Parent and Student Handbook

Effective from 5 November 2026 to 31 December 2027

Class Information, Policies and Procedures

Version 19 | Updated 5 November 2026

Contacts: Admin 8841 3230. Mr Daniel 9365 1228. Admin hours: weekdays 9.30 am to 1.30 pm, excluding public holidays.

This handbook explains lessons, communication, homework (including the Homework Hub and the Bestminds Learning Space), recordings, safety and payment for Bestminds Academy P5 and P6 families. It sets out what families should do and what they can expect from the Academy. Learning Pack arrangements in Section 4 apply from academic year 2027.

Enrolment constitutes acceptance of the policies in this handbook. Promotional use of student images is subject to the opt-out arrangements in clauses 6.11 and 6.12.

Policy updates and prepaid packages

Bestminds Academy may update these policies. Material changes will be communicated directly to affected parents in writing and announced in the All Level Announcements Group, with their effective date. Changes to fees, discounts, refunds and withdrawal terms apply only to packages purchased or renewed on or after that date. Existing prepaid packages retain the financial terms and material service benefits agreed when purchased, including lesson duration, homework-marking eligibility and recording-access entitlements, subject to the conditions already agreed. A material reduction in those benefits during a prepaid package requires the parent's written agreement. If the Academy cannot continue providing the agreed benefits and the parent does not accept the proposed change, the parent may end enrolment before the change takes effect. Unused prepaid lessons will be refunded at the per-lesson rate actually paid, without withdrawal-notice charges or recovery of discounts on completed lessons, within 7 working days after the effective cessation date. Registration and Learning Pack fees follow the applicable refund provisions. Changes required by law or urgently needed to protect safety may take effect immediately, with parents notified as soon as practicable; where such changes materially reduce the agreed service, the same exit and unused-lesson refund option applies.

The Parent Quick Guide summarises key actions. Sections 1 to 12 contain the detailed procedures and conditions and govern if an interpretation differs. If enrolment or programme information in the Terms and Conditions, brochure or Privacy Policy conflicts with this Handbook, this Handbook governs, subject to applicable law.

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0 Parent Quick Guide

0.1 Lessons and replacements. Attend your scheduled class punctually. Replacements cover the same numbered lesson and require confirmation. School holidays alone do not trigger replacements.

0.2 Replacement contact. Contact admin for an online replacement or Mr Daniel for an onsite replacement. An online-to-onsite replacement costs an additional $10, payable within two weeks after attending.

0.3 Homework. Homework is optional but strongly encouraged. Do the MCQ and cloze part as the Weekly HW Quiz on the Bestminds Learning Space while the weekly quiz window is open. Upload the written part as one PDF of less than 20 MB through your child's personal Homework Hub link, not WhatsApp, by the cutoff stated in your Homework Hub notice. You may re-upload before the cutoff; uploads after the cutoff are not marked. We aim to return marked work to your child's Google Drive folder within 72 hours after the cutoff. See Section 5.

0.4 Changed lessons. Family-requested replacements do NOT extend homework cutoffs or the Weekly HW Quiz window. If the Academy reschedules a lesson, Mr Daniel will announce the homework arrangements directly to the affected class under clause 5.9.

0.5 Online participation. Keep your full face visible during online lessons, except during breaks. Use the raise-hand control to get Mr Daniel's attention.

0.6 Recordings. Regularly enrolled onsite and online students receive access to available online lesson recordings; trial students are excluded. P6 access lasts through the PSLE Science paper day; P5 access lasts through 31 December. Early withdrawal or termination ends access on the cessation date.

0.7 Fees. A payment cycle normally covers four lessons. Pay at least one week before the next cycle begins. Send payment screenshots to Mr Daniel only.

0.8 Withdrawal. Give Mr Daniel at least 14 calendar days' written notice. Lessons scheduled within the notice period count as used. Refunds follow Section 8, subject to the policy-update exception on page 1.

0.9 Onsite dismissal. Students are normally dismissed at lesson end under the collection or independent-travel arrangements agreed with their parents. Bestminds does not provide routine after-class care. Parents collecting their child must arrive by lesson end. If a child cannot safely leave or their collector is absent, the child must approach Mr Daniel immediately; the emergency arrangements in Handbook clause 7.4 apply.

0.10 Student publicity. Identifiable student material may be used for promotion on an opt-out basis, with at least 14 calendar days' advance notice. Parents may opt out at any time without affecting enrolment or teaching support. See clauses 6.11 and 6.12.

0.11 Bestminds Learning Space. Your child signs in with the username and password in the BMLS notice and must change the starting password after the first sign-in. Keep login details private. Anyone with your child's Student ID can view their progress, so keep it private. Your child's first name and initial appear on the Top 10 board by default; you can hide them at any time on your dashboard. See clauses 5.14 and 5.19.

Please refer to the detailed sections for the full procedures and conditions.

Part A For Parents

1 Important Dates and Class Arrangements

1.1 Lessons continue during school holidays and most public holidays, except for the Academy breaks and rescheduled lessons listed below.

Rest of 2026 schedule

1.2 The 2 October 2026 Friday P5 lesson was replaced by an online lesson via ClassIn on Wednesday 30 September 2026, 3.00 pm to 4.30 pm, with a recording available. There is no regular weekly lesson from 14 to 31 December 2026.

1.3 P6 final scheduled lessons fell in the week ending 27 September 2026. Total: 37 lessons.

1.4 P5 final scheduled lessons fall in the week ending 13 December 2026. Total: 48 lessons.

2027 schedule

1.5 The first regular lesson week runs from 6 to 10 January 2027. The following changes apply during 2027:

- 6 and 7 February: no regular weekend lessons for Chinese New Year. Saturday lessons move to Monday 8 February and Sunday lessons to Tuesday 9 February, with the same time, mode and location. These lessons go ahead even though 8 February is a public holiday. Example: P5 BTSC, Sunday 7 February 2027, 1.00 to 3.00 pm, moves to Tuesday 9 February 2027, 1.00 to 3.00 pm at BTSC (onsite).
- 14 to 20 June: no regular weekly lessons during the June break.
- 8 October: no regular weekly lessons on Children's Day. The affected P5 Yishun lesson is rescheduled to 7 October 2027, onsite at the Yishun classroom, 4.30 pm to 6.30 pm.

