

WRIGHT EDUCATION



ACADEMIC School Club

&

ACADEMIC Holiday Club

# Information Handbook for Parents

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## **Mission Statement**

Wright Education Academic School Club and Academic Holiday Club aims to create a secure, happy and stimulating learning environment in which all can grow, be confident and fulfil their potential.

### **Our Aims and Objectives**

At Wright Education, we aim to ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centred environment, as well as encourage children to take responsibility for themselves and their actions.

We believe it is important to encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination. We will provide a programme of activities, which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals

### **Curriculum Learning**

Our goal at Wright Education After School Club, we ensure homework is fully understood, so that it can be completed to a standard expected of their school. We meet with teachers from the school as well as individual school reports to ensure the high

standards and expectations are adhered. Children are expected to bring their homework and reading books to the Academic After School Club. Staff at Wright Education will listen to children read and sign their reading record with comments to help meet the target(s) set by their teacher. Wright Education follows the new curriculum for spelling and children, thus giving children the opportunity to practise them.

Wright Education understands that during the summer, children can lose up to 25% of the information they learnt during the school year. Our goal at Wright Education Academic Holiday Club is to extend their learning during the summer so that they do not lose any of their skills, knowledge and abilities, as well as preparing them for their new school term. Our morning sessions consists of math, reading and literacy; these lessons have all been designed to be fun and interactive, making sure the children don't feel like they are back in a classroom, but having fun whilst learning.

## Administering Medication Policy

If a child attending Wright Education requires prescription medication of any kind, their parent or carer must complete a **Permission to Administer Medicine** form in advance. Staff at the club will not administer any medication without such prior written consent.

Ideally, children should take their medication before arriving at the club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (e.g. asthma inhalers), the club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

The Wright Education can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin, we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the club has a current completed **Permission to Administer Medicine** form
- Ask another member of staff to witness that the correct dosage is given

When the medication has been administered, the designated person must:

- Record all relevant details on the **Record of Medication Given** form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given** form.

Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication, the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency).

If a child suffers from a long term medical condition, the club will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the club has a clear statement of the child's medical requirements.

## Anti-Bullying Policy

The Wright Education will provide a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the club's position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the supervisor. A clear account of the incident will be recorded in an **Incident Log**. All staff will be informed so that close monitoring of the victim and bullying can begin. Parents of both parties will be informed.

The Wright Education define bullying as repeated harassment of others through emotional, physical, psychological or verbal abuse.

**Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.

**Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.

**Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.

**Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Racial harassment can take any of the forms of bullying listed above, but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident Log**. See the Equalities policy for more information on how we deal with and challenge discriminatory behaviour.

### **Preventing bullying behaviour**

Staff at Wright Education will foster an anti-bullying culture in the following ways:

- ✓ Encouraging caring and nurturing behaviour
- ✓ Discussing friendships and encouraging paired, group and team play
- ✓ Encouraging children to report bullying without fear
- ✓ Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- ✓ Exploring the consequences of bullying behaviour with the children

### **Responding to bullying behaviour**

Wright Education acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the club will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support
- They will be reassured that what they say will be taken seriously and handled sympathetically
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour.
- If bullying behaviour persists, more serious actions may be taken, as laid out in the suspensions and Exclusions policy.

All incidents of bullying will be reported to the manager and will be recorded in the Incident Log. The manager and relevant staff will review the club's procedures in respect of bullying, to ensure that practices are relevant and effective.

## Behaviour Management Policy

The Wright Education Academic After School Club and Academic Summer School Club use effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly. The Club will have a designated member of staff responsible for behaviour management.

Whilst at The Wright Education Academic School Club and Academic Holiday Club we expect children to:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club

### Encouraging positive behaviour

At The Wright Education Academic School Club and Academic Holiday Club positive behaviour is encouraged by:

- Staff acting positive role models
- Praising appropriate behaviour
- Traffic light system
- Informing parents about individual achievements

- Celebration for exceptional accomplishments
- Offering a variety of play opportunities to meet the needs of the children attending the Club

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Club will try to determine the cause of triggers of the inappropriate behaviour to prevent the situation from recurring.

### Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner
- In the first instance, the child will be temporarily removed from the activity
- Staff will discuss why the behaviour displayed is deemed inappropriate
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them

Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.

We will not threaten any punishment that could adversely affect a child's well-being (e.g. withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with **Suspensions and**

**Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

### **Physical Intervention**

Physical intervention will only be used as a last resort, when staff believes that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible. If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with **Safeguarding** policy.

### **Corporal punishment**

Corporal punishment or the threat of corporal punishment will *never* be used at the Club.

We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

## ***Late Collection Policy***

It is extremely important that children are collected on time from The Wright Education. Late collections cause major issues to the site at which The Wright Education holds a contract with.

- The Wright Education Academic After-School Club finishes promptly at 6pm.
- The Wright Education Academic Holiday Club finishes promptly at 6pm.

Parents/carers agree to make appropriate arrangements for their child to be collected at the stated finish time. Please be aware that late collection after this time will be charged at £1 per minute, which must be paid on the day.

Parents/carers must allocate a responsible adult to collect their child and those responsible persons must be named on the registration form. Children will only be dismissed to the responsible adults named on the registration form. When the collecting adult is not provided on the registration form, a phone call for verbal permission with an accurate description of the collector is required before releasing any child to anyone. A password will be required. It is the parents/carers responsibility to ensure those authorised to collect their child is aware and understands the importance of collecting the child on time. **Please Note:** Any confusion which leads to the child remaining with The Wright Education after the finishing time will result in the late fee being charged.

On the first occasion that a child is collected late; parents/carers will be reminded of the late collection policy and asked to sign a late collection agreement with details of monies owed.

If a child is collected late on more than two occasions; parents/carers will be reminded of the late collection policy, asked to sign a late collection agreement and risks their child being excluded from The Wright Education.

Parents/carers must contact The Wright Education on 07852 137462 if they are aware they may be late to collect their child.

After 6pm, the child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care Team. If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken.

If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local authority triage for advice.

Useful contacts Newham Triage: 0203 373 4600

Out of hours: 0208 430 2000



## **TERMS AND CONDITIONS**

Below are the Terms and Conditions relating to The Wright Education. These terms and conditions apply to the School Club and Holiday Club. Parents/carers who complete the registration form must sign the bottom of the registration form agreeing to these terms and conditions. By signing the registration form, you agree that you have read and understood all the terms and conditions; should you have any queries; these should be addressed before signing the registration form.

### **Registration**

1. The registration form must be completed in full before your child can be allocated a place with The Wright Education. This includes accepting and agreeing to these terms and conditions.
2. The registration fee must be paid when submitting the registration form and before the child begins sessions.
3. Parents/carers must ensure all details on the registration form are accurate and up-to-date. It is the parents/carers responsibility to keep The Wright Education updated on changes that apply to the registration form; this includes contact details, medical details, allergies, change of address, etc. Any changes to the details of the registration form must be made in writing by the parent/carer as soon as possible to the club manager.
4. All children registered with The Wright Education are expected to demonstrate respectful behaviour towards adults, other children and resources in line with the current behaviour policy.

### **Academic School Club & Academic Holiday Club**

5. Breakfast Club is currently only for children of Maryland Primary School. Breakfast Club starts from 7.30am until 8:50am. Breakfast is served until 8:20am only. At 8:50am, children are escorted by the Wright Education staff to their classrooms.
6. An authorised adult must sign the attendee into the Breakfast Club on each morning they attend. No child can be left at the gate.
7. After School Club starts at 3pm and children will be collected from their school classroom. A Snack is served between 4.00-5pm. After school club finishes at 6pm, parents can collect children at any time before 6pm however, we advise you to collect your child outside the snack serving time.

