

# Terms and Conditions



## Applying for a nursery place

- Application forms must be completed and returned before a child can be offered a place. We aim to accommodate all requests wherever possible.
- We require a £100 deposit to hold your child's place. This will then be deducted from the last month's fees at the end of your child's time with us, subject to parents holding a zero balance on any outstanding fees.
- We offer funded places for 2 year olds (Think 2) and 3-4 year olds (universal 15 hours and 30 hour childcare). We have a limited number of funded, term-time only places available. These will be offered subject to availability on a first-come, first-served basis.

Admissions to Little Learners shall be determined by the criteria set out below:

- 1) Children on school roll whose parents are seeking additional hours / wrap-around care
- 2) Individual needs of children – we are committed to ensuring all of our children receive the very best education and therefore we reserve the right to delay admission to ensure staff have had the necessary training and qualifications in order to meet the needs of the child
- 3) Children requiring a **full time place**
- 4) Children of staff
- 5) Siblings of children already accessing the setting
- 6) Any other children

## Fees

- All fees to be paid at the start of each month – by 5<sup>th</sup> monthly'.
- Invoices will be calculated on an average monthly basis based on the child's week multiplied by 4.25.
- Fees are payable for a full 51 weeks of the year
- Fees will still be payable, even if your child is absent. Please notify us as early as possible if your child is unwell or you are going on holiday.
- Any additional sessions will be subject to availability. Please provide as much notice as possible. The charge for these will be added to the next month's invoice.
- Late fees will incur an administration charge of £25 and could result in a place being withdrawn without notice.
- Little Learners reserves the right to review fees when necessary.

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## Payment methods

- Payment can be made by cheque, direct debit, nursery grant, government funding and childcare vouchers.

## Notice period

- We require 4 weeks notice should you wish to withdraw your child from our provision

## Holidays

- Little Learners will be closed on all Bank holidays and for a week at Christmas
- Full time children attending Little Learners are eligible for 4 weeks retainer during the year; a reduced fee rate applied during planned absence. This is charged at 50% of normal fees and is given on an accrued annual basis. In order to be eligible for this retainer, 6 weeks notice is required in writing or via email. Full fees will be charged for any holidays taken in addition to this.
- We do not offer reduced fees for children taking holidays that attend on a part-time basis.

## Collection of Children:

- To ensure your child is safe, we need to know who is collecting them at the end of the session. If this is not you, please let us know. We will need to then see ID from the individual concerned if we have not met them before and we will require a password to be given.
- Should anyone other than yourselves arrive without prior notice, then we will always make contact with you to obtain your permission before releasing your child.

## Late collection

- If you are going to be late collecting your child, please give us as much notice as possible so that we can ensure there are sufficient staff available.

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- Parents not collecting their child by 6pm will be charged at a rate of £10 per half hour or part thereof. Charges will be added to the next fee payment.

### Contact numbers:

- It is really important that we have up to date contact details for parents. If your phone number or address changes, please let us know at your earliest convenience.

### Insurance

We have employers and public liability insurance.

### Security of the Nursery:

We have a doorbell in our main reception and we would ask that you use this when dropping off and picking up. A member of staff will then let you into the building. Please do not hold the door open for anyone. This is to maintain the safety of all the children in our care. If you open any gates in the nursery, please close them behind you when you go through. Thank you.

### Parking:

We have our own car park for staff, parents and visitors to use. Please take care when crossing this and try to use the pavement where possible.

### Medication & first aid

In order to meet your child's needs, it is important that we are aware of any health needs that your child may have. As part of the pre-induction process, we will ask you to complete paperwork about your child so that we are fully informed. This will be stored securely and shared with staff on a need-to-know basis. A child with a medical condition may require a care plan that will be completed with yourselves and the support of a medical professional e.g. health visitor. This is a confidential document that is accessible to members of school staff and makes them aware of any considerations that need to be given to your child on health grounds. Staff are trained in paediatric first aid and receive additional information specific to individual children's needs as required.

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We kindly ask that parents notify us of any changes to their child's health needs as soon as possible.

