



YOUNG LEARNERS

Early Childhood Education

Parent/Caregiver Handbook

Haere mai parents/caregivers!

Welcome to Young Learners Early Childhood Education centre. We are so happy to have you as part of our whānau and cannot wait to get to know you all more.

Young Learners contact details are:

- Landline : 09-948 5520
- Cellphone: 021-1068054

Email address is:

- Admin: office@younglearners.co.nz

The opening hours are 7:30-5:30 but a shorter enrollment time of 8:00-3:30 is available

Room Information

Each room is named after one of the native birds in New Zealand.

Tui Room: 0- 2 years approx.

- Tui are renowned for being busy, talkative and enjoying lots of attention. They are friendly, dynamic and territorial, colourful and enjoy nectar and honeydew.
- We have a maximum of 15 babies with 5 teachers daily. We implement Key Caregiving within this room, where your child will be assigned a teacher who oversees and performs all of your child's Key Care and Education.

Kea Room: 2 – 3 years approx.

- Kea are known for being intelligent, inquisitive and bold. They are cheeky, not afraid of anything and make us laugh all the time.
- We have a maximum of 16 children with 3 teachers daily in this room. Key Caregiving is also implemented in this room.

Pukeko Room: 3 – 5 years approx.

- Pukeko are well known for their bold scheming and determination. They are capable fliers and good swimmers, with complex and flexible social lives, taking everything in their strutting stride.
- We have around 34 children with 4 teachers in this room. This group is split into 2 groups; small pukeko (approximately 3- 4 years of age) and big pukeko (4 – 5+ years old) with the core purpose of the transition to school programme being getting prepared for the next stage of children's primary school journey.

Key Caregiving

We recognize that building trust and security comes before the other needs of young children at all times. We believe that all learning happens within the context of relationships and interactions, so we encourage each child to have at least one person with whom they can create a secure base by providing key caregiving to some degree: this is where one teacher is responsible for feeding, changing and putting your child to sleep for the day. Care routines are carried out when required to suit individual needs and dispositions. The key caregiver may change from time to time, allowing your child the opportunity to bond with more than one teacher. The key benefits of key caregiving are:

- Individual care routines
- Unhurried routines
- Consistency
- Improved parent communication/partnership
- Attachment/ emotional security
- Strong relationships

Please refer to Key Kaiako Policy for more details

Settling In

We believe that the first days in the centre build the foundations for a happy and lasting relationship and promote a child's sense of well-being and belonging. We also acknowledge that for whānau this can be a challenging time and we try to make it as smooth a transition as possible. Therefore, we strive to create a learning environment that is warm, inviting and supportive so that children, parents/caregivers/whānau and teachers feel safe and comfortable at all times.

We ask you – parents/caregivers and children – to visit at least twice prior to the child's official start date to get to know about our environment. During those visits, parents/caregivers are encouraged to share information about their child with the key teachers, including but not limited to care routines, learning experiences, and developmental news from home.

Please refer to our Settling in Policy for more procedures

Centre Philosophy

Young Learners is a special place where children, parents and teachers come together to live, to learn, to love and to leave a legacy, as a whānau. Our mission, the 'why' of our existence, is to improve the quality of life and well-being of children and their whānau, and everyone associated with them at Young Learners.

We are a team of teachers: our aim is to serve by teaching, learning and influencing, and ensuring that each individual is treated with respect and dignity, every day. We see our role as facilitators of young learners' growth and development, and as providers of quality service to parents and the community.

TO LIVE

- A healthy, safe and nurturing learning environment in which our children and teachers can reach their full potential for learning and teaching.
- We also strive to provide well-balanced nutrition for our young children to help their physical growth, as well as their mental development.
- Creating a strong culture in which everyone knows they are trusted, and there is a common set of values and beliefs.
- We acknowledge the Treaty of Waitangi and encourage an awareness and appreciation of New Zealand's bi-cultural heritage in our daily operations, as well as celebrating the essence of all other cultures of our children and wider community.

