



TERMS AND CONDITIONS

WASPS AND HOLIDAY CLUBS

AIMS AND OBJECTIVES

We aim to offer 'Out of School' care to children of school age between 2 – 11yrs. We aim to offer play and educational opportunities that are both fun and challenging. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff of the club.

- The club will promote policies and procedures that promote its aims in practice, and will make these known to staff, parents and children.
- The club will meet all relevant legislation applying to it.
- The club will employ competent and confident staffs who are appropriately vetted.
- The club will provide a balanced range of activities, taking account of the ages, development needs, interest and hours and pattern of attendance of each child.
- The club will contribute to its local community and will develop links with services and organisations that will assist it in meeting its aims.
- The club will operate a self-evaluation scheme as a means of ensuring that continuous improvement takes place, and will involve staff and users in this process.
- The club will be open and transparent in all of its activities. The club will take account of local and national guidance in its activities.

ADMISSION CRITERIA POLICY

Our admission policy is governed by the following principles:

- We will work in partnership with parents/carers in caring for your child. Our staff will have both the time and the training to welcome you and your child to the club.
- You will be provided with sufficient information about the club and its operations to enable you and your child to make an informed choice about the club.
- Allocation of places is based on equality and fairness and staff ratios. Due to staff ratios, children who are two years old will only be able to stay for the 15:15-16:30 sessions, after this time they will need to be collected.
- You will be required to create an account on aow.schoolactivity.co.uk to make bookings.
- Information provided by you about you and your child will be treated confidentially and kept safe.

CODE OF CONDUCT/BEHAVIOUR POLICY (SEE SCHOOL POLICY)

Woodlands Primary School WASPS aims to promote positive behaviour by treating everyone connected with the club with dignity, respect, equality and fairness at all times; by creating a safe and secure environment, free from bullying, harassment and discrimination; by ensuring that users are free from exploitation and abuse.



We will achieve this by:

- Value each child as an individual.
- Ensuring that staff interaction with children builds confidence, encourages learning new skills and value the contributions of children and young people.
- To ensure a happy and safe environment for all our children and staff, we will follow the school's relationship and positive behaviour policy (please refer to our policy on the school website).
- We will follow a 3-step procedure of reminder, warning, consequence. If behaviour that does not meet our high expectations and values continues after a member of staff has spoken to a child, a conversation will be had with the appropriate family member. This will count as a reminder. If behaviours continue, we will then issue a warning and then a consequence. The appropriate consequence will be discussed with the family but could result in the child not being able to return to WASPs until the following term. As always, we look to promote and incentive positive behaviours at all times.
- Working with parents to promote positive behaviour and deal with difficult behaviour. Parents will be notified of any incidents of poor behaviour during sessions.
- Encouraging the participation of children in the life and work of the club.
- Ensuring that staff are trained in recognising harm, abuse, neglect, bullying and discrimination and that they actively challenge and respond to such behaviour.
- Encourage children to take responsibility for their own behaviour.
- Having a child protection policy.
- Having a code of behaviour that it consistently applied.
- Having an environment that meets all relevant legislation and by carrying out regular risk assessments.
- Having a non-smoking environment.

SAFEGUARDING

- The Academy of Woodlands fully recognises its responsibility to have a clear and secure framework in place to safeguard and promote the welfare of children and their families, in line with early help ethos.
- Practitioners who work with children in WASPS will be DBS checked and have read and abide by the school safeguarding policy.
- All staff undergo safeguarding and child protection training (including online safety) at induction. The training is regularly updated. Induction and training is in line with advice from the Medway Safeguarding Children Partnership.
- Further safeguarding information including policies can be found at the following link: [The Academy of Woodlands - Safeguarding Information](#)



CHARGES, FEES AND CANCELLATION POLICY

- Woodlands Primary School WASPs charges session fees which must be booked through aow.schoolactivity.co.uk
- The session fees of the club are determined annually.
- Parents are liable for fees for all sessions booked. Payments must be made through the School Activity website, unless an agreement is in place with the school.
- **The deadline for cancelling a session for Afterschool Wasps is 12pm on the day of the session. After that time no refunds will be given.**
- **The deadline for cancelling a Breakfast Club session is 5.00pm the day before the session. After that time no refunds will be given.**
- **Late collection** of a child for a timeslot **before 6.30pm** will be **charged at the difference** of the amount for the next session. For example, if a child is booked for 15:15-16:30 (£7.50) but is collected at 16:45, they will be charged the additional amount for the next session (£6 in this case).
- **Late collection** of a child **after 6.30pm** will incur the following charges: **15mins late = £5 / 15-30mins late = £15 / 30-45mins late = £25 / 45mins-60mins late = £35.**
- **Holiday Clubs - We require 24 hours' notice for cancelling a holiday club booking.**
- Child accounts are available to view; however, these can only be guaranteed accurate up until the previous day's register input.
- Outstanding Debts - The Academy of Woodlands reserves the right to take additional funds from an account holders stored payment card, if the account holder has outstanding school related debts. This amount will not exceed the money owed to the Academy.

