

Procedure SO:05.01 Enrolment and orientation



Policy – Child Enrolment

Area – Service Operations

Document Control

Responsible Officer: Chief Operating Officer	Procedure Number: SO:05.01
Contact Officer: Early Childhood Education Manager	Policy: SO:05 Child enrolment
Effective date: June 26 2019	Review date: June 2020

Scope

This procedure, when read with the policy, provides a framework to guide all actions for the C&K Board, C&K staff, C&K Central, C&K branch centre, educators, children, parents, volunteers, contractors and visitors.

C&K affiliate members are excluded from the scope of this procedure.

Introduction

Effective enrolment and orientation processes form the foundations for strong relationships between families and a centre. For further information and advice, visit the [C&K Enrolment Intranet Page](#) or contact the C&K Enrolment's team (enrolments@candk.asn.au) or your Early Childhood Education Manager.

Procedure

1.0 Making enrolment offers

With centre Administrator / Clerical support, enrolment offers are managed by and are the responsibility of the Centre Director.

- Enrolment offers for the following year typically commence:
 - For kindergartens – up to one year prior to children commencing kindergarten.
 - For childcare and Outside School Hours Care centres – Quarter 4; the year prior to the year of entry.
- When a vacancy exists, an enrolment offer is made to the next child on the waiting list.
- The number of enrolment offers made depends on:
 - Vacancies
 - The number of children on the waitlist
 - The age of children
 - The number of continuing children, and
 - The expected number of delayed entry / exit children.
- Child care, Outside School Hours Care and Occasional Care centres will offer places according to *C&K's Priority of Access* (as per below) **AND** the received date order of waitlist applications. As vacancies arise in a centre, priority will be given to children who are:
 - **Priority 1:** At risk of serious abuse or neglect
 - **Priority 2:** From a single parent who satisfies, or of parents who both satisfy the work, training study activity test
 - **Priority 3:** Any other child
 - Within these priority categories, priority will also be given to children in Aboriginal or Torres Strait Islander families and families where a member is disabled.
- When offering enrolments, kindergartens are required to:
 - Use the iEnrol (Kidsoft) system to support the enrolment offer process.
 - Offer a place as per C&K staff priority followed by the received date order of waitlist applications.
 - Offer places as per the eligible age guidelines (i.e. children who turn 4 by 30 June in the year they attend kindergarten).
 - Offer places in one group before offering places for subsequent group/s.

Procedure SO:05.01 Enrolment and orientation

Policy – Child Enrolment

Area – Service Operations

- Follow the Queensland Kindergarten Funding Scheme Guidelines when offering enrolments to non-eligible age children.

2.0 An enrolment is confirmed when a parent / guardian has:

- Completed and returned an *Enrolment Booklet* (which includes the *Fee Payment Agreement* and *iDebitPro Forms*) **OR** accepted an enrolment offer via Kidsoft's iParentPortal and completed and submitted the online Enrolment Form.

3.0 Orientation

- Orientation activities may vary from centre to centre.
- However, all centres are required to:
 - Commence orientation activities upon confirmation of enrolment (for children commencing the following year) in term 4 / quarter 4 before the end of year closure.
 - Provide an [Orientation Pack](#) to all families.
 - Inform parents / guardians of all items detailed on the [SO:05.01.F1 Orientation checklist](#).
 - Provide an opportunity for the child's educator and parent / guardian to discuss confidentially the child's individual strengths, interests and needs.
 - Invite waitlisted families to events to show them the centre prior to enrolment (e.g. Open Week).
 - Prior to enrolment, arrange a formal meeting with parents / guardians who are enrolling a child with an additional need or medical condition. Please refer to [SO: 03.09 Procedure Medical Conditions](#) and [SO: 03.01 Procedure Communicating with families to support children's wellbeing and inclusion](#) for further direction.
 - Consider and respond appropriately to the needs of enrolled families from diverse cultural and language backgrounds. To access interpreting services, please contact the Quality and Regulation (Q&R) team (3513 2597 / nqf@candk.asn.au).

