



60. Admissions Policy – Breakfast & After School Club EDITION 2

Admissions Policy

We are Dicky Birds Pre School Nurseries Ltd providing childcare to families in South West London. We have six full day care nurseries and a Breakfast & After School Club (The Club) based in Surbiton.

We endeavour to have an inclusive and fair admissions policy and procedure, to have a clear order of priority for offering places in our nurseries and The Club and to offer excellent customer care to parents/guardians with children on our waiting list.

This Admissions Policy and Procedure explains how we manage admissions and enrolment of children into The Club and should be viewed in conjunction with our Terms & Conditions which can be found at www.dickybirds.co.uk/terms-and-conditions.

Please contact our Head Office on 020 8942 5779 or admissions@dickybirds.co.uk with any queries regarding our Admissions Policy and Procedure.

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A. Equal Opportunities

We are keen to represent a cross section of members within the community and do not discriminate against children or families, or prevent entry into our setting, on the basis of colour, ethnicity, religion or social background.

We do not discriminate against children or adults with learning difficulties or disabilities or refuse entry to our setting because of learning difficulties, special educational needs and/or disabilities. An assessment will be undertaken in conjunction with relevant agencies, to ensure The Club concerned is suitable to cater for the child's individual needs. We would develop an action plan to ensure that children or adults with learning difficulties or disabilities can participate successfully in the services offered by the setting and in the curriculum.



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B. Data processing, storage and security (GDPR)

In compliance with current UK data protection legislation, any data provided/collected by Dicky Birds nurseries regarding a child/adult/family will be kept secure and treated with confidentiality. The data collected will only be used by Dicky Birds Pre School Nurseries Ltd and will not be disclosed to any external sources without prior consent. Please see our Data Privacy Policy (<https://www.dickybirds.co.uk/South-London-Nursery-Privacy-Policy>) for information about how we process and securely store data.

C. Schools, age groups and opening times

The Club caters for the following schools and is for children of reception age to year 6 (4 to 11 year olds): -

- Maple Infants' School, Surbiton
- St Andrews & St Marks Junior School (SASM)

The Club runs term time only in conjunction with the term dates of the schools.

The opening times are as follows: Breakfast Club 7.45am to 9am, After School Club 3pm to 6pm

D. Schedules of attendance

Children can attend After School Club sessions only, Breakfast Club sessions only or a combination of both.

Children can attend for 1, 2, 3, 4 or 5 days per week with the following conditions: -

AFTER SCHOOL CLUB ONLY

Attending After School Club for only 1 session per week

A child attending an After School session for one day per week will be obliged to attend on a day chosen by Dicky Birds. This will very likely be a Friday.

Attending After School Club for 2 or 3 sessions per week: A child attending After School Club or reducing their After School Club sessions to either 2 or 3 days per week, will be obliged to attend on a Monday or Friday as part of their schedule.

If a Monday or Friday is not available other days may be offered. However, the parent/guardian will be obliged to change their child's schedule to include a Monday or Friday when it becomes available.

BREAKFAST CLUB ONLY

Attending Breakfast Club only for 1 session per week

A child attending a Breakfast session for one day per week will be obliged to attend on a day chosen by Dicky Birds. This will very likely be a Friday.

Attending Breakfast Club for 2 or 3 sessions per week: A child attending Breakfast Club or reducing their Breakfast Club sessions to either 2 or 3 days per week, will be obliged to attend on a Monday or Friday as part their schedule.



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If a Monday or Friday is not available other days may be offered. However, the parent/guardian will be obliged to change their child's schedule to include a Monday or Friday when it becomes available.

COMBINATION OF BREAKFAST & AFTER SCHOOL CLUB

A child attending After School Club for 4 or 5 sessions per week can attend any number of Breakfast Club sessions per week and on any days. Their schedule does not have to include a Monday or Friday. This must be a set weekly schedule.

A child attending 1, 2 or 3 After School Club sessions per week can attend any number of Breakfast Club sessions per week and will be obliged to have a Monday or Friday as part of their schedule. This must be a set weekly schedule.

Families whose children have been in attendance in The Club prior to March 2019

For families with children who started at The Club prior to March 2019 and who have had children in attendance in The Club continually from that time, we will continue to honour their existing schedules.

If the family reduces their child's sessions, we will do our best to honour their preference of sessions subject to availability.