TO LEARN

- Believing in the natural curiosity of young learners, we are committed to providing opportunities for children to explore and understand themselves and the world around them, to foster their creative imagination, to nurture their characters, values and conscience and to learn independence, which will set them up for life.
- We are committed to providing a curriculum, guided by Te Whariki, which supports young learners' holistic development (Well-being, Belonging, Contribution, Communication and Exploration), through child-initiated play, open-ended play and unconstructed creative exploration, overseen by responsive teachers at Young Learners.

TO LOVE

- We value the importance of our partnerships with parents and their children, kaiako and all other stakeholders involved.
- We accept that feelings are facts to the people who hold them, and these feelings influence people's behaviour. With this understanding, we have a strong focus on nurturing young learners' emotional and interpersonal skills to help them become competent and confident learners and communicators.

TO LEAVE A LEGACY

- We believe each young learner comes to us with unique capabilities and learning potentials. We are committed to providing equal opportunities for all children to encourage them to

- achieve their potentials
- We encourage everyone to improve their sense of belonging and wellbeing, to feed their curiosity and interest, to cultivate their love of learning, and acknowledge that they make a valued contribution to themselves, their team, the community and society as a whole while sharing the journey with us at Young Learners.

Our Curriculum

As teachers, it is vital that we regularly assess and evaluate how to celebrate and support each child's learning and development. Our programme reflects the principles, strands, goals and learning outcomes from Te Whāriki, which celebrates the uniqueness of each child and the group as a whole. Appropriate links will be made to other relevant development and learning theories, including but not limited to Pikler, Montessori and Reggio Emilia. At all times, kaiako working with children should bear in mind our centre's core value; purpose with passion. Some key steps of our assessment will be as follows:

- **Notice/Observe:** teachers constantly observe children to discover their strengths and interests.
- **Recognise:** teachers recognise the learning that takes place and the dispositions the child is showing through this learning. Teachers recognise group interests and individual interests and document these on our planning form.
- **Plan:** teachers plan activities that support the learning and discoveries that have been identified through observations shared from home and at the centre. Links from home to the centre and the wider world are made through proactive, effective and meaningful conversation between teachers and whānau. Teachers work together to extend the children's learning in both spontaneous and planned ways. Planning is displayed in a prominent place in the centre and teachers will share this with whānau.
- **Projects:** If a theme or large group interest emerges in our centre, kaiako will extend this as a project. This will often occur with the older children and will involve a variety of extension activities to support children's literacy and numeracy development.
- **Evaluate:** teachers evaluate learning experiences by reflecting both personally and as a group. These evaluations and reflections are then used to review our provision and resources to provide the best possible learning outcomes for children.
- **Portfolios:** Each child has a portfolio, which is constantly revisited to document learning and developmental evidence. Teachers are responsible for supporting and documenting the learning journey for a key group of children. They are responsible for collating and presenting developmental updates, anecdotal stories, artworks, and photos in their portfolios. These books are available to children, parents, whānau, and caregivers to show of their child's learning journey and development at Young Learners.

Please refer to Programme planning and assessment policy

Emergency Evacuation

We believe that the safety and well-being of all children and team members are paramount and we believe in educating our team and children about emergency procedures to ensure that in the event of an emergency situation everybody involved will be able to respond to, follow and activate the emergency procedures below.

Fire and Earthquake drills are practiced every term and a supply in the event of emergency is on hand. Our teachers are trained in First Aid and know what to do in an emergency situation. In an event of emergency, children can be collected at our Emergency Assembly Area which is located in our car park, or you can contact us on 021-1068054

Please refer to Emergency procedure policy

Child Health and Illness

Almost all children experience some form of illness when they start in a childcare environment. It will take time for their immune system to keep up with what they are exposed to. We will notify you immediately if your child shows any signs of illness. Any child who is present in the centre and is deemed to be unwell will be sent home; this is to prevent illness from spreading and to ensure the welfare of the children who are still in our care. Guidelines relating to contagious diseases and recommendations for dealing with them are set by the Ministry of Health. We follow these guidelines strictly in our daily operations. No child with contagious disease should attend the centre; we ask that you respect our Health and Illness policy.