4.0 New enrolment

① Enrolment Offer	<ul style="list-style-type: none"> • Centre Director maintains current waitlist in Kidsoft/iEnrol, as applicable. • Centre Director makes an enrolment offer using the Enrolment Pack. The enrolment offer specifies the offer expiry date. The parent / guardian is required to return all completed documents within 3 – 5 days.
② Enrolment Confirmation	<ul style="list-style-type: none"> • Parent / Guardian accepts or declines enrolment offer. • Centre Director processes the enrolment offer response in Kidsoft/iEnrol, as applicable. • Centre Director enters the information contained within the enrolment pack into Kidsoft including child, guardian, bookings, payment schedule, relevant tags and documents provided. • Centre Director processes the enrolment fee. • A confirmation of enrolment email (or letter if no email address provided) is sent to the parent / guardian.
③ Orientation	<ul style="list-style-type: none"> • The Centre Director plans, invites and communicates the centre's orientation activities to the relevant parents / guardians. • Parent / guardian attends orientation. • An Orientation Pack is provided to the parent / guardian. • Centre Director (or delegate) discusses items on the SO: 05.01.F1 Orientation checklist.

Procedure SO:05.01 Enrolment and orientation



Policy – Child Enrolment

Area – Service Operations

	<ul style="list-style-type: none">• If required, the centre Director (or approved delegate) will request a further meeting with the parent / guardian to review information provided in the Enrolment Booklet.• To ensure a smooth transition and where possible, families are actively encouraged to spend time at the centre prior to commencement.
--	--

* Email via Kidsoft is the preferred method of communicating enrolment offers and providing enrolment offer documents. This will ensure accurate records of all correspondence. Electronic versions of enrolment offer documents are available.

5.0 Priority to C&K employees

- C&K permanent (full-time and part-time) employees are provided with enrolment priority at all C&K branch centres. That is, C&K employees will be placed at the top of a centre's waiting list and will be offered the next available vacancy.
- Whenever possible child(ren) of C&K employees should be enrolled in an alternative centre or group to their educator parent / guardian. C&K recognises that in some cases (e.g. regional / remote centres) this may not be possible.
- If conflict or difficulty arises from the enrolment of an employee's child, a facilitated conversation between the Educator and Centre Director may be required. If the centre Director's child is involved, the Early Childhood Education Manager will assist. If the conflict or difficulty is not adequately resolved, approval for the continued enrolment of the child may be withdrawn at the discretion of C&K executive management.

6.0 'Staggered or delayed starts' are not permitted

- C&K centres are not to implement staggered starting dates for children at the beginning of a new year.
- To be eligible for the Queensland Kindergarten Funding Scheme funding, approved kindergartens must operate and provide a program for a minimum of 15hrs / week at least 40wks / year.
- If vacancies exist and an enrolment offer is made, the child is to commence and / or full fees are payable.

7.0 Kindergarten specific enrolment information

7.1 Non-eligible aged children

- Only children of eligible age (i.e. children who turn 4 by June 30 in the year they attend kindergarten) can receive Queensland Kindergarten Funding Scheme subsidies. Parents / guardians of non-eligible age children are not eligible for any Queensland Kindergarten Funding Scheme subsidies and are required to pay full fees.
- Waitlisted children of eligible age will be offered a place before non-eligible age children.
- Enrolment offers to non-eligible age children are made as per Queensland Kindergarten Funding Scheme guidelines.

7.2 Enrolment in more than one kindergarten group

- If a child is already enrolled in another approved kindergarten program, they may only be considered for enrolment in a second kindergarten group when the waiting list has been exhausted and all efforts have been undertaken to maximise enrolments of eligible age children.
- A child enrolled in a second kindergarten program will not be eligible for additional Queensland Kindergarten Funding Scheme subsidies. The parent / guardian must indicate via the *Enrolment Booklet* which centre will receive the Queensland Kindergarten Funding.

