



Enrolment and Orientation

Policy Statement

Castle Hill Pre-School Kindergarten Inc. will ensure that enrolment and orientation procedures promote good communication with families. It offers the opportunity to ensure the accurate exchange of information.

Goals – What are we going to do?

1. Enrolment and orientation processes are planned and implemented.
2. Documentation, including authorisations, are completed during the enrolment and orientation process.
3. A thoughtful process is planned in consultation with families, to orient a child and family to the education and care service.

Strategies – How will it be done?

Pre-enrolment orientation:

Castle Hill Pre-School Kindergarten Inc. welcomes visits from prospective families and children. The Administration Officer may provide the visiting family with a tour of the service environment and information that may include:

- Service philosophy and policies;
- Service operational procedures;
- Routine of the day;
- Approaches to documentation, program and planning;
- Introduction to educators and staff;
- The physical environment;
- Administrative matters, cost, and fee payment methods.

Procedures

Step One:

- a) Following a pre-enrolment orientation a family may wish to place their child's name on the waiting list. After consideration of access guidelines and availability of a position, the child/ren may be offered a position at the centre.

Step Two:

- a) Parents with children attending the Centre will be provided with notification forms in July where they are able to indicate enrolment preferences for the following year.
- b) Parents on the waiting list will be phoned in August each year to find out if they still want a position at the Centre. Children will only be accepted if they are fully toilet trained prior to commencement.



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- c) After initial verbal acceptance of a position, a confirmation letter is forwarded outlining the necessary information and required security deposit the family needs to bring along to enrol their child. (Birth Certificate, Immunisation History Statement, Emergency Contact Persons Details, Doctor and Dentist Details and Membership Form for Castle Hill Pre-School Kindergarten Inc.
- d) The confirmation letter will also clearly state that after enrolment has been accepted no refunds will be granted of the security deposit.

Step Three:

It is the responsibility of the parent/caregiver to ensure that all information relating to the child is kept up to date. If there is any change to the information recorded on the enrolment form such as:

- Change of address;
- Phone numbers including home and mobile;
- Emergency contacts;
- Authorised persons to pick up the child;
- Immunisation records;
- Illness;
- Allergies;
- Custody Orders or any changes within the family dynamics.

This information is to be given to the Nominated Supervisor/Director or the Office Administrator immediately. A form to fill out is found on the noticeboard in the locker rooms.

Step Four:

An appointment will be made for the family to bring in all the enrolment information as requested. Families will be given information on the centre including policies, the child's educators, and their class group and locker symbol. They will be told of the Orientation Visit in December of the year prior to enrolment.

Orientation

In late December, the Centre will be open for an orientation morning for all new families.

Individual children due to medical conditions/additional needs or specific other reasons may have a series of individual orientation visits.

- The Nominated Supervisor will inform the educators and staff of the intended time for any pre-commencement orientation visits.
- A family member will remain in the premises service during the orientation visit. The family must sign the visitors book/register upon arrival and when they leave. The child cannot be left at the service until they have formally commenced at the service.



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- During orientation process educators will interact with the child and actively encourage them to engage in the service program and activities. They will also be available to the family to answer any questions they may have.
- Displays of appropriate food for morning tea, lunches, pre-school clothing, hats and backpacks will be available for families to see.
- Members of the present Parent Management Committee will be available to meet and greet new families and provide information.

Prior to formally commencing at the service:

- Prior to the child's first day educators will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required.

Upon commencement:

On the child's first day of attendance educators and staff will welcome the family and the child. Educators will help them with their lockers, lunchbox/drink bottle; morning tea routine and orienteering to them the routine.

Educators will reassure the family and assist with separation if required. Throughout the day, families may contact the Centre regarding their child.

Enrolment Cancellation

Procedures:

- Cancellation notice in writing of a minimum of 2 weeks **MUST BE GIVEN**.
- The enrolment deposit is in fact payment for this notice period. The notice period cannot incorporate school holidays.
- Notice should be given so as to cover the *next* two sessions of preschool, a session being your child's weekly attendance pattern.
 - The 2 weeks' notice of cancellation would be achieved by advising the pre-school before the end of a particular week. The next two weeks' sessions would be paid for using the enrolment deposit.
- Any credit due for fully paid fees will be returned to the family.
- Pre-School children can attend the pre-school during the period of notice. However, should cancellation be effective immediately, the next two weeks' fees will still be payable.

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Term 4 enrolment and cancellation:

Once a child commences at the Centre in Term 4, fees are payable for the whole of the term regardless of cancellation. This is due to the Centre's inability to enrol children for the last part of the term and ensures that the income for Term 4 covers the full terms expenses.

If a child is to cease enrolment at the end of Term 3, 2 weeks' notice before the commencement of the school holidays is required.

If a child ceases enrolment at any time during Term 4, fees are payable up to and including the last operational day of the Term.

Evaluation

Successful orientation and enrolment procedures promote smooth transitions between home and service. Information sharing and the signing of authorisations ensures a safe and secure environment for the child.

*Children (Education and Care Services National Law Application) Act 2010
Education Care Services National Regulations 2011: 177
Link to National Quality Standard: 6.1.1, 7.3.5*