Please refer to our Health and Illness policy





Medicine






- When a child requires medication, it is essential that the Medication register is filled out correctly. Parents/caregivers must fill in this form each day if any medication is required to be administered on that day.
- This information consists of date, name of the child, name of the medication, expiry date for the medication, time to be administered and amount to be administered.
- For any on-going regular medication, please fill in the Medication register for chronic conditions. This form is on request only from the office.



Please refer to our Medication Administration Policy

Infectious Diseases:

information & exclusion list

Condition	This disease is spread by	Early Symptoms	Time between exposure and sickness	Exclusion from school, early childhood centre, or work*
Rashes and skin infections				
Chickenpox 	Coughing, sneezing and contact with weeping blisters.	Fever and spots with a blister on top of each spot.	10–21 days after being exposed.	1 week from appearance of rash, or until all blisters have dried.
Hand, foot and mouth disease	Coughing, sneezing, and poor hand washing.	Fever, flu-like symptoms – rash on soles and palms and in the mouth.	3–5 days	Exclude until blisters have dried. If blisters are able to be covered, and child feeling well, they will not need to be excluded.
Head lice (Nits)	Direct contact with an infested person's hair, and less commonly by contact with contaminated surfaces and objects.	Itchy scalp, especially behind ears. Occasionally scalp infections that require treatment may develop.	N/A	None, but ECC/school should be informed. Treatment recommended to kill eggs and lice.
Measles 	Coughing and sneezing. Direct contact with an infected person. Highly infectious.	Runny nose and eyes, cough and fever, followed a few days later by a rash.	7–21 days	5 days after the appearance of rash. Non-immune contacts of a case may be excluded.
Ringworm	Contact with infected skin, bedding and clothing.	Flat, ring-shaped rash.	4–6 weeks	None, but skin contact should be avoided.
Rubella (German Measles) 	Coughing and sneezing. Also direct contact with an infected person.	Fever, swollen neck glands and a rash on the face, scalp and body.	14–23 days	Until well and for 7 days from appearance of rash.
Scabies	Contact with infected skin, bedding and clothing.	Itchy rash.	4–6 weeks (but if had scabies before it may develop within 1–4 days)	Exclude until the day after appropriate treatment.
School sores (Impetigo)	Direct contact with infected sores.	Blisters on the body which burst and turn into scabby sores.	Variable	Until sores have dried up or 24 hours after antibiotic treatment has started.
Slapped cheek (Human parvovirus infection) 	Coughing and sneezing. The virus may be passed from mother to child during pregnancy.	Red cheeks and lace-like rash on body.	4–20 days	Unnecessary unless unwell.

Diarrhoea & Vomiting illnesses				
Campylobacter Cryptosporidium Giardia Salmonella 	Undercooked food, contaminated water. Direct spread from an infected person or animal.	Stomach pain, fever, nausea, diarrhoea and/or vomiting.	Campylobacter 1–10 days Cryptosporidium 1–12 days Giardia 3–25 days Salmonella 6–72 hours	Until well and for 48 hours after the last episode of diarrhoea or vomiting. Cryptosporidium – do not use public pool for 2 weeks after symptoms have stopped. Salmonella – Discuss exclusion of cases and contacts with public health service.
Hepatitis A 	Contaminated food or water, direct spread from an infected person.	Nausea, stomach pains, general sickness. Jaundice a few days later.	15–50 days	7 days from the onset of jaundice.
Norovirus	Contact with secretions from infected people.	Nausea, diarrhoea/and or vomiting.	1–2 days	Until well and for 48 hours after the last episode of diarrhoea or vomiting.
Rotavirus 	Direct spread from infected person.	Nausea, diarrhoea/and or vomiting.	1–2 days	Until well and for 48 hours after the last episode of diarrhoea or vomiting.
Shigella 	Contaminated food or water, contact with an infected person.	Diarrhoea (may be bloody), fever, stomach pain.	12 hours–1 week	Discuss exclusion of cases and their contacts with public health service.
VTEC/STEC (Verocytotoxin- or shiga toxin-producing E. coli) 	Contaminated food or water, unpasteurised milk. Direct contact with animals or infected person.	High incidence of bloody diarrhoea, stomach pain. High rate of hospitalisation and complications.	2–10 days	Discuss exclusion of cases and their contacts with public health service.