Procedure SO:05.01 Enrolment and orientation

Policy – Child Enrolment

Area – Service Operations

- When a child is enrolled in both a C&K kindergarten and a C&K childcare kindergarten program, the parent / guardian will be asked to nominate the centre to receive Queensland Kindergarten Funding.
- Eligible age children, not currently enrolled in a kindergarten program, have priority over children wishing to enrol in a second kindergarten group.

7.3 Delayed entry and delayed exit

- It is recognised some children may benefit from starting a kindergarten program at a later age (delayed entry) or completing a second year of a kindergarten program (delayed exit). Refer to [SO:03.08 Procedure Delayed Entry and Exit](#) for further guidance.

8.0 Updating Enrolment Information – Returning / Continuing Families

- Updating enrolment information for returning families is the responsibility of the centre Director.
- Returning families are **not** required to complete an *Enrolment Booklet* or pay an enrolment fee.

Update - Returning families	<ol style="list-style-type: none">1. Provide existing / returning parent / guardians via hardcopy (handed to families) or email using available template (Kidsoft).2. Specify return due date, five (5) days from the date provided to the family. Email via Kidsoft is the preferred option.
Confirmation - Returning families	<ol style="list-style-type: none">1. A return place is confirmed when the SO05.01.F3 Form Update of Details is completed and received by the centre.2. Centre enters any updated information and uploads the completed <i>SO: 05.01. F3 Form update of details</i> into Kidsoft within one (1) week of the form being received at the centre.

10. Termination or variation of enrolment

- Parents / guardians are required to provide two (2) written weeks' notice to cancel or vary their child's enrolment by completing [SO:05.01.F4 Form Termination of enrolment](#) or [SO:05.01.F6 Form Variation of enrolment](#).

Childcare, Outside School Hours Care, and Occasional Care

If a child does not attend on their last day/s, full fees will be charged. Any absences after the last physical day of attendance are required to be marked as cessation of care for full fees to apply. Contact Service Support if you require further assistance.

Procedure SO:05.01 Enrolment and orientation

Policy – Child Enrolment

Area – Service Operations

Links to associated documents

SO:05.01.F1	Form - Orientation checklist
C&K publication	Enrolment booklet
C&K publication	Family handbook (branch only)
SO:05.01F3	Form - Enrolment Update
SO:05.01.F4	Form - Termination of enrolment (Kindergarten)
SO:05.01.F5	Form - Termination of enrolment (all other centres)
SO:05.01.F6	Form - Variation of enrolment
SO:03.08	Procedure - Delayed entry and exit
SO:03:09	Procedure- Medical Conditions

Acknowledgements and references

- Commonwealth Government of Australia. 2014. *Privacy Act 1988*. [ONLINE] Available at: <http://www.comlaw.gov.au/Details/C2014C00076/Download>. [Accessed 18 February 2019].
- Department of Education. 2013. *Priority for allocating places*. [ONLINE] Available at: https://docs.education.gov.au/system/files/doc/other/instruction_sheet_10_-_priority_of_access_guidelines_for_child_care_services_0.pdf [Accessed 18 Feb 2019].
- New South Wales Government. 2013. *Education and Care Centres National Regulations*. [ONLINE] Available at: <http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+653+2011+cd+0+N>. [Accessed 18 Feb 2019].
- Queensland Government. 2013. *Anti-discrimination Act 1991*. [ONLINE] Available at: <https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>. [Accessed 18 February 2019].
- Queensland Government. 2014. *Queensland Kindergarten Funding Scheme*. [ONLINE] Available at: <http://deta.qld.gov.au/earlychildhood/centre/access-kindy/kindy-fund-scheme.html>. [Accessed 18 February 2019].