8. An authorised adult must sign the attendee out of the After-School club on each afternoon they attend.
9. The Holiday Club starts at 7.30am. Children must arrive before 8.20am if they wish to have breakfast. No breakfast will be served after this time.
10. An authorised adult must sign the attendee into The Holiday Club on each morning they attend.
11. An authorised adult must sign the attendee out of The Holiday Club on each day they attend.
12. The Wright Education School Club will not run on days that their school is closed to pupils unless otherwise noted. The Wright Education will notify parents on which days during the school term the School Club will operate.
13. The Wright Education Holiday Club will open on some half terms and during the summer holidays. Specific dates will be announced on The Wright Education website no later than the 30<sup>th</sup> January.
14. The Wright Education Holiday Club will only open during the half term should the minimum quota of children sign up to ensure sufficient staff are on site.
15. If your child is not attending the After School Club on the specified day you have signed up for, you must inform The Wright Education before 9:30am on the day via telephone on 07852 137462 otherwise you must pay the fee for that day. Please Note: If you have paid in advance and you do not cancel the pick up before 9:30am on the day you have specified, you will not be entitled to a refund.
16. Children who turn up to any of The Wright Education clubs without prior booking by the parents/carers will be looked after whilst their parent/carer is called to come and collect them. The parent/carer will incur a fine of £5 on top of the daily charge for that session, per child.
17. The Wright Education adheres to the following policies in regards to the Academic School Club and Academic Holiday Club
  - a. Administering Medication Policy
  - b. Anti-Bullying Policy
  - c. Behaviour Management Policy
  - d. Late Collection Policy

### **Late Collection**

18. Parents/carers agree to abide by the late collection policy, which can be located on The Wright Education website, or via request. Parents who collect their child after 6pm will



incur a late collection charge of £1.00 per minute. Parents/carers agree to pay this charge before their child continues to attend any future The Wright Education services.

### **Illness, Medication & Sickness**

19. The Wright Education will adhere to the Administering Medication Policy at the first instance. This policy can be viewed on request.
20. Any child who has suffered from diarrhoea, vomiting, high temperature/fever or conjunctivitis must be kept away from the club for a minimum period of 48 hours after such condition has ceased.
21. Children must not attend any of The Wright Education clubs if they have an infectious illness or non-specified rash not specified above until they are symptom free or cleared by a doctor.
22. Any child who has symptoms of coronavirus or the Kawasaki disease must follow the government guidelines with regards to self-isolating. Any child who is required to self-isolate must do so for a minimum of 14 days from the first onset of a symptom and not return to the Club until they no longer have symptoms. Parents/carers must also keep siblings away from Wright Education during self-isolation/illness.
23. It is the parent/carers responsibility to inform Wright Education of any illness.
24. Any child suffering from head lice must be kept away from the club until the hair has been fully treated and cleared.
25. In the event of your child being injured or becoming ill whilst at The Wright Education club, we may administer basic first aid, arrange for your child to obtain medical assistance or require an early collection.
26. Should any child suffer from any of the above whilst at the club, the staff will make contact with the parent/carer or emergency contact to come and collect their child as soon as possible. If The Wright Education is unable to reach you, then a call to an authorised contact The Wright Education deems appropriate will be contacted.
27. Parents/carers are required to complete the documentation prior to The Wright Education administering any medically prescribed medication to your child. In addition, The Wright Education may give to your child certain types of non-prescribed medication, such as to reduce your child's temperature, respond to an allergic reaction or as The Wright Education first aid lead deems appropriate. Your child's attendance at The Wright Education whilst on medication will be at our sole discretion.

### **Sunscreen & Activities**

28. The Wright Education may need to apply sunscreen during times where parents/carers have not provided any. You must request in writing for The Wright Education not to apply sunscreen, however, your child may not go outside in sunny weather without some form of sun protection such as long sleeve clothing, sun hat, etc.
29. It is common practice for staff members to take children on walks or other activities in the local area/borough. You may request in writing that your child does not participate in these activities and where necessary agree to pick up your child where staff will not be available to keep your child from participating in such activities.

### **Payment**

30. Payments must be made weekly unless otherwise arranged. Parents/carers will be provided an Invoice confirming their total booking and due for the total of each half term. Payment for clubs must be paid by the specified date on the Invoice.