We are able to administer medicines with written parental consent. Any child requiring regular medication will have a care plan, agreed by parents, staff and a health professional as required. We are only able to administer paracetamol based (Calpol) or prescribed medication. All medication must clearly state the child's name, expiry date, dosage and how to administer. Thank you for your cooperation in this. Written records are kept on all medication administered in nursery and you will be informed of any medication your child has been given e.g. Calpol. Please inform us if your child has had any medication at home before they come to nursery.

### **Accidents, incidents and injury on arrival**

Whilst we make every effort to maintain a safe learning environment, we acknowledge that accidents sometimes happen. These are usually bumps and scrapes and are dealt with by staff who are trained in paediatric first aid. All accidents are recorded and you will be notified if your child is involved upon collection of your child via a letter in your child's bag.

In the event of a more serious injury, you will be contacted immediately. If we are unable to contact you for any reason, staff may, at the discretion of the Headteacher / Nursery lead, seek medical advice and if necessary, treatment.

If a child arrives at Little Learners with an injury, your child's keyworker will ask you to complete the 'Injury on Arrival' book.

### **Asthma**

If your child has asthma, he / she will need a spare ventolin inhaler (in date) in nursery. He / she will have a relevant care plan in place.

### **Illness**

Should your child be unwell then we do ask you to use your own discretion as to whether or not they should be in the nursery. We will always make contact should your child become unwell whilst with us. In order to minimise infection, we would ask you to keep your child away from the nursery for 48 hours after the last movement, in the case of sickness or diarrhoea. We would kindly ask that parents notify us of any illness so that

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we can make any necessary arrangements.

### Eating and sleeping

Every child's needs are different so we work with our parents to ensure that we mirror home routines for our younger children for sleeping and eating. Each child has a carefully designed plan in place.

Prior to your child starting with us, you will be asked to inform us about any **special dietary requirements**, preferences and **food allergies** that your child has, and any special health requirements. Our cook will be very happy to work with you to ensure we can fully meet your child's needs. This information will be shared with the staff team to ensure the safety and well-being of your child.

We ask that parents provide any formula required. Once your child is on cow's milk or a substitute e.g. dairy free, this will be provided.

### Resting & sleeping

We work very closely with parents to ensure that children's individual needs are met and we value and respect your preferences and wishes. If your child has a dummy / comfort blanket etc. you are welcome to send this in for your child to use.

### Toileting

- The children in Little Learners will be working at different ages and stages of development. We will accommodate each child's toileting needs as appropriate to the individual.
- Please ensure you send in nappies, wipes and any creams as required.

### Personal property:

Please can we ask that all parents label all of their children's clothing and belongings. We believe in children having fun and engaging in their learning. This can involve getting messy! Please bear this in mind when deciding what to dress your child in for nursery. Whilst we do try to protect them with aprons, accidents can happen! We recommend that children have a full change of clothes with them.

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Please send your child with a pair of wellies and waterproofs so that he / she can enjoy the outdoor learning environment all year around!

### The Early Years Foundation Stage (EYFS)

All children in Little Learners will be in the EYFS. This extends from birth to the age of five and provision within 'Little Learners' follows this statutory guidance.

Children in the EYFS learn in different ways, through playing and exploring, active learning and creating and thinking critically. Practitioners create a carefully planned learning environment with activities that link to children's next steps to enhance learning. There are seven areas of learning in the EYFS. There are three prime areas that are fundamental, work together and move through to support development in all other areas. They are;

- Personal, Social and Emotional Development
- Communication and Language
- Physical Development

There are 4 specific areas. These 'include essential skills and knowledge for children to participate successfully in society.' They are;

- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

Opportunities for children to flow between the indoor and outdoor learning environment are promoted.

### Assessment & observations

Assessment is an integral part of the teaching and learning process and is undertaken on an ongoing basis. It helps us to recognise and understand children's needs, observe progress, and plan activities and support to meet needs. Each child has a learning journey that includes observations and photographic evidence. We welcome your input into these as we recognise that parents are partners. We appreciate observations from home and any other settings that your child may attend. We have a proud cloud system so we can celebrate your child's achievements with you at home and in the nursery. Feel free to look at your child's learning journey at any time.



## Two year old Progress Check

This is a statutory assessment that will take place when your child is aged between two and three. We will review his / her progress and provide you with a short written summary of his / her development in the prime areas. The progress check will identify your child's strengths, and any areas where their progress is less than expected. If there are any concerns we will share these with you and with your permission we will consult other professionals for advice in supporting your child.