Respiratory Infections				
Influenza and influenza-like illness (ILI) 	Coughing and sneezing. Direct contact with infected person.	Sudden onset of fever with cough, sore throat, muscular aches and a headache.	1–4 days (average about 2 days)	Until well.
Streptococcal sore throat	Contact with secretions of a sore throat. (Coughing, sneezing etc.)	Headache, vomiting, sore throat. An untreated sore throat could lead to Rheumatic fever.	1–3 days	Exclude until well and/or has received antibiotic treatment for at least 24 hours.
Whooping cough (Pertussis) 	Coughing. Adults and older children can pass on the infection to babies.	Runny nose, persistent cough followed by "whoop", vomiting or breathlessness.	5–21 days	Five days from commencing antibiotic treatment or, if no antibiotic treatment then 21 days from onset of illness or until no more coughing, whichever comes first.

Other Infections				
Conjunctivitis (Pink eye)	Direct contact with discharge from the eyes or with items contaminated by the discharge.	Irritation and redness of eye. Sometimes there is a discharge.	2–10 days (usually 3–4 days)	While there is discharge from the eyes.
Meningococcal Meningitis 	Close contact with oral secretions. (Coughing, sneezing, etc.)	Generally unwell, fever, headache, vomiting, sometimes a rash. Urgent treatment is required.	3–7 days	Until well enough to return.
Meningitis – Viral	Spread through different routes including coughing, sneezing, faecal-oral route.	Generally unwell, fever, headache, vomiting.	Variable	Until well.
Mumps 	Coughing, sneezing and infected saliva.	Pain in jaw, then swelling in front of ear and fever.	12–25 days	Exclude until 5 days after facial swelling develops, or until well.

For further information contact:

Your Public Health Nurse

Your Public Health Service

 Vaccine-preventable and/or on National Immunisation Schedule

 Notifiable disease (Doctors notify the Public Health Service)

 Pregnant women should seek advice from their maternity provider or G.P

* Seek further advice from a healthcare professional or public health service

Immunization

- Parents/caregivers are free to choose whether their child is immunized or not, but health regulations state that all parents must provide documented evidence of their child's immunization status.
- In the event of an outbreak of a vaccine-preventable disease in the centre, children who are not immunized will be required to remain at home for the duration of the outbreak. The duration will be decided based upon Ministry of Health guidelines.
- No enrolment can be completed until evidence of immunization status is provided. Please keep your child's immunization status up to date.

Please refer to our Immunization Policy

Sleeping children

RATIONALE

At Young Learners we recognise that each child, especially children under 2 years old, comes to us with their own sleeping routine. Therefore kaiako will endeavour to follow individual children's rhythms and routines in a relaxed and familiar environment.

PROCEDURES

- All children are provided with their own individual sleeping space and bed linen. Their bed linen is washed and sanitized weekly, i.e. after the 5th use. Each child's bedclothes, blankets and belongings are kept separately in a named case.
- To ease children into sleeping at the centre, it is beneficial for all if they are able to fall asleep on their own without being held or rocked. However, kaiako will ensure children fall asleep in a peaceful way.
- We endeavour to ensure our sleep rooms are positive and peaceful spaces. However, they are not silent or dark spaces.
- Adequate sleeping space and ventilation is provided for children's safety and hygiene.
- An accurate monitoring system is operated by kaiako at all times. There is a kaiako present in the sleep space whenever possible; 10-minute checks are carried out on sleeping children, and records of sleeps are maintained.
- Kaiako are guided by children's individual rhythms and routines, and are relaxed and unhurried.
- Parents are welcome to bring to Young Learners any special sleeping toys their child may have at home.
- In accordance with the government regulations, children will not be put in bed with a bottle. No food or drink will be consumed in the sleep room/area.
- For reasons of cultural sensitivity, children are encouraged not to stand on pillows and children sleeping near each other are positioned head to head rather than head to feet.
- All bunk cots must be secured to the wall. Young children who are able to stand up are not to be placed in upper cots.