1.6 P5 has no regular weekly lessons from 13 to 31 December 2027.

1.7 P6 final scheduled lessons fall in the week ending 19 September 2027. Total: 36 lessons.

1.8 P5 final scheduled lessons fall in the week ending 12 December 2027. Total: 48 lessons.

Closures, disruptions and class size

1.9 Lessons explicitly rescheduled above remain part of the annual lesson count and are counted once. Other listed breaks have no regular weekly lesson and do not generate a replacement. School holidays do not otherwise change the lesson schedule. Separately scheduled crash courses and workshops may take place during breaks in regular weekly lessons.

1.10 If the Academy cancels a scheduled lesson, we will first offer a live online or rescheduled live lesson covering the same content. If no workable live replacement can be arranged, parents may choose a refund or credit for the affected lesson at the lesson rate actually paid. The credit may offset the next payment cycle's fees. A recording may serve as the replacement only with the parent's agreement. Refund timing is set out in clause 8.10. Contact admin at 8841 3230 during working hours to arrange a refund or credit.

1.11 From academic year 2027, regular enrolment is capped at 12 students per onsite class and 14 students per online class. Approved replacement and trial students are additional to these regular-enrolment caps, so total attendance at a particular lesson may be higher. Their attendance requires prior approval and is subject to available space and the Academy's ability to conduct the lesson safely and effectively. Each session may include no more than one trial student.

2 Replacement Lessons

Original mode	Replacement mode	Charge	Confirmation contact
Online	Online	Free	Admin 8841 3230
Onsite	Online	Free	Admin 8841 3230
Onsite	Onsite	Free	Mr Daniel 9365 1228
Online	Onsite	$10 per lesson	Mr Daniel 9365 1228

2.1 Attend your normal class punctually whenever possible. If you miss a lesson for personal reasons, you may attend one replacement covering the same numbered lesson, subject to availability.

2.2 Request a replacement as early as possible through the contact listed in the table. Each missed lesson allows one replacement, subject to availability. A replacement is confirmed only when admin or Mr Daniel confirms its date, time and mode. Please do not attend another class without confirmation.

2.3 For an online-to-onsite replacement, contact Mr Daniel in advance. He will coordinate the arrangement with admin. Admin will request the additional $10 payment, due within two weeks after the replacement lesson. The top-up reflects the difference between online and onsite lesson fees.

2.4 If you cannot attend a suitable replacement for a lesson missed for personal reasons, review the corresponding online recording on ClassIn. Both onsite and online students have access. Academy-cancelled lessons are handled under clause 1.10.

2.5 For the 2027 programme, a trial costs $50 for one two-hour lesson, available for P5 or P6, onsite or online. Each child may attend one trial. Soft-copy materials for the lesson are included. Trial fees are non-refundable for parent cancellation or absence. One parent-requested rescheduling is allowed, subject to availability and at least 48 hours' notice before the booked trial. If the Academy cancels and no mutually acceptable replacement is arranged, the trial fee will be refunded. The refund will be paid within 7 working days after the parent chooses a refund. A trial does not reserve or confirm a regular weekly seat. No homework is set for trial lessons. These arrangements are supplied before trial payment. Trial fees are not offset against enrolment fees.

Permanent class transfers

2.6 A permanent change of regular class is separate from a one-off replacement. Changes of timeslot or lesson mode, including onsite-to-online and online-to-onsite transfers, are allowed subject to availability and written confirmation. Online-to-online transfers are arranged through admin at 8841 3230. Transfers involving an onsite seat are arranged through Mr Daniel at 9365 1228 and depend on onsite capacity. Where the new class has a different lesson fee, the difference applies from the first lesson in the new class and is adjusted in the next payment cycle. Learning Pack and registration fees are unaffected.

3 Communication and Science Support

Groups and contact details

3.1 At onboarding, the parent and/or student will be added to two WhatsApp groups: an All Level Announcements Group and a Class Group. Remain in both groups while your child is enrolled.

3.2 The All Level Announcements Group carries general and level-wide announcements. The Class Group carries homework and class-specific information. Please send individual enquiries privately to the

relevant contact listed below. In ordinary WhatsApp groups, members can see other members' phone numbers. Visibility in community announcement groups differs, and profile information may depend on individual privacy settings. Admin will explain the applicable arrangements before adding you.

3.3 For administrative matters, WhatsApp admin at 8841 3230. Homework scripts are uploaded through the Homework Hub, not WhatsApp (Section 5). For Homework Hub or Bestminds Learning Space problems, WhatsApp admin, or Mr Daniel at 9365 1228 after office hours. For privacy enquiries, WhatsApp the Data Protection Officer (DPO), Mr Daniel, at 9365 1228. Admin hours are weekdays, 9.30 am to 1.30 pm, excluding public holidays. Direct homework administration matters to admin. Report suspected errors in Bestminds materials to Mr Daniel under clause 3.5.

3.4 Send payment screenshots to Mr Daniel only at 9365 1228. Enter the student's full name and level in the payment remarks before paying, for example 'Marcus Lee P6'. For replacement requests, contact admin if the replacement is online or Mr Daniel if it is onsite.

Suspected errors in Bestminds materials

3.5 Please report suspected errors to Mr Daniel at 9365 1228. Include a clear photograph, page and question numbers, and a brief explanation. Genuine error reports have no quota. Error reporting is separate from requests for worked solutions.

Bestminds homework clarification

3.6 Clarify homework questions during class. Unresolved questions may be raised at the next lesson. Please do not request solutions to assigned homework before the scheduled homework review lesson; full solutions will be reviewed in class.

3.7 Enrolled students may ask about Bestminds and their own school-issued Science questions. For assigned Bestminds homework, clauses 3.6 and 5.24 apply. School-issued questions are limited to one full question, including its subparts, per student per week (Monday to Sunday). WhatsApp Mr Daniel at 9365 1228 with clear photos of the full question and the student's prior attempt, and state the query. Replies depend on availability; longer questions may be discussed in class. Assessment books and other tuition providers' materials are excluded.

4 Learning Pack and Lesson Materials

Materials in 2026

4.1 For 2026 enrolments, onsite students receive notes and worksheets during their first lesson. Online students have their notes and worksheets mailed to their home address within two weeks after enrolment.

Bestminds Learning Pack (BLP) from 2027

4.2 The Bestminds Learning Pack (BLP) applies from academic year 2027. The fee is $160 per academic year for P5 and $120 per academic year for P6.