Revision Record

Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next review date
3.0	19 June 2014	C Kyranis	19 June 2014	Annual	March 2015
4.0	8 July 2015	K Woods	8 July 2015	Annual	May 2016
5.0	18 Oct 2016	K Woods	18 Oct 2016	Annual	May 2017
6.0	26 April 2017	K Woods	8 May 2017	Annual	May 2018
7.0	13 Nov 2017	K Woods	13 Nov 2017	Annual	June 2018
8.0	28 Feb 2019	C.McClennan	28 Feb 2019	Annual	Feb 2020
9.0	26 June 2019	C.McClennan	26 June 2019	Annual	June 2019

Procedure SO:05.01 Enrolment and orientation

Policy – Child Enrolment

Area – Service Operations

Appendix one- Key enrolment documents

Document	Why	Who	When / How	Scope
<p><u>Enrolment booklet</u></p> <p><i>PDF version</i></p> <p><i>Electronic version</i></p>	To collect all necessary enrolment information.	New families	<p>Kindergarten Centres:</p> <ul style="list-style-type: none"> Only provided where a family has requested hardcopy enrolment booklet, otherwise enrolment booklet is completed online via iParentPortal. <p>All other centre types:</p> <ul style="list-style-type: none"> Provided to new families when making enrolment offers. Whenever possible (i.e. depending on community and family needs), centres are encouraged to be sustainable and email the <i>Enrolment Booklet</i> to new families. 	All centre types
<u>Centre Guide</u>	To advise new families of centre specific information (For example: educator details, centre fees, operation hours and parking information).	New families	<ul style="list-style-type: none"> Provided and discussed during orientation. 	All centre types
<u>SO:05.01.F1 Form Orientation Checklist</u>	To ensure all relevant information is covered during orientation.	New families	<ul style="list-style-type: none"> Provided and discussed during orientation. 	All centre types
<u>SO:05.01.F2 Form Enrolment Update</u>	To update enrolment information.	Existing families	<ul style="list-style-type: none"> When required 	All centre types

Procedure SO:05.01 Enrolment and orientation

Policy – Child Enrolment

Area – Service Operations

<p><u>SO:05.01.F3 Form Update of Details</u></p>	<p>To update enrolment information.</p>	<p>Returning families</p>	<ul style="list-style-type: none"> When required to ensure place is kept for following year and current details recorded in Kidsoft. 	<p>All centre types</p>
<p><u>Enrolment Offer Pack*</u></p> <ul style="list-style-type: none"> <i>Enrolment offer (letter / email)</i> <i>Enrolment Booklet</i> <i>iDebitPro form</i> 		<p>Kindergarten Centres:</p> <ul style="list-style-type: none"> Only provided where a family has requested hardcopy enrolment booklet, otherwise enrolment booklet is completed online via iParentPortal <p>All other centre types:</p> <ul style="list-style-type: none"> Provided to new families when making enrolment offers. Whenever possible (i.e. depending on community and family needs), centres are encouraged to be sustainable and email the <i>Enrolment Offer Pack</i> to new families. 	<p>All centre types</p>	
<p><u>Orientation Pack</u></p> <ul style="list-style-type: none"> <i>Family Handbook</i> <i>Centre Guide</i> Kindergartens should include: <ul style="list-style-type: none"> <i>Kindergarten Calendar</i> (if available at the time of enrolment). <u>Queensland Kindergarten Funding Scheme (QKFS) information sheet</u> Approved Centres (Childcare, LHC, and OSHC) should include: <ul style="list-style-type: none"> <u>Child Care Subsidy</u> (CCS) information Translated information regarding CCS is available on the <u>mychild.gov website</u>. 		<ul style="list-style-type: none"> Provided and discussed during orientation. 	<p>All centre types</p>	

* Email via Kidsoft is the preferred method of communicating enrolment offers and providing enrolment offer documents. This will ensure accurate records of all correspondence. Electronic versions of enrolment offer documents are available.