Retention Period**

The personal data collected will be retained as long as it is necessary to fulfil our role in providing all the assistance that may be required in providing optimum results or experience for the student. The relevant Personal Data may be retained subject to the conditions below:

- As and when required by law; or
- Where legal actions have arisen and are pending
- For the duration and subsistence of any contract with us so as to provide the service to you

HIS shall take all reasonable steps to ensure that all Personal Data is destroyed or permanently deleted when no longer required. You are at liberty to write in to us, upon expiry of your contractual obligations with us, to request that we remove your personal data from our database. Such request can be made via email to **admin@hisschools.edu.my** . Likewise you may also send us formal written notice to our headquarters at:-

Block E, No. 1, Jalan SS 15/8, 47700 Subang Jaya, Selangor, Malaysia

9. **Notification of Changes of the Privacy Notice**

Please note that this Privacy Notice may be amended from time to time in accordance to applicable laws and regulations and such variations may be applicable to you. The latest version of this Privacy Notice will be made available to all persons when visiting the website www.hisschools.edu.my .

It shall be your responsibility to check and read our Privacy Notice and any subsequent changes, additions or alterations that we may made to the said Notice from time to time. We shall not be responsible nor held accountable for any such omission on your part for not reading nor updating yourself in regards to the terms and conditions of our Privacy Notice.

10. **Contact Information**

For any queries, concerns or complaints in relation to our handling of your Personal Data or HIS's Personal Data Protection policies, please contact us at **admin@hisschools.edu.my** . We shall do our best to respond to you within the shortest possible waiting period. However, we reserve the right to also seek legal advice before responding to any complaint. We also reserve the right and prerogative as to whether to take action upon our staff or make any such changes to our Privacy Notice should we feel that any complaint lodged is unfair, illogical or unreasonable.

11. **Information Collected**

Information we may collect includes personal details and information relevant to customer surveys and/or offers. This information is mainly used to serve you better by improving our products, services and website, and sending out promotional information regarding new products, offers and other information which may be of value to you. We may also use your information to contact you by email, phone, fax or mail, for market research purposes. The information is also used for internal record keeping.

Your personal information is kept private and stored securely until a time it is no longer required or has no use. It is not passed on to any third parties unless we have your permission or are required to do so by law. Every effort has been made to ensure a safe and secure form to the email submission process but we do advise users that when using such form to email processes that they do so at their own risk.

For the purposes of data collection, it refers to any such information collected from you in regards to your children, whether in regards to making an enquiry for our courses or for the purposes of registration for our courses or examination with us. By submitting your

children's personal data and their information, it is deemed that you, as the legal guardian have duly submitted their personal data and hereby consent to the terms of conditions of our Privacy Notice.

Sensitive Personal Data may be collected from you upon registration. Sensitive Personal Data means any personal data consisting of the physical or mental health or condition, political opinions, religious beliefs or other beliefs of a similar nature, the commission or alleged commission of an offence or any such other Personal Data described under the law as sensitive personal data.

If in the event Sensitive Personal Data is submitted, it will be deemed submitted on your own volition and with your consent. As such we, as a responsible Data Collector shall treat such data as confidential and such sensitive personal data shall be subject the terms and conditions of the privacy policy including as to processing, usage and disclosure thereof.

12. Incorrect / Incomplete Information

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible to **admin@hisschools.edu.my** . We shall be at liberty to seek verification from you before making any such changes or alterations to the personal data that you wish to change, amend, or alter.