4.3 Students receive the full pack of current-year notes, worksheets, revision resources and hands-on experiment kits regardless of their joining date. The fee is not prorated. Midyear joiners also receive access to relevant earlier online lesson recordings, subject to Section 6.

4.4 All students receive their BLP by mail at their home address, with no additional delivery charge.

4.5 The BLP comes in two boxes for each level. The Semester 1 box (Terms 1 and 2) for students already enrolled for 2027 is mailed in the third week of December 2026. The Semester 2 box (Terms 3 and 4) is mailed around June 2027. Students who enrol later receive any box already released within two weeks after enrolment. Temporary PDF materials will be provided if lessons begin before a box arrives.

4.6 BLP experiments are designed for home use under adult supervision. Supervise your child closely when using hot water, batteries and wires, the glass thermometer or small items such as marbles, which are a choking hazard for young children. Follow the Study Guide instructions and keep kits away from younger siblings. Report missing or damaged items to admin within 14 days of receipt.

5 Homework, Homework Hub and Bestminds Learning Space

How weekly homework works

5.1 Homework is optional but strongly encouraged. Regular practice with feedback is where answering technique improves most. Weekly homework has two parts, each with its own closing time:

- **the MCQ and cloze part**, done online as the Weekly HW Quiz on the Bestminds Learning Space while the weekly quiz window is open (clause 5.15). These are not uploaded to the Homework Hub.
- **the written part**, done on paper and uploaded through the Homework Hub for marking by your class cutoff (clauses 5.2 to 5.12).

Homework Hub: submitting written homework

5.2 The Homework Hub is our online system for submitting written homework and collecting marked work. It replaces WhatsApp for homework, so please do not send homework scripts by WhatsApp. Questions from official school materials are not submitted through the Hub; see clause 3.7.

5.3 Each child receives a private Homework Hub link with their Homework Hub notice. The same link is used every week. It opens directly to that child's page, so no login, password or class selection is needed. Families with more than one child enrolled receive a separate link for each child. Please do not share your child's link. Open the link in Chrome (Android) or Safari (iPhone), not inside WhatsApp or a PDF app, then choose Add to Home screen and name it "Bestminds Homework".

5.4 To submit written homework:

1. Scan all answer pages into one PDF of less than 20 MB.
2. Open the Homework Hub and tap Submit homework.
3. Check that the lesson shown is correct, choose the PDF and tap Upload homework.
4. Keep the page open until the green tick appears. The confirmation page shows the date and time your upload was received.

You do not need to rename the file.

5.5 Use a document-scanning app, such as Notes on iPhone or Google Drive on Android. Include every answer page. Check that answers are readable, pages are correctly oriented, and there are no significant shadows or blur. Use portrait orientation unless the worksheet requires otherwise. Handwriting must be clear and readable. See Appendix A for scanning examples.

Cutoff, re-uploads and late work

5.6 Each class has a fixed homework cutoff. It is stated in your child's Homework Hub notice and shown on the upload page, and is at least 72 hours after the lesson ends in the student's original timeslot. For example, the cutoff for a Sunday 1.00 pm to 3.00 pm class is Wednesday 3.00 pm. The upload time recorded by the Homework Hub decides whether written work is on time. The Weekly HW Quiz follows its own window instead (clause 5.15).

5.7 You may upload a corrected, complete PDF at any time before the cutoff. The latest upload received before the cutoff replaces earlier uploads for that lesson and is the one marked. Separate PDFs are not combined. There is no correction window after the cutoff: if pages are missing or cannot be read, those pages are not marked and the feedback sheet will say so. Students must not add, complete or amend answers after the cutoff.

5.8 Uploads after the cutoff are still accepted and flagged as late. Late scripts are not marked and are kept for record purposes only. Self-mark in green pen when Mr Daniel reviews the work, and clarify uncertain answers during class.

5.9 A family-requested replacement does NOT extend the cutoff or the Weekly HW Quiz window. If the approved replacement class is AFTER the cutoff, attempt the work and self-mark during the review; no alternative marking cutoff applies. If the Academy reschedules a lesson, Mr Daniel will announce the homework arrangements directly to the affected class. If solutions have already been reviewed, we will provide self-marking and clarification instead of treating the work as an independent assessment.

Return of marked work and feedback

5.10 We aim to return marked scripts and feedback to your child's private Google Drive folder within 72 hours after the cutoff, and will tell you if marking is delayed. The upload page shows the expected return date and time. To collect marked work, open the Homework Hub and tap Retrieve marked homework and feedback. You may view, download or print returned work at any time. Folder access follows BMLS access in clause 5.13, including continuing without a break when your child moves from P5 to P6 with us. Please download any marked work you wish to keep before access ends.

5.11 Each marked full-length script comes with a separate feedback sheet setting out your child's strengths, the mistakes to correct and a suggested next step. Shorter homework comes with a shorter feedback sheet covering what went well and what to fix.

5.12 Each family sees only their own child's Homework Hub page and folder, and no other students' names appear anywhere in the Hub. Markers can access only the folders of the students they mark for. All folders are held in Bestminds Academy's account. See Privacy Policy clause 7.5.

Bestminds Learning Space (BMLS)

5.13 The Bestminds Learning Space (BMLS), at bmlearningspace.com, is our online practice platform for P5 and P6 Science. Students answer multiple-choice and cloze questions written by Bestminds, and every answer is recorded, so you and Bestminds can see clearly where your child is strong and where they need more work. BMLS is included for regularly enrolled students at no extra cost. Trial students do not receive access. Access follows the recording-access dates in clauses 6.2 and 6.3: P6 until the end of the PSLE Science paper day, P5 until 31 December of the same academic year, ending earlier on the effective withdrawal or termination date. If your child continues from P5 into our P6 programme, BMLS access continues without a break. The Student ID, badges and Coin Wallet balance carry over; Top 10 rankings restart each academic year (clause 5.19).

5.14 Each child receives a BMLS notice with their login details and a personal 8-character Bestminds Student ID. The Student ID stays the same for as long as your child is with Bestminds. Please keep the Student ID and password private.

- **Your child** signs in with the username and password in the BMLS notice. **After the first sign-in, your child must change the starting password.** Keep the new password private.
- **Parents** create a parent account at bmlearningspace.com with an email address. On the first page after signing in, enter your child's Student ID to view their progress. The Student ID is the key to your child's records: anyone who has it can link to and view them, so keep it private and tell admin promptly if you think someone else has it. If you have more than one child with us, tap + Add child and enter the next Student ID. Each child then appears as a tab.