However, if the family increase their child's sessions again in the future, they will be obliged adhere to the schedules of attendance above.

E. Conditions of registration

To join Dicky Birds 'The Club' waiting list the following conditions of registration apply: -

- the child must be registered by a legal parent/guardian of the child
- the child must have a date of birth
- registration dates cannot be transferred from one child to another including between siblings or extended family members

F. Waiting lists and order of priority

Our waiting list is divided into an Internal (IWL) and External (EWL) Waiting List

Priority is given in the following order: -

1. Children of families with exceptional circumstance/special education needs - whether based on social or medical grounds. Supporting evidence will be required upon registration and an assessment will be undertaken to ensure The Club concerned is suitable to cater for the child's individual needs.
2. Dicky Birds Nurseries staff member's children
3. Internal Waiting List - children already attending The Club and their siblings
4. Internal Waiting List - families with children attending a Dicky Birds Nursery
5. External Waiting List – children who have in the past attended a Dicky Birds Nursery or The Club but who are no longer in attendance
6. External Waiting List - families with children who have not attended a Dicky Birds Nursery or The Club



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G. The Internal Waiting List

Our Internal Waiting List consists of: -

- Children currently attending The Club
- Children who have a sibling already attending The Club and who will be joining when the sibling is still in attendance
- Children attending a Dicky Birds Nursery

Children whose siblings have left The Club will join the EWL and will have priority over children who have not attended a Dicky Birds Nursery or The Club.

Children on our IWL have priority over children on our EWL and will be offered places in the order of date and time that they were registered to join The Club.

Joining the IWL

Children are added to the IWL with the original date (and time) the request was made by the parent/guardian. This is either via our online registration form (<http://www.dickybirds.co.uk/register-now.html>), by written request or telephone conversation with our admissions team. If a request is made by telephone the parent/guardian will be asked to confirm the request in writing also. Amendments to requests made at a later date must also be confirmed in writing.

Confirmation of joining the IWL

Once the completed registration form/written request has been received by our Head Office the child will be placed on the IWL. An email confirming that the child has been added to the IWL will be sent to the parent/guardian.

H. The External Waiting List

Our External Waiting List consists of: -

- Children whose siblings have left a Dicky Birds nursery or The Club
- Children who have not attended a Dicky Birds nursery or The Club

Children whose siblings have left a Dicky Birds nursery have priority over children who have not attended a Dicky Birds nursery or The Club.

Joining the EWL and making amendments at a later stage

Parents/guardians will need to register their child/children via our online registration form <http://www.dickybirds.co.uk/register-now.html>.

Amendments to the registration must be made in writing by the parent/guardian. If a request is made by telephone the parent/guardian will be asked to confirm the request in writing also.

Registration fee

A registration (administration) fee of £50.00 payable upon completion of the online registration form.

Payment of the fee should be made by via the online payment gateway upon completion of the registration form. If payment cannot be made the parent/guardian must contact our Head Office to arrange an alternative method of payment.

Why do we charge a registration fee?



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The registration fee helps to cover the administration of being on our waiting list. This involves all communication with you including regular email updates about the progress of the waiting list.

You will have access to our dedicated Admissions Team who will be able to update you about your child's place on the waiting list and discuss at any time your options and requirements.

You will also have the opportunity to visit The Club as many times as you would like prior to being offered a place with us and receive complimentary settling-in sessions once your child's place is secured.

Confirmation of registration

Once the completed registration form and fee have been received by our Head Office the child will be placed on the EWL in the date (and time) order in which the registration form and fee was received or whichever has been received the latest.

The parents/guardians will be sent an emailed receipt and a copy of the registration form to confirm their child's place on the waiting list.

Refund of registration fee

The registration fee is non-refundable other than in the following circumstances: -

Registration fee refund condition 1)

If the parent/guardian has registered prior to visiting The Club, the registration fee is refundable within the 24 working hours after that visit.

To receive the refund, the parent/guardian must contact our Head Office within 24 working hours after of the visit to be removed from the waiting list and have the registration fee refunded.

If the parent/guardian is unable to make the visit appointment they must contact our Head Office in order to reschedule. If the appointment is not rescheduled, then the original viewing date will apply.

Registration fee refund condition 2)

If after joining the waiting list, a child is not offered a place in Maple Infant School or SASM, a refund of the registration fee will be made. Proof of attendance at another school may be required before the refund can be made.

