



**Passmaster
Parents' Handbook**

ABOUT THE CLUB

Passmaster is registered with Ofsted (Registration No 2729964) and is based in Mount Pleasant Primary, Whitemere Road, Shrewsbury, SY1 3BY
St Lawrence Primary, Shrewsbury Road, Church Stretton SY6 6EX

The clubs are open from 8.00 am until 4.00pm weekdays, during holiday time.

You can download our last inspection report here:

https://reports.ofsted.gov.uk/search?q=Passmaster&location=Shrewsbury&lat=&lon=&radius=&level_1_types=0

Our website: <https://www.passmastercoaching.co.uk>

All clubs are based at a primary school setting. We have use of most of the school facilities, including outside space, fields and playgrounds, the kitchen and facilities, a hall, and arts and crafts and creative and sensory play areas.

Aims

At Passmaster we aim to provide a safe and secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

Our Club follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available: home corner, crafts, board games, construction, physical play, sensory play, cookery, reading and a quiet area. We share resources with other sites, so other resources are available for the children to request.

What we provide

We provide healthy snacks, including fresh fruit and vegetables. We promote independence, by encouraging children to prepare their own snacks and the children to prepare their own snacks the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We provide specific snack and lunch breaks which fall in-line with a typical school day. Children who request food outside of these times will be asked that food be consumed whilst sitting at the snack table.

We provide food for HAF participants when running at Easter, Summer and Christmas.

Staffing

Each Club is staffed by a manager, deputy manager and two playworkers as a minimum.

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks. We maintain a staff/child ratio of 1:8 for children under the age of eight and a ratio of 1:12 for children over the age of 8.

Our business manager oversees the following roles:

1. Special Education Needs Co-ordinator
2. Equalities and Inclusion Co-ordinator, Health and Safety Officer
3. Fire Safety Officer, First Aid Co-ordinator, EYFS Key Person
4. EYFS Key Person, Child Protection Officer
5. Data Protection Lead

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child, they will have knowledge of the subjects above. If you prefer to arrange a more convenient time for a meeting, please contact the business manager (contact details are at the back of this Handbook).

Organisation

Passmaster is a Limited Company. We enjoy a close working relationship with our partner schools and organisations to ensure continuity of care, and to maintain good communication links.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times on our website <https://www.passmastercoaching.co.uk/policies>

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is bookable online <https://passmastercoaching.schoolipal.co.uk/>

The business manager will hold a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require parents to complete the registration process online for your child before they can attend the club using the online booking system. This information will be treated as confidential and will be stored appropriately.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

Payment of fees

The current fees are between £18-£20 for a full day. Fees are payable in advance on our booking platform <https://passmastercoaching.schoolipal.co.uk> by cash or cheque, bank transfer, Tax-Free Childcare or childcare vouchers.

We accept vouchers from childcare voucher schemes please contact the business manager.

The price per session per child applies to all children.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the business manager.

Changes to days and cancelling your place

If you need to cancel or amend your booking, do it via your online portal at <https://passmastercoaching.schoolipal.co.uk>. Simply go to your invoice, click cancel or amend. You can cancel or amend your booking up to 7.30am on the day a child is due to attend. You will be reimbursed and your money will be added to your portal wallet to use at a later date.

Induction

You and your child are welcome to visit the Club before your child's first day to familiarise yourselves with the setting and to help your child settle in. Please contact the business manager to arrange this.

During your child's first session time will be set aside for an induction. The induction will include running through Club's rules and routines (including meal times, collection, children's meetings), and introducing your child the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first session.

See our **Child Induction Policy** for more details.

Arrivals and departures

Parents escort the child to the Club. A register is taken when children arrive in our care. The duty manager will sign out your child each day when you collect them.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 4.00pm, if you are delayed for any reason, please telephone the Club to let us know.

If your child remains uncollected after 4.30pm [30 minutes after your club closes] and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

Child protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices.
- We will not tolerate any form of racial harassment.

Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with special needs.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which can be found on our website for all parents and carers <https://www.passmastercoaching.co.uk/policies>

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our **Suspensions and Exclusions Policy** for full details on our website.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor, bullying, aggression, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Aggressive Behaviour Policy** for more details on our website.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send him or her to the Club for 48 hours after the illness has ceased. See our **Childrens health policy** for more details on our website.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak your child's key person, the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on our website.

Privacy Notice

At **Passmaster** we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email, social media and post, so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Club mobile number: Please see the notice board outside the club venue. Tina Dean is the business manager for all holiday clubs 07958636546

Ofsted Registration No: 2729964

Correspondence Address:

Passmaster Education Limited

Emstrey House

Sitka Drive

Shrewsbury Business Park

SY2 6LG

Tel: Steve Green, Director 07503269941

Director: Steve Green

Director: Lee Green

Business manager: Tina Dean

Local Early Years and Childcare Service

<https://www.shropshire.gov.uk/early-years-and-childcare/parents-and-carers/customer.service@shropshire.gov.uk>

Tel: 0345 678 9000

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231