5.15 The Weekly HW Quiz is the MCQ and cloze part of each week's homework. Bestminds opens it for all classes at the same time, and it stays open until three days after the last class of that lesson week. For example, when the last class of the week is on Sunday, the quiz closes on Wednesday evening. Any attempt within this window counts and earns coins; lateness is not tracked. Like all homework, it is optional but strongly encouraged. First-try and latest-try results are shown side by side, and redoing a question cannot change the first-try score.

5.16 On BMLS, your child can also:

- complete daily quests to build a steady practice habit;
- progress along the Singapore Science Adventure Map, with separate P5 and P6 trails whose checkpoints follow the MOE syllabus;
- do topic practice, which starts at the Easy level, with the Normal level unlocking once your child shows they are ready;
- see an explanation for every option after each answer;
- retry wrong answers in wrong-answer practice, which does not change scores or progress;
- attempt practice papers, some of them timed, and Formal Diagnostic Tests, with a results report on your parent dashboard;
- use the Library: FAQ Cheat Sheet, mind maps, posters, NobiTube videos, Bookmarks and the Virtual Lab; and
- tap Report on any question that looks wrong, which sends the report straight to us.

New topics and practice papers are released on a dated monthly schedule for each level, shown under Release schedule in the app. Bestminds may unlock content early for an individual student. Coins from early-unlocked content do not count towards the Top 10 board or the Grand Challenge.

5.17 Your parent dashboard shows your child's Weekly HW Quiz scores (first try and latest try), accuracy in each of the 21 syllabus topics used by Bestminds, inquiry and exam skills shown separately, overall accuracy, quizzes completed, day streak, practice activity and calendar, past attempts, coins and announcements from Bestminds. A weekly summary highlights up to three subtopics that need attention, based on first-try accuracy.

5.18 Your child earns coins for BMLS activities, such as daily quests, quizzes (including the Weekly HW Quiz) and assessments, with bonus coins for a perfect score. Written homework uploaded to the Homework Hub does not earn coins. Coins can be spent in the BMLS shop, for example on avatar items and streak shields, and used to collect NOBI badges and claim rewards listed in the app. Spending coins does not reduce your child's ranking. You can view your child's Coin Wallet but not change it. On the Singapore Science Adventure Map, your child also collects cookies, which NOBI eats for energy to move along the trail. Students who reach set Daily Quest streak milestones receive a Bestminds medallion, mailed to the home address. The full rules are under How it works in the app.

5.19 The Top 10 board ranks students at the same level by coins earned in the current academic year, from 1 January. It shows only a first name and the first letter of the next name, with no class or school. Names are shown by default. To hide your child's name, untick Show my child's name in top 10 on your dashboard, or WhatsApp admin; you can change this at any time. Your child earns and keeps all their coins either way, and the choice does not affect enrolment or teaching support.

5.20 Apart from the Top 10 board, you see only your own child's information. No other student's results, Student IDs or contact details are shown anywhere in BMLS. See Privacy Policy clauses 7.5 and 7.6.

Help with the Homework Hub or BMLS

5.21 For login, upload or other technical problems with the Homework Hub or BMLS, WhatsApp admin at 8841 3230 with a screenshot, or Mr Daniel at 9365 1228 after office hours. To flag a suspected error in a BMLS question, use Report in the app or follow clause 3.5.

Independent work and corrections

5.22 Parents may guide and support, but must not complete homework for their child. Homework, including the Weekly HW Quiz, must be the student's own work. AI tools must not be used to generate answers. For work set under exam conditions, the stricter requirements in clause 5.23 apply.

5.23 Most homework is set Under Exam Conditions (UEC). Complete it within the stated time, without reference materials, AI tools or help from other people.

5.24 Do not request assigned homework solutions before the scheduled homework review lesson. Full solutions are reviewed in class. Suspected errors may be reported directly to Mr Daniel as described in clause 3.5.

5.25 Use a green pen for corrections and for copying answers revealed during classwork. Do not add answers in the original black or blue pen after marking. Mr Daniel may check corrections at random and ask parents to submit them.

BMLS 2027 Grand Challenge (P6)

5.26 The BMLS 2027 Grand Challenge runs from 1 January 2027 to 30 September 2027, 11.59 pm (Singapore time). The highest eligible coin earner receives an Apple 11-inch iPad (A16 chip, 128GB, Wi-Fi) and a Bestminds Gold Medal. The second-highest eligible coin earner receives Apple AirPods Pro 3 and a Bestminds Silver Medal. If an item is out of stock at the time of purchase, it may be replaced with an item of equivalent value.

5.27 To be eligible, a student must:

- be regularly enrolled in the Bestminds 2027 P6 programme and not have withdrawn or been terminated before the programme ends; and
- achieve AL1 or AL2 in PSLE Science, shown by the official PSLE result slip sent to Mr Daniel within 14 calendar days after results are released.

Trial students and holders of public BMLS passes are not eligible.

5.28 Students are ranked by total coins earned during the challenge period. Spending coins does not reduce ranking. Coins from content unlocked early for an individual student do not count. If students are tied, the higher school Preliminary Science percentage, verified from the school result, ranks first. If students are still tied, a common Bestminds Science assessment decides the order.

5.29 All BMLS work must be the student's own (clauses 5.22 and 5.23). Sharing login details, letting someone else answer, using AI tools or exploiting a system error may lead to removal of the coins involved or disqualification. Bestminds' decision is final. Winners are contacted after PSLE results are released. Any public announcement of winners follows clauses 6.11 and 6.12.

6 Recordings, Materials and Personal Data

Access to lesson recordings

6.1 Both onsite and online students receive access to the corresponding online lesson recordings. Onsite lessons are not routinely video-recorded for lesson replay. Occasional onsite event photographs or short video clips may be taken. Promotional use follows clauses 6.11 and 6.12. Trial students do not have access to the lesson recordings.

6.2 P6 students completing the programme retain access until the end of the day of their PSLE Science paper.

6.3 P5 students completing the programme retain access until 31 December of the same academic year. For both P5 and P6, early withdrawal or termination ends viewing access on the effective cessation date.