Food and Safety

To ensure the environment remains safe for children while eating, we will take all steps necessary to reduce food-related choking, as follows:

- All tamariki are seated together for 30 minutes during meal times. This ensures children and kaiako have adequate time to eat and do not feel the need to rush their kai.
- During meal times, kaiako are seated with children and are proactively monitoring children's eating to ensure safety and minimise any unnecessary distractions.
- No children are moving around when eating or with food in their mouths. If a child leaves the table with food in either their mouth or hands, they are asked to return to the table. If they do not wish to do so, the food is removed and placed back at the table for the child when she/he returns.
- If a child is choking, kaiako will use skills learned in their First Aid course to dislodge the food using back thrusts, and an ambulance will be called to ensure the child can get medical attention as quickly as possible. Parents/caregivers will also be called.

Please refer to our food safety policy

Food and Nutrition

RATIONALE

Young Learners encourages a healthy eating environment and culture within our centre. We consider that healthy food and beverage choices can enhance educational outcomes for our children and believe we play an important role in fostering knowledge and understanding about healthy food and nutrition by providing children with opportunities to make healthy choices.

GUIDELINES AND PROCEDURES

- A kai creator/centre cook prepares nutritious meals on the premises each day, and ensures that all food and beverages served at Young Learners meet the recommendations of the MOH's Food and Nutrition guidelines for relevant age groups and the Food & Beverage Classification System for Early Childhood Education service.
- *Te Whāriki*/Early Childhood Curriculum guides food and nutrition education by developing, in the context of self-help and self-care, children's knowledge about keeping healthy. Children will also develop working theories about nutrition by experiencing food preparation, and acquire knowledge of health food choices and an understanding of the cultural importance of certain foods by interacting with peers and kaiako.
- **Food Menus** are created to fit with the *food and beverage classification system* with "everyday" foods dominating the menu. The menu rotates on a 4-weekly basis and is recorded daily (*a copy of the menu is available for parents just outside the kitchen*).
- **Food allergies**, intolerances and special dietary requirements are a shared responsibility of

the child's parents/caregivers, the cook and all kaiako. A visual guide including the child's photo and a list of allergies, intolerances and special dietary requirements will be kept in the kitchen and playroom for reference. Medical advice should be sought before eliminating food from a child's diet. If a child is at risk of an anaphylactic reaction to food, an action plan will be in place to ensure all team members know emergency protocols.

- Young Learners is a **NUT FREE centre** due to the severity of nut allergies in NZ. There are no nuts or nut-containing products kept on the premises and we request that parents/caregivers and all team members do not bring these foods into the centre. A visible sign is located at reception, stating we are a nut-free centre.
- **Water** is available at all times to children, both inside and outside, and they are encouraged by kaiako to drink plenty of water throughout the day to keep them well hydrated.
- **Breast feeding** is encouraged and supported by Young Learners. A comfortable nursing couch is provided for mothers to enable them to feed their babies at the centre.
- **Infant formulas** are provided by parents/caregivers and are clearly named and only used at Young Learners with the consent of parents/caregivers.
- Babies and toddlers should be offered fluids regularly to prevent dehydration. Breast milk or infant formula will provide fluid needs until 7 months of age; after this time water can be introduced.
- Children aged 1-2 years should be provided with full-fat whole milk and water as their main fluids. Children over 2 years old should be provided with reduced-fat milk.
- It is important to hold a baby when feeding her/him. Babies should not be left lying with a bottle to suck on because of the risk of choking and ear problems. Also, if they fall asleep with milk in their mouths, the milk can damage their teeth.
- Adults encourage children by role-modelling healthy eating when they share meal times together. Kaiako also take a role in helping children develop healthy eating behaviours.
- If food is refused, encouragement is offered. If food is still refused, it is offered later when the child is hungry. We believe children are empowered by having control over their food intake and we allow self-choice and self-service at mealtimes (when practical).
- There is a blessing or karakia before every meal is served. Mealtime rituals create a pleasurable and unhurried time together.
- Funds are available for resources that support nutrition education. Professional

development is undertaken to support healthy eating for children.

- Parent/caregivers are encouraged to give feedback and comment on the menu, both informally and formally. Parents/caregivers will also be consulted on any major decisions or changes regarding the food served at Young Learners.