COMPLAINTS POLICY (SEE SCHOOL POLICY)

Users of The Academy of Woodlands WASPS should be able to complain effectively and without fear of victimisation.

To achieve this, the club will:

- Promote an environment of mutual respect, trust and open communication,
- Treat everyone fairly and equally.
- Provide opportunities for everyone to be consulted and to value the opinions expressed.
- Produce a complaints procedure to support the club's aims and Objectives, including access to an independent arbiter when agreement cannot be reached.
- Train staff in the handling of complaints.
- Promote the Complaints Procedure with users.
- Record all complaints whether informally or formally made.
- Provide a private area for users to discuss matters with staff.

ACCIDENT AND INCIDENT REPORTING POLICY (SEE SCHOOL POLICY)

The Academy of Woodlands WASPS is committed to ensuring that children attending the club do so in a safe environment that is in line with all the relevant legislation.



To this end the Management Committee will ensure that:

- The club follows the school health and safety policy that involves the use of regular risk assessment and regular maintenance of premises and equipment.
- The club's Site Manager is knowledgeable about all the relevant health and safety legislation and their responsibilities in law.
- There will be at least one member of staff on duty at all times who holds a recognised, current First Aid Certificate.
- An Accident and Incident Recording Book is available each time the club is operational.
- All accidents/incidents involving children/young people/ staff/ anyone within the club's premises are recorded.
- All accidents/incident involving children and young people are reported to parents/carers verbally and in the incidence of a head injury, with a written letter.
- All accidents/ incidents to staff and others that require to be reported to another authority (for example Health and Safety Executive, or Environmental Health) are duly reported.
- All accidents/ incidents involving the club's premises, materials or equipment must be reported to the Management Committee.
- All equipment designed to either prevent an accident/incident, or to tackle an accident/incident will be regularly and properly maintained.

CONFIDENTIALITY POLICY (SEE SCHOOL POLICY)

The operation of The Academy of Woodlands WASPs involves the sharing of information between users and the club. In order to respect the dignity and privacy of all users, the club will actively promote confidentiality in the following ways:

- Providing guidelines for staff on required records/reports.
- Providing guidelines for staff in the handling of confidential/ sensitive information.
- Providing secure storage for files and information.
- Adhering to all relevant legislation in the keeping of records.
- Providing parental/carer access to their child's own records.
- Undertaking not to disclose confidential information unless required to do so in matters of child protection or life and death situations.
- Providing opportunities for children to express their views, exercise choice and, where possible influence the activities of the club.
- Actively consulting children and valuing their views.
- Enabling children to make informed choices.
- Providing opportunities for children to learn about healthy lifestyles and relationships, hygiene, diet and personal safety.
- Treating everyone 'equally and fairly', providing opportunities to be involved in the evaluation of the WASPs activities.



PARTNESHIP WITH PARENTS POLICY

The Academy of Woodlands WASPS values and encourages the involvement of parents and carers in the life of the club.

We will promote partnership with parents and carers by:

- Providing information on our aims and objectives, policies and procedures.
- Ensuring that our staff have a clear understanding of their role and responsibilities in protecting children from harm, abuse, bullying and neglect.
- Ensuring that staff work effectively with parents to support each child individual needs.
- Regularly sharing information with parent/carers about their child.
- Creating an environment where mutual respect, trust and open communication are promoted.
- Working with parents to promote positive behaviour and to deal with difficult behaviour.
- Staff will value and take account of parent views.
- Treating all parents equally and fairly.
- Ensuring that parents/carers can complain without the fear of victimisation.
- Providing a private area to have discussions with staff.
- Ensuring that parents/carers contribute to the evaluation of WASPs.
- By maintaining information confidentially while providing access to the record of your own child.

STAFF RECRUITMENT AND SELECTION POLICY

Users of The Academy of Woodlands WASPS can be confident that the club recruits staff through a process that takes account of equal opportunities and safer recruitment practices.

