



Admissions, Fees, Collection and Payment Policy



It is our intention to make our Setting fully inclusive to all children/young people and families from all sections of the local community. We pride ourselves on being an inclusive practice. Healing Village Nursery/Oosc is committed to providing a fair and open admission system that offers a competitively priced, good value service. In order to accomplish this we will:

1. Ensure that the existence of the Setting is widely known in all local communities. We will place notices advertising the Setting in places which are visible to all sections of the community and in more than one language, if appropriate.
2. When a parent/carer contacts the Setting 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 whether there is currently a place available for their child.
3. Arrange our waiting list on a 'first come first served' basis subject to the availability of sessions.
4. Describe the Setting and its practices in terms which make it clear that it welcomes fathers', mothers', other relatives and carers, people from all cultural, ethnic, religious and social groups with or without special requirements/needs.
5. We promote equality and diversity to all, provided the Setting, along with support from other agencies, can meet the needs of the individual. For more information please refer to our Special Educational Needs Policy.
6. Monitor the gender and ethnic background of children/young people joining the group to ensure that no accidental discrimination takes place.

Waiting List

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

- a) Parents/carers will be encouraged to submit a request for a place to the Setting by completing an **Application** form. The details of this request will be placed on the waiting list on a 'first come first served' basis. Should a place be required, a £10 Registration fee (non refundable) is required on completion of the **Application** form. Once the **Application** form has been given out parents/carers are given 2 weeks from the date on the form to return it to the setting. If the form has not been returned within the 2 weeks the setting will assume that the place is no longer required.
- b) If there is a place available and the parent/carer wishes to accept this place, they will then be asked to complete the **Parent Pack** and follow the remaining steps of the admissions procedure.
- c) Once a place has been confirmed and the Registration fee has been paid, the parents/carers (together with their child/children) will be invited to visit the Setting to meet the staff. For Nursery children this will be in the form of an induction meeting with their child's key person.
- d) If a child requires medication, staff will be trained by a professional (if applicable), to administer the medication **before** the child is permitted to attend the Setting. A Care Plan will also need to be completed and signed off by the professional who was responsible for training the staff. Un-prescribed medication will **not** be accepted and failure to provide the correct medication will result in the child not being able to attend until medication is correct.

Booking places and fees:

The Setting understands the cost of registered childcare may seem expensive to parents/carers. However, providing a high quality, safe and stimulating service for children/young people is not inexpensive and to ensure the continued high standards, qualified staff, ongoing training and sustainability of the Setting, it must ask that parents/carers respect its policy regarding fees.

Nursery & Oosc

- The level of fees will be set by the registered person and reviewed no more than 3 times a year taking into account the increase in the minimum wage, any future strategic plans of the setting and any other broader economic or social considerations deemed relevant.
- **Government Funding for 2 year olds** - The Setting offers 2 year old funded places. However, funding is subject to eligibility so if funding is not approved parents/carer's will be responsible for any fees incurred.
- Payments need to be made in advance to secure your child/children's place. Payments need to be

made if your child/children are ill or absent. Any long term absence needs to be discussed with the Manager. Individual payment arrangements will be negotiated between the Manager and parents/carers. Parents/carers wishing to negotiate this or any other alteration to fees should arrange a meeting with the Manager at the earliest possible opportunity.

- Failure to maintain payment will result in your child's place being at risk. **No pay no play**
- If the fees are not paid on time, the Setting will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- If payment still hasn't been received, a third bill will be sent out with a £5 administration fee with 2 weeks' notice to pay. If fees are paid persistently late or not at all with no explanation, the Setting will be forced to **terminate that child's place**. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the Setting for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or the Manager at the earliest possible time if they have any queries about the Fees or if for any reason, they are likely to have difficulty in making payment on time to avoid jeopardizing their child's place at the Setting.
- All parents/carers will be required to complete and agree to a **Parent/Carer Contract**.

Oosc only

- Booking forms are sent out along with the bills on the 1st of every month either electronically or via hard copy. Bills have to be paid, and booking forms returned within 7 days of receipt to secure your child's place.
- If a place is cancelled the Setting must be informed directly (we are not linked to Healing Primary School) places not required must be cancelled via telephone – **07866477214/01472 280452**, via e-mail or in person. **72** hours notice (not including weekends and Bank Holidays) must be given or the parent/carer will be charged the full price as normal.
- If your child is ill and the Oosc is due to collect your child from school please inform us directly **ASAP**, as well as contacting the school.
- If a place is no longer required then the parent/carer should give the Setting 2 weeks' notice or pay 2 weeks in lieu (even if places may be required in the future, but not at the present time).
- **Out of School Club** - Cheques to be made payable to **Healing Village Out of School Club**. A receipt will be issued upon payment. Payments via bank transfer are also acceptable. Please ask a member of staff if you require further details.

Nursery only

- To support children's learning and to aid continuity the setting recommends that all children attend a minimum of 2 sessions per week.
- You are entitled to 2 weeks holiday per year (September to July) which requires 2 weeks' notice, in writing to the Manager. Failure to give 2 weeks' notice will result in full payment for unfunded sessions.
- If a child has been absent for more than 2 sessions without contact from the parent/carers giving a reason for the absence, a member of staff from the Nursery will contact the parents/carers during the second week of absence to ascertain whether the place is still required. If the parent/carer informs the Nursery that the place is still required but the child has **not** returned in the third week, the parent/carers will be informed, in writing, that they will forfeit their child's place.
- Cheques to be made payable to **Healing Village Nursery**. A receipt will be issued upon payment. Payments via bank transfer are also acceptable. Please ask a member of staff if you require further details.

Our Equality and Diversity Policy is widely available.

This policy was adopted at the meeting of the Nursery/Oosc held on 31 January 2017

Signed on behalf of the Nursery/Oosc