



Ziggy Club @ Oxley Park
Admission Pack for Parents
(Please keep for your records)

Revised December 2013

Admissions and Fees Policy
Admissions Form

ADMISSIONS AND FEES POLICY

Our Club is committed to providing a fair and open admission 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. We also accept childcare vouchers as a method of payment.

Admissions

When a parent/carer contacts Ziggy Club @ Oxley Park 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, and informed of whether there is currently a suitable place available for their child.

If a suitable place is available the parent/carer and, where possible, the child will be invited to visit the club 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 Admissions Form (see Appendix Two) to confirm their child's place.

Once the admission is secure, the Leader, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at the club.

Waiting List

To ensure that admissions are offered on a fair and transparent basis, the following procedure 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 one available, Ziggy Club @ Oxley Park'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 for their child to the club 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. The School Office 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 the club.
- When a vacancy becomes available, the Leader will contact the parent/carer whose child is suitable for the place and is highest up 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 procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Charging Policy and Fees

Ziggy Club @ Oxley Park 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 Ziggy club, it must ask that parents/carers respect its policy in respect of fees.

There is an annual registration fee of £12.00 per family. This is to be paid prior to booking a place. This is due for renewal every January (Unless you have been charged the fee for the first time for the previous term)

Session Rates for child care at Ziggy Club @ Oxley Park & 4 O'clock club.

Daily rates: Effective from Monday 5th September 2011

Early Birds (from 7.30am): £3.25

4 O'clock Club (till 4.00pm) £2.50 per session or £10.00 discounted weekly rate/

Evening session (till 6.15pm): £8.50

- The level of fees will be set by the Governing Body and reviewed annually in the light of the club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant

- Payment of fees should be made half-termly in advance by our preferred method of Parent Pay. If you do not have a valid account please contact parentpay@oxleyparkacademy.com with your details so one may be set up for you. We also accept childcare vouchers, cheque or cash. If paying by childcare vouchers please let the administrator have the details of your company and the schedule of expected payments. Please make all cheques payable to "**Oxley Park Academy Trust**".

- All accounts must be paid in full by the end of each term. If you pay by voucher please ensure you have made a provision for the balance if your vouchers do not cover the cost of the terms childcare. ***Please keep a copy of your booking form for your reference.***

- **We do not accept bookings without payment.** Individual payment arrangements may be negotiated between the Mrs Cathy Higgins and parents/carers.

- Cancellations will only be accepted **prior to the start of each half term**. Pre-booked slots must be paid for and no refund can be given as staffing is based on demand and organised half termly. Although this is a facility run by the school, no costs can be incurred by the school. It must be self-sufficient and run with the same rigour as private provision.

- If the fees are not paid on time, the club will notify the parent/carer in writing and request payment at the earliest possible opportunity. A £10.00 fee will be added to your account if payment is not received immediately upon receipt of a statement.

- The Administrator has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at Ziggy Club being forfeited.
- If fees are paid persistently late or not at all with no explanation, the club will be forced to terminate that child's place.
- Parents/carers are encouraged to speak to the Administrator 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 the club.

For new bookings please follow the instructions below:

1. Complete the admissions pack and return, with the registration fee.
2. Complete all relevant booking forms (**please keep a copy for your reference**) and return to Dee De Haan, Ziggy Club Administrator via the school office who will then confirm availability of places. If you would like to contact the administrator via email please contact:- **dee.dehaan@oxleyparkacademy.com**
3. Once your child's place for requested sessions have been confirmed. Please pay appropriate fees to secure their place at the sessions.
4. Bookings will not be accepted without a completed booking form and payment.

By paying for this club you are entering into a contract with the school. Should your child not follow the rules of the club they will be asked to leave and the afterschool provision will be withdrawn. Refunds will not be given if a child is asked to leave a club due to poor behaviour.

Closure of Ziggy Club

We are unable to offer a refund if the school has to close due to adverse weather conditions.

Uncollected children at the end of a School day.

. It is essential a place is booked for your child so we may comply with Ofsted ratios and cater for your child. Please ensure a booking form is completed or if in an emergency the Ziggy club administrator is informed.

. If a child is left uncollected at the end of the day with no prior provision being made with the administrator, your child will be placed into an afterschool club and you will be charged **£15.00**.

Uncollected Children at the end of a Ziggy Session.

Our Club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session, Ziggy Club @ Oxley Park will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Head Teacher will be informed.
- The Leader will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Leader will call the local social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Leader will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone. Furthermore, a note will be left on the door of the premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of Ziggy club @ Oxley Park until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Leader and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at Ziggy Club.
- **We will charge £15.00 if a child is collected from a Ziggy or 4 O'clock club session late as we will have to pay staff overtime and we need to have two staff on duty.**

Partnership with Parents and Carers

Our Club recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between Ziggy club @ Oxley Park and parents/carers.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The club aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with Ziggy Club.
- Ensuring that parents'/carers' concerns are always listened to by the club whenever they are raised. The Leader will ensure that parents/carers receive a prompt response.
- Making all club information and records on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the club's policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles in the club, such as volunteering or participating in activities, visits or outings.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the club. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the club, such as alterations to the opening times or fee levels.