This will include:

- All applicants for staff and volunteers positions will be treated equally and fairly, and valued for their ethnic background, language, culture and faith.
- Ethnic monitoring of applications.
- All staff and volunteers will be subject to an enhanced DBS.
- Staff will be selected with a range of qualifications, skills and experiences relevant to the WASPs aims and objectives.
- All staff will be prepared to undertake training towards professional qualifications relevant to their role.
- All posts are subject to six monthly probationary periods.

EQUAL OPPORTUNITIES POLICY (SEE SCHOOL POLICY)

The Academy of Woodlands WASPs believes in the dignity, privacy, choice safety, potential equality and diversity of its users.

We will actively promote these principles by:

- Having policies and procedures and promotional material that reflect those principles in practice.



- Treating everyone with dignity and respect and valuing different ethnic backgrounds, language, culture and faiths.
- Treating everyone equally and fairly and establishing an environment that is free from bullying, harassment and discrimination.
- Consulting with users and valuing the opinions expressed.
- Train staff in recognising harm, abuse, neglect, bullying and discrimination and in challenging such behaviour. Adhering to all relevant legislation.

WHISTLE BLOWING POLICY (SEE SCHOOL POLICY)

The Academy of Woodlands WASPS will not accept or condone any behaviour by staff or other associated adults that is contrary to our Aims and Objectives, Policies and Procedures. We will actively encourage and fully support the reporting of such behaviour.

We will do this by:

- Promoting an environment of mutual respect, trust and open communication.
- Promoting an environment that is free from bullying, harassment and discrimination.
- Treating everyone equally and fairly, with dignity and respect and by valuing individual differences.
- Ensuring that the quality of the work of each staff member/volunteer is effectively monitored as well as the work of WASPs as a whole.
- Ensure that procedures are in place for reporting unacceptable behaviours/practices.
- Actively supporting staff/volunteers that 'blow the whistle' both during the investigation and after, and in line with the relevant legislation.

RECORD KEEPING POLICY

- The Academy of Woodlands WASPS will maintain records that are required for the efficient and safe management of the club and to promote the welfare, care and learning of the children and young people.
- Records will be kept in accordance with national and local guidance.
- Parent/carers can access their child's own records.
- Records will be confidential and will be securely stored.

FOOD

All children will be provided with a snack which will be made from fresh ingredients, on site by our Catering team. We source our ingredients from local suppliers wherever possible.

- Snacks include – toast, crumpets, wraps, fruits and more.
- Any food allergies or intolerances must be reported on your School Activity profile and also to the School office so we can accommodate all Children.

BREAKFAST CLUB



Our Wasps Breakfast Club serve Breakfast to the Children attending. This consists of a variety of Cereals and Toast with a variety of toppings.

- Water and Milk is available daily.
- We source our ingredients from local suppliers wherever possible.
- Our Breakfast option meets the Nutritional guidelines.
- Any food Allergies or intolerances must be reported on your profile and also to the School office so we can accommodate all Children.

GDPR

Please see the link below for our privacy policy.

[privacy-notice-rit-pupils-V2.290444083.pdf \(theacademyofwoodlands.co.uk\)](https://theacademyofwoodlands.co.uk/privacy-notice-rit-pupils-V2.290444083.pdf)

WASPS/HONEYBEES FEES

Breakfast Club (Children aged 2-11 years)

8.00am - 8.45am	£5.25
7.30am – 8.45am	£6.50

After School (Children aged 2-11 years)

(Reminder - due to staff ratios, children who are two years old will only be able to stay for the 15:15-16:30 sessions, after this time they will need to be collected)

3.15pm – 4.30pm	£7.50
3.15pm – 5.30pm	£13.50
3.15pm – 6.00pm	£15.50
3.15pm – 6.30pm	£21.50
4.30pm – 5.30pm	£10.00
4.30pm – 6.00pm	£12.00
4.30pm – 6.30pm	£15.00



Late cancellation (after 12pm)

Non-refundable

Late pick up for session

Charged the extra amount for the later session

Late pick up after 6.30pm

£5.00 (first 15 minutes) / £10 for every 15 minutes after 6.45pm

Bookings and payments are to be made through <https://www.parentpay.com/>

Payment can be made by card, childcare vouchers or BACS.

Bank account name: Rivermead Inclusive Trust

Bank account sort code: 30-84-63

Bank account number: 66957568

(Please use your child's name as reference)

Ofsted number: 139493