6.4 If a lesson recording is unavailable, we will provide another available recording covering the same numbered lesson or notify parents of alternative revision support. Academy-cancelled lessons are handled under clause 1.10.

6.5 To find a recording, open the ClassIn app, select the relevant Bestminds Academy class, tap Lessons, scroll down to the Ended lessons, find the required lesson and tap the recording icon beside it. See Appendix B for an illustrated example.

Consent to recording

6.6 Online lessons are recorded and may capture students' names, images, voices, screens, chat messages, digital whiteboard content and participation. Enrolment in online lessons, or booking an online replacement for an onsite student, constitutes parental consent to recording for learning, revision and the internal uses in Privacy Policy clause 7.1.1. Recordings are stored on ClassIn for enrolled students in the relevant programme and authorised Academy staff. Promotional use follows the advance-notice and opt-out rules in clauses 6.11 and 6.12. Viewing access ends under clauses 6.2 and 6.3; ending one student's access does not delete a shared class recording. Online trial lessons are also recorded. Before confirming an online trial, we will explain what is recorded and who may view it, and obtain the parent's consent. Trial students do not receive access to recordings.

6.7 Recordings are for the enrolled student's personal revision only. Downloading, sharing or redistribution is not permitted.

6.8 Students and parents must not record live lessons or lesson recordings.

Recording retention and privacy enquiries

6.9 Viewing access and storage are separate. Storage has no fixed retention period. We retain recordings only for as long as reasonably necessary for the purposes stated in the Privacy Policy or applicable legal requirements. We review continued retention periodically and arrange secure deletion or anonymisation when recordings are no longer needed. Storage and backup deletion are managed through ClassIn. Contact the Data Protection Officer (DPO), Mr Daniel, by WhatsApp at 9365 1228 for privacy enquiries or requests to withdraw recording consent. We will explain the available arrangements and any effect on online participation.

Ownership of materials

6.10 Bestminds Academy retains copyright in its notes, worksheets, practice papers, Learning Pack contents, recordings and all Bestminds Learning Space (BMLS) content, including questions, explanations, videos, posters, mind maps and the Virtual Lab. Materials supplied to a student are for that student's personal learning. Families may print supplied PDFs, copy work as directed in lessons and scan completed work for submission to Bestminds. Materials must not otherwise be reproduced for distribution, resold, shared with other students or uploaded to public websites or shared repositories. Students may keep physical Learning Pack materials supplied to them after enrolment ends. Posters and mind maps downloaded from BMLS carry a Bestminds watermark, are subject to the download limits shown in the app and are for the student's personal revision only. Do not remove watermarks, or share, post or resell downloads or screenshots of BMLS questions.

Use of student work and photographs

6.11 Bestminds may use student work and results for teaching. Promotional use of identifiable student photographs, videos, voices, names, testimonials, work or results is on an opt-out basis. Before such use, we will notify parents of the proposed materials and publication channels and allow at least 14 calendar days to opt out. We will proceed only after that period and if no opt-out applies. Parents may opt out at any time by contacting admin in writing, including by WhatsApp to 8841 3230, or the DPO at 9365 1228, stating the student's name. Opting out does not affect enrolment or teaching support. This process is used only where the applicable PDPA conditions, including the safeguards in Privacy Policy clause 7.2.2, are met.

6.12 We will acknowledge an opt-out, stop new promotional use of identifiable student material, and arrange removal from Academy-controlled online promotional channels where reasonably practicable. We cannot recall printed materials already distributed or copies outside our control. Any materially different proposed promotional use will require a separate notice and at least 14 calendar days to opt out. Existing opt-outs remain in effect.

7 Onsite Safety and Dismissal

7.1 Provide a contactable emergency number at onboarding and inform admin of any change. In an emergency, we will first try the main parent contact. Please also provide an alternative emergency contact where available.

7.2 Parents must disclose known allergies and medical conditions reasonably necessary for the student's safe participation, and promptly inform admin of relevant changes. Other health information is optional. Students with food allergies must also inform Mr Daniel and must NOT consume snacks from the snack bar.

7.3 From arrival until dismissal, students must remain in the classroom or the designated waiting area, except when using the designated nearby washrooms after informing Mr Daniel. During breaks, students should not leave the building. Return by the time announced or when the break timer sounds. CCTV operates at our Bukit Timah Shopping Centre classroom for safety and security, as described in Privacy Policy clause 7.4. The Tampines and Yishun classrooms are within premises operated by third parties, whose own CCTV arrangements apply.

7.4 At onboarding, parents must tell the Academy whether their child will travel home independently or be collected, and provide the agreed meeting point and emergency contacts. Parents must explain these arrangements to their child and notify the Academy of changes before the lesson. Students are normally dismissed at lesson end. Bestminds does not provide a routine after-class waiting or collection service. Parents collecting their child must be at the agreed meeting point by lesson end. If a student reports that their collector is absent, they do not know how to get home, or they cannot safely leave, they must remain with or immediately approach Mr Daniel. In such cases, Mr Daniel or an authorised Academy representative will keep the student in a safe, supervised place while contacting the parent and alternative emergency contact. If neither can be reached, or there is an immediate safety concern, the Academy will seek appropriate emergency assistance. Parents must collect their child promptly when contacted.

7.5 If a student becomes unwell during a lesson, we will contact the parent to arrange early collection and allow the student to rest while awaiting collection. Please collect your child promptly if contacted. Keep unwell students at home and use the lesson recording instead.

8 Fees, Payment and Withdrawal

8.1 The fee schedule and quotation state the fees and lessons covered. For regular enrolment, confirm availability with Mr Daniel and agree the arrangements under clause 8.13 before paying. Payment priority is determined by the timestamp of the WhatsApp message containing the successful-payment screenshot sent to Mr Daniel at 9365 1228. Full payment and Mr Daniel's final confirmation secure the seat. Waitlist offers and deposits follow clauses 8.17 to 8.19. Fees are non-transferable.

8.2 All fees are in Singapore dollars. Bestminds Academy does not collect GST.

Payment cycles and discounts

8.3 A payment cycle normally covers four lessons. If fewer lessons remain before the programme ends, the quotation will identify and charge only for the remaining lessons.

8.4 Payment is due at least one week before the next cycle begins. Up to two WhatsApp reminders may be sent after the third lesson. The seat-release deadline is set out in clause 8.5.

8.5 Although payment is due one week in advance, existing seats are held until the next cycle starts. If payment is still outstanding then, the seat may be released to a student on the waiting list.