I. Offering, accepting, changing days and giving notice of a place

Places are subject to availability and Dicky Birds cannot guarantee places in The Club for the exact start date or sessions requested despite how far in advance a parent/guardian may have registered the child.

As The Club caters for children from ages 4 to 11 we tend to have only a small amount of children leaving each year because they are too old to stay. Therefore, places are usually based on children leaving for other reasons or reducing days. We strongly suggest parents look at other childcare options as places may not become available in time.

Places are offered in the order of priority found in *Section F* Therefore, a child's position on the waiting list is fluid and subject to change.

Because The Club is usually at full capacity, places typically become available when children leave.

We will endeavour to offer the sessions requested by the parent/guardian. However, if we are unable to offer what is requested, we will offer what we do have, with the option to increase or swap when the requested sessions become available.



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Siblings: We understand fully the importance of siblings being in the same setting together. However, we cannot guarantee siblings a place in The Club for the exact start date or sessions requested despite how far in advance a parent/guardian may have registered the child.

Changing or increasing sessions: The changing of and increasing of sessions is subject to availability. We are not able to confirm or guarantee exactly when a change or increase of days will become available.

Reducing sessions: Should a parent/guardian wish to reduce their child's sessions they will be required to reduce as per *Section D: Schedules of Attendance*.

If places are not available by the requested start date

If the requested start date has passed, then the child will remain on the waiting list until a place becomes available unless the parent/guardian explicitly requests that the child is to be removed from the waiting list.

Offer of a place

We will contact the parent/guardian to confirm the availability of a place usually one full term in advance. In some circumstances we may be able to contact the parent/guardian with shorter notice if later places become available.

The majority of places are offered for the start of an academic year (September). These offers are usually made in April/May time and are subject to notices having been received for children to leave The Club.

When we have knowledge of a place becoming available we will contact the parent/guardian by telephone and email to offer the place.

From the date that the offer is made via telephone and email, the parent/guardian will have a maximum of 2 working days to decide whether to accept the place.

If the parent/guardian fails to contact us or confirm acceptance of the place within 2 working days, the place will be offered to the next child on the waiting list. If we receive no contact from the parent once a place has been offered, their child will become 'inactive' on our waiting list.

Declining a place

The parent/guardian has the right to decline places offered for their child. They can either remain on the waiting list and make adjustments to their requirements or change their child's status to 'inactive' on the waiting list.

A child with an 'Inactive' status on the waiting list

If a child is 'Inactive' they will not be offered a place in The Club unless the parent/guardian has requests that the child is 'reactivated' on the waiting list and they have confirmed that they are ready to accept a place.

The child will then be placed back on the waiting list in the order that they originally registered.

Places will be subject to availability.

Accepting and securing a place in The Club

Once a parent/guardian has been offered a place for their child (be it a new child or a sibling of a child already in attendance) they will be given 2 working days to secure the place. Failure to secure the place by the deadline date will result in the place being offered to the next child on the waiting list.

A Child Entry Form (The Agreement) completed online/paper form, a deposit (details of the current deposit are set out in the fees list on our website) and 1 full term's fees in advance will be payable within 2 working days of accepting the offer of a place.



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If before the child starts at The Club, additional sessions have been offered and accepted, these must be paid for in advance as above.

When the child leaves The Club, the deposit will be repaid without interest to the parent/guardian by means of Bacs online payment and any outstanding fees will be deducted from this sum.

A child cannot start at The Club or attend an introductory session until all relevant documentation has been completed and applicable fees paid.

Accepting and securing a change or increase in days

Once a change or increase in sessions has been confirmed by our Head Office a 'Change of Sessions' email will be sent to the parent/guardian to confirm the change. The parent/guardian must reply within 2 working days to secure the change. Once the reply has been received by the Head Office, the change or increase in days is confirmed and we will require 1 full term's notice to cancel or change.

Cancelling or deferring a child's place prior to the child's start date

A child's place is deemed accepted upon Dicky Birds receipt of the Agreement form signed by the parent/guardian.

The deposit is non-refundable if a child's place is cancelled.

The 1 full term's fee in advance is refundable if one full term's notice is given. A refund will not be given for less than one full terms notice.

