



7: Arrivals and Departures

Our Club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Admissions

It is the responsibility of the Manager or Deputy Manager to ensure that an accurate record is kept of all children in the Club. The club uses an online booking system which provides a register for each day (a copy is also emailed to the Manager and Deputy email accounts in case a paper copy is required). The child's arrival or departure to and from the club is recorded using the online register. The register (iPad) will always be kept in an accessible location on the premises (for exemptions to this rule, see the Visits and Outings policy).

Records of daily registers should be kept for at least three years from the last entry. (Providers may be required to show these documents during the next Ofsted inspection).

Arrivals

A register will be taken within 15 minutes to confirm children's arrival.

The child does not become the responsibility of the Club until he/she arrives at the Club and has been registered, this is particularly relevant for children attending other clubs before T- Club.

If the parent/carer wants their child to be given medicine during the session by a member of staff, they must have completed and signed the Administering Medication Form (available from the club). Further details of this procedure are contained in the Club's Health, Illness and Emergency policy.

Departures

Children can only be collected by adults named on the collector's list logged on their Magicbooking account. Only adults (aged 16 years and over – and with suitable identification), or siblings, will be authorised to collect children.

Children are not permitted to leave the club on their own in any circumstances; however, the club accepts that there may be occasions when a child is not going home at the end of a session but returning to the school for an event. In these cases, permission and arrangements for children returning to the school must be provided in writing with the name of the adult/ teacher the child is being handed over to. This child will be signed out by the manager and recorded on the iPad register as returning to school, with the time of departure also recorded.

Where a sibling under 16 collects a child over 8, the club requires written consent from the Parents in advance.

No adult other than those named on the Collector's List will be allowed to leave the Club with a child. In the event that someone else should arrive without prior knowledge, the Club will telephone the parent/carer immediately and will not release the child without consent from the parent/carer.



If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this. If the designated adult is late in picking up their child without prior warning, the provisions of the Late Collection of Children policy will be activated.

Upon departure, the online register will be marked to show that the child has left the premises, along with the details of who collected the child and the time of departure.

Absences

If a child is going to be absent from a session, parents must indicate this to the Club in advance.

If a child is absent without notification twice in the same term the parent/carer may be issued a yellow card. A further un-notified absence that term may result in the child being suspended from the Club.

If a child is absent without explanation for more than three days concurrently, staff will contact the parents/carers to try to ascertain the reasons behind this.

Regular absences from the Club could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The Club and its staff will always try to discover the causes of prolonged and unexplained absences.

If a child is absent from the Club without prior warning, staff will check to see if they attended school that day – they will not accept the word of other children. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at the school and the parents/carers.