8.6 Package discounts apply to lesson fees only. A 12-lesson package receives 3% off and is available throughout the year. Full or Remaining Academic-Year Packages beginning in MOE Term 1 receive

5% off. Remaining Academic-Year Packages beginning in MOE Term 2 receive 4% off. New academic-year packages cannot begin in MOE Terms 3 or 4.

Academic-year package eligibility and the discount are determined by the first scheduled lesson covered by the package, not the payment date. A first lesson during a school holiday is classified under the following MOE term. A full academic-year package beginning with the programme's first lesson qualifies for 5%, including when paid before the year begins.

The Full Package covers the full programme from its start. The Remaining Package covers all scheduled lessons from the agreed start date to the programme's end. Payment for the whole package is required upfront. Every discounted package must cover at least 12 lessons. Packages of fewer than 12 lessons have no package discount and are charged at the standard per-lesson rate. Registration and Learning Pack fees are not discounted. The quotation states the lessons covered and discount. These rules apply to packages purchased or renewed from 6 October 2026. Packages already purchased keep their agreed terms.

8.7 An online-to-onsite replacement costs an extra $10. Admin will request payment, due within two weeks after the replacement lesson.

Withdrawal and prepaid packages

8.8 Give Mr Daniel at least 14 calendar days' written notice of withdrawal. We will confirm the effective withdrawal date and the lessons in the notice period. Scheduled lessons during that period count as used, whether attended or not. In special circumstances, you may ask Mr Daniel privately to waive all or part of the notice period. Any waiver is at the Academy's discretion and is confirmed in writing.

8.9 For parent-requested withdrawal, the refund is the prepaid lesson fees paid minus used lessons charged at the full undiscounted rates that applied when the package was purchased. Used lessons include scheduled lessons missed by the student and lessons in the notice period. The minimum refund is zero. Removing the discount does not create an additional payment obligation.

8.10 We do not deduct an administrative charge. Withdrawal and termination refunds are paid within 7 working days after the effective cessation date. For an Academy-cancelled lesson under clause 1.10, payment is made within 7 working days after the parent chooses a refund. We confirm the calculation in writing. Working days are Monday to Friday, excluding Singapore public holidays.

8.11 Example: a 12-lesson P6 onsite package at $100 per lesson costs $1,164 after the 3% discount. If four lessons count as used by the withdrawal date, the refund is $1,164 - (4 x $100) = $764. If four lessons have already been used and two more fall in the notice period, the refund is $1,164 - (6 x $100) = $564.

Exception for material service changes: If a parent withdraws under the policy-update rules on page 1, those rules apply instead of clauses 8.8 and 8.9. Unused lessons are refunded at the rate actually paid, without notice-period charges or recovery of discounts.

8.12 Registration and Bestminds Learning Pack fees are normally non-refundable. However, if the Academy cannot offer a suitable class before the student's regular programme starts, all enrolment payments, including lesson, registration and Learning Pack fees, will be refunded in full. This exception excludes the fee for a trial lesson already attended. No withdrawal notice or administrative charge applies. The refund will be paid within 7 working days after the Academy confirms in writing that no suitable class can be offered. The parent may instead choose the next available class.

8.13 Before payment, the Academy and parent will agree in writing on the intended start date and acceptable class level, lesson mode, location where applicable, and times. A suitable class must meet these arrangements and have an available place. If no suitable class can be offered, the Academy will confirm this in writing by the agreed start date. If that confirmation is delayed, the refund remains due within 7 working days after the agreed start date. Any change to the agreed arrangements requires both parties' written agreement. For priority-waitlist deposits, the agreed requirements and

acceptable start-date range follow Appendix D.2 and D.4. These waitlist arrangements do not reduce the regular-enrolment refund protection in clauses 8.12 and 8.13.

Academy-initiated termination

8.14 If the Academy ends a student's enrolment, no withdrawal notice period is charged. Unused prepaid lessons are refunded at the per-lesson rate actually paid for the package, without reclaiming discounts on completed lessons. Registration and Learning Pack fees remain subject to clause 8.12. Refund timing follows clause 8.10.

How to pay

8.15 Pay through PayNow only, using UEN 202502484D. PayLah, Stripe, PayPal and credit card payments are not accepted. The payment QR code is in Appendix C.

8.16 You MUST enter the child's full name and level in the payment remarks before confirming payment, for example 'Marcus Lee P6'. Send the payment screenshot to Mr Daniel only at 9365 1228, not to admin.

Waitlists and deposits

8.17 If a preferred timeslot is full, students may join the FREE waitlist. A deposit equal to two lesson fees for the chosen level and mode moves the student to the PRIORITY waitlist. Available seats are offered to the priority waitlist before the free waitlist.

8.18 The priority-waitlist deposit offsets lesson fees upon enrolment. Before the deposit is applied to a confirmed enrolment, a parent may withdraw from the priority waitlist by written WhatsApp notice to Mr Daniel at 9365 1228. The unapplied deposit will be refunded in full within 7 working days after that notice. Declining or missing an offer does not forfeit the deposit. If no qualifying offer is made within three calendar months, the automatic refund arrangements in Appendix D.4 apply. Appendix D.4 also applies where an offer has been declined or missed and no seat has been taken up by completing D.3's acceptance requirements within that period.

8.19 Waitlist placement or a deposit does not confirm a seat. Confirmation requires an offer, acceptance, successful payment, screenshot submission within the 24-hour offer window and Mr Daniel's final confirmation. Appendix D sets out queue order, deadlines and refund processing. Once the deposit is applied to lesson fees on enrolment, regular enrolment and refund terms apply.

Referral programme

8.20 A referrer receives a $100 cash reward once the referred student has completed 12 paid regular lessons, whether paid through four-lesson cycles, a 12-lesson package or an academic-year package. One reward is paid per new student. The programme is open to everyone, with no limit on successful referrals. Sibling referrals are excluded. Referrers must obtain the family's permission before sharing their contact details with Bestminds. Bestminds may amend or end the programme for future referrals with notice; rewards already earned are honoured.

Part B For Students

Sections 9 to 12 are written for students. Students should also read Section 5 on homework, the Homework Hub and the Bestminds Learning Space.

9 Mindset and Class Behaviour

9.1 Treat Mr Daniel and your classmates respectfully. Listen when others are speaking and take turns to contribute. We sometimes explore related Science ideas to help you understand a topic more deeply, while lessons remain focused on your programme.

