

## Administrative Charging for Document Production

To ensure consistency, transparency, and accountability in the production of official documents, Tenby Schools Setia Eco Park will apply the following administrative rules with effect from 10<sup>th</sup> October 2025.

### 1. Scope of Application

These charges apply to:

- Requests for official printed documents (e.g., student confirmation letters, transcripts, enrolment confirmation, fee payment confirmation, reference letters).
- Requests for the certification of documents by an authorised school official (e.g., certified true copies of reports, certificates, or letters).

### 2. Administrative Charge

A fixed administrative charge of RM50 per set will be applied.

A “set” refers to one complete document request (printed or certified), regardless of the number of pages for 1 academic year.

### 3. Payment Method

- Payment must be made to the school’s bank account prior to the release of the documents. Bank details are as below:

#### **Tenby International School**

Name : TENBY WORLD SDN BHD  
Bank : OCBC Bank (Malaysia) Berhad  
Account No : 7051317084  
Bank’s Address : 19, Jalan Stesen  
41000 Klang  
Selangor, Malaysia  
Swift Code : OCBCMYKLXXX

#### **Tenby Schools Setia Eco Park**

Tenby World Sdn Bhd (325331-H)  
No. 1, Jalan Setia Tropika U13/18T,  
Seksyen U13, 40170 Shah Alam, Selangor

[tenby.edu.my/setia-eco-park](http://tenby.edu.my/setia-eco-park)

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### **Sekolah Sri Tenby**

Name : TENBY EDUCATION SDN BHD  
Bank : OCBC Bank (Malaysia) Berhad  
Account No : 7051317076  
Bank's Address : 19, Jalan Stesen  
41000 Klang  
Selangor, Malaysia  
Swift Code : OCBCMYKLXXX

- Official receipt from the school must be presented when collecting the documents.

#### **4. Processing Time**

- Standard processing time is 3 working days from the date of request and confirmation of payment.
- Urgent requests may be considered on a case-by-case basis, but additional time may be required depending on the nature of the request.

#### **5. Exemptions**

- No charge will apply for documents issued as part of standard school processes (e.g., term reports, routine progress updates, official parent communications).
- Exemptions may also be granted in exceptional circumstances at the discretion of the Campus Principal.

#### **6. Request Procedure**

- Parents must submit their document request via email to the school secretary.
- The school secretary will advise the parent on the next steps, including any required payment or processing details.
- If courier service is requested, additional charges will apply and must be borne by the requester.

#### **7. Accountability and Review**

- All charges collected will be recorded by the Finance Department.
- This policy will be reviewed annually to ensure fairness and relevance.

*Note: By standardising this process, the school ensures quality, timeliness, and proper administrative oversight of all document requests.*