

POLICY NO.3 WAITING LIST POLICY

REV: 09 REV. DATE: 11.08.20121

WAITING LIST AND CONFIRMATION OF PLACES

A Waiting list is maintained by the Centre in order to fill any available space in an orderly and fair manner, according to the Centre's Admissions Policy.

PROCEDURE

- Written information is issued to parents on expressing interest in a place. The following documentation may be offered such as a Waiting List Application Form, details of fees, Government Schemes and a parent's information booklet/disc if required.
- The completed Waiting List Form will be dated and signed by the Centre's staff when the form has been returned to the center.
- The child's name is added to the Waiting List as per the date the Application Form has been submitted to the centre.
- One waiting list per service/age group is maintained.
- The parent should make note of when the Application Form is handed in.
- The waiting list is reviewed as required (i.e. if a space becomes available) in order to ensure that a child is at all times in the correct service/age group category.
- September is the start time for all sections of the service and places will only be offered at other times of the year e.g. January if a place becomes available.
- Existing children may increase the number of days of attendance if a space is available to them and have priority over external children (children on the waiting list).
- All waiting list sections will be reviewed half yearly if deemed necessary by the Manager.
- We request that parents / guardians inform us in writing, of changes in their circumstances that lead to the application for a place to change in anyway or for the place to be no longer required.
- All parents should inform the center if there are changes to contact details and/or home address.

CONFIRMATION OF PLACES

- When a place becomes available the Centre Manager or staff member contacts the parent by phone to confirm the child still requires place and informs the parent as to days/sessions available. The centre will only make a maximum of 2 telephone contacts and then issue a final letter and / or email to the address supplied, of notice of places. If no response ensues from the parents in question within 3 days of such a letter, their child will be removed from the waiting list.
- If parent verbally accepts a place, a letter of offer and/or a registration form is issued confirming agreed days/sessions for the parent to complete. One week's fees or a fixed deposit amount must be paid to confirm the child's place.
- A parent's information booklet will be provided to the parent at registration, which will provide all necessary information.
- If a place is offered and refused, the child's name is removed from the waiting list or the parent can opt to leave the child's name on the waiting list for the following year.
- Once a parent confirms a place and then changes their mind and decides not to take the place, they must provide the Centre with a payment of 2 weeks cancellation fees and they may also lose their deposit amount. This may be discounted by agreement with the manager.

This policy shall be made available to Parents at the time of filling in the Application Form and Parents are asked to sign on the Waiting List Application Form that they understand and accept this policy.

INTERNAL CHILDREN - Dropping a Place / Session(s)

- If a parent wants to reduce days of use, 2 weeks notice must be given in order for the Centre to fill this place. A minimum number of 2 sessions is required for all users at the centre. Such notice must be given in writing via letter or email.
- **Once the session / place is dropped then the child goes to the end of the waiting list for any new place that might come up.**
- A child may continue to use the service at reduced days but there is no guarantee that if more days / sessions are wanted that these will be available. This mainly refers to times when maternity or parental leave are taken but also covers extended periods of holiday or any other leave.
- If parents want to guarantee days then they are encouraged to 'pay to keep their child's place'.

INTERNAL CHILDREN - Moving between sections

- When moving from one section to another, i.e. from Babies to Wobblers to Toddlers to Preschool, it is not possible to stop the service and re-commence this again at the beginning of the next term i.e. September. This is considered as dropping a place or session and is covered in the above paragraph.
- There is flexibility of this kind between sections when moving to Afterschool as use of the service for school holidays is on a pre-booked basis, therefore children can finish up in June and re-commence in September for the new school year.

APPROVAL DATE: _____

IMPLEMENTATION DATE: _____

SIGNED: _____
(On behalf of the Board of Directors)