

# Parklands Learning and Care Centre

## Registration, Admissions and Fees

PLACC is committed to providing a fair and open admissions system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.

### **Admissions**

When a parent/carer contacts PLACC enquiring about a place for their child they will be given all the relevant information they require including details of the Admissions and Fees Policy. Parents/carers are asked to complete an Admissions Form and Emergency Medical Treatment Form prior to their child attending PLACC. A contract should also be signed by the parent/carer. This is an agreement between PLACC and the parent/carer that information supplied about their child is correct and it also signifies their acceptance of PLACC's terms and conditions relating to fees, holiday and sickness payments and length of notice required should their child stop attending PLACC. In addition any other special arrangements may be recorded on the contract. Once this has been completed and handed back to us we will discuss the place available for the child to attend.

If a suitable place is available the parent/carer and, where possible, the child will be invited to visit PLACC and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Admission Form to confirm their child's place. At a £5 registration fee will be required.

Once the admission is secure, the Manager or designated member of staff will contact the parent/carer concerned to arrange a date for the child's first session at PLACC. At this stage, the provisions of the Settling In Policy will come into operation.

### **Waiting List**

To ensure that admissions to PLACC are offered on a fair and transparent basis, the following procedures will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable place available, PLACC's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. PLACC will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from PLACC.
- When a vacancy at PLACC becomes available, the Manager will contact the parent/carer of the child whose name is next on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Admissions Form and follow the remaining steps of the admissions procedures as outlined.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next child on the list will be contacted.

## **Fees**

PLACC understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of PLACC, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of PLACC's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
- Payment of fees should be made weekly or monthly, on an agreed day prior to the start of the week or month in question. Individual payment arrangements will be negotiated between the Manager and parents/carers.
- PLACC will be sympathetic to requests for daily payment. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the Manager at the earliest possible opportunity.
- If the fees are not paid on time then there will be a £20 late fee added on top of their outstanding balance. PLACC will notify the parent/carer in writing and request payment at the earliest possible opportunity.

- The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment could result in their child's place at PLACC being forfeited.
- If fees are paid persistently late, not at all, with no explanation or the amount outstanding exceeds £130 which is left with no resolve then PLACC will be forced to terminate that child's place. Your child will only be able to re-attend when that outstanding balance is paid off however. If this cannot be resolved then further action will be taken. Under exceptional circumstances, the Manager may agree to allow the child to continue attending PLACC for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at PLACC.
- Fees are payable one week or one month in advance. Half fees are payable if a child is absent due to holiday and at least 14 days notice has been given or due to illness. This is to preserve the child's place at PLACC. Full fees are payable in the event of absence due to any other circumstances.
- If a child is booked into PLACC in until 5:00pm during term time and a parent/carer is late picking up their child there will be a £1.75 charge added on. If booked until 6:00pm and collection is late there will be a £5 charge.

### **Withdrawal**

- If a child is to be withdrawn from PLACC we require 14 days notice. If a child does not attend PLACC when expected and without reason for a period of 14 days then that child's place at PLACC will be withdrawn.

Once a child has reached their twelfth birthday it is anticipated that their place at PLACC will be withdrawn at the end of the following summer playscheme. In certain circumstances a child will be allowed to remain at PLACC after this date, but that will be at the discretion of the Centre Manager and/or the management committee.

# Parklands Learning and Care Centre

## Terms and Conditions

### **Behaviour**

In order that both children and staff at PLACC can enjoy the benefit of a safe and fun environment, a certain level of behaviour is expected from all those attending. Incidents such as bullying, bad language and failure to comply with reasonable requests will not be tolerated. We expect that children and staff will respect each other and each other's views.

The Centre Manager and her staff will deal with incidents where behaviour has dropped below an acceptable level. They can, if necessary refer the incident to the management committee if additional action is required. Such additional action could include consultation with a parent/carer, written warnings or temporary or permanent withdrawal from PLACC. The management committee reserve the right to decline to accept any child at PLACC.

## **Policies**

PLACC has a comprehensive set of policies and procedures such as;

- Administration of Medication
- Arrival and Departure
- Behaviour Management
- Bullying
- Child Protection
- Critical Incidents Policy
- Complaints Procedure
- Child Illness
- Care, Learning and Play
- Documentation and Information
- Dealing with Racial Harassment
- Equal Opportunities
- Equipment
- Fire Safety
- Food and Drink
- Hygiene
- Health and Safety
- Health, Illness and Emergency
- Involving and Consulting Children
- Infectious and Communicable Diseases
- Missing Children
- Mission Statement
- Partnership with Parents/Carers
- Physical Environment
- Recruitment of Ex-Offenders
- Risk Assessment
- Special Needs
- Students and Volunteers
- Site Security
- Staff Development and Training
- Settling In
- Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information
- Smoking, Alcohol and Drugs
- Staff Disciplinary Procedures
- Suspensions and Exclusions
- Staffing
- Visits and Outings
- Uncollected Children

If you would like to read any of these please ask.

## **Parent/Carer Contract**

NAME OF PROVIDER: Parklands Learning and Care Centre  
Parklands primary School  
Spinney Hill Road  
Northampton  
NN3 6DW

PUBLIC LIABILITY INSURANCE: Sterling Insurance  
Policy Number 704059

I have read and agree to PLACC's registration, terms and conditions.

Parent/Carer.....Date.....

On behalf of PLACC.....Date.....