

Admissions, registrations & enquiries Policy

Updates and Reviews:

• Implemented	2 nd January 2013	Laura Leigh Wayman
• Reviewed	25 th April 2013	Laura Leigh Wayman
• Amended	16 th August 2013	Laura Leigh Wayman
• Amended	05 th January 2014	Laura Leigh Wayman
• Amended	06 th November 2014	Laura Leigh Wayman
• No changes	29 th May 2015	Laura Wayman
• No changes	08 th October 2015	Laura Leigh Wayman
• Amended	16 th February 2016	Sara Bradley
• Amended	06 th March 2017	Carla Gibson

Child's Play Private Nursery Ferryhill

Policies and Procedures

Admissions, registrations and enquiries policy

Child's Play Private Nursery aims to make sure that everyone in our local and wider community can access the setting through open, fair and clearly communicated procedures.

Age groups:

- 0-2years- Snowdrops
- 2-3 years- Buttercups
- 3-5 years- Sunflowers
- 5-10 years- Bluebells (Holiday care)

Session times:

- Morning 7.30-1pm (8am, start for free education children)
- Afternoon 1.00-6pm
- Full Day 7.30-6pm

We offer flexible sessions, with a minimum of one am/pm session up to a full time place, per week. Our bookings are based upon a first come, first serve basis and the availability for the wanted sessions. (This is confirmed once we have received the completed registration form and a £30.00 non-refundable membership fee. *Grant only children have the option to opt out of this)

Enquiries- for places can be made via a number of different ways:

1. Telephone
2. Child's Play Private Nursery Website
3. Daynurseries.co.uk website
4. Childcare.co.uk website
5. Child's Play private Nursery facebook page
6. Direct Contact- turning up at nursery
7. Indirect- Via the Local Authority- eligibility checking team
8. Child's Play Private Nursery Email Account

Regardless of the method of initial contact it is the duty of the Nursery Manager and Deputy Manager to log the enquiry in the settings 'Enquiries Folder' and respond appropriately. Here families will be provided with Nursery information as requested and invited to come along to the setting for a Show-around.

Show-arounds- we invite prospective families to visit the setting for a show-around where a member of the management team will show them around the setting, explain our ethos, provide information regarding the Early Years Foundation Stage (EYFS) and provide information on the settings policies and procedures. Examples of activities/experiences we provide will also be discussed, as well as explaining the settings belief in learning through play and how parents/families can get involved in their child's learning. Examples of documentation i.e. learning journeys will be shown and opportunities to meet the staff is also available, discussions about any questions or queries in which the family have will also be promoted.

At the end of the show-around the prospective family will receive a price list, registration form, Application for eligibility funding (where applicable) and a brochure. The registration form will be discussed in full detail.

Free Education: Management staff are required to check for availability for free funding for 2, 3 and 4 year olds and inform families of the free funding which may be available to them, as they often don't know that this is available.

Where families believe their child qualifies for the two year entitlement an application for eligibility checking must be filled in and forwarded to Durham County Council, Early Years and School Places team for approval.

Uniform: is available for families to purchase at an additional cost, this is not mandatory. Families are given an order form with all other registration documents, alternatively they can order direct from the Nursery Website- www.childsplayprivatenursery.co.uk Families are also made a way that we try to prevent carrier bags in the setting as much as possible due to suffocation risk, so we ask families (where possible) to provide a non-carrier type bag.

Confirmation of place- will happen upon receipt of a completed registration form along with the non-refundable membership fee of £30.00*. A confirmation letter will be issued within 5 working days. The letter will also state that we will be in touch closer to the agreed start date and arrange settling in visits (refer to parents as partners and the role of the special carer policy) At which point the child's required sessions are then added to the forecast sheets, to secure the place. Where appropriate we will send such communication in dual language, large font or any other form where possible to meet family individual needs.

Transitions and settling in- prior to any child joining the nursery or preparing to move to another room, we will arrange for a number of settling in sessions, this time will offer opportunity for child and family to get to know their new special carer as well as meet other children in the provision. Detailed care plans will also be filled out. A maximum allocation of 3 hours is given for free to do this. *For more information please refer to our parents as partners and special carer policy.*

Waiting list- If we are unable to offer a space initially for wanted days and sessions, the child will be put onto a waiting list. As and when sessions become available, we will again offer the spaces to families on a first come first serve basis.

Please note; families with siblings already registered with the setting will override the first come first serve basis.

Emergency closure- it is the policy that parents **do not pay** when the setting is closed (i.e. Bank Holidays and Christmas week) this would also apply to an emergency closure. An emergency closure is described as an unforeseen circumstance; so if a child is booked in on a particular date, their account may be credited for price of session(s) and deducted from a future bill or offered alternative 'free sessions' on non-usual days of attendance, totalling the same number of hours lost due to the emergency closure.

Terms and Conditions of Business: *please refer to the settings terms and conditions policy.* A copy of this is also included in the settings registration form which families are required to adhere to.

**Does not apply to all families, refer to T&Cs for more information*