If a parent/guardian decides to defer their child's start date they will need to re-join the waiting list and a later start date cannot be guaranteed. The deposit of £250.00 is non-refundable should a parent/guardian decide to defer their child's start date and re-join the waiting list.

Cases of serious illness or genuine hardship may receive special consideration upon written request.

Events requiring notice

A minimum of one full term's notice* is required to leave or reduce sessions at the y. Notice must be made in writing to our Head Office by email/post to admissions@dickybirds.co.uk/ Dicky Birds Pre School Nurseries Ltd, Anchor House, Burgoine Quay, 8 Lower Teddington Road, Kingston-Upon-Thames, Surrey, KT1 4EU.

IMPORTANT *1 full term's notice means that notice must be given either before or on the first day of the term that the child is leaving. Notice given after the first day of the term cannot be accepted as a full term's notice and will result in liability for the following term's fees.

In lieu of notice fees charged will be for one full term, or at the rate that would have applied had the child attended the nursery. Once written notice has been received the notice date is final and cannot be brought forward or put back.

Receipt of notice will be sent to the parent/guardian within 5 working days. If a receipt is not received within this time period, the parent/guardian must contact Dicky Birds Head Office immediately as the notice may not have been received. The notice is not deemed accepted until a parent/guardian has been sent a receipt.

Once all fees are settled the deposit will be refunded within 4 weeks after the child has left the Club. Dicky Birds nursery reserves the right to deduct outstanding fees from nursery funding and deposits.

Cases of serious illness or genuine hardship may receive special consideration upon written request.



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J. Children with special educational needs and/or disabilities

We will liaise with the relevant agencies (health and education authorities) and a child's family to assess the suitability of our setting to meet the child's individual needs. If additional resources are required, funding is likely to be applied for.

Funding allocated to the child will be accounted for in the monthly fees charged for their place. If the funding does not entirely cover the cost of additional staffing or resources required to meet the child's needs, the parents/guardians may be obliged to cover additional costs.

This will be discussed with the family and relevant agencies at the time of admission, or at any time that the child's needs change during their attendance at The Club.

K. Fees

Our latest fee schedule can be viewed on our website.

Fees are payable termly in advance - prior to or on the first day of each term. We charge for each session in the term and do not charge for inset days or bank holidays.

We review our fees each September.

Further information about our fees can be found in our Terms & Conditions and on the Fees page of our website.

L. School extracurricular clubs - later collection from school

We offer a later collection from school for children attending the school's own extracurricular clubs.

Later collection places are limited to 8 children per school per day - therefore 16 children per day in total.

Collection times are - from Maple Infant School at 16:15 and SASM at 16:30. We are unable to collect at other times or from other venues.

Due to the limited availability parents/guardians will need to contact our Admissions Team to request a late collection.

The Admissions team will confirm if late collection is available. The child's late collection place will then need to be confirmed in writing.

Late collection places are subject to availability and cannot be guaranteed.

M. Terms & Conditions

This Admissions Policy and Procedure should be viewed in conjunction with our Terms & Conditions which can be found at www.dickybirds.co.uk/terms-and-conditions.

Review of the Admissions Policy and Procedure and Terms & Conditions



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We reserve the right to alter our Terms & Conditions at any time. Written notification of all revised Terms & Conditions will be given.

Acceptance of Terms & Condition

Our Terms & Conditions are deemed accepted by the parent/guardian upon completion of the registration form to join our waiting list and once a child has been admitted to The Club, upon a signed Agreement form having been received by our Head Office.

N. Who to contact

Admission queries: Contact our Admissions Team on 020 8942 5779 or email admissions@dickybirds.co.uk

Accounts queries: Fees, tax free child care and other financial queries contact our Accounts Team on 020 8336 2824 or email accounts@dickybirds.co.uk

Complaints: Please see our complaints procedure at [http://www.dickybirds.co.uk/South-London-Nursery-pdf?ct=t\(\)](http://www.dickybirds.co.uk/South-London-Nursery-pdf?ct=t())

O. Related policies and documents

This policy should be viewed in conjunction with the following: -

- *Complaints Policy and Procedure*
- *Fees and funding information on our website*
- *Data Privacy Policy*
- *Registration form on our website*
- *Safeguarding and Child Protection Policy*
- *Terms & Conditions on our website*
- *Unacceptable and Abusive Behaviour & Conflict Resolution Policy*

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