9.2 Focus on your own progress. Do not make comparisons that put yourself or another student down. Everyone has different strengths and learns at a different pace.

9.3 All students must allow others to learn without repeated disruption. If you disrupt the class, Mr Daniel will give you a warning and inform your parents. If the behaviour continues, the Academy may end your enrolment.

9.4 Disruptive behaviour includes repeatedly interrupting, continuing to talk after being asked to stop, or repeatedly making comments that disrupt learning. Online students who disrupt the lesson may be muted.

9.5 If the Academy ends your enrolment, unused prepaid lessons are refunded under clause 8.14.

10 What to Bring to Lessons

10.1 Bring a Science notebook, foolscap paper, jacket, water bottle and stationery. For Bestminds Practice Papers (BMPP), bring only the booklet required for that lesson.

10.2 Use the notebook only for Science, not for other subjects or doodling.

10.3 If you forget your materials for an onsite lesson, copy the work into your Science notebook or onto the paper provided. At home, transfer it into the correct worksheet or book.

11 Class Participation and Breaks

Getting attention and participating

11.1 Onsite students should raise a hand. Online students should use the raise-hand control at the lower-right of the ClassIn screen, shown as a yellow figure waving. Use it when you need Mr Daniel's attention, such as to ask a question.

11.2 Online students are encouraged to use a writing tablet with a stylus for ClassIn Sketchpad activities. A stylus is easier and more precise than a mouse.

11.3 Keep your full face visible during online lessons, except during breaks. This helps Mr Daniel check understanding, ask you questions and confirm attendance. If your camera stops working, tell your parent so they can notify Mr Daniel promptly and arrange a working camera before the next lesson.

11.4 If a camera issue remains unresolved after two consecutive lessons, an onsite transfer may be offered, subject to availability, parental agreement and applicable onsite fees. Otherwise, the Academy may end online enrolment and refund unused prepaid lessons under clause 8.14.

11.5 Use your full name in ClassIn. To change it, join the classroom, select your profile or current name, choose the rename option, enter your full name and save. Ask Mr Daniel for help if needed.

Breaks

11.6 Two short breaks are normally scheduled per lesson, approximately 35 to 40 minutes and 75 to 80 minutes after the lesson begins. Mr Daniel may shorten or extend breaks at his discretion.

11.7 Online students may turn off their microphone and camera during breaks. Students are encouraged to stand up and move around to help maintain focus.

12 Snacks, Washroom Breaks and Sticker Rewards

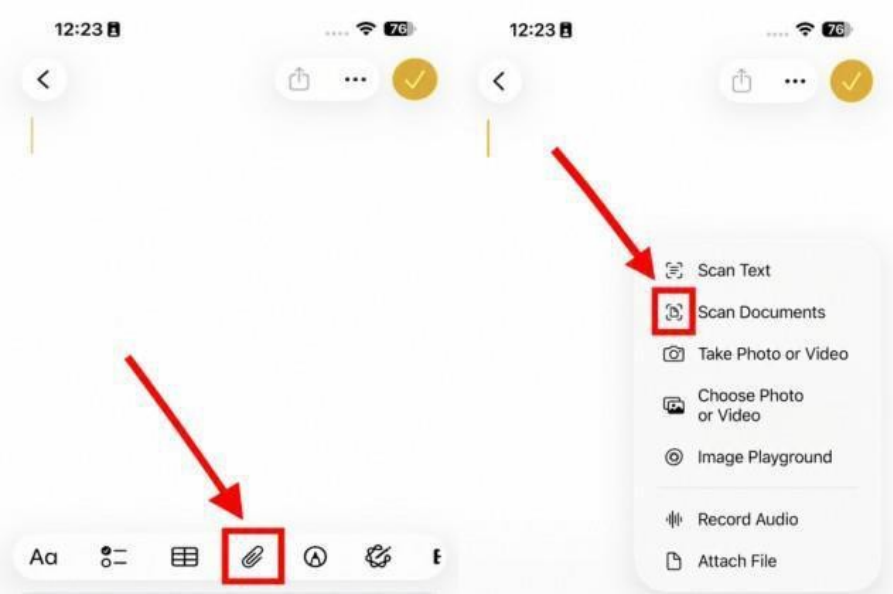
12.1 Online students may eat or drink when necessary if it does not disrupt participation. Before a washroom break, type a message in the ClassIn chat; you do not need to use the raise-hand control to inform Mr Daniel.

12.2 Onsite students may receive stickers from Mr Daniel for positive behaviour, attitudes or actions. You may exchange stickers for snacks. Only stickers signed by Mr Daniel can be used.

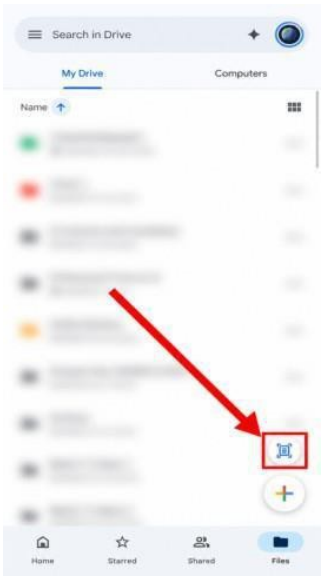
Appendix A Scanning Homework

Use these examples to locate the scanning controls. App layouts may vary by device or version. Check all pages before saving and uploading one PDF. Contact Admin if you need help with compressing a PDF.