Parents have **two** payment options:

**Bank Transfer:** Parents can pay directly into The Wright Education bank account. Please ask manager Sandra Wright for details. Parents/carers must keep track of their payments. Parents/carers who wish to pay by bank transfer must ensure they collect a reference from Sandra Wright specific to their child/children.

**Payment at session:** Parents/carers can pay when they collect their child. Payments must be made before end of session on the Friday the week the child has attended.

For example: If a child has attended on Tuesday and Thursday, payment must be made before the Friday of that week.

Parents/carers must inform the manager Sandra Wright of their means of payment so this can be logged to avoid confusion. Payment reminders for the club sessions cannot be arranged.

31. **Outstanding payments:** The Wright Education reserve the right to refuse any child entry into the club if payment is not made including any late collection charges.
32. If parents wish to make payments outside of times for the session, this must be discussed with the Manager of The Wright Education.
33. Failure of The Wright Education to make a written or verbal request for payment of fees does not constitute an excuse or reason for late or non-payment.
34. Prepaid sessions will only be refunded should The Wright Education site at which the child is in attendance is closed due to unforeseen circumstances.



### **Photographs, Videos and Images**

35. The terms and conditions points 36, 37, 38, 39 and 40 include Digital images and digital videos.
36. Photographs, Videos and Images of staff and children whilst at The Wright Education may be used for display/training purposes. This includes photographs, videos and images of children for The Wright Education publications and on The Wright Education website.
37. The Wright Education has a duty of care and any photographs, videos and images of children will remain unidentifiable, reducing the risk of inappropriate content.
38. The Wright Education will never include the full name of the pupil alongside any photograph, video or image used.
39. The Wright Education Website Policy underpins any use of pupil images at The Wright Education.
40. Parents/carers will give written refusal for their child's photographs, videos and images to be considered for external publications and website use at The Wright Education. Only on receipt of this will their child be excluded from any photographs, videos and images.

### **OFSTED Registration**

41. The Wright Education is registered with OFSTED and is subject to inspection as and when they deem fit in line with OFSTED registration rules.

### **Reservation of Rights**

42. The Wright Education clubs are additional care outside normal school hours. The club policies and procedures can be read at any time on The Wright Education website or on request on site.
43. The Wright Education reserve the right to close the club on the grounds of staff shortage, unavailability of facilities or any other reason which is deemed a reasonable necessity for closure by the manager. Reasonable notice will be given where possible.
44. The Wright Education reserves the right to change these terms and conditions at any time and will give written notice of such changes to parents/carers.
45. The Wright Education aim to provide a safe, stimulating and happy environment for all children present. The Wright Education reserve the right to exclude and refuse any child whose behaviour is disruptive.

46. The Wright Education reserves the right to refuse the club service to parents/carers who are considered rude or abrasive to The Wright Education staff and volunteers.
47. The Wright Education will make every effort to provide a high quality service to children in their care and will seek feedback from children and parents/carers from time to time. If you have any concerns, please speak to The Wright Education staff.
48. If The Wright Education staff have any concerns about a child's personal safety, The Wright Education Child Protection policy will be followed.
49. The Wright Education conducts business in line with the following policies:
  - a. Safeguarding, (Child Protection), Policy
  - b. Behaviour Management Policy
  - c. Complaints Policy

### **Legal: Waivers, Exclusions, Jurisdiction**

50. The Wright Education shall not be liable for any direct or indirect loss suffered by parents/carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.
51. The Wright Education accepts no liability for loss or damage (including consequential loss) to property brought to any club premises caused by the actions of children or third parties or for accidental damage caused by The Wright Education staff.
52. The Right Education accepts no responsibility for injury caused from pre-existing medical conditions which are not notified to the club.
53. No failure or delay by The Wright Education in exercising any of its rights or remedies shall prejudice or affect its ability to do so unless it has provided a specific waiver or release in writing. These terms and conditions are governed by English law and subject to the jurisdiction of the courts in England and Wales.