Parents' Collaboration

RATIONALE

Young Learners is a service provider to all parents/whānau, and providing the best possible service is our core value. We aim to make communication with parents as open, regular and informative as possible. We recognise that while parents are interested in all aspects of the centre they are often restricted by time. We therefore have a variety of communication methods available for conveying information to our whānau.

GUIDELINES

- Teachers aim to verbally communicate with parents/caregivers proactively every day. Parents/caregivers are also encouraged to communicate with teachers and management freely as we greatly value parents'/caregivers' feedback and contributions. A feedback and contribution form is attached.
- Whiteboards or notices are located near main entranceways to communicate necessary information to all parents/caregivers. E-mail is used as a tool for positive communication. A face-to-face meeting will be arranged either with teachers or management, whenever an issue or concern is raised.
- Regular newsletters specific to each room are written by teachers monthly.
- A Day Book will be in place for recording, highlighting and communicating relevant information to parents. Likewise, parents can leave messages or information for teachers to read.
- Teachers at Young Learners meet with parents twice a year at parent/whānau meetings to discuss their child's development and any issues of importance.
- All policies are available to parents at the reception area and important policies are printed and available to be taken home. Parents and whānau are invited to meet with management and kaiako to share in relevant policy meetings.
- Pictures, with descriptions, are displayed prominently and updated regularly to show learning and development following the children's interests.
- Nappy changes, toileting, sleep and food are recorded in charts that parents have access to

at all times.

- A portfolio book is kept for each individual child. This book documents the child's learning and development and parents/caregivers are encouraged to contribute to their child's book with learning stories from home.
- An online communication software programme (Story Park) is used to share children's learning and experiences with individual parents, and as a tool for correspondence between teachers, parents and management. This is a secure site and permission will be gained from parents on enrolment.
- Any custodial dispute over a child's day-to-day care and right to early childhood education needs to be settled by the parents.
- Teachers are bound by confidentiality and are not permitted to release any information concerning another child's health or behaviour.
- Parents will be informed of any accident or serious incident that concerns their child on the same day and in a timely manner.

Complaints procedures

In dealing with concerns and complaints, Young Learners will be consistent in terms of fairness and procedures. We value our parents' concerns and it is our intention to be respectful of any complaint made and work together in partnership to rectify any issues. Young Learners cares about whānau wellbeing so we encourage parents and whānau to forward any concerns and complaints, ensuring their issues are acknowledged and dealt with as soon as possible.

If an issue arises regarding any element of care your children/family/whanau encounters, we would highly recommend that you discuss this with the teachers in the room first, then with the head teacher of the room. Complaints about non-compliance with license conditions/ regulations or criteria can be discussed directly with the service provider Chan Wang on 021-1068054. If a problem cannot be resolved or if you still feel uncomfortable or unsatisfied, please contact the Ministry of Education on 6329400 for further advice.

Please refer to our Parent/Whanau complaints policy and complaint procedure chart

Fees

Young Learners is a private, fee-charging educational service. Failure by parents/caregivers to follow the rules regarding fee payments may lead to their child's exclusion from the centre. We ask parents to be fully aware of the costs of using our service and the terms and conditions that apply.

Fee Schedule

Under 3's	1 Day	2 Days	3 Days	4 Days	5 Days
8:00-3:30	\$ 49	\$98	\$145	\$186	\$215
7:30-5:30	\$ 59	\$118	\$175	\$226	\$265
Over 3's opt out 20 ECE hours					
8:00-3:30	\$46	\$92	\$138	\$184	\$230
7:30-5:30	\$50	\$100	\$150	\$200	\$250
Over 3's receiving 20 ECE hours					
Hours Claimed	6	6	6	2	0
8:00-3:30	\$29	\$58	\$85	\$110	\$129
7:30-5:30	\$39	\$78	\$115	\$145	\$165
Over 3's Sessions (AM/PM) 4 Hours per day					
Hours Claimed	4	4	4	4	4
8 am- 12pm	Free	Free	Free	Free	Free
1 am- 5pm	Free	Free	Free	Free	Free

Bank Account Numbers

Payment should be made to

Account Name:	Young Learners Education Ltd
Account number:	06-0294-0977684-02
Reference:	Your child's First name and Last name

Holidays/ Sick Days/ Absence

- Fees are to be paid for the 52 weeks that Young Learners is open each year regardless of statutory holidays, illness, and whānau vacation times.
- Each child who has been enrolled with Young Learners on a regular basis is entitled to a 3-week holiday per year. Parents will be charged 50% of the normal fees for a planned holiday provided an application is made in writing two weeks in advance.