iPhone Notes



Google Drive



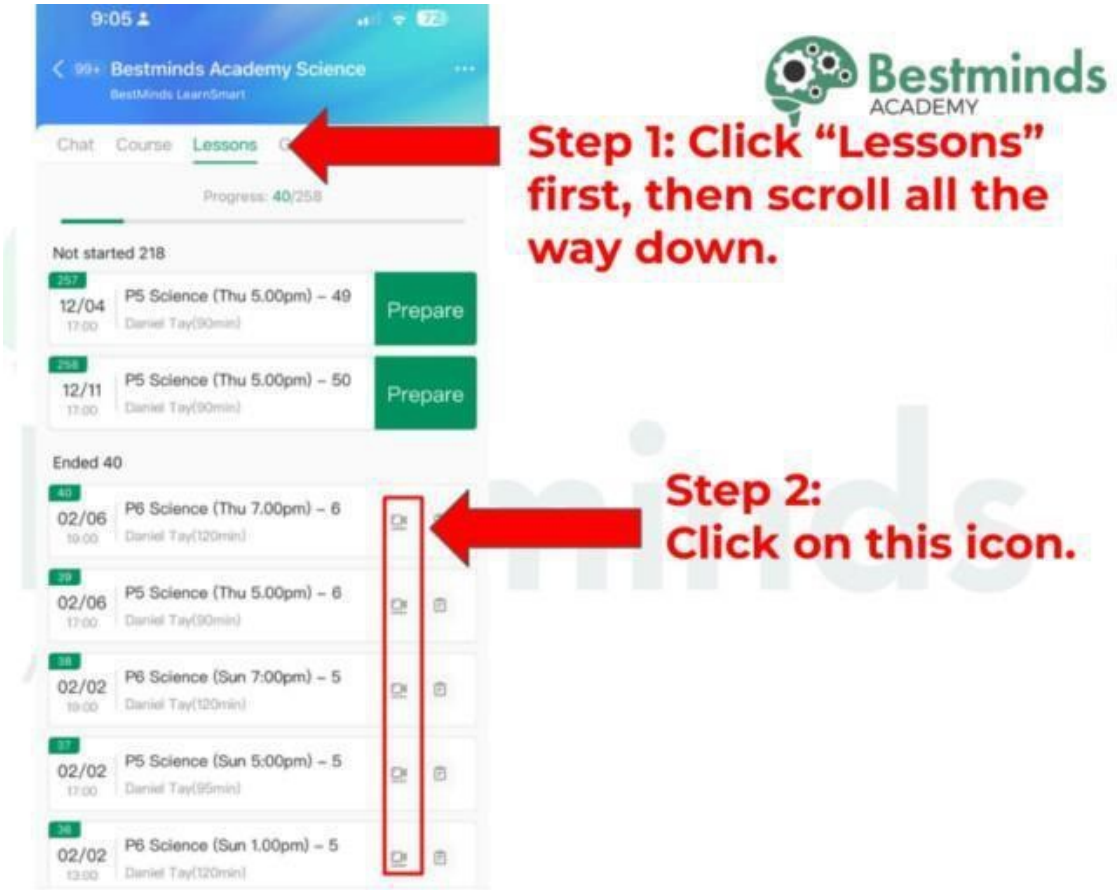
In Notes, use the attachment control and select Scan Documents. In Google Drive, look for the scan control.

Scan every answer page, save as one PDF and upload it through the Homework Hub (clause 5.4). You do not need to rename the file.

Appendix B Finding Recordings

1. Open the ClassIn app.
2. Select the relevant Bestminds Academy class.
3. Tap Lessons.
4. Scroll down to the Ended lessons.
5. Find the required lesson and tap the recording icon beside it.

Dates and lesson durations in the screenshot are examples.



Appendix C Payment Reference

PayNow UEN 202502484D. Enter your child's full name and level in the remarks and send the payment screenshot to Mr Daniel at 9365 1228. See clauses 8.15 and 8.16. PayLah, Stripe, PayPal and credit card payments are not accepted.

Bestminds Academy Pte Ltd
PayNow UEN: 202502484D



Appendix D Waitlist Procedures

D.1 Free waitlist

When a preferred timeslot is full, students may join the free waitlist without payment. Entries are ranked by the timestamp of waitlist registration, earliest first.

D.2 Priority waitlist

A deposit equal to two lesson fees for the chosen level and lesson mode moves the student to the priority waitlist. Priority entries are ranked by the timestamp of the WhatsApp message containing the successful deposit-payment screenshot sent to Mr Daniel at 9365 1228, earliest first. Available seats are offered to the priority waitlist before the free waitlist.

Before accepting a priority-waitlist deposit, the Academy and parent will agree in writing on the student's level, lesson mode, location where applicable, timeslot and acceptable start-date range. An offer qualifies only if an available seat meets all these agreed requirements. Changes require both parties' written agreement.

D.3 Accepting an offer

Seat offers are sent between 9.00 am and 9.00 pm Singapore time. Parents have 24 hours from the offer message timestamp to accept the offer, complete the required enrolment payment and send the successful-payment screenshot to Mr Daniel at 9365 1228. Each offer will state its exact expiry date and time.

Acceptance is complete only when the parent has accepted the offer, successfully paid the required enrolment amount and sent the successful-payment screenshot to Mr Daniel's WhatsApp at 9365 1228 before the offer expires. The WhatsApp message timestamp determines whether the screenshot was sent on time. For example, an offer sent at 9.00 pm on Monday expires at 9.00 pm on Tuesday.

If a parent declines an offer or does not complete acceptance, payment and screenshot submission before its expiry, the seat may be offered to the next eligible parent. The deposit is not forfeited. The student remains on the priority waitlist in the original queue position unless the parent withdraws. A declined or missed offer does not restart the three-calendar-month waitlist period. The parent may withdraw at any time before the deposit is applied to a confirmed enrolment and receive a full refund of the unapplied deposit within 7 working days after written notice to Mr Daniel.

D.4 Deposit, waitlisting period and refund

The deposit offsets lesson fees on enrolment. The waitlisting period is three calendar months from the deposit-payment screenshot timestamp in D.2. An offer qualifies only if the seat meets the agreed requirements in D.2 and allows lessons to begin within the waitlisting period or the parent's agreed acceptable start-date range, whichever is later.

If no seat has been taken up under D.3 by the end of the waitlisting period, the unapplied deposit is refunded in full within 7 working days. This applies even if an earlier qualifying offer was declined or missed.

Before the period ends, the parent and Academy may agree in writing to extend the waitlisting period to a specified date. During an extension, an offer qualifies if lessons can begin by that date. The parent may withdraw at any time before the deposit is applied and receive a full refund of the unapplied deposit within 7 working days after written notice to Mr Daniel at 9365 1228. Working days are Monday to Friday, excluding Singapore public holidays.

D.5 Seat confirmation

Neither waitlist placement nor payment of a deposit confirms a seat. A seat is confirmed only after an offer, acceptance, successful payment and screenshot submission within the 24-hour offer window, and Mr Daniel's final confirmation. Once the deposit is applied to lesson fees on enrolment, regular enrolment and refund terms apply. Contact Mr Daniel at 9365 1228 for waitlist arrangements.