

ENROLMENT, ORIENTATION AND INDUCTION POLICY



INTRODUCTION

This policy explains the Centre's arrangements regarding enrolment, orientation and induction. It is a requirement of the Education and Care Services National Regulations 2011 under the Education and Care Services National Law (ACT) Act 2011 that require the centre to maintain a policy regarding enrolment and orientation [Regulation 168(2)(k)].

Entering child care for the first time, or even changing services, can be an overwhelming experience for both children and families. At RECC we understand how hard this can be and we endeavour to support families during the transition period.

ENROLMENT

Under Regulation 160 of the Education and Care Services National Regulations 2011 under the Education and Care Services National Law (ACT) Act 2011, the Centre is required to maintain an enrolment record for each child. Enrolment records include:

- the full name, date of birth, gender and address of the child
- the name, address and contact details of parents and any other person who is to be notified of an emergency involving the child, who is authorised to consent to medical treatment, and/or who is authorised to authorise an educator to take a child on an excursion
- details of any court orders, parenting orders or parenting plans that relate to the child
- information relating to the language, cultural background and any special requirements
- authorisations regarding medical treatment and regular outings [Regulation 161]
- health information, including but not limited to, any medical management plan, dietary requirements and immunisation status [Regulation 162] (refer to the Medical Conditions Policy and the Immunisation Policy for further information).

This enrolment record is kept in accordance with the Centre's Privacy Policy and Regulation 177 of the Education and Care Services National Regulations 2011 under the Education and Care Services National Law (ACT) Act 2011.

During enrolment, we encourage families to meet with the Director and ask questions relating to policies and procedures, routines, programs, casual care day bookings, operating hours, Christmas shut down, fees, child care benefits, child care rebates, bonds, immunisation requirements, communication methods, education programs, daily routines and any other matters.

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It is important for families to understand the Centre's planning, programs and operations. Refer to the 'Partnership with families' policy for more information.

OFFERS AND ACCEPTANCE OF POSITIONS/EXTRA DAYS AT RECC

RECC is a popular childcare centre and maintains a waiting list for available positions. To manage the waiting list in an efficient manner and enable the Centre to manage its finances, the following procedures apply to the offer and acceptance of positions or requests for additional days at the Centre:

- The Director offers positions or additional days to families on the waiting list based on availability and known vacancies.
- Families have 48 hours to accept the offer. Failure to formally accept the position or additional days in person or by phone or email within this time frame means the position or additional days are forfeited and will be offered to other families on the waiting list.
- Upon formal acceptance of a position at the Centre, families have 24 hours to pay the two-week bond that is required to guarantee the position and start date as per the Centre's Fee and Debt Management Policy. Failure to pay the bond within this time frame means that the position is forfeited and will be offered to other families on the waiting list.
- Except in the event of exceptional circumstances negotiated with the Director, the start date must be within 2 weeks of formal acceptance of the position or extra days.
- Families that do not accept offers of positions or additional days are able to remain on the waiting list.
- Monday or a Friday must be included in the days a child is enrolled when available.
- Families are required to enrol their child for a minimum of two days per week. If only one day is available it is expected that the family will pick up another day as soon as it becomes available.

ORIENTATION FOR NEW STARTERS

We encourage families to have at least one orientation visit. Provided the parent/guardian stays with them, we encourage as many visits as necessary before the start date to help the child feel secure and familiarise themselves with the Centre.

Orientation provides families with the opportunity to discuss with the teacher routines and programs in the room and to have any questions addressed. It also allows staff to meet and get to know the child. RECC acknowledge that children can become emotional upon separation from the parent and that separation can often be very difficult for parents. Our staff are positive about the experience and during this difficult time will comfort the child and re-direct their attention. To assist with this transition, we encourage parents to also be positive about the experience.

We encourage discussion with the room leaders about the best way to manage the separation for the first time. During this early transition phase, we encourage parents to call the Centre as often as they like to check on the child. The room leader will contact the

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parent/guardian if they feel that the child is not settling ensuring that the child's welfare and happiness.

As part of the orientation process we encourage that parents/guardians familiarise themselves with the following, but not limited to:

- the Centre's policies and procedures;
- opening and closing times;
- contact numbers for the Centre;
- how to enter the Centre safely;
- where the sign in and out sheets are kept and how to use them;
- how to pay fees;
- where to find the parent pocket;
- what to pack for children each day;
- the staff and their names in the child's room;
- where the weekly program and daily information for the child's room is displayed;
- where to drop off bags each day;
- what the sleep and meal times are;
- what you need to do if the child is absent from the Centre;
- procedures to follow if the child requires medication; and
- what to do if someone other than the direct parent or guardian is collecting the child.

ORIENTATION FOR ROOM TRANSITIONS

Children can become emotional upon transitioning into a new room. Transition to a new room is dependent on whether the child is developmentally ready to move to the next age group and whether a vacancy exists in the room. RECC will advise families of upcoming transitions to ensure they feel comfortable with the move. We provide children with regular visits to the new room before the child officially moves to the next age group. The amount of time needed will depend on the individual child.

Similar to new starters, we encourage families to visit the new room and familiarise themselves with the routines, programs and staff of that room. Families are also encouraged to speak to the staff and ask questions that will assist parents/guardians and children settle into the new room. Parents/guardians can call the Centre as often as they like throughout this transition period to check on the child.

ROLES AND RESPONSIBILITIES

Director

The Director oversees offers of positions and will be the main contact for families regarding initial orientation and induction to the Centre, including policy and procedures.

Room Leaders

Room Leaders are responsible for guiding parents/guardians through room specific orientation and visits. They are happy to answer all questions that families may have on room specific routines, programs, settling in and day to day care responsibilities.

Reviewed and updated in August 2015 with approval from RECC Management Committee

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All other RECC staff

All other staff members are responsible for comforting and caring for children during transition, whether the child is new to the Centre or moving into a new room.

RELATED POLICIES:

Arrivals, departures and access to the Centre Policy

Fee and Debt Management Policy

Immunisation Policy

Medical Conditions Policy

Partnership with families Policy

Privacy Policy

SOURCES:

Education and Care Services National Law (ACT) Act 2011

Education and Care Services National Regulations 2011

RECC Parent Information Booklet, Essential for New Starters

RECC Transition handbook