

Admissions, Registrations & Enquiries Policy

Updates and Reviews:

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• Reviewed	25 th April 2013	Laura Leigh Wayman
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• Amended	16 th February 2016	Sara Bradley
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• Updated	10 September 2020	Laura Davies

Child's Play Private Nursery

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 our settings through open, fair and clearly communicated procedures.

Age groups:

- 0-2years - Explorers
- 2-3 years - Adventurers
- 3-5 years - Investigators
- 5-10 years - Innovators (Inc. Holiday Care)

*The age ranges above are guidelines only, individual sites may operate different age groups depending on size and setting requirements.

Session times:

- Morning 7.30-1pm (8am, start for free education children)
- Afternoon 1.00-6pm
- Full Day 7.30-6pm
(free entitlement sessions differ to 8-1, 1-6, 8.30-11.30, or 1.30-4.30)

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 served basis and the availability for the desired sessions. (This is confirmed once we have received the completed registration form and a non-refundable registration 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 (Durham or Hartlepool)
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.

Funding Eligibility: 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 / Hartlepool Council, Early Years and School Places team for approval.

Nursery management will also check for any additional funding your child or family may be eligible for e.g. EYPP (Early Years Pupil Premium)

Uniform: Uniforms are 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 aware 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-plastic bag which would not pose a risk of suffocation.

Upon registration 1 FREE piece of uniform (excluding coats) can be ordered for the child(ren) registering.

Confirmation of Place- Families will be notified of a nursery place upon receipt of a completed registration form along with the non-refundable registration fee. A confirmation letter will be issued usually 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.

*Confirmation letter is usually issued via email or direct through our blossom educational app.

Where appropriate we will send such communication in dual language, large font or any other format where possible to meet each families' individual needs. A new child registration check list will also be completed and signed off by a management member prior to the child starting nursery.

Transitions and settling in sessions - Prior to any child joining the nursery or preparing to move to another room, we will arrange for a number of free 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 as well as initial starting points assessments (to

help us plan for individual learning plans). A maximum allocation of 3 hours is given for free to do this, in exceptional circumstances a manager may feel that additional free hours need to be arranged.

On the first day, the new parent will also receive a welcome gift (take a break bag with room info.)

For more information, please refer to our parents as partners and special carer policy.

Waiting list- If we are unable to offer a place initially for the parent's desired days and sessions, the child will be put onto a waiting list. As and when sessions become available, we will again offer the place to families on a first come first served 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 in the event of 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 will be offered as an alternative 'free session(s)' on non-usual days of attendance, totalling the same number of hours lost due to the emergency closure.

Storage of Registration Information and Personal Data – All personal information received from new and prospective families including the personal information of parents and children will be stored securely in accordance with General Data Protection Regulation (GDPR) legislation. It is the responsibility of the Nursery Manager and Deputy Nursery Manager to ensure that this is done correctly.

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.