20 ECE hours

- Young Learners participates in the Government's "20 Hours ECE" scheme for children over 3 years of age. Parents and caregivers are required to complete an attestation form stating the days and hours (up to 6 hours per day, 20 hours per week) they want provided by Young Learners under this scheme.

- Parents of children 3 years and over who have not signed an attestation form or choose to opt out will be charged at the under 3 rate.

Late Pick-up Fee

- Parents/caregivers are expected to collect children as per their enrolled times. Neglecting this may result in a late fee of \$10 for every 10 minutes and will be charged when parents/caregivers are late to collect their child. If parents/caregivers collect the child outside of their booked hours, but still within our normal operational hours, parents/caregivers will be charged for the hours the child actually attended. In most cases this will mean that they are charged for a full day rather than a part day. If parents/caregivers collect their child after closing time, a \$10.00 fee will be charged for every 10 minutes or part thereof. If parents/caregivers do not collect the child and have not contacted us before we close, we will try to contact them or their emergency contact. If we are unable to make contact with parents/caregivers by 30 minutes after we close, the police will be advised and arrangements for care will be made in consultation with them for the best interests of all parties.

WINZ

- If you are entitled to a subsidy through Work and Income New Zealand, the application form and WINZ subsidies information is available onsite for parents/caregivers.
- Please note that the application form must be received by WINZ before your child's first day, if you are requiring your subsidy to start immediately. Please note that application for and renewal of subsidies are the responsibility of the parents/ caregivers

Withdrawal

Young Learners reserves the right to request at least TWO weeks' written notice before a child is withdrawn. If the parents/caregivers fail to inform and adhere to the two-week notice period, Young Learners will still invoice parents for the two weeks.

Please refer to our Fee Policy and Enrolment Agreement

Signing In/ Signing Out

Upon arrival and departure you are required to complete the attendance register by writing the time in/out, with your signature, next to your child's name. This is an extremely important procedure as:

- It is a requirement of the Ministry of Education
- This information acts as our attendance register in case of an emergency

Policies and procedures

All of our operating policies and procedures are available for parents/caregivers to view and please feel free to ask for the folder in the reception area.

What to Bring

- Full change of clothes - we enjoy messy activities so PLEASE always bring extra clothes
- Appropriate clothing "there is no such thing as bad weather, only bad clothing" so please pack your child jackets and gumboots for winter, hats and togs for summer
- Drink bottle
- Formula and bottle (if required)
- Nappies (if required)

Enrolment Checklist

- Complete enrolment form
- Provide a copy of your child's birth certificate/ passport
- Provide a copy of your child's immunization record
- Organize your payment automatic set up
- Have WINZ form filled out, if required
- 20 Hours ECE if applicable
- Read through our policies
- Familiarise yourself with the information in this booklet

If you have any questions

JUST FEEL FREE TO ASK us on 09-948 5520 or 021-1068054 or Email

us at office@younglearners.co.nz

Young Learners Team

Parent / Whanau Contribution

Dear Parents / Whanau

While your child's learning journal on portfolio book/storypark is available for you to view at all times, at Young Learners we like to ensure all parents / whanau have the opportunity to read about their child's development and progress regularly. We encourage you to take your child's learning journal home to share with friends and family members.

We also invite you and your whanau to contribute to the learning journal. Your contribution is valuable to your child – not only does it provide a lasting record of your involvement and interest in your child's early years, your feedback helps *us* to give your child the best early childhood experience possible.

We'd love to know what you and your whanau think of your child's experiences at Young Learners. What are you pleased with? What else would you like to see happening for your child during their time with us? If you don't have any specific feedback for us, perhaps you might like to write a note to your child, commenting on what you have seen in their learning journal. Or perhaps you may have a photo you would like to share.

This is your space – please feel free to use it however you like.

All about Me

My name is

Words that describe me

My Family

My favorite...

My goals