

▲ ENROLMENT & ORIENTATION

▲ NQS

Element 6.1.1: Families are supported from enrolment to be involved in the service and contribute to service decisions.

Education and Care Services National Regulations: 160-162; 168(2) (k); 177(2) (3); 178(2) (3)

▲ PURPOSE

FROEBEL values strong trusting relationships and partnerships with families. These are established with clear procedures and consistent information relating to the operation of the service. The purpose of this policy is to

- Set out the procedures for parents/guardians to enroll their child/children at the Centre
- Provide children and families with an orientation procedure that allows the family to successfully transition into the early learning centre

▲ POLICY

It is the policy of the Centre that:

- Enrolment and orientation processes are planned and implemented.
- Consideration is given to culture and language in undertaking processes;
- Documentation, including authorisations, are completed during the enrolment and orientation process.
- A thoughtful process is planned and communicated in consultation with families, to orientate a child and family to the education and care services;
- All onsite tours, Open House events, and orientations will be in accordance with our health and safety policy and procedures.

▲ ENROLMENT PROCEDURES

FIRST CONTACT

Prior to enrolment there are several ways a family can make contact to determine if the centre meets their early learning and care requirements these include:

- Phone or email conversation with Centre Director
- Open House: an opportunity to attend the centre on a weekend and in a group situation, tour the centre and hear more about what services are offered and ask questions.
- Centre tour with the Centre Director or person in day-to-day charge.

WAITING LIST

- All families are asked to complete the waiting list registration form located on the FROEBEL website for the centre they wish to enrol in.
- Once a position is vacant, parents are then contacted about placement availability. Placements are made available to families in line with our Priority of Access guidelines. These guidelines include those as stipulated by the Government and additional guidelines specific to the FROEBEL centre. Priority of Access guidelines can be obtained from the Centre Director. Waiting List Application Fees as levied by the Statement of Fees apply.
- While waiting for a vacant position, families will receive regular newsletters and requests to keep the details on the waiting list updated.

OFFER OF PLACEMENT

The Centre Director will send out an enrolment offer by email to a family once a spot has become available. This email includes:

- Dates for orientation and enrolment start
- Booked days offered
- Centre-specific Statement of Fees
- Information on the orientation process and Holding Deposit
- Centre-specific Family Handbook

Following receipt of an enrolment offer by FROEBEL a family will have 72 hours to respond and accept the enrolment offer and confirm enrolment start dates. Should FROEBEL not receive a response the family will be added back to the centre's waiting list.

Upon acceptance of the enrolment offer a family will receive an enrolment confirmation email containing:

- Link to the online Holding Deposit agreement
- Link to the online enrolment form
- Information about the app Xplor HOME which is being used for signing children in and out, to add banking details, access the FROEBEL Fee Statement etc.
- Information about Childcare Subsidy (CCS)
- Link to centre policies

FROEBEL charges a Holding Deposit of \$500 per child which secures the child's placement at the centre. The deposit is payable via credit card through an online form, upon submission of the form a confirmation email is sent to the family. The Holding Deposit will be added to the family fee account and fully credited against your childcare fees following commencement of the formal enrolment.

The Holding Deposit is non-refundable in case the family wishes to withdraw from the centre prior to the child's enrolment start. In the event a family chooses not commence orientation, a tax invoice will be issued confirming the payment of the holding deposit upon request.

ORIENTATION AND ENROLMENT

- Orientation dates will be set between the Centre director and the family
- Orientation days can be 3-6 days in the 2 weeks prior to the commencement date, and parents are required to stay on-site during this time.
- Orientation allows an exchange of information about the child and family needs and an opportunity to hear more about the routines, curriculum and general running of the centre.
- The orientation program is part of the enrolment process and complimentary when undertaken during the two-week period before your official enrolment start date. Where a family requests to defer your enrolment start date, orientation will incur full daily fees.

ENROLMENT CONDITIONS

- FROEBEL does not offer vacation care, or school holiday care enrolments or short-term enrolments.
- **Enrolment must be for a minimum of 12 weeks or longer** to help the child settle in, bond and form a relationship with the educators and benefit from being at FROEBEL.
- Minimum booking requirements may apply as per the Enrolment Agreement.
- An exception to these conditions is based on the Priority of Access Guidelines.

Commencement

Families will provide the following documentation by the dates requested in the enrolment confirmation email:

- a completed online Holding Deposit Agreement which includes the payment of the Holding Deposit,
- a completed online Enrolment Form,
- current Immunisation Record as per Australian Immunisation Register (AIR), to be uploaded as part of the online Enrolment Form,
- Birth Certificate, passport or other identification,
- Any additional information (e.g. medical records) deemed relevant by the Family or Centre Director.

This information will be kept on file in accordance with Centre policies and the Education and Care Services National Regulations.

Please note that your booking can only be confirmed once

- the Holding Deposit Agreement has been completed,
- the Enrolment Agreement has been submitted (one form per child);
- all other required documentation as requested by the Centre Director have been provided and
- if the desired childcare place is still available on the days requested when the Enrolment Agreement has been submitted.

By submitting the enrolment form the Enrolment Agreement and all terms and conditions outlined in the form (including the Statement of Fees) become binding.

Booking Change Requests

If parents wish to change their enrolled days to other days or increase the number of enrolled days:

- email your Centre Director the requested days and date from when you would like the new booking to start. This change can be made effective immediately in line with availability and the Centre Directors discretion. If there is no availability, the child's name will be placed on an internal waiting list and the enrolment will be changed when a placement becomes available.
- If parents/guardians wish to decrease the number of days, they are required to give 4 weeks' written notice, if the request to decrease booked days is made between 1 October and 31 January, 8 week's written notice is required.

TERMINATION

Please refer to the Centre's Fees and Termination of Enrolment Policy.

▲ UNENROLLED CHILDREN

On occasion, children who are not enrolled at our Centre may be present at the Centre. An example of this is when families come to pick up an enrolled child and they bring their other children with them.

At times like this, the children who are not enrolled at the Centre are the responsibility of the adult that brought them to the Centre. We ask these adults to keep unenrolled children off any equipment at the Centre, and for the child to be accompanied by the adult at all times.

Should a child who is not enrolled at the Centre attend an excursion with the Centre, they may only attend should the adult to child ratio not be compromised for enrolled children.

▲ SOURCES AND FURTHER READING

- Children Education and Care Services National Law Application Act 2010
- Education and Care Services National Regulations
- National Quality Standard
- Online Holding Deposit Agreement with Terms & Conditions
- Online Enrolment Form with Enrolment Terms & Conditions
- Centre-specific Family Handbook

▲ ASSOCIATED POLICIES

- Child Safety and Wellbeing
- Custody arrangements
- Data Breach and Response
- Excursions
- Fees and Termination of Enrolment
- Hygiene and Infection Control
- Parent/guardian involvement
- Privacy and Confidentiality
- Priority of Access
- Transitions

▲ POLICY REVIEW

- This policy will be reviewed every 12 months.
- Families are encouraged to collaborate with the Centre to review the policy and procedures.

- **Last review:** 24/05/2023
- **Next review:** 24/05/2024