## Policies

As a Governor-run provision, Little Learners follows Greenhall Policies and Procedures. These are available on the website <http://www.greenhall.staffs.sch.uk> If you would like a paper copy, please contact the school office. Policies are reviewed regularly and amended as necessary and we encourage feedback from parents and carers to support this process.

## Complaints

We aim to provide the very highest standards of care and education for you and your child at all times. If you ever have any concerns, please come and speak to us. We aim to resolve all issues and welcome all feedback.

We have a specific complaints policy that is available in the foyer and on the website.

## Behaviour Management

Staff model positive behaviour and set clear expectations at all times to ensure that Little Learners is a happy and safe environment. Children are taught British values and staff praise positive behaviour and where possible, ignore unwanted behaviour. We view all behaviour as communication and therefore seek to listen to the child's 'voice' in this. Under no circumstances are staff allowed to use any forms of physical punishment or to raise their voices to any of the children which they are looking after. We have sensitive ways of dealing with children's behaviour. The only exception where physical intervention would take place would be if a child's behaviour was putting themselves or another child in immediate danger. However you would always be informed of any situations if they occur. For more information, please refer to our Behaviour Policy.

## Safeguarding

The welfare, protection and safety of children at Little Learners is a priority at all times. We will always act in the best interests of the child. The designated lead for child

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protection and safeguarding will provide support, advice and guidance to other practitioners on an ongoing basis and in particular if any safeguarding issues arise. All staff recognise their responsibility to those in their care and volunteers, visitors and students are made aware of the safeguarding policy and procedures as part of their induction. It is the responsibility of individuals to follow these procedures.

In order to safeguard ALL children, we operate a NO MOBILE PHONE policy in nursery. Please ensure you leave your phone in your car or hand it in to the office when coming in to the nursery. We do not prevent parents taking photographs at nursery events but ask that they are for personal use only and are not shared on any social media sites.

The Safeguarding Policy is available on the website or a paper copy in the foyer area at Greenhall.

### Equality & Diversity

We are committed to giving all our children every opportunity to achieve the highest of standards. We do this by taking account of children's varied experiences, abilities and needs. We offer a broad and balanced curriculum, and have high expectations of all children. The achievements, attitudes and well-being of all our children matter. We promote the British values of Mutual Respect and Tolerance, Democracy, Individuality and Rule of Law through our daily routines and the EYFS. We value diversity and difference and promote positive attitudes, respectfulness and understanding. Inappropriate attitudes will be addressed.

### Confidentiality:

Any information, records or data will be kept confidential at all times. Parents may have access to their own child's information but not on any other child. We shall only be able to pass on information to a third party with your prior consent.

### Educational visits

We may take the children on visits and walks in our local area. You will be informed of this by letter and asked for consent. A full risk assessment will have been carried out prior to a visit.



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### Photographs

We take photographs of children to use in their learning journeys, on displays in our setting, in training sessions, on our website and on social media and in press releases. In compliance with the General Data Protection Regulations (GDPR), we need your permission before we can photograph or make any recordings of your child for non-educational purposes. We therefore ask all parents to sign a photography consent form when their child starts with us. If you do not wish for your child to be photographed, please clearly indicate this.

### Parental involvement and information:

All children have a home-nursery diary which will provide information about your child's day. We love to hear what you have done at home too so please do tell us!

### Transitions

We work closely with other settings to ensure smooth transitions. We have a comprehensive transition plan for children moving on to school. We work closely with other agencies and providers, and parents and children, to ensure that families are properly informed and supported through this process.

We are here to support you and your child so please ask if you have any questions, however small or large!

Thanks!

We reserve the right to amend our terms and conditions without prior notice.



## Checklist for new starters:

- We will need to see your child's birth certificate before they start with us
- We ask that parents kindly supply nappies / pull-ups, wipes and any creams to be used where appropriate
- Please send in a bottle or sachets of Calpol
- For children who are bottle fed, please supply your own formula / breast milk. We will supply cows' milk or non-dairy alternative as appropriate
- Please ensure your child has a bag with at least one complete change of clothes, clearly labelled
- Please send in any comforters (dummy, teddy, blanket etc.)
- Please send in anything else you feel your child